

# friends

Summer 2018



St Ann's Hospice



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Find out about  
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The patients  
we care for



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## Introduction

# Hello,

and welcome to our  
Summer 2018 edition  
of Friends!

My name's Kelly, and I'm a Ward Sister at St Ann's in Heald Green. I'm so proud of working here and being able to make a difference to our patients and their loved ones at such a difficult time for them.

With charities being in the news a lot in recent weeks and months, and not always for the right reasons, I think it's really important that we're loud and proud when it comes to raising awareness of the excellent work we do. This magazine contains lots of information and stories about the great things that the St Ann's team do day in, day out.

With only around a third of our funding coming from the NHS, we simply couldn't provide this care without you – our loyal army of supporters. We never cease to be amazed at the ways in which people pull out all the stops in aid of our patients, and we never take your support for granted.



Whether you support our appeals such as Forget-me-not, take part in events such as our Manchester Midnight Walk, or take time out to hold a fundraising quiz or tea party with friends or colleagues, the energy of the local people that make up the St Ann's community never ends.

I myself have run the London Marathon and Manchester Marathon for St Ann's – both in my uniform! I've also held a fundraising ball to raise extra funds, so I know the huge amount of time and effort that goes into these things – but I also know first-hand how much of a difference every pound that you raise makes.

On behalf of our patients and their families, we can't thank you all enough.

## Kelly

St Ann's Hospice, St Ann's Road North, Heald Green, Cheadle, Cheshire, SK8 3SZ Tel. 0161 437 8136

St Ann's Hospice, Meadowsweet Lane (off Peel Lane), Little Hulton, Worsley, Manchester M28 0FE Tel. 0161 702 8181

Neil Cliffe Centre, Southmoor Road, Wythenshawe Hospital, Wythenshawe, Manchester, M23 9LT Tel. 0161 291 2912

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# Why we love our job



## Jayne Matthew and Tina Marsden are both Rehab Assistant Practitioners. They say...

As Rehabilitation Assistant Practitioners (APs), we work alongside our Occupational Therapists, Physiotherapists, the Lymphoedema Team and Dietitian, supporting them with simpler tasks and less complex patients and helping them to deliver a high standard of rehabilitation.

We offer a way of keeping our patients as independent as possible for as long as possible, helping them with movement, eating, communicating, managing activities of daily living and particularly meaningful activities, and giving them autonomy and choice.

We're very involved with our patients and work closely with the inpatient and day therapy teams, liaising with the doctors, ward sisters, nurses, and social workers to discuss the rehab interventions we are delivering and are involved in for our patients.

We're heavily involved in the discharge planning process for our inpatients, making sure it's safe for a patient to return home, and arranging the prescription and delivery of any equipment needed. We liaise with the community services that are involved with our patients, such as District Nurses and Community Occupational Therapists, to help promote joined up working and a seamless service for the patient.

We provide person-specific exercise programmes, and general help and information on topics such as dietetics, lymphoedema, fatigue, breathlessness and anxiety, and we deliver exercise and falls prevention groups to our day care patients.

We believe that our role is to enable people with life-limiting conditions to live as fully as possible. By working in rehabilitation, we're helping our patients achieve their goals and personal priorities. We really value spending quality time with our patients, supporting the hospice's culture of providing holistic, person-centred care and giving patients the time they need.

# Getting creative

There are many aspects to our Day Therapy service. Patients attend for a twelve week programme, and receive help with things like pain and symptom control, breathlessness, advice on benefits and financial matters, complementary therapies, counselling, relaxation, exercise and hairdressing.

Another service we offer is creative therapy, and it's something which many of our patients enjoy and benefit from. It's open to all our patients and as well as those attending Day Therapy, many of our patients on the wards also come along and join in, making it a real social activity.

We have Creative Therapists at both our Heald Green and Little Hulton sites, Ruth and Vanessa, who work closely with patients to decide what sort of therapy would suit them best and guide them through it. Activities include still life painting, acrylic, silk and glass painting, mosaics and journal work, and will depend on the needs of the individual patient and what they want to achieve.

Ruth and Vanessa both strongly believe in the positive effects of Creative Therapy. They say "We regularly see patients benefit from taking part in one of our activities. It helps to focus attention, enhances mood, and as it's so absorbing it can provide a distraction from worries. Having that social engagement and developing new skills can really help people to increase their confidence and self-worth.

We often work with patients to help them create memory boxes to give to their family or friends, which can be so therapeutic for them. It's all part of the St Ann's ethos to care for the whole person."

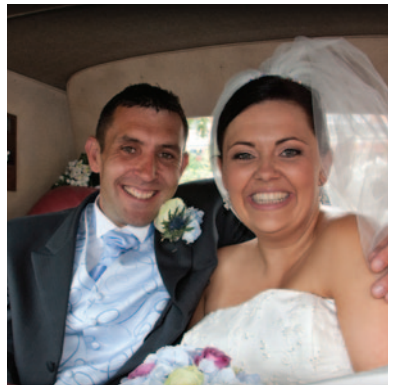


## Forget-me-not Appeal 2018

As we prepare for our Forget-me-not Appeal, we've invited Jennie Gibson to tell us what St Ann's means to her, and how your support can make a difference.

My gorgeous man, Gib, was 41 when he passed away. He'd been diagnosed with cancer two years earlier, which he bravely fought for as long as he could. When we were told about St Ann's, we were both worried about coming to a hospice, but I can honestly say that an awful situation was made more bearable from the day Gib was admitted. The whole family was made to feel welcome and our little girls, Phoebe and Lila, were treated like celebrities! I cannot speak highly enough of the nurses, who embraced us like family and were with us every step of the way.

Losing Gib is the hardest thing I've ever gone through, but the work the hospice does in ensuring families can be together during this time is nothing short of wonderful and I'd like to ask you to support the Forget-me-not Appeal.



## Forget me not Appeal

Our Forget-me-not Appeal is a great way to remember your loved ones, by receiving a personalised dedication card and special memory keepsake. By making a donation, you'll be contributing towards the £16,000 we need to raise each day to support local people with life-limiting illnesses. You can also attend a special memorial service to remember friends and family who are no longer with us.

### **Special Memorial Services – followed by refreshments:**


*Saturday 30th June, 10.30am – St Ann's Hospice, Little Hulton*

*Saturday 30th June, 2.30pm – St Ann's Hospice, Heald Green*

To book your place at one of these services and request your Forget-me-not keepsake, please complete and return the form enclosed with this newsletter, or visit [www.sah.org.uk/forget-me-not](http://www.sah.org.uk/forget-me-not) (please respond quickly as spaces will be limited).

**For more information, please call us on 0161 498 3631.**





## Be treated like a princess this wedding season

Everyone's been talking about the recent Royal Wedding, and not least about Meghan's dress! But did you know that if you're a bride-to-be you can be treated like a princess in our specialist bridal shop in Cheadle?

The bridal shop, which offers a range of new, vintage and pre-loved wedding and bridesmaid dresses and accessories is situated in a beautiful former tea room from the 1930s, and still retains many of its original art deco features.

Bridget Russell, shop manager, explained "It's always such a privilege to be part of someone's wedding day, after all it's a day they will never forget. Brides who come to the shop for the first time are often surprised by the vast array of new, pre-loved and vintage dresses we have available, and we're pleased that we usually have something to meet any bride's dream dress requirements."

**For more information, or to book a  
bridal consultation, please call 0161  
428 5949 or email [cheadle@sah.org.uk](mailto:cheadle@sah.org.uk)**



## Join our *ObstaColour Run!*

What could be better than getting outside, joining in with something fun – and messy – raising money for a good cause, and having a laugh at the same time? Come and join us at our ObstaColour Run, which is taking place in Woodbank Park, Stockport, on Sunday 15 July and do just that!

It's a 5km sponsored run/walk/jog in which you'll be showered with multi-coloured powder – a safe, environmentally friendly corn starch – and take on a series of obstacles throughout the untimed race.

To sign up, please visit [www.sah.org.uk/obstacolourrun](http://www.sah.org.uk/obstacolourrun) or contact us on [events@sah.org.uk](mailto:events@sah.org.uk) or 0161 498 3631 or use the leaflet enclosed with this newsletter.



## ObstaColour Run 5km

# Food, glorious food

**Food is very important to us here at St Ann's. Whether that's a biscuit with a brew, or a cake to celebrate a birthday, or a hearty lunch to see us through the afternoon, you can't get very far in our hospices without coming across something delicious.**

We know food is very important to the people we care for too – on one of our feedback forms, a family member once wrote “My dad said you make the best poached eggs ever.” That's why we do all we can to ensure we provide the very best food for our patients.

We have a Dietitian who helps to ensure that patients are getting the nutrition they need. Different 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.

Celebrity chef Simon Rimmer has offered his support too, and we're really excited to be trying some new recipes he's given us to incorporate into our menu for our patients, and our staff, visitors and volunteers.

We've recently refreshed our food and drink offerings in the coffee shops in our hospices, to provide a wider choice and healthier options. We've also looked at how we can be as kind to the environment as possible, moving to glass instead of plastic milk bottles and introducing new packaging which is compostable and made from renewable or recycled materials.

Our incredible catering team are often called upon to create treats for our patients. Whether it's an extra special birthday cake, or a buffet to celebrate a national holiday, or a wonderful Christmas dinner, we never fail to be amazed by what they come up with.

We believe in taking care of the whole person, and to us, that certainly includes ensuring everyone is well fed!



# Challenging myths - the patients we care for

**We believe that everyone deserves to have the best quality of life possible. Many people assume that a hospice is only for people with cancer, but this is a common misconception. Although a large number of our patients are living with cancer, our services are for adults in Greater Manchester who need palliative care, regardless of their condition. We provide care for patients with any life-limiting illnesses, such as heart failure, liver disease, dementia and motor neurone disease, at all stages of their illness.**

Due to the belief that hospices are only for people with cancer, we're always trying to raise awareness of the breadth of our services to reach as many people with other life-limiting illnesses as possible, so that no one has to needlessly struggle without the support we can offer.

We've recently undertaken different projects to reach an even broader range of patients. One of the groups we've concentrated on is people with liver disease, and John Keogh was one of the patients we've helped.

When John was admitted to our inpatient unit, he was in pain, very confused, struggling to walk and unable to take care of himself. During his time as an inpatient, our teams worked with John to improve his symptoms and he became much less confused and more like his old self. His pain was reduced and he was able to get out of bed

and walk around, and eventually he was able to return to his own home.

Patients often come to us with a wide range of complex symptoms, and a growing number of patients have dementia. People with dementia require specialist care, and we want to ensure that they're offered the same service as others.

Our Hospice@Home team has been working towards helping more people with dementia in their own homes and an example of this is a couple the team have been working with. The patient is a lady who has dementia, but her husband has a cancer diagnosis and needs to attend hospital for treatment once a month. He can't take his wife with him, or leave her alone at home due to her illness. They have no family and there are very few other services who are able to commit on a regular basis. Our team







cares for his wife, and stay with her in their home whilst the husband attends his hospital appointments with peace of mind knowing his wife is being cared for.

We have a specialist Lymphoedema Team who help people with swelling that occurs as a result of cancer and its treatment. However some people may develop lymphoedema for reasons not associated with cancer such as recurrent infections, trauma, other health problems or a primary lymphoedema which can develop from birth. There are few clinics locally that offer treatment for non-cancer related lymphoedema, but St Ann's is commissioned to provide this service on behalf of the local Clinical Commissioning Groups. This allows us to support these patients to manage this condition which can have a huge impact on their lives. We recently

helped Irene Shay, whose lymphoedema meant that she had facial swelling. After working with our team, she says St Ann's gave her her face back – and wrote in a thank you card "thanks for giving me my wrinkles back!"

Over the last year, we've also been working closely with neurology specialists from Salford Royal Hospital NHS Foundation Trust to provide a joint clinic for people with motor neurone disease at our Heald Green site, making it much easier for patients with the condition in Stockport, South and Central Manchester and Trafford to access the specialist support they need.

**Our services can make such a real difference to the lives of people across Greater Manchester, and we'll be continuing our work to make sure that as many people benefit from them as possible.**



## The Beast from the East couldn't stop Barbara!

Barbara Thackray was all set to take on her fourth Trafford 10km Run in March in aid of St Ann's, the day before her 80th birthday. But as the Beast from the East swept across Manchester and weather conditions became unsafe, organisers had to postpone the race.

Undeterred, Barbara decided that she didn't want to wait until the official rescheduled race and didn't want to let the people who had sponsored her down, so as soon as it was safe she ran the route anyway, with family members monitoring the distance for her. When the race organisers heard about Barbara's determination, they were so impressed that they decided to support St Ann's too, by donating any unwanted race fee refunds to us.

Barbara, who is a Grandmother and retired college lecturer, took her first race in her stride at the age of 77, and even managed to collect a prize for her age group after finishing in a creditable time of one hour 24 minutes. She's supported St Ann's for the last 27 years, since her sister Audrey died aged 56, and she's raised thousands of pounds for us – including more than £3,000 since 2015 from running events. She said "It's a cause that's very close to my heart, and I'm not shy about asking for sponsorship money – my age gives me the courage to keep asking!"

**If Barbara has inspired you to join Team St Ann's, why not visit [www.sah.org.uk/events](http://www.sah.org.uk/events) to see how you could support us with a sporting challenge.**

# Did you know...

We have a team of around 800 wonderful volunteers and we simply couldn't continue without their support.

We run a Hospice@Home service in Salford and Trafford, providing care for patients in the place they call home.

Gifts left to us in wills are really important to us - big or small, every single one makes a difference.

We run a supportive outpatient service at The Neil Cliffe Centre at Wythenshawe Hospital.

We regularly welcome Pets as Therapy dogs into our hospices, who bring lots of comfort to some of our patients.

Our gardens are run by volunteers, who give up their time to ensure our patients and visitors have somewhere beautiful to spend time.



## Every donation makes a difference

### It all adds up...

£5

pays for a nutritious meal for one of our patients

£20

enables us to provide a complementary therapy session for a patient or carer

£25

gives a patient an appointment with our hairdresser to make them feel good

£30

pays for an hour's bereavement session for a loved one with our specialist team

£50

provides a patient with an hour of treatment with our lymphoedema, physiotherapy or occupational therapy teams

£100

allows us to provide vital transport for patients to attend our services

£200

pays for a St Ann's community team member to visit a patient in their home

£300

enables a patient to attend one of our day therapy sessions to improve the quality of their life

£500

pays for a day of inpatient care





# Clinical Leadership in Action



We're really proud of thirteen of our nurses, who have recently graduated from our brand new Clinical Leadership in Action course.

We held a special graduation event, hosted by the BBC's North West Tonight host Roger Johnson, where guests from the health and social care fields came together to celebrate their achievements. There was also a special panel discussion about the future of hospice care, and how it sits alongside plans for health and social care in Greater Manchester.

The innovative new twelve month development programme, funded by the Burdett Nursing Trust, was developed to help ensure our senior nurses are equipped and ready for the opportunities and challenges ahead, to enable us to continue providing excellent care and improving the lives of local patients.

## Working in partnership

St Ann's has become part of a new collaboration of adult hospices from across Greater Manchester – the first of its kind in the UK. The GM Hospices group has been formed to help influence the future of palliative and end of life care for local people. As experts in this area, hospices need to ensure they're shouting loudly with one voice to help influence care decisions, and this group will allow us to do that. We know we can't continue to provide care for our patients without our wider hospice community, so this latest initiative is something we're incredibly excited about.

## You could win £5,000 in our Summer Raffle!

With the warmer months fast approaching, we're inviting you to join in your Local Hospice Summer Raffle 2018! By taking part you could win our first prize of £5,000! There are five runner-up prizes of £50 too. And if the thought of winning big this summer isn't enough, every ticket bought in the raffle will go towards helping us support patients and their loved ones, right when they need it most.

Did you know that buying just five £1 tickets would pay for a patient's meal, whilst £20 would pay for a complementary therapy session for a patient or carer?

Tickets are available from our hospice receptions, our 14 charity shops or by calling **0161 498 3642**, and you can buy as many as you like! The closing date is Sunday 1st July, and winners will be notified and details placed on our website at [www.sah.org.uk/raffle](http://www.sah.org.uk/raffle)

*Good luck!*



*Join our Local Lottery for more chances to win!*



**Did you know that we also run a hospice lottery, which gives you the chance to win £2,000 every week?**

There is also a second prize of £200 and 10 runner-up prizes of £30. The lottery has generated over £17million for the hospice since 1994 and created more than 37,000 winners – so what are you waiting for? Sign up now by visiting [www.sah.org.uk/lottery](http://www.sah.org.uk/lottery) or you can contact us on **0161 498 3642** or email [lottery@sah.org.uk](mailto:lottery@sah.org.uk)

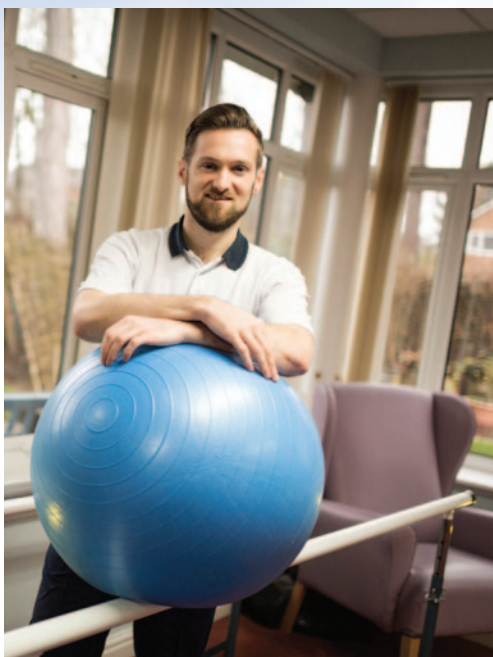
One of our recent winners said "Thank you St Ann's Local Lottery. I never thought I would win so my husband and I have booked a holiday to Nashville!"

**A chance to win £2,000 every week with the St Ann's Local Lottery.**

# Why your support matters

Here's a small selection of the comments we've received from our patients and their loved ones recently, which really show how valuable our services are and why we really need your support to continue providing them.

"From the moment we arrived we have been made to feel welcome and at ease. The care provided for my dad has been exemplary. The staff and nurses are remarkable people and we are completely humbled."



"It really is next level treatment that patients receive at St Ann's. The amount of one on one personal care I've received has been far beyond anything I've experienced before. Everyone goes the extra mile to help out and never begrudgingly - always with a smile."

"I feel extremely lucky to have been admitted to St Ann's. The care has been excellent, the food's very nice. The doctors and nurses are professional and caring."

"The care my husband is receiving is wonderful. I tell him he is being spoiled. The staff are very helpful and caring and so nice and friendly, nothing is too much trouble."

"This has been some journey for me but this has been the best care I've ever experienced. This has got to be the most caring, supportive, helpful place in the UK, thank you."



## Five minutes with.... Training and Development Manager, Justine Riches



**Our staff are what make St Ann's the amazing place it is. Every member of our team, no matter their role, makes a real difference to the hospice and the patients we care for. Here, Justine tells us about the satisfaction she gets from helping to develop the skills of our staff.**

### *What is your background?*

I've been at St Ann's for four years now, having previously worked in training and development at organisations such as United Utilities and also in a self-employed capacity. When I joined St Ann's I was really excited to bring my skills and experience to a charity, and it's been great to see the impact of my work on the staff here.

### *What's the most important thing you need to consider?*

Hospices recognise that patients are individuals who have their own personal goals, aspirations and preferences, and we should always be aware that our staff are all different too, with their own career aspirations. An organisation needs a broad mix of people who sit at different levels, and we should never lose sight of that mix, to ensure we're meeting everyone's needs and can continue to provide world class care.

### *What are you most proud of?*

I've developed two leadership and management training programmes, for current and aspiring leaders, and I've also been

delivering some values-based modules based on these programmes to the rest of our staff. It's been a great way to showcase how all staff are working towards the same ultimate goal – to enable our patients to receive excellent care. I've also spent a lot of time working on a new appraisal process, which empowers individuals and is heavily focussed on our values, and allows people to talk openly about their aspirations, and plan further professional development.

### *What do you enjoy most about your job?*

I love that staff are generally eager to learn and really want to develop. No two days are ever the same and there are challenges, but these often bring opportunities too. The ethos of what I do here is focussed on giving employees the tools they need to develop themselves and to learn new skills. There is nothing more satisfying than seeing people putting those skills into action as they progress in their role. I also know that our patients benefit too, and for me, that's the best part of what I do, and why I get so much satisfaction from it.



Neil Cliffe Centre, Wythenshawe Hospital

**Summer Afternoon Tea**

**Tuesday 19th June, 2pm - 4pm**

St Ann's Hospice, Little Hulton

**Sunday 24th June, 12pm - 3pm**

St Ann's Hospice, Heald Green

**Sunday 22nd July, 12pm - 3pm**

## Summer Raffle

**You could win  
£5,000 in our  
Summer Raffle!**

Visit [www.sah.org.uk/raffle](http://www.sah.org.uk/raffle) or call 0161 498 3642 for more details



## Forget me not Appeal

### Memorial Services

*Saturday 30th June 2018,  
10.30am*

Little Hulton hospice

*Saturday 30th June 2018,  
2.30pm*

Heald Green hospice



## ObstaColour Run 5km

**Sunday 15th July**

**Woodbank Park, Stockport**

**THE ACCUMULATOR  
CHALLENGE 2018**



**Can you rise to the ultimate corporate challenge and raise the most from £100?**

