

Autumn 2017

# friends



St Ann's Hospice

Find out  
more about  
our Rehab  
team



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our Light up  
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Support  
St Ann's this  
Christmas



Registered with  
**FUNDRAISING  
REGULATOR**

## Introduction

Hello,  
and welcome to our  
Christmas edition  
of Friends!

My name's Lisa and I'm a Healthcare Assistant in the St Ann's Hospice@Home team. Our team provides specialist palliative care and support to people in the place they call home, whether that's their own home, a family home, sheltered housing, a nursing home or any community setting. We work with patients in Salford and Trafford who have a life-limiting illness such as cancer, dementia, respiratory disease or organ failure. Lots of people don't realise that we provide this service, so I'm really pleased to have been asked to introduce this magazine, so I can highlight what we do!

Many people would prefer to stay at home when they're ill, rather than going to a hospital or hospice, and the fact that we're able help people in this way is fantastic. It's one of the many reasons why St Ann's



is an amazing place. But this, and all our other services, can only continue with your support. We're a charity and we need to raise £16,000 every day to continue helping patients and their loved ones and carers across Greater Manchester. I see first-hand the real difference every donation makes.

I can't believe that Christmas is fast approaching! In this magazine you'll find lots of festive ideas for supporting us in different ways, from our Light up a Life appeal to buying St Ann's Christmas cards to entering our £10,000 raffle! We very much hope you can support us in some way this festive period.

I hope you enjoy this magazine, and I'd like to thank you so much for all you do for St Ann's.

*Lisa*

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## Why I love my job...

**Julie Foley is our Support Services Manager, working across our sites in Heald Green and Little Hulton. She says...**

I've worked at St Ann's for over 23 years, and I can honestly say that every day has been different.

My role is to make sure that our hospices are like five-star hotels for our patients. I look after the buildings and maintenance, and all the day to day operational services. This includes all our facilities, both internal and external, making sure that they're efficient and effective. I make sure that everything our patients use is high spec, comfortable, safe and aesthetically pleasing, so their time at St Ann's is pleasant. I have to balance that with ensuring we're getting the very best value for money as we're a charity and every penny counts.

I also manage individual projects, and it's great being able to see a project through and knowing the end result will benefit our patients or their loved ones. Recently those projects have included the refurbishment of our inpatient wards, and the creation of a brand new sensory garden for our patients to enjoy. We're currently developing a teenage room at Little Hulton, so visitors in this age group have somewhere to take a break and relax. I love getting involved and making sure we deliver something that people want and will make a difference to them.

What I love most about my job is that it's so varied, and there's always something different to work on, from decorating to upgrading mattresses to ensuring our signage is dementia friendly. I work closely with my team and we always make sure that our patients are our priority.



*I love getting involved and making sure we deliver something that people want and will make a difference to them.*

# Light up a Life

Our Light up a Life Appeal gives you the opportunity to celebrate the life of a loved one by dedicating a Christmas tree light to them. You can dedicate a light to anyone you choose. They don't need to have been a patient at St Ann's and it could be someone who just can't be with you at this time of year.

Each dedication is recorded in our Book of Honour and for every light you will receive a special card. As well as dedicating your light, you are also invited to attend one of our Light up a Life services, which allow people to come together to see the lights switched on and to celebrate the lives of those very special people. Here, the Blanchard family tells us what Light up a Life means to them...



We've been coming to the Light up a Life services since 1998. That was the year our Dad and Granddad, Bob Blanchard, died in the hospice. It's always an emotional day but also a highlight in the year for us, as we get

together as a family and remember him, and our Mum and Nana, Kath Blanchard, who died in 2010.

Dad was 75 when he came to St Ann's and had been ill for a long time, around 20 years in total. Our Mum had taken care of him all that time and was understandably very tired. He was a patient for a week before he died, and although we had expected him to come back home, he was very content and at peace in the hospice.

Dad was originally from the North East, but moved to Timperley and had been a bricklayer all his working life. He was in the RAF and his role involved laying runways, and he continued with his profession after he'd left the force. He was a very proud man and privacy was very important to him.

Everybody at St Ann's was so kind and so dedicated to the patients. Dad was able to keep his dignity, carrying out his own personal care up until the day before he died. He was treated with kindness, consideration and respect – it was as if he was the only patient! They were also extremely caring toward our Mum and us as a family.

The first Light up a Life service we went to in 1998 was in Heald Green, and since then we've been attending the service at Manchester Cathedral. It's obviously a sad

## Light up a Life services 2017

### Sunday 3rd December

1pm, 2.30pm, 4pm  
Manchester Cathedral

### Wednesday 6th December

7pm  
St Peter's Church, Hale

### Thursday 7th December

6.30pm  
St Ann's Hospice Heald Green  
(outdoor)

### Sunday 10th December

4pm  
St Ann's Hospice Little Hulton  
(outdoor)

If you would like to celebrate a loved one this Christmas, whilst making a real difference to the lives of local people, please return the enclosed form or visit [www.sah.org.uk/light](http://www.sah.org.uk/light). Tickets are limited and your form must be returned to us by Friday 24th November to ensure your dedication appears in the Book of Honour at the services.

occasion, but it's also a happy day for us. The family comes together, travelling from London and Chester, and we make a day of it, having lunch and spending the afternoon together in Manchester.

The services are extra meaningful for us as they fall at the beginning of December, which is around the time of the anniversary of both Mum and Dad passing away. It doesn't get easier but it's lovely to be at the service where everyone is in the same position.

Christmas is a difficult time, and the services provide support for people who need it. We were amazed when Ann, the nurse who was Dad's main carer, remembered us and spoke to us at the Cathedral. The fact that the number of services has increased over the years shows how valued they are.

It's also great that we're able to support St Ann's in this way too. As a charity we know how much they need the funds that are raised through this appeal. We've seen first-hand the impact their care has, and we'd like to ask you to also support Light up a Life.

With heartfelt thanks,

*Linda, Irene, Rob, Viv, Jo, Ian, Ella and Jade - the Blanchard Family*



# Celebrating our St Ann's Community

Community is so important to us at St Ann's. Members of that community, including our team of staff, our amazing volunteers, people who use our services or donors raising money, all connect together with the same aim - to provide the best possible care for our patients. It's been an exciting year of change and progression for us, and below is just a small snapshot of some of the work we've done across our community.

We were supported by **772** amazing volunteers. They worked a staggering **78,745** hours between them and their work saved the hospice **over half a million pounds**.



We achieved great CQC (Care Quality Commission) reports this year, with overall ratings of 'outstanding' for our Little Hulton site, and 'Good' for the Neil Cliffe Centre and Heald Green sites.

Clinical staff have been trained to use a new electronic patient record system to help more efficient sharing of information.

**A new outpatient clinic at Trafford Macmillan Wellbeing Centre, and Motor Neurone Disease clinic at Heald Green launched with Salford Royal Hospital NHS Trust, made services more accessible to residents in Trafford.**

We carried out projects with local LGBT and homeless communities, religious groups, and people with dementia to help increase access to our care.

**We provided social workers for The Christie's complex discharge team.**

The figures above are from the 2016/17 financial year.

**We maintained our Investors in People accreditation.**

Kind-hearted supporters left a staggering **£3,529,688** to St Ann's in legacies.

**565** patients were cared for on our wards this year.

**This year our trading company generated £423,910 of income for the hospice. You can read more about our shops on page 10.**



Our Hospice@Home and community teams made **4,469** visits to the places people call home.



Our 24-hour advice line received **583** calls from patients, carers and healthcare professionals.

Our generous supporters helped us raise **£6,474,528** through fundraising, legacies, our shops, raffles and lottery.

# Caroline pulls no punches to raise money

**When you think of a nurse, your first thoughts probably aren't about fighting. But Caroline Pollitt, one of our Day Therapy Nurses, was boxing clever when she decided to raise money for St Ann's.**

Caroline, who works at our Little Hulton site, is usually gentle and caring, but recently took part in a boxing match after just a few weeks of training. She says "I'd never boxed before, this was the first time I'd ever tried it. I knew I wanted to raise some money for St Ann's and do something different than the norm. I saw an advert on Facebook for White Collar Fighter, an organisation which trains people who haven't boxed before and I signed up.

**I was out of my comfort zone and the majority of people I told didn't think I could do it, but I wanted to do something brave to honour our patients. They are all so brave and I wanted to recognise their struggle.**

"I trained intensively for eight weeks. The first four weeks were about building fitness and stamina, and I didn't really comprehend that I was going to fight someone I'd been bonding with! The second four weeks was when I learned different skills and techniques in preparation for the fight.

"The night itself was fantastic, and the match was a draw, but it was also the scariest thing I've ever done. It really pushed me, but I was so proud to have raised £1,800 for St Ann's."



# Helping our patients get the best from life

The word hospice means lots of different things to different people. To those who haven't experienced hospice care, it may conjure up scary images of a sad place where people go at the end of their life. But to those who have been cared for by organisations like St Ann's, a hospice is often talked about as a positive, protective place where people are supported through all stages of their illness – from diagnosis, through treatment and beyond.

Our Rehabilitation Team work with patients at various stages of their illness. For us, the most important thing is that, whether someone is coming to St Ann's for some symptom management and returning home again to continue with their daily life, or if they are coming to us at the end of their life to be cared for on our wards, those people can feel enabled to live the best quality of life possible for them.

Our goal is always to help people to maintain their independence for as long as possible. Everyone's goals and aims are different. We work with people to help identify what is important to them and to help them meet their own personal goals. The work we do is a real collaboration, not just between hospice staff, but also with patients, relatives and carers, too.

By working together, we can often enhance people's quality of life by finding out what's important to them, helping them to maintain their independence and identifying the tools they need to do this. Our aim is always to support people's autonomy and independent choice over how they live their lives, and to help them make the most of the time they have left to live.

Our team is multi-disciplinary, and we can help people in many different ways. Our Physiotherapists help patients by improving and maintaining their physical capabilities. They can develop exercise programmes, and look at different treatments and interventions to help with problems including muscle weakness, fatigue, balance, breathlessness and pain.



Our Occupational Therapists help support patients to live as independently as possible.

They look at a person's lifestyle, daily routine and environment and work to enable them to continue living the way they chose to before their illness. This can include activities at their place of work and leisure activities, as well as personal care and domestic tasks, which all help to maintain their identity and sense of "self".

We have a specialist Lymphoedema Team, who are trained to be able to help patients with swelling, which may occur as a result of their illness or treatment. The team is also able to work with patients whose primary condition is lymphoedema, rather than it being as a result of illness. St Ann's is commissioned to provide this service on behalf of the local Clinical Commissioning Groups.

Our Dietitian helps to ensure that patients are getting the best nutrition possible. Different

*By working together, we can often enhance people's quality of life by finding out what's important to them, helping them to maintain their independence for as long as possible, and helping them to identify the tools they need to do this.*

illnesses and treatments can impact on a person's ability to eat or swallow, and food may taste different. We can help create plans and develop solutions to ensure our patients are getting the nutrition they need.

Our Complementary Therapists offer aromatherapy, reflexology, Indian head massage and Reiki, which help to relieve stress and tension, promote feelings of wellbeing and aid relaxation. The therapies are used as a complement to existing medical treatment for patients, and are also available to relatives and carers.

St Ann's is all about caring for everyone as an individual, and the Rehabilitation Team are proud to say that's something that underpins everything they do.

## Get some retail therapy!

St Ann's is a charity, and we need to raise around £6million every year to enable us to carry on providing all our services. One of the ways we do this is through our shops, which are located across Greater Manchester, and online. We have fourteen shops, which stock a wide range of quality pre-loved clothes, accessories, books, toys and furniture. We also sell a range of new goods, including gifts, cards, jewellery and homeware. Some of our shops specialise in certain items.



Our Cheadle shop has a bridal department on the first floor, selling a wide selection of brand new and pre-loved wedding dresses, along with a range of accessories for the big day. The quality of the bridal wear we receive is incredible and many of the dresses that are given to us still have the original price tag on. Appointments can be made with our Wedding Specialist to help find the perfect outfit, and you'll also find bridesmaids and mother of the bride outfits and hats.

Our furniture shop, located in Ladybarn, has everything you might need for setting up a new home, moving into student digs or simply adding to your furniture collection. We sell a wide selection of second hand beds, chairs, tables, lamps, sofas, sideboards, soft furnishings and white goods. We also stock a range of new homeware goods and have a delivery service for larger items.

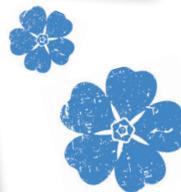
On the first floor of our Stockport shop is a specialist book department, stocking a vast collection of books at affordable prices. A perfect place for students or bookworms to pick up a bargain. You can often find first editions and collectors' items making it a great place to pick up a rare copy!

**You can also shop online!** Visit our eBay store which you can find at <http://stores.ebay.co.uk/St-Anns-Hospice-Trading-Company> or find us on Facebook Marketplace by visiting our Facebook page and clicking the 'Shop' link.



## St Ann's

Shopping and Giving



## Help us to make our patients smile, by going the extra mile.

At St Ann's we pride ourselves on going the extra mile for our patients, and our supporters are always going the extra mile to help us too. That's what inspired our newest fundraising appeal - Go the Extra Mile.

During January you can choose your own distance, set your own timeframe, and decide whether you'd rather walk, swim, run or cycle. Anything goes so if you'd like to hop, skip or space hopper your way through the month, that's fine too.

If your new year's resolution is always to get fitter and healthier, this challenge will help to kick start the year in a positive way, whilst benefiting our patients and their loved ones too.

There's no fee to take part in the challenge, you just need to email [events@sah.org.uk](mailto:events@sah.org.uk) or call 0161 498 3631 to register your interest. We'll send you an information pack full of fundraising tips, sponsor forms and help on setting up an online fundraising page.

For more information, please visit [www.sah.org.uk/extra-mile](http://www.sah.org.uk/extra-mile)

Could you do something awesome and raise money for us by taking part in one of these challenges?

Greater Manchester Marathon 8th April 2018

London Marathon 22nd April 2018

Great Manchester Run 10k 20th May 2018

Great Manchester Run 1/2 Marathon 20th May 2018

Great North Run 9th September 2018



#TeamStAnns

For more information contact our Events Team on 0161 498 2096 or email [events@sah.org.uk](mailto:events@sah.org.uk)



## Support St Ann's this festive period

Christmas is a chance to spend time with your loved ones, to give and to think about the things that matter to you. And with St Ann's, you can do all those things at once! Whether you're looking for something fun to do with your friends, family or colleagues, you're looking for a gift for someone special or the perfect Christmas cards, or you just want to make a difference to a local charity which helps thousands of people every year, we have something for you!

To find out more about all these Christmas activities, please visit [www.sah.org.uk/Christmas](http://www.sah.org.uk/Christmas) or call us on 0161 498 3631.

## Get Elfie!

Get Elfie is all about having fun whilst raising money for a fantastic cause. How you Get Elfie is up to you, but here are some ideas to get you started:

### Elfie Dress Up Days

Instead of the usual dress down days or non-uniform days, have an Elfie fancy dress day! Charge £1 for people to spend the day dressed as an Elf.

### Get Fit and Elfie

You could hold an Elfie Dash, which is simply a race with the competitors dressed as 'Elf-letes', do a sponsored Elf-walk, or if you go to or run an exercise class, why not hold one where all the participants dress as elves?

### Elfie Movie Marathon

Turn your board room, class room, staff room or even your living room into a cinema, and show 'Elf' or your favourite Christmas film. Charge a small entry fee and sell snacks and drinks, just like going to the movies!

These are just some of our Elfie ideas - how many can you come up with? Request one of our free Get Elfie packs which is full of ideas to get you started!



### Have a merry quizmas!



Show your support whilst showing off your knowledge during December, by holding your very own quiz. It could be at your place of work, your local pub or social club or even your home. Ho-ho-how will you do...?

### Hold a Christmas Jumper Day

When it's time to get those sparkly Christmas jumpers out again, why not raise money for St Ann's at the same time? Whether it's at work, school or a social group, simply ask for a donation for taking part.



### Get your cards from St Ann's

If you'd like your Christmas cards to make a difference whilst also spreading some festive cheer, you can buy cards which support St Ann's. Ranging from picturesque, snowy landscapes to cute and adorable animals, there's bound to be something to suit your style. You can purchase our charity Christmas cards online, in our shops, using the order form enclosed with this newsletter or in these libraries:

#### Wilmslow

28th October – 9th December

#### Altrincham

11th November – 2nd December

#### Sale

4th November – 2nd December

#### Hale

13th November – 9th December



### You could win big by joining in our Christmas Raffle!

Enter our Christmas Raffle and you could win £10,000 to spend however you like – now that's a cracking Christmas bonus! Tickets are available between 27th October and 16th December from our shops or on reception at our hospice sites, or you can call us.



### Hit the shops!

As well as pre-loved items, our shops also sell a range of new goods and stock a brilliant range of items perfect for Christmas gifts and decorations. From biscuits and sweets to candles to homeware, you might be surprised at what you can find in our shops.

### A gift voucher with a difference

#### Did you know we run a hospice lottery, with a weekly jackpot of £2,000?

You can join yourself for a chance of winning, and you can also buy gift vouchers so your loved ones are also in with a chance! Vouchers start at £10 for 10 weekly entries.



**It may only be October, but we've been planning Christmas at the hospice for many months. It's always a busy time, and we look forward to making the festive period as special as possible for our patients and their families.**

Being away from home or ill at Christmas isn't always easy, but every year our staff and volunteers ensure our patients are well looked after, have a delicious Christmas dinner, and that the hospice is beautifully decorated.

And it's not just our patients and their loved ones we treat to lunch. Every year, our fantastic catering teams prepare a three course Christmas dinner for our staff, which is served by our directors and senior managers as a way of saying thank you for all the hard work that goes into making St Ann's the amazing place it is.

Our sites are always a hive of activity over the Christmas period, whether that's our fundraising team preparing for the extremely popular Christmas fairs; our shops stocking up on their range of new and pre-loved gifts; our chaplain

Pete getting ready to hold special carol services, or local people taking part in our Light up a Life appeal by dedicating a Christmas tree light to someone special.

As people start to think about Christmas shopping, many decide to make a donation to St Ann's too, and we very much appreciate them taking time to remember our patients at what is a very hectic period for everyone. Did you know that if everyone who received this magazine donated £5 to St Ann's it would raise over £102,000?

Even the smallest donation helps to make a big difference to the lives of the local people we care for, and we appreciate each and every one.



## Five minutes with... Staff Nurse Lynsey Ayers



Our staff are what make St Ann's the amazing place it is. Each and every member of our team makes a real difference to the hospice and the patients we care for. We recognise that everyone is different and value everyone as an individual. Here, we spend five minutes with Lynsey Ayers, one of our Staff Nurses, to find out what makes her tick.

*Why did you decide to become a nurse?*

After working at places like Blackpool Pleasure Beach, in a factory and as a lifeguard in Cyprus, I decided I wanted a new career. I became a health care assistant at The Christie which gave me a taste for the medical profession.

*What advice would you give someone starting out in the profession?*

Be fully committed, and you don't do it for the money. It's more than that so you need to enjoy it and listen. And most importantly, see each patient as an individual.

*What is the most satisfying thing about your job?*

Making a difference. No doubt about it. It might only be something small like getting a daily paper for a patient to read but it can be a big deal to them. I'm part of a great team at St Ann's and have nothing but praise for the hospice. We deliver the proper care people deserve but might not get in some places simply because of the pressures elsewhere.

*What do you think makes a good nurse?*

A caring, kind and compassionate nature and ability to adapt to individual cases, plus a sense

of humour and teamwork. It can be challenging emotionally at times, and professionalism and communication skills are needed to read situations with patients and relatives to make sure you're delivering the care they need. You learn with experience, and always take something from a particular situation.

*What's your proudest achievement?*

Qualifying as a nurse and working in palliative care. Also, I climbed Machu Picchu and played Champions League football for Cypriot champions AEK.

*What would your ideal weekend involve?*

Sunshine, good food and company.

*If you could spend an hour in someone's company, who would it be and why?*

Lots of people fascinate me, including Freddie Mercury, Simon Cowell, David Beckham, Susan Sarandon and The Queen.

*What job would you have done if you hadn't decided to become a nurse?*

A pop star. Except I can't sing...

# Light up a Life services 2017

## Sunday 3rd December

1pm, 2.30pm, 4pm

Manchester Cathedral

## Thursday 7th December

6.30pm

St Ann's Hospice Heald Green  
(outdoor)

## Wednesday 6th December

7pm

St Peter's Church, Hale

## Sunday 10th December

4pm

St Ann's Hospice Little Hulton  
(outdoor)



St Ann's Hospice  
*Festival Choir*  
**CHRISTMAS**  
*is Coming!*

Seasonal music and carols for all the family to enjoy

**Friday 8th Decemeber, 7.30pm**

The Bridgewater Hall, Manchester

For tickets call 0161 907 9000 or  
visit [www.bridgewater-hall.co.uk](http://www.bridgewater-hall.co.uk)

## Christmas Fairs

Little Hulton Hospice Site

**19th November 12pm - 3pm**

Heald Green Village Hall

**26th November 12pm - 3pm**

## Christmas Raffle

You could win £10,000  
with our Christmas Raffle!



Join #TeamStAnns  
and do something awesome  
for your local hospice

Greater Manchester Marathon

8th April 2018

London Marathon

22nd April 2018

Great Manchester Run 10k

20th May 2018

Great Manchester Run  
½ Marathon

20th May 2018

Great North Run

9th September 2018

## Why not run your own fundraising event for St Ann's?

From afternoon tea to a fashion show, a golf day to a sponsored car wash, the possibilities are endless!