

Spring 2019

# friends



St Ann's Hospice

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Will you BEE at  
our Manchester  
Midnight Walk?

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Read about  
how we care  
for the carers



Registered with  
**FUNDRAISING  
REGULATOR**

## Introduction

**Hello,**  
and welcome to our Spring  
2019 edition of Friends!



My name's Sam, and I'm one of the Community Fundraisers at St Ann's. My role is to work with the many people and groups who so kindly support us in helping to raise the £20,000 we need every day to keep all our services running. I love meeting our supporters, and hearing their stories and the reasons why they do what they do for us.

We're always looking at ways to develop and improve services for our patients and their families, whether that's at one of our three hospice sites, or out in our local communities via our many outreach services. We're also working on new ways to reach out to people who may not traditionally access hospice care. Our ultimate aim is to be there for anyone who needs our support.

We can't do this, and continue to provide the specialist care we give to thousands

of patients and their loved ones, without your kind support. Every day I see the huge difference it makes, and we're extremely grateful.

The start of a new year is always a good time to look ahead at what's coming up, and I'm really excited about what 2019 holds for St Ann's. The Fundraising Team have been busy planning lots of activities you can get involved in, ranging from events like our Manchester Midnight Walk, campaigns such as Will Week and the Forget-me-not Appeal, and lots of different sporting events like the Manchester 10k. You can find information on our website at [www.sah.org.uk](http://www.sah.org.uk) or call us on **0161 498 3631**.

I hope you enjoy reading Friends, and I'd like to wish you all a happy new year.

*Sam*

## Why I love my job...

**Paige Mcgoldrick is a Ward Sister on our Inpatient Unit. She says...**

I joined St Ann's at the beginning of August 2018, after being an A&E nurse for just under two years. I have to admit I was apprehensive to be 'the newbie' again and to have to start over. However, it was the best career decision I've ever made.

Coming from a very stressful and intense environment I was ready for a change, though I was anxious about the preconception I had of working in a hospice. A lot of people, whether they like to admit it or not, will have a preconceived idea that a hospice is an environment solely filled with a lot of death. Although that is a part of working here, it's not entirely the case.

The hospice is a place that provides specialist palliative care to individuals and their families with a wide range of diagnoses. It's a happy, friendly and positive environment, full of laughter and support for patients, families and staff.

The full multi-disciplinary team works amazingly together to give patients the care they deserve. I have loved working here since I joined. I definitely made the right choice moving from an acute, NHS environment to the hospice and I can't wait to continue my journey here.

*"It's a happy, friendly and positive environment, full of laughter and support for patients, families and staff."*

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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[www.facebook.com/StAnnsHospice](https://www.facebook.com/StAnnsHospice) [@StAnnsHospice](https://www.instagram.com/StAnnsHospice)

# Manchester Midnight Walk

Bee quick! Register before  
to get our Early Bird discount!  
**28th  
February  
2019**



## Bee part of it

**Join us for our Manchester Midnight Walk and make a real difference to our patients and their loved ones.**

This 10km sponsored midnight walk around the city is a really fun way to support St Ann's. This year will be our thirteenth walk, and we want to make sure that as well as giving you a great night, we're raising as much money as possible for the hospice.

This year, the walk takes place on Friday 26th April, and will begin and end at Manchester Cathedral. This iconic building is perfect for the event build up, and you'll be able to enjoy our performers, stalls and a Zumba warm-up.

The evening starts from 9pm. This year the event is bee-themed, and fancy dress is welcomed,

although we provide every walker with one of our yellow t-shirts which you can decorate before the main event. The walk also includes a Memory Garden, where you can leave a message in memory of a loved one. When you finish the walk, you'll collect your medal to celebrate your achievement.

The registration fee covers the cost of running the event, and doesn't include a donation to St Ann's, so we're asking you to raise as much money in sponsorship as you can. Once you've registered, we'll send you a pack which includes a sponsorship form, and information on how you can also raise money online.

To register your place, please visit [www.mmwalk.org.uk](http://www.mmwalk.org.uk) or call **0161 498 3631**.

*Emma Jeffries and her friends will be there...*

The walk will create a buzz of excitement for us again this year. We'll be walking in memory of my mum Yvonne who died in St Ann's Hospice on Christmas Day. Mum was only at St Ann's in Heald Green for two days but we want to raise money for the hospice because of the way they looked after our family in such difficult circumstances.

The care and dignity the staff showed to my mum was amazing, and we were looked after so well as a family during her time there, and after her passing too. The whole team was amazing.

I'm raising money to give something back, and I'm proud to support such a fantastic cause.

*Emma*



Visit [www.sah.org.uk/middaywalk](http://www.sah.org.uk/middaywalk) to find out more about our Manchester Midday Walk for children. Could your kids be part of it? Sign them up now!

Our Lymphoedema clinic provides a lifeline for Val



**Many people are surprised to learn that we have a Rehabilitation Team at the hospice, working with patients at various stages of their illness to ensure they have the best possible quality of life.**

**Included in that is 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, and patients whose primary condition is lymphoedema.**

One of the people we've helped is Val Basnett, who says "The lymphoedema outpatient service have looked after me since about 1995. I was desperate, depressed and felt totally isolated with my condition with nowhere to go for expert help, until I happened upon the lymphoedema clinic at St Ann's. I was quickly reassured that things could be done.

"All these years later and I'm still being supported by St Ann's. You have no idea what a lifeline this clinic is to people like me, truly. The complexity of my condition after treatment for cancer has served as a constant reminder of that awful time of uncertainty, and left me with several issues, of which lymphoedema in both legs is just one.

"As well as receiving expert care and support, I am comforted by the friendly face of my current amazing lymphoedema specialist, Fiona, who always greets me with a smile and is personable, professional and attentive. That's what I've come to expect from representatives from St Ann's from the minute you walk in to the reception to the minute you walk out. I don't know what I would do without them – thank you."

Ha and Michael



**Michael Hall died peacefully at his home in early 2018 with the support of our Hospice @ Home team. His wife Thi Hong Ha Nguyen, known as Ha, tells their story.**

Michael and I met in Vietnam in June 2007. We spent lots of time together and got engaged the same year, and got married in 2009. He loved Vietnam. He worked as a management adviser for some local organisations on HIV prevention and care programmes, travelling to rural and remote areas, which was similar to my work.

We moved to the UK in 2013 to set up our life closer to Michael's family. We lived in Swinton in the house where Michael was born, and I became a fan of his beloved Manchester City FC. We loved each other very much – he was the other half of me.

In 2016, Michael started struggling with indigestion and got some medication from his doctor. It eased his symptoms but didn't get rid of them, so he was referred for tests. In 2017 they had ruled out bowel cancer and didn't find anything else. But his symptoms became worse and further tests revealed he had pancreatic cancer, with secondary cancer in his liver and lung. We were told it was incurable.

It was shocking and heartbreaking for us all, but we decided to face this challenge together and tried to spend lots of time together as a family, with trips to Shetland and Snowdonia. Michael kept his sense of humour as always, even through his treatment. We faced it all together, and we wanted to help him enjoy every day.

We were visited by a member of the St Ann's community specialist palliative care team, Justine,

who came to help with Michael's medication. She showed she cared by listening, sharing and understanding. She explained how St Ann's could help support and care for us, and make Michael as comfortable as possible. She also let me know they were there for me. We had some support from a St Ann's social worker and I even had some complementary therapy to help me relax.

In Michael's last week he became more ill, and St Ann's provided us with even more support so he could stay at home. The team visited every day, and they even gave me and the family some time to go out for a walk, knowing he was being looked after. They told us Michael was approaching his last days, and let us know what to expect, and they were there to support us.

After Michael died I was heartbroken, but I was offered counselling and bereavement support which has really helped me. I can see a big difference between my first and last sessions of counselling and I feel more calm. I also attended a memorial service at St Ann's where they read out the names of people who had passed away including Michael, and we lit candles. It's a different culture here to in Vietnam, and I liked gathering to celebrate Michael's life.

I couldn't have dealt with everything without the support of St Ann's during those 6 months and I'm so grateful. Their support has been invaluable, for Michael, for me, for his two daughters and for the rest of our family.

# How we care for carers

At St Ann's we provide the best possible care for our patients, treating each person as an individual and aiming to meet the unique physical, emotional, social and spiritual needs of all those we care for - and that doesn't just apply to our patients. We recognise that when someone is living with a life-limiting illness it's a very difficult time for their carers too.

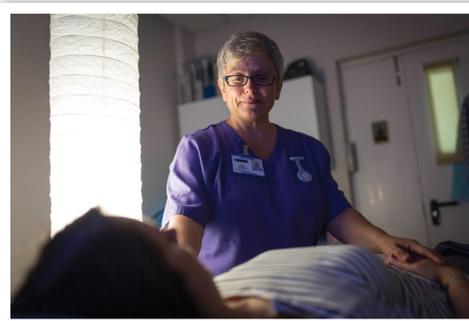
A carer can be anyone – a husband, wife, partner, family member, friend or neighbour. The needs of carers can sometimes be overlooked, but it's not uncommon for them to experience similar levels of distress as the patient. But carers aren't alone – we're here to support them as well as the patient.

There are lots of different reasons a carer might need some support or guidance, ranging from physical to emotional to practical. Here, we look at some of the ways we can help.

Many carers are worried about money, and are perhaps having to work less or give up work to care for their loved one. They may be entitled to financial help with the costs of caring and, working alongside other agencies, we can help people find out what they're entitled to and how to claim it.

As the needs of the patient change, carers may find that they struggle more to provide the support they need. There are many aids and adaptations which can help people stay in their own homes for as long as possible. We offer advice on products that may help, and how to go about getting them.

The stress which is often felt by carers can show itself in many ways. Carers may experience a mixture of psychological and physical conditions such as anxiety, low mood, fatigue and many more. We can help. We provide a counselling service, which is one way that can help people make sense of what's happening. Some people want to meet other people in the same situation as themselves, so we can provide information about local and national support groups. Carers are often worried about how the illness of a relative may be affecting children and young people in the family.



*"I can honestly say that an awful situation was made more bearable from the day my husband Gib became a patient at St Ann's. The care, compassion and respect he received was fantastic. But it was the way they also looked after me, our daughters and the rest of our family that really surprised me. One thing that I'll always be grateful for was the advice I received about talking to the children about their daddy dying. They encouraged me and gave me advice on how to explain things, and I couldn't have done it without them. I'm so glad I did as it was much less of a shock when he passed away."*

*Jennie*

*"As a family we were so relieved when my wife Alison was at St Ann's, as we realised it was such a special place and how much care and love everyone gave not only to Alison, but all the family. We could come and go as we pleased, even her dog, Ruby, was made welcome! Whether it was nurses, housekeepers, receptionists or volunteers she always spoke so highly of them and loved them all."*

*Rick*

We can provide help and information for parents and carers in exploring how best to support children and young people.

When a loved one dies, it can often be a very difficult time for everyone who knows them. We can provide bereavement support to anyone who is connected to the patient who has died – whether that's a friend, family member, carer or partner. We'll help find the right support based on the individual needs of the person.

Many people find complementary therapies are really beneficial, helping to relieve stress and tension, promote feelings of wellbeing and aid relaxation. We offer Aromatherapy, Reflexology, Reiki and Indian Head Massage to our patients, but also to their carers.

Our Hospice @ Home team provides support for carers of patients in Salford and Trafford. Carers may be looking after the patient 24 hours a day, so the team stay with the patient whilst the carer has time for themselves, whether that's to go shopping, meet friends, visit the hairdressers or even just have a bath or shower whilst knowing the patient is safe.



## Join our team of sixty runners taking part in the Great Manchester Run 10km in under 60 minutes!

This year we're running a campaign called 'Sixty in 60' where we want to get sixty runners taking part in the Greater Manchester Run 10km in under 60 minutes, whilst raising as much money as possible for the hospice. It is led by one of our amazing fundraising volunteers, Mitchell Brough, who came up with the idea. He says: "I wanted to find a really creative way to inspire as many people as possible to join Team St Ann's and take part in the run this year, and I think that the Sixty in 60 challenge will do just that. If 60 people each raise £200 it will mean £12,000 for the hospice, which I know will make a huge difference to the local patients they care for."

"The start of the year is always the time of year when people set themselves new goals, and what better way to get fit than by joining a fun challenge that also helps raise money for local people who really need our support? Aiming to complete the 10km run in 60 minutes is a challenge but is certainly accessible to most

people if they start to train now. We're happy to support people along the way, and the positive spirit of the Team St Ann's runners always spurs me on whenever I run to raise money for them. We're also welcoming runners of all abilities, so even if you don't think you will make the 60 minutes target, please sign up anyway – we'd love to have you as part of Team St Anns."

Local celebrities are also showing an interest in joining the challenge, with Emmerdale actor Chris Bisson already signed up.

**If you're interested in joining Chris and Mitch at the run on Sunday 19th May as part of the Sixty in 60 challenge, please visit [www.sah.org.uk/sixtyin60](http://www.sah.org.uk/sixtyin60) or call our Fundraising Team on 0161 498 3631.**



# Will Week 2019

Monday 11th - Friday 15th March

No one knows what the future holds and our circumstances change throughout our lives. There's always a good reason to make or update your Will but, surprisingly, only a third of adults who die in Britain are covered by one.

Will Week is an ideal opportunity for you to make or update your Will, whilst supporting St Ann's. Around 40 local solicitors are taking part, kindly giving up their time and inviting you to make a donation to St Ann's instead of paying them their usual fee. This opportunity is only available once a year, so get your appointment booked in now.

It's really easy to do. Please get in touch with us on 0161 498 3631 or [legacies@sah.org.uk](mailto:legacies@sah.org.uk). We'll send you a pack, including a list of participating solicitors near you. Simply make an appointment with your chosen one, complete the donation envelope we'll also send you, and take it along to your meeting.

The solicitors are giving up their time to support us, and they'd like you to give a donation equal to their normal charges for making a Will. This does vary, so here are our suggested donation amounts:

- £95 Single Will
- £150 Mirror Will
- £50 Updated Will/Codicil

**Every donation helps us to continue providing our services, free of charge, to local patients and their loved ones.**

Margaret Poole updated her Will during our Will Week last year. She says "I'd been putting off changing my Will, like most people it just wasn't something I wanted to think about. I had already made one, but after some changes in my family circumstances, I needed to update it. Seeing the leaflets for the St Ann's Will Week prompted me to take part – it allowed me to make the changes I needed whilst supporting St Ann's with a donation.



"I've been a volunteer at St Ann's since 2004, when my Mum sadly died there. Volunteering allows me to give something back and say thank you for the care she received, and taking part in Will Week was another way for me to support the hospice.

"I saw a solicitor who was local to me, they were really good and it was an easy process. To anyone who hasn't made or recently updated their Will, I'd say you've got to think about these things. It's not for you, it's for those who you leave behind so you don't leave them in a mess. It's easy to let years go by, but it really is something everyone needs to think about."

# Ways you can support us in 2019

# We're more than just a charity to our patients

There are lots of different ways you can get involved throughout the year, and we appreciate every single person who helps us in some way. For more information please visit [www.sah.org.uk](http://www.sah.org.uk) or call us on 0161 498 3631.

## Volunteer your time

We simply couldn't run the hospice without our wonderful volunteers. There are lots of roles, from our wards to our shops, and every single bit of support makes a difference.



## Hit the shops!

By shopping at one of our 14 shops you not only bag yourself a bargain, but help us too!

## Join our lottery

You could win up to £2,000 every week! Take part in the St Ann's Local Lottery for the chance to win big.

## Join an event

If you don't fancy holding an event of your own, you can join one of ours. Our Manchester Midnight Walk is our largest event, we also run Summer and Christmas Fairs, and we're planning some exciting new events for 2019.



## Get active

Sign up for the Manchester Marathon or 10km, the Great North Run, Tough Mudder, Born Survivor or anything else you fancy, and get raising that sponsorship.

## Make a donation

Help us reach our daily target of £20,000. You can make a one-off donation, or set up a regular Direct Debit.

## Hold a fundraising event

You could hold a tea party, a coffee morning, a bake sale, a quiz night, a dress up day - the possibilities are endless!

## Get to work

See if your employer will support you by allowing you to hold an event at work, or offer a matched giving scheme. If your employer supports a Charity of the Year, you could nominate St Ann's.



## Did you know we need to raise £20,000 a day to keep our services running?

Just **£5.60** donated to the hospice could help us keep our drinks trolley stocked for patients to enjoy

**£10.85** could help us continue providing TVs and wifi for ward patients

**£20.60** could pay for a massage with one of our therapists to help a patient or carer relax

**£30.60** could pay for a bereavement session for a loved one with our specialist team

**£59.85** could pay for food for a week for one of the patients on our wards

**£101.20** could provide a two hour specialist rehabilitation session to help patients maximise their mobility and independence

**£200** could pay for a member of our community team to visit a patient in their home

**£300** could pay for a patient to attend a day therapy session

**£426** could help us to run our ambulance for a week

Your support is so important to us. Please visit [www.sah.org.uk](http://www.sah.org.uk) or call us on 0161 498 3631 to make a donation.



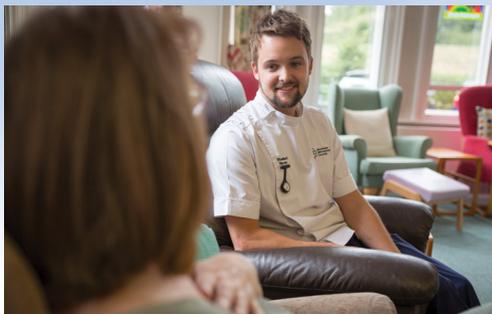
*"It's been such a difficult time for us, but your world-class care has taken away some of the stress and allowed us to be a family again."*



# Why your support matters

We really value feedback from our patients, their carers and family members. It shows us what we're doing well and helps us make improvements where they're needed.

We collect feedback in a variety of ways, from regular surveys to comment cards to asking for feedback on Twitter using our hashtag **#StAnnsCare**. Here's a small selection of the comments we've received recently, which really show how valuable our services are and why we need your support to continue providing them.



*I feel safe and look forward to my visits. You have thought of everything.*

*I found the Community Team extremely helpful and easy to talk to. They explained everything clearly to me and I felt totally at ease. Thank you.*

*I feel chilled when I leave and this lasts into the next day. I hang my coat up and all my worries disappear in Day Care.*

*The actual therapy really helped me, thank you. I felt relaxed. All my questions were answered and felt the therapy was one to one, not nurse and patient.*



*I wouldn't have been where I am today if it wasn't for the help of the counsellor. Thank you for helping me.*

*I look forward to Thursdays to coming and the Sister puts her arms around me. You can have what you want, if you want tea and toast you can have it!*

*Very high level of compassion/caring in dealing with my questions and upsetting times I have experienced recently.*



## Five minutes with... Director of Business Development, Dr Paul Jarvis



**Our staff and volunteers 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, Paul tells us about his role.**

### Can you tell us about your role?

I joined St Ann's in July 2018, in this newly created role. You might be surprised to hear a hospice talking about business development, but St Ann's is actually a very complex organisation, with three sites, community and outreach services, fundraising and support services, fourteen shops, an online retail business and a hospice lottery! As we need to raise around £20,000 every day to continue providing our services, we can't take our foot off the pedal, and one of the first objectives I've been focusing on is identifying new ways of generating income.

### How have you been settling in?

It's been great meeting everyone, and visiting all our shops and distribution centre. The time has just flown by! The friendly faces and warm welcomes I've experienced have really made my first few months at St Ann's unforgettable, and it's a real privilege to be joining such a great team.

### What's your background?

I studied at The University of Manchester for nine years, achieving two masters and a doctoral degree. Before joining St Ann's I was a Business

Development Manager at NorthWest EHealth, working with a wide range of clients from the public and private sector, and I also worked across universities, NHS organisations, local councils, the digital health sector and life sciences industry.

### What made you want to work for St Ann's?

I was incredibly impressed by the vision and sense of direction that the hospice has, and I wanted to be a part of making a real difference to the lives of its patients and their families.

### What have been your highlights so far?

During one of my first weeks, I was privileged to meet the family of a patient who have been fundraising for us since she died. They talked to me about her life and the type of person she was, and I've never experienced anything quite like that before. The way they spoke about her and the care she received made me incredibly proud of working here. From that experience alone, I realised I'd made the right decision to come and work in this fantastic place.

# Will Week 2018

11th - 15th March

**25th - 29th  
September**

London to  
Paris cycle



## Golf Day

**Tee off for your local hospice!**

Dunham Forest Golf & Country Club,  
Altrincham

**16th May**

**7th April**

Greater Manchester  
Marathon

**19th May**

Great Manchester Run  
10k

**19th May**

Great Manchester Run  
½ Marathon

**8th September**

Great North Run

**13th October**

Manchester  
Half Marathon

## Manchester Midnight Walk



**26th April**

Manchester Cathedral

St Ann's

Local **Lottery**

Play  Care  Win! 

A chance to win £2,000 every week  
with the St Ann's local lottery.