

YOUR HOSPICE

NEWSLETTER SPRING 2018



Become a Guardian



Can you help fundraise?



The Spring Ball returns!



Support from students



Getting muddy for Mary

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HOSPICE NEWS



GETTING MUDDY FOR MARY

We are constantly moved and humbled by the number of people inspired to fundraise for us in memory of a loved one after experiencing our care first-hand or receiving support themselves as a relative, friend or carer.

Within months, weeks or even days of losing a loved one, family members are often inspired to take part in one of our events, determined to raise whatever funds they can to support us so that other families can benefit from the same kind of special care that they have received.

Becky Smith, 22, and her 26-strong Mud Pack Challenge team, The Mother Mudders, are just one example.

Becky and her sisters, Jessica Smith, 27, and Joanna Kent, 33, took part in our 2017 Mud Pack Challenge just a month after their mum, Mary Smith, passed away to thank the Hospice for the care and support she received.

They expected to raise around £1,000 because their mum had been so well-known and well-loved in their home town of Berkhamsted, but were astounded when they surpassed that amount within four hours of setting up a Just Giving page and a team of 23 family members and friends pledged to get muddy alongside them.

HERE, BECKY TELLS THEIR STORY...

"Mum was first diagnosed with lung cancer in September 2015 and after one fairly successful operation to remove a large metastasis compressing her spinal cord, the tumour again progressed and her spine was re-operated on in February 2016.

"As a result of the operation, she was left paralysed. We moved her bed downstairs so she could be near us but she wasn't able to get out of bed until her carers came. Jenny, a Hospice community nurse, used to come and visit mum every couple of weeks and that always cheered her up.

"Despite being unable to walk or sit up, and suffering from almost constant pain, Mum always managed a smile and remained at the heart of our family.

"In the last three months of her life, she stayed at the Hospice twice for respite care and pain management. She loved being there and compared her initial stay to a holiday, not only due to the beautiful environment she was in, but the incredible five-star care that she received.

"All the nurses, doctors and volunteers greeted her with a warm smile and nothing was too much to ask. We were never conscious that we were taking up people's time.

"She was allowed home after three weeks but was re-admitted in August for another two-week stay. She passed away at home on 11th September with my dad Tony, me and my sisters by her side. She was only 59.

"Mum's care at the Hospice was provided free of charge so we decided we wanted to do something to give back to this amazing charity. We started fundraising while she was still alive and would give her updates about how much we'd raised. She couldn't believe how well we were doing.

"Altogether, including two Just Giving sites as well as offline donations, the team raised £11,700 from 265 donations.

"Mum was one of those amazing people who touched the life of everyone she met. Everyone remembered her and had a story about her.

"I had been quite nervous about doing Mud Pack but everyone was so generous, it made me realise I could do it. We all helped each other round and when I came to the end I didn't want it to be over!"

Thank you to The Mother Mudders and all our amazing Mud Packers who turned out at last year's event to get muddy and raise funds for hospice care. A fantastic 900 of you braved the five or 10-mile obstacle course in the muddy grounds of Ashridge House and together you raised an incredible £135,000!

Look out for early bird registrations for this year's Mud Pack Challenge on our website, which will take place at Ashridge House in October.

DR ROS APPOINTED AS PATRON

We are delighted to announce that Dr Ros Taylor, MBE, our former Director and a leading figure in the hospice and palliative care sector, has been appointed as a Patron of the Hospice.

Much-loved and highly regarded, Dr Taylor led the Hospice for 18 years before retiring in March 2015 to take up the role of Clinical Director at Hospice UK, where she successfully drove the clinical agenda for hospice care at a national strategic level, promoting and supporting excellence and innovation in care.

She continues to work with Hospice UK in an advisory capacity but also works in the palliative care team at London's Royal Marsden Hospital. She also teaches and jointly edits The European Journal of Palliative Care. You can follow her on Twitter from her account @hospicedoctor.

Dr Taylor said: *"I am really honoured to reconnect with The Hospice of St Francis and hope to share ideas and possibilities that I have learnt from my national role. I know the potential of St Francis to make a huge difference at the most precious time in people's lives and the challenge now is to extend the reach in radical new ways."*

Alison Woodhams, Chair of the Hospice's Board of Trustees, said: *"Ros combines a formidable working knowledge of Hospice care with a passion and deep felt humanity for the needs of terminally ill people and their families."*

"It is our pleasure to welcome her back to the Hospice as a Patron and we look forward to working with her again."



HOSPICE AWARD FOR INNOVATION

Fay Richardson (far right) holding the award with members of the Clinical Nurse Specialist team

We were delighted to be awarded the Hospice UK Innovation in Care award at the national Hospice UK Awards in Liverpool in November.

The award was received alongside Peace Hospice Care, Rennie Grove Hospice Care and Hertfordshire NHS Trust in recognition of the work and contribution of the four health organisations in launching and running The West Herts Palliative Care Referral Centre.

The referral centre provides a single point of referral for palliative and end of life care patients from across the Herts Valley Clinical Commissioning Group area and some parts of Buckinghamshire.

Fay Richardson, our Community Nursing Services Lead, said: *"The referral centre makes it quicker and easier for health and care professionals to make referrals and is a great example of local health organisations pooling their resources, talent and expertise."*

"I would like to thank all The Hospice of St Francis Clinical Nurse Specialists involved in getting the centre up and running for their hard work and dedication."

NEW GUARDIANS INITIATIVE LAUNCHED

October saw the launch of a new and special fundraising initiative, which we hope will provide us with regular income to sustain our vital person-centred bereavement care.

The Mayor of Dacorum, Cllr David Collins, joined founding and prospective Guardians of St Francis at a drinks reception to hear first-hand from Hospice staff, Guardian Lead, Charlie Toner and widow, Sandra Wicks, about the difference their generous support – a minimum gift of £200 a month for four years – could make.

Hospice CEO, Kate Phipps-Wiltshire said: *"People who experience our bereavement care tell me it saved their lives and their children's lives because it helped them to endure the impact of their grief and make sense of their lives again."*

"Grief, whilst ordinary in the face of loss, can be extraordinary in its impact but bereavement care increases our resilience - often across several generations in one family. Our Guardians will play a vital role in ensuring that local people can continue to access this life-changing support."

Sandra Wicks, 68, from Chipperfield, spoke poignantly about how the Hospice carried her *"from the darkest place*



Anna Bates, Hospice Head of Philanthropy (centre), at launch event with some of the founding Guardians of St Francis

she's ever known into the light" after she lost Terry, her husband of 48 years, at the Hospice in April 2016 after a short and unexpected illness. *"I've gone from wondering how I would survive to looking at my life with fresh eyes,"* she said.

Anna Bates, the Hospice's Head of Philanthropy, said: *"We are delighted that 16 generous individuals and families have already become Guardians of St Francis and hope that more will be inspired to join them. We need to raise £100,000 each year from the community to fund these vital services and this special group will enable us to do that for years to come."*

To find out more about becoming a Guardian, contact anna.bates@stfrancis.org.uk or call 01442 869555.

KEEP IN TOUCH WITH US!

You may have heard in the news that from May this year a new national regulation - GDPR (General Data Protection Regulation) is coming into force which means that all charities need to be able to justify why they are contacting their supporters by post.

Being able to write to you to share our news, event details, newsletters and fundraising appeals is vitally important to us. It's how we celebrate your gifts and donations and show you what an incredible difference your money makes. We only exist because of the support of people like you in our community.

We have to write to everyone who gives to us now or has done before later in the Spring to explain why keeping in touch is so important and how we continue to do this. If you receive our letter, please return in the FREEPOST envelope your contact preferences.

If you'd like to know more about this, please email joel.voysey@stfrancis.org.uk or call 01442 869555. Thank you!

HOW YOU CAN SUPPORT US



CAN YOU HELP US FUNDRAISE?

Are you creative, enthusiastic and organised? Do you like meeting new people or bringing family and friends together? Then why not set up an event committee or fundraising group?

The Hospice of St Francis is looking for people to organise fundraising events - anything from a coffee morning to a black tie ball, a quiz night to a fashion show. There is no fundraising target. All that's needed is a commitment to do your best and have lots of fun!

Elaine Bunn, from Berkhamsted, and her friends (pictured above) recently organised the wonderful Wedding Dress Ball at Pendley Manor, Tring, raising £17,000 for the Hospice, while Ken Walker, from Flaunden, began offering beginner Bridge Lessons and ended up setting up a Bridge club. So far Ken has raised more than £200 as well as making new friends, and sharing his talent for teaching.

No idea is too big or too small and you'll receive lots of help and support from a member of the Hospice fundraising team, so give us a call, come in for a coffee and put your great idea into practice!
Contact lucy.hume@stfrancis.org.uk

JOIN US FOR TREK SAHARA

Make 2018 the year you step out of your comfort zone and challenge yourself for charity. We're looking for intrepid adventurers to join our next fundraising trek to the Moroccan Sahara desert from 10th-17th November.

Well-known local cabbie Mark Twyman will be swapping the streets of Berkhamsted for the sand dunes of Morocco when he takes on Trek Sahara for the Hospice later this year. Mark has signed up for this year's challenge that will see him trekking 50km across desert sands before spending two days helping out at a local community project in Marrakech.

Mark has already raised £500 of the £1,990 fundraising target and has many more ideas up his sleeve for how to raise the rest.

If you'd like to join Mark on the trip of a lifetime, email claire.jones@stfrancis.org.uk, call 01442 869555 or visit www.stfrancis.org.uk/treksahara



SAVE THE DATE!



Following the success of last year's Garden Party in the beautiful surroundings of Ashridge House, we are delighted to announce that the biggest event in our fundraising calendar will take place this year on **Sunday 3rd June 2018**.

Make sure you save the date and don't miss out on all your favourite attractions like cream tea on the terrace, Pimms on the lawn and live jazz, as well as an array of quality stalls selling locally produced items and gifts. There will also be plenty of delicious food and fun activities throughout the afternoon to entertain all the family.

Join us in bringing the local community together for a sensational summer extravaganza!

CYCLE FOR US!

We are looking for people to ride for us in two of London's most iconic cycling events this year. **Nightrider will take place on 9th-10th June** and **Prudential Ride London 100 takes place on 29th July**.

If you want to take on a cycling challenge – day or night, the choice is yours – contact claire.jones@stfrancis.org.uk

BUBBLE RUSH 2018

Grab the family and sign up for our incredi-bubble event on Sunday 29th April as we turn Gadebridge Park, Hemel Hempstead, into a mass of frothy bubbles. Everybody from tots to teens and grown-ups to grandparents can enjoy running, walking or dancing through safe, frothy, foam at our different coloured bubble stations!

Natalie Hart, 47, from Mount Nugent, Chesham, and her daughter Megan, 18, were part of the 18-strong Team Hart who took part in last year's event in memory of her late husband Dave, a retained Chesham firefighter, who died at the Hospice in 2013 aged just 42.

The veteran fundraiser, who has taken part in many Hospice events, said: "It was just fantastic. There was a real community buzz. I've done lots of Hospice events but this is definitely up there with the best of them!" For more information visit stfrancis.org.uk/bubblerrush



MAKE A WILL MONTH IS BACK

March sees the return of our annual Make a Will Month, where solicitors supporting the Hospice will be offering to make your Will and waive their fee in lieu of a donation to the Hospice.

Last year, thanks to the generosity of our supporters, we raised over £18,000 and were delighted that the scheme attracted so many participants. This year, local solicitors will be taking part again. For a full list of participating solicitors visit www.stfrancis.org.uk/maw.

There is no obligation to leave a gift to the Hospice in your Will, but if you do decide to leave a legacy gift it will help us to plan and fund future care for local people affected by life-limiting illness.

For more information about making a Will or to discuss how to leave a gift in your Will, please contact **Kenjie Gray** or **Anna Bates** on 01442 869555 or email legacy@stfrancis.org.uk

THE SPRING BALL RETURNS!

Join us on Saturday 12th May for our bi-annual Spring Ball, which will take place this year in the stunning setting of Heatherden Hall, Pinewood Studios.

Following amazing feedback from both The Spring Ball 2014 and 2016 which, with your help, raised approximately £130,000, we are delighted to invite you to attend 2018's glittering event.

To purchase tickets for this fabulous black tie evening, either download a booking form from our website or email thespringball@mail.com to request a booking form.

All profits from this charity evening will go directly to the Hospice.



THANK YOU

There are so many people who contribute in so many ways to fund our care and we are truly grateful for your support. Here are a few examples of what our fantastic community has been up to!

A huge thank you to everyone at the **Dacorum Machinery and Steam Preservation Group**, who have supported the Hospice for over a decade. Last Summer's Steam Fayre raised an amazing £18,000, taking the total raised by this impressive group to a staggering £169,000!

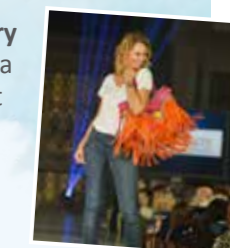


Thank you to **Jemma Crane and her family and friends** who took part in the Bovingdon 10K in memory of Jemma's husband Philip, raising an incredible £6,173!

Thank you to housebuilder **Taylor Wimpey's North Thames division**, which chose the Hospice as its annual charity this year. They have been holding fantastic fundraising events all year, from an intrepid 24 Peaks Challenge, to a spectacular golf day and dinner at Dyrham Park Country Club, raising over £27,400!



Thank you to **Berkhamsted's Fine & Country estate agency** for staging a fundraiser with a difference! Set against the dramatic floodlit backdrop of St Peter's Church, the agency hosted its first ever fashion show. The evening was a roaring success, raising a fantastic £7,600!



A huge thank you to a **fantastic young Hospice supporter** who swam the height of Mount Everest (590 lengths) in 3 hours and raised over £20,000 for us!

OUR SHOPS



PLANNING A NEW YEAR CLEAR OUT?

The 'New Year' traditionally heralds a post-Christmas clear out and staff and volunteers in our six charity shops and re-loved furniture showroom **Returned to Glory** are ready for your donations. Do please check that they are suitable for sale before bringing them to us as it costs us to recycle anything we can't sell.

Before you bring any items to us ask yourself 'is this something I would buy?' If the answer is no, then perhaps think again and either take it to your nearest recycling centre or, if it is clothing which is not of a good enough quality to sell, bag it up and tell the shop that it is for our rag merchant.

Donations are our 'life blood' but accepting large items of unsellable furniture, broken children's toys, or boxes of heavy, unsellable books, gives us the problem (and cost) of disposing of them.

We really appreciate your donations and without them we would, of course, have nothing to sell. By donating appropriately it makes our shops more efficient and cost effective which in turn helps us raise more money to fund the work of the Hospice.

Thank you for your donations and please do keep them coming!

SOME OF THE MEMORABLE DONATIONS WE RECEIVED LAST YEAR...

- One of the most eye-catching - a painted Ostrich egg, which sold on eBay for £72
- One of the most unusual - a sausage maker, which sold on eBay for £135 to someone starting his own vegan sausage company
- One of the most valuable - an Art Deco bracelet, which sold on eBay for £375



AT A GLANCE

- Last year through your generosity our shops were able to contribute over **£500,000** of profit to the Hospice by selling your donated items.
- Last year gift aided donations raised over **£100,000** for the Hospice.
- The Hospice of St Francis received over **£100,000** last year from items we were unable to sell in our shops.
- However, it cost us over **£30,000** to dispose of items we could not sell.

MAKE YOUR DONATIONS GO FURTHER... *giftaid*

Did you know that if you Gift Aid your donation we get 25% added to whatever we sell your items for?

To make your donations go further, sign up to Gift Aid at any of our six charity shops, or to make a gift-aided furniture donation, contact **Returned to Glory on 01442 874356** or email returnedtoglory@stfrancis.org.uk to arrange a free collection.



DOING YOUR BIT FOR THE ENVIRONMENT

Donating to one of our hospice charity shops is a great way to champion the environment.

Last year by donating to one of The Hospice of St Francis' shops you contributed to UK charity shops keeping 331,000 tonnes of textiles out of landfill and saving £893,000 in landfill taxes.

UK charity shops also reduce carbon emissions by 6.9million tonnes through re-use and recycling.

All of this is only possible by the hard work of shop teams and volunteers who do a fantastic job sorting through bags of old clothes.

VOLUNTEERING

SUPPORT FROM STUDENTS



We don't just consider our student volunteers to be those who are home from university and help out at the weekend. They are deeply embedded in our work, using their learning to support us whilst gaining valuable experience in a face to face setting.

Forty-five students, who hope to go into a nursing or medical career, work in our Inpatient Unit, experiencing what it's like to support patients and relatives during a difficult time.

Four students from a local school are carrying out research to help us establish what our volunteers want in terms of recognition, while 36 people, who are completing their Duke of Edinburgh award, volunteer in our shops or on our Inpatient Unit.

Twenty of our student volunteers want to gain an insight into the world of work – either to help them become more employable or to find out more about a career they may be considering.

Each of our student volunteers is a huge asset to the Hospice and provides a valuable contribution to our patient care.

60 SECONDS WITH... PENNY MATON-CLEMENT



What is your role at the Hospice and what does it involve?

I'm a Community Health Care Assistant covering the Berkhamsted area, which includes four GP surgeries. My job involves going on home visits to see patients and their carers. As well as looking after patients, I make sure we also look after the people who care for them by ensuring that they have the support they require to look after their loved one. I offer support through the Spring Centre and, if needs be, refer patients to other members of the Hospice team.

I order equipment for patients to make day-to-day living more comfortable and liaise with other health care professionals, such as GPs and district nurses. I update carer reviews to make sure any changes in their circumstances have been assessed and dealt with.

If I think a patient may benefit from it, I give complimentary therapies like hand massage and foot massages and I support end of life care.

WHO ARE OUR COMMUNITY VOLUNTEERS?

Ambassadors – 23 volunteers give talks to community groups, accept donations, conduct Hospice tours and man information stalls. These activities help to raise awareness of our services and how they can be accessed. Our Ambassadors are our voice in the community!

Home Box Collectors – More than 150 people help the Hospice raise over £40,000 each year! With hundreds of home boxes across our catchment area, volunteers reach local people in a way that we wouldn't be able to without them collecting money in their area biannually. Our Homebox Collectors are our fundraisers in the community!

Events - The Hospice hosts events, which offer people fun ways to support our work. Without volunteers registering people, folding t-shirts, marshalling courses, directing cars, clearing up and all that's in between, we wouldn't be able to put on such fantastic fundraising events. Our marshals and event volunteers are our helping hands in the community!



Craft Group - Twelve volunteers get their needles and crochet hooks out ready to create new items they can sell to raise money for the Hospice. They research what is 'on trend' and work out how to make dog jackets, decorations, children's jumpers, toys and much more. The group attends local fetes and fayres and make as much money for the Hospice as possible. Our Craft Group volunteers are our creative flair in the community!

To find out more about joining our team visit www.stfrancis.org.uk/work-with-us

My role also involves assisting with support and personal care to bridge the gap whilst awaiting other services and providing a rapid response to crisis calls, usually attending with a trained nurse or another HCA.

What do you enjoy most about your job?

Having permission to visit and attend a patient at home in their own environment is a privilege. I enjoy getting to know, not just the patient, but also their family and supporting everyone through this journey. It is different visiting a patient's home to working on the Inpatient Unit, which I did before this role. I love the hands on care and support.

What are the biggest challenges you face?

The weather can prove to be a major obstacle as we have seen in recent weeks. Also, accessing a patient's house if someone is really poorly and they live alone and are not able to come to door can be challenging. We need to make sure no incidents have occurred and that they are safe. Dealing with family dynamics can be hard when emotions are running high.

What do you enjoy doing when you're not at work?

I enjoy reading, walking my dogs - Spaniels, Honey and Bruce - baking cakes and socialising with friends and family.

DATES FOR YOUR DIARIES

STFRANCIS.ORG.UK/EVENTS | 01442 869555

February

Hymns and Anthems Concert

Sun 4 February - Marlborough Road
Methodist Church, St Albans

Join us for an afternoon concert performed by St Albans Choral Society and light refreshments afterwards. Tickets priced £13, are available from

www.choralsociety.com

March

Make a Will Month Throughout March

See page 5 for more details.

www.stfrancis.org.uk/maw

Sky Dive

Sun 18 March - Hinton Airfield, Brackley

Are you after a hair-raising, adrenalin-fuelled challenge? Why not push your boundaries and take to the skies to support The Hospice of St Francis? We are looking for daredevils to jump for us by taking on a sponsored tandem skydive at our Skydive Day. To find out more please visit

www.stfrancis.org.uk/skydive



April

Brighton Marathon

Sun 15 April

Renowned for its buzzing atmosphere and roaring crowd support, the Brighton Marathon is one of the UK's favourite 26.2-milers. With a stunning coastal backdrop in one of the country's most vibrant cities, this race gets bigger and better every year!

www.stfrancis.org.uk/runforus

Berkhamsted Golf Day

Fri 20 April - Berkhamsted Golf Club

A beautiful, natural and challenging fairway - a day on Berkhamsted's course is followed by a gala dinner and auction.

www.stfrancis.org.uk/golf

Bubble Rush

Sun 29 April - Gadebridge Park,
Hemel Hempstead

See page 5 for more details.

www.stfrancis.org.uk/bubblerrush

May

The Spring Ball 2018

Sat 12 May

Heatherden Hall, Pinewood Studios

See page 5 for more details.

Laura's Fashion Sample Sale

Weds 16 May, 10am-6pm

– The Spring Centre, The Hospice

Chose from over 2,000 garments and items of jewellery and treat yourself! Cash/cheques only, visit our website for more information.

Markyate Plant Sale

Sat 26 May

Held in a delightful, private family garden in the village of Markyate, there's no better venue to find your summer bedding plants and perennials – as well as many other treats!

June

The Garden Party

Sun 3 June, 1pm-5pm, Ashridge House

The highlight of the summer calendar!

See page 5 for more details.

Nightrider

9–10 June, London

A Saturday night with a difference! Choose either a 50km or a 100km route to explore the city's top sights, latest attractions and famous landmarks in the dark!

www.stfrancis.org.uk/cycleforus

July

Stocks Golf Day

Fri 27 July

Enjoy Stocks 18-hole championship course set in a picturesque valley. A bacon roll on arrival will set you up for a day on the green followed by a BBQ, prize giving and raffle.

www.stfrancis.org.uk/golf

Dacorum Steam and Country Fayre

Sat 28 - Sun 29 July -
Green Croft Farm, Potten End,
nr. Hemel Hempstead

Heavy horses, steam engines, displays and stalls, this family day out is well worth a visit!

Prudential RideLondon - Surrey 100

Sun 29 July

A cycling challenge like no other through the closed roads of London and the Surrey Hills.

www.stfrancis.org.uk/cycleforus

September

Ashridge Golf Day

Weds 12 September

With Ashridge course designed as a 'clover leaf' - will it bring you luck on the green? Or maybe at the evening's auction and raffle, held alongside a gala dinner.

www.stfrancis.org.uk/golf

October

Royal Parks Half Marathon

Sun 14 October

This fantastic course takes in four of London's stunning royal parks on its 13.1 mile route. Secure a place with us now at

www.stfrancis.org.uk/runforus



Mud Pack Challenge

(Date TBA) - Ashridge House

Mud Pack Challenge is coming... Get ready for even more mud than before! Register your interest by emailing

mudpack@stfrancis.org.uk

November

Trek Sahara

10–17 November

Join us for a challenge of a lifetime by trekking across the Sahara desert against a stunning backdrop of sand dunes, the occasional oasis and with only camels for company! See page 4 for more details.

www.stfrancis.org.uk/treksahara

All year round!

Gifts in Celebration

From weddings and civil partnerships to anniversaries, landmark birthdays or retirement collections, your celebration can be made even more special by asking family and friends for donations to The Hospice of St Francis in lieu of gifts.

Coffee Morning

Come along to the Hospice on the last Friday of every month from 10.30am–12pm for tea and cake, an optional tour and a browse round our craft fayre.

Film Forum

Everyone is invited to our monthly Film Forum in The Spring Centre at the Hospice on the first Wednesday of each month. Doors open at 6.45pm for a 7pm start. Suggested donation £5 for refreshments. Find out more at www.stfrancis.org.uk/filmforum

Come and Join Our Crew

It takes an army of marshals and volunteers to help our events run safely and smoothly. From the frothy Bubble Rush, glorious Garden Party and muddy Mud Pack Challenge to the Festive Santa Dash. Please help us to ensure things run smoothly and safely by signing up to help us on event day at www.stfrancis.org.uk/joinourcrew