



The Hospice
of st francis

"I feel like a person who just happens to be a patient."



A HOSPICE

is a gift a community
gives to itself



#IWill means #WeCan

#IWILL BE PART OF THE HOSPICE OF ST FRANCIS



Lisa,
Catering Manager

I started working in the Hospice kitchen when I was sixteen, so I've been helping feed patients, visitors and staff here for over 17 years. Providing someone with a warm home-cooked meal is my favourite way of looking after them. I know that enjoying a special meal can help raise a person's spirits.

Our team is a tight-knit group, more like family than colleagues, and we're still reeling from the loss of our head chef, Chris Took. Chris was the most amazing boss and had the patience of a saint. He put so much care into running our kitchen for twenty-two years. When I consider what I can pledge to the Hospice, I think about honouring Chris's legacy. I will do everything I can to carry on what Chris put in place.

In this newsletter, you'll hear why people in our community have pledged to help the Hospice. We hope you'll be inspired to make a promise of your own. Whether you pledge to volunteer your time, donate to our shops, put us in your Will or come to one of our events – your promise to care for the Hospice is an act of kindness that we rely on. The Hospice was there for Chris in his final hours, and we will be here for you or your loved ones if you ever need us.

A Hospice is a gift a community gives to itself.



CHRIS TOOK, HEAD CHEF EXTRAORDINAIRE

Many of you knew Chris. Some for a few short hours, some for many years.

From cooking for patients and families on our Inpatient Unit, to his 'Cooking with Chris' courses (for carers and bereaved adults and children) and serving legendary Cream Teas at our Ashridge Garden Party. Chris was a people person, often a lasting memory for families visiting the Hospice. His dedication, passion, humour, kindness, care and love will be forever missed.

"THEY CONCENTRATE ON LIFE"

"I would have never dreamt that I'd be taken out to the zoo. It was so unexpected," Julie says, describing her recent visit to Whipsnade. Julie arrived at the Hospice in February with metastatic cancer, and was initially unable to leave her room. But as she grew stronger and attended coffee mornings, Julie's goal – to revisit the zoo she'd loved with her family – came to the fore.



"On the Friday, Ray [Head of Spiritual Care] said, 'I'm going to take you to the zoo on Monday' and I was like, how are you going to do that?" Julie says, recalling her disbelief. Behind the scenes, our Wellbeing Team was working to make it happen.

Julie's husband Peter agrees, "It's a little bit of your life that is normal. A lot of people believe that a hospice concentrates on death. Which isn't right. They concentrate on life."

"ALL YOU NEED IS FIRE IN YOUR BELLY"

Towards the end of last year we unveiled a sculpture that celebrated our founder Pam Macpherson.

Like Pam we want to keep pace with local people's needs. If we doubt that ambition we only need to ask ourselves whether 'the fire in our belly' would pass muster with Pam.



A BIG shoutout to Dexter and Jarvis for their fantastic fundraising over the winter! Dexter's uncle passed at the Hospice. So, he and his friend Jarvis sold sweets with all proceeds they raised going to the Hospice. Thank you!

SECRETS OF OUR VISUAL MERCHANDISING MANAGER

Bright acid yellow is surprisingly popular now. Any time we put out a bright yellow item, someone buys it straightaway.

Using old furniture for a new purpose can energise a room. I bought a beautiful display cabinet at Returned To Glory and love using it as a linen cupboard.

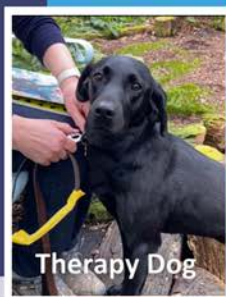
When I decorate, I try to tell a story. I'm working on a 'French Riviera' story at the moment. So I'm pairing lovely neutrals, stripy cushions and lots of linen for a luxe French mood. Add a rattan chair and we're good to go!

Less than 20% of our funding comes from the NHS



**Francesca,
Buyer and Visual
Merchandising Manager**

LOTTIE'S Favourite Moment...



Therapy Dog

One girl had lost someone special and didn't want to talk to anyone. I put my head on her lap and looked up at her. She started talking to me while I nuzzled her and I think that really helped.

#IWill remember the Hospice in my Will

"Pam Macpherson (founder of the Hospice) asked if I would be interested in joining a committee to set up a Hospice locally to which I happily agreed..."

I was there at the Hospice's inception and remained involved as a doctor and supporter right through to present day. And now by leaving a Gift in my Will I can help ensure the great work they do continues for many decades to come."



Dr Michael Boyes



HOSPICE DUO TAKING ON THE EDINBURGH 7

Meet Sue and Donna, part of the Hospice's fabulous Inpatient and Community Teams! Together they'll be part of the trek team tackling St Francis' latest challenge, Edinburgh's 7 highest peaks!

"Sue and I started our journey at The Hospice of St Francis eight years ago. We very soon became the best of friends. We love our jobs and the wonderful teams we work with," shares Donna, who is part of our Rapid Personalised Care Service.

"We wanted to take on the Edinburgh 7 to challenge ourselves, and raise funds for this amazing place, so that it can continue to offer care to all those that need it.

Fancy joining the challenge? Head to stfrancis.org.uk to find out more about Edinburgh 7 and our other events

Can you help us plan for the future by committing to a regular direct debit to the Hospice? Set up your regular gift today at stfrancis.org.uk/donate

LOVE

A chat with Chantal, Manager of Amersham Owned

"When I arrived in the UK four years ago, I came with two suitcases of clothing and nothing else! Luckily, I discovered charity shops and have been hooked ever since. I couldn't believe I could get such amazing things second hand. I furnished my whole flat with things from Returned to Glory. I started volunteering there and have been involved with the Hospice ever since.

I love managing Amersham Owned because it's like a hybrid store filled with everything you could ever want. Not only furniture, clothes, books and records, but also beautiful NEW gifts and décor which are sustainable & affordable too!



CREATE

I like to see a customer's surprise when they walk in and say, "Is this really a charity shop?" People are so impressed by the high standards."

A fashion tip from Chantal?

Brooches are trending! But, instead of spending lots in a department store, you can find beautiful, affordable ones in our shops. We've got a fantastic variety, from gemstones to vintage.

**You can find us at 23 Woodside Road,
Amersham, HP6 6AA**

Keep an eye out for our new workshops!

SUSTAIN



#IWILL SHOP WITH THE HOSPICE

Charity shops are so much 'more than just a shop' and our Hospice shops are at the heart of their communities.

Our Berkhamsted and Highfield shops have recently had a mini-makeovers, with our new 'Owned' shop branding, shown here at our Berkhamsted shop. It's affirmation of value that the Hospice places on our community.

'A hospice is a gift the community gives to itself' underpins our 'Owned' branding; the community ownership of The Hospice of St Francis.



The new furniture and homewares showroom at our Highfield shop is not to be missed!

NEW AT CHAPTER TWO

Our bookshop Chapter Two continues to be at the heart of all things community in Chesham! From Chess Club and Children's Storytime to Open-mic poetry - there's something for everyone!



The NHS is not in a position

TONY'S STORY

When Tony Russo learned he had a glioblastoma, he knew exactly what that meant. His own dad had died from the same type of aggressive brain tumour.

Tony lived life to the full. Initially he pursued a career as an artist and music producer. Shortly after his son Oscar was born, Tony opened an Italian family restaurant in Kings Langley called Oscars Pizza Co – a place he filled with his big laugh for over twenty years. He was so vibrant. He would fill the room. When he walked into a room, you'd know about it, his partner Sally says.

You can read Tony's full story on our website: stfrancis.org.uk/tonys-story

"Tony was most comfortable at home – he called it his sanctuary. Home really was where his heart was. Home was the place he always wanted to be."

So it was with huge relief for Tony's family when they learnt that the Hospice would come to them.

"They were like the safety net. They'd always come out to help, even if it was just to talk to Tony." Helena (Hospice nurse) also gently prepared the family for what to do after Tony died. "In the last 5 days Helena might as well have stayed at the house. She came over so often. We couldn't have done it without her."



to fund our Virtual Ward.

YOUR CARE. YOUR CHOICE. YOUR HOME.



Our Virtual Ward means that even patients with complex medical conditions can choose to stay at home, knowing they will receive the same expert, responsive and holistic care as patients on the Inpatient Unit.

The Virtual Ward team includes specialist nurses, health care assistants, a physiotherapist and occupational therapist who care for patients with complex needs at home, seven days a week. There are regular meetings with a doctor, social worker, spiritual care leader and carer support.

The NHS is not in a position to fund our Virtual Ward. The contributions the NHS was making over the winter stopped on 31st March.

#IWill give patients choice

By donating to our Virtual Ward appeal you will ensure patients, like Tony, receive the care they need to stay at home and that their family is cared for too.

Visit stfrancis.org.uk/virtual-ward



**"I PUT THE HOSPICE IN
MY WILL. HERE'S WHY"**



**1 in 5 patients we care
for are looked after
thanks to gifts in Wills.**

For an informal and
confidential chat, get in
touch with our dedicated
team on 01442 869 550
or email
legacy@stfrancis.org.uk

Every single gift makes a
real difference.

Monica and her dog Daisy welcomed us into their home to talk about why it is important to Monica to leave a Gift in her Will to the Hospice.

"I grew up in a big family in Berkhamsted, and I was taught by Franciscan nuns who eventually gave their convent to the Hospice. I was amazed that nuns, who had nothing, decided that giving their home to the Hospice was the right thing to do. That was the beginning of the Hospice as it is today.

"If I died tomorrow, I'd like to leave something to the Hospice that could go on and on. I would love to have enough money to provide a real legacy. I put the Hospice in my will because I wanted to do something useful. Perhaps, in the future, hospice nurses will benefit from what I've given.

"Dying is something we all do, although none of us are prepared for it. I know you can't make it easy, but you can make it comfortable."

numbertwenty

Our number twenty shop has recently undergone a fabulous makeover!

With an inspiring product range for both the home and for gifting, incredible furniture, and that 'something different', you really can Shop For Good! Come and check us out at 20 Lower Kings Road, Berkhamsted!



Shop online with us and alongside our latest eco-friendly and sustainable products, you can find our gorgeous new Re-Loved Chic Accessory boxes. Flamboyantly wrapped and delivered to your door!

Visit shop-for-good.org.uk



Have you seen our new Workshop hub?

From painting and lampshade making to upholstering and paper craft! Join us to learn a new skill in a friendly and supportive environment. And we'll treat you to some delicious homemade cake too! We run our workshops throughout the year in Berkhamsted, Chesham, and Amersham.

Visit stfrancis.org.uk/workshops

A PLACE TO THRIVE



"NOW I'M KEITH AGAIN"

When Keith arrived at the Hospice, he had a thick beard because he hadn't been able to remove his oxygen mask to shave in hospital. An unexpected diagnosis of Interstitial Lung Disease had hit him like "a whirlwind, a rollercoaster and a tsunami."

Hospice Medical Director, Dr Chadwick, saw Keith's case and arranged for a cutting-edge High Flow Nasal Oxygen (Optiflow) machine to be brought to the Hospice. This can improve breathing and recovery by providing warm, humidified, high flow oxygen through a small nasal cannula. We're one of only two hospices in the UK to have one of these machines.



Keith's wife Wendy describes Keith's first day at the Hospice. "That welcome we got when we walked in was unbelievable. It was like, thank God. Such a relief. I'll be able to sleep at night."

Using the Optiflow Machine, Keith was finally able to shave his beard and he could speak more easily with his three daughters. He says, "I was so used to a mask, it was as though my brain wanted to take a mask off before letting me drink."

After ten days in the Hospice, Keith's appetite improved and he began feeling stronger. He went from being immobile in bed to getting up and sitting in a chair with the help of our wellbeing team. "The day I stood unaided," he says. "I actually cried."

"Everyone is invested in you as an individual. I feel like a person who just happens to be a patient. Before I was patient 26, on ward 7, floor 3. Now I'm Keith again."



Keith recently took part in craft activities run by our Wellbeing volunteers

#IWILL VOLUNTEER MY TIME

We caught up with Jerri, Macmillan Occupational Therapist & Discover Project Lead at the Hospice, to learn more about a weekly volunteer-facilitated Wellbeing project on our Inpatient Unit and how it benefits patients...



"The Wellbeing project is a space for patients to engage in an activity that provides a sense of purpose, pleasure, togetherness and meaning in their day. Where appropriate, patients are encouraged to leave their rooms, so that they can interact with others, for the benefits of improved well-being, a change of environment and a shared experience."

"The Wellbeing Project runs twice a week between 11am - 1pm on the IPU. The sessions are facilitated by two volunteers who are specifically trained for the role. The volunteers plan activities and offer them to patients on the unit. Activities have included flower-arranging, time in the garden, crafts, board games, shopping in the Spring Centre, nail painting, coffee, chatting and many more."

Katrina, a volunteer, shares

"Working and being part of the Well-being team is rewarding and amazing in so many ways. Every time I come to do a shift, I feel such a part of the Hospice the minute I walk through the door. Giving a distraction and a meaning through our activities or by just simply chatting, hopefully gives patients a bit of something different to break up their day. We work very closely as a team and I'm so glad and happy to be part of it."



We have hundreds of volunteer roles across the Hospice. Interested? Get in touch at volunteering@stfrancis.org.uk



SUNDAY
16
JULY

11am - 3pm

CLASSIC CAR SHOW

& now including motorcycles!

- Bar & Food
- Shopping Stalls
- Children's Activities

stfrancis.org.uk/classiccars

FAMILY FUN this summer!

At our Dudswell Event Field,
Berkhamsted, HP4 3TA

Family Friendly Music Festival

- Super talented local musicians
- Tring Brewery Bar & delicious food stalls
- Shopping Stalls
- Children's Activities

Buy your advance
tickets online!



SATURDAY
24

JUNE
2pm - 9pm

SUMMER
SOUND
FEST

Thanks to our event
sponsor

 SAFRAN

stfrancis.org.uk/sound-fest

SAVE THE DATE

Ashridge Garden Party

We'll be back in the beautiful grounds of Ashridge House this September with our impressive food court, popular entertainment including a dog show, and 'shop local' village.

Visit stfrancis.org.uk/gardenparty



SUNDAY
10
SEPTEMBER

SUNDAY
15
OCTOBER



DON'T FEAR THE MUD

The Legendary Mud Pack Challenge returns on Sunday 15th October! Ready to get filthy for St Francis in the wonderful surroundings of Ashridge Estate?

Our first 200 Mud Pack recruits will be able to sign up for just £30! Thank you to this year's event sponsor British Gas!

Visit stfrancis.org.uk/mudpack



The awesome Mud Pack Challenge is only made possible by our event supporters, including team at Framework Foundation who build the most inventive and torturous obstacles!

The team also fundraise throughout the year and so we were thrilled to receive this incredibly generous donation of £7,500. A huge thank you for your support!

Meet Syirona

#IWill develop
creative therapy
groups that are
inclusive



The care people need is changing, and so are we...

"My first patient was an accomplished musician who'd been playing since he was four. But due to the progression of his illness, he had lost the ability to speak or move his arms. I went in to meet him along with his brother and a carer, and he used a device to say: 'My hands don't work, but my feet do.'

I put on a song that we could play the chords to, and he played using his foot. He strummed whilst I held the chords. Because he was non-verbal, he couldn't sing or hum along, so to be able to make music again really made a difference for him.

His brother was in tears of joy. The patient was getting tearful. He was happy, he was crying. I was tearful. It was a moment that you could tell they really needed. He just needed to express himself musically once more."

Syirona is part of our Creative Therapies team that uses movement, dance and music to support people living with a long-term diagnosis. The team recently launched a new group for people with dementia to explore their memories, experiences and feelings through music and movement.