

Spring 2020

# friends



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Emmerdale star  
Chris Bisson on  
being part of  
#TeamStAnns

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Will you BEE  
part of our  
Manchester  
Midnight Walk?



Registered with  
FUNDRAISING  
REGULATOR

## Introduction

Hello,  
and welcome to  
our Spring 2020  
edition of Friends.



My name is Philip and I'm the Medical Director at St Ann's. As one of the consultants who cares for patients in the hospice, I'm privileged to meet so many amazing people every day.

I work with the other doctors, nurses, and clinical teams to make sure all of our patients receive the right support to meet their own individual needs. In fact, the truly holistic, specialist care we provide to people is something that makes me incredibly proud. All of our St Ann's staff and volunteers work to ensure that our patients are at the heart of everything we do, and that's exactly as it should be.

As we head into 2020, it's an exciting time of change at the hospice. We're about to enter our 50th year of providing care to local people, ahead of our 50th birthday in 2021, and as we move into the next

exciting era of our history we have big plans for the future.

Hospice care has changed so much over the years, and we're proud to have been able to innovate and develop our services to ensure that the ever-changing needs of our patients are met. We can only do that thanks to kind supporters like you, who help us achieve the £20,000 we need to fundraise every day to continue providing that care.

Thank you so much for everything you do to support us. We simply couldn't care for our patients and their families at such a vulnerable time in their life without you.

From everyone at St Ann's we hope you have a wonderful 2020.

Enjoy this edition of Friends,

Philip

## Why I love my job...

Sarah McDonnell is Ward Manager on our Inpatient Unit. Here, she tells us why she loves working at St Ann's...

"As Ward Manager I'm responsible for inpatient care at our Little Hulton site. I've been at St Ann's for 10 years now and first applied for a job here because my mum had been cared for at our Heald Green hospice. I was overwhelmed by both the quality of care she received and the way in which the staff supported us as a family.

"I'm proud to now be part of that team, and to be able to give the same care and attention that we received to others at a time when they need it most. I manage 45 dedicated staff and we look after 18 patients on the inpatient unit. In the mornings I spend time on the unit and generally in the afternoon I'll concentrate on my leadership duties. I love the fact that my job is flexible and I can focus my attention where it's needed rather than following a set structure throughout the day.

"The most important thing to me is ensuring that we deliver a high standard of care to our patients and their families. One of my proudest moments was when we received an Outstanding inspection from the Care Quality Commission and I'm looking forward to identifying opportunities to enhance the quality of patient care we provide even more."



"The most important thing to me is ensuring that we deliver a high standard of care to our patients and their families."

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

[www.sah.org.uk](http://www.sah.org.uk) [enquiries@sah.org.uk](mailto:enquiries@sah.org.uk) [@StAnnsHospice](https://twitter.com/StAnnsHospice)

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

# Manchester Midnight Walk

# Bee part of it



Sponsored by  
**BETFRED**

Did you know,  
£101.20 raised  
could provide  
a two hour specialist  
rehabilitation session  
for a patient?



## Will you please join us for our Manchester Midnight Walk this April and make a real difference to our patients and their loved ones?

The Manchester Midnight Walk is one of the most popular events in our annual fundraising calendar, with its unique late night party atmosphere ensuring crowds taking on the 10km moonlit walk have a fabulous evening of fun and fundraising.

This year, the walk will take place on Friday 24th April, and will begin and end at Manchester Cathedral. This iconic building is perfect for the event build up, and from 9pm you'll be able to enjoy the pre-walk entertainment, culminating in a special guest star ready to get us all warmed up before we set off into the city at midnight.

There'll also be stalls of goods and refreshments available to buy, as well as face-painting, and a DJ to get everyone in the mood. Walkers also each receive a special goodie bag and medal as a thank you for taking part and to celebrate their achievement.

This year, the walk is bee themed again and fancy dress is welcomed, though we do provide everyone with a yellow t-shirt that you can decorate before the main event if you wish. We also have a memory garden on the night where you can leave a message in memory of a loved one.

Since its launch in 2007, our amazing walkers have raised more than £2million for the hospice, and this year we're challenging those taking part to try to raise £100 in sponsorship.

Once you've registered, we'll send you a pack which includes a sponsorship form, hints and tips on how you can raise money for the hospice, and more details on what you can expect on the night.

Join us now by signing up online at [www.mmwalk.org.uk](http://www.mmwalk.org.uk) or by calling **0161 498 3631**.



Teaching assistant Amanda spent her school day dressed as a bumble bee, before wearing the same outfit at last year's Manchester Midnight Walk.

The mum of two was fundraising in memory of her husband Stephen, who spent his final night in our Little Hulton hospice. She said: "The hospice is a wonderful place, and has helped so many in our local community so I wanted to give something back. I walked with my best friend Paula and did so with pride."

Dave, Eddie, Alan and Ken, who named themselves The Four Just Men, led the way for senior citizens at the Manchester Midnight Walk last year. The group, all members of the Salford branch of the Catenians, were walking after their president Bernard chose St Ann's as their charity of the year. Bernard's wife Mary died in St Ann's, so the walkers were aware of the difference hospice care makes to families. Dave said: "Quite a few men take part in the walk...our group are all over 65 and proud to take part for such a fantastic charity."



The Manchester Midnight Walk is for anyone aged 11 and over, but if your children also fancy taking on a sponsored walk in aid of St Ann's, why not visit [www.sah.org.uk/middaywalk](http://www.sah.org.uk/middaywalk) to find out more about our Manchester Midday Walk? Could your kids BEE part of it? Sign them up now!

## It's easy being green...

We're always looking at ways to do our bit to help the environment, and our latest initiative launched in our Monton shop is something we're incredibly excited about. We've introduced a range of zero waste household products and toiletries for customers to purchase.

Currently eight products are available to buy waste free, including shampoo, conditioner, washing up liquid and multi-surface cleaner, with all products environmentally friendly and safe to use around the home.

Simply pop into the Monton shop with your own container, go to the fixture and fill it with the product you want. The container is then weighed by store staff so the price can be calculated.

**Easy! Why not give it a try next time you need to purchase some toiletries or household cleaning products?**



St Ann's  
**Local Lottery**  
Play Care Win!



**A chance to win  
£2,000 every week**

[www.sah.org.uk/lottery](http://www.sah.org.uk/lottery)

### Did you know that you're now able to purchase our lottery tickets in any of our 14 shops around Greater Manchester?

Our lottery has been running for nearly 25 years now, and as well as making it easier for St Ann's supporters to buy tickets, our lottery team has also revamped the prize structure of the weekly draw – meaning an increased prize pot for lucky winners to get their hands on.

In addition to the weekly jackpot of £2,000, we are also now offering a rollover prize of £1,000 a week, up to a maximum of £10,000. There are other weekly prizes of £50 for four winners, and £10 for 30 winners. The lottery can still be played online too, just go to [www.sah.org.uk/lottery](http://www.sah.org.uk/lottery) to sign up.

Tickets are just £2 each. Playing our lottery is such an easy way to support the hospice, and with lots of prizes to be won there's now even more chance of winning!

**Good luck!**

## Animal magic

### When it comes to supporting patients with cancer and other life-limiting illnesses, an alpaca probably isn't the first thing you'd think of.

But, patients at the hospice were treated to a very special visit from alpacas Raphael and Wolfie, who joined them in the hospice gardens recently.

Our Chief Executive, Eamonn O'Neal, explained: "Personalised, holistic care is so important to everyone at the hospice, and this kind of therapy is just one of the ways we try to improve the wellbeing of our patients.

"It was wonderful for everyone to meet Raphael and Wolfie and see how much our patients enjoyed spending time with them. It's days like this that really do create wonderful memories for everyone involved, and we'd like to thank Cheshire Alpacas for making the visit possible. It was fantastic to see everyone smiling and to see the real impact their visit had on their day. Thanks again to everyone involved."

During the visit, Raphael and Wolfie the alpacas met our patients, staff and volunteers, and went to bedroom windows so that people on the wards who were unable to leave their beds could also see them.

Patient Lynn Spencer, who was celebrating her 70th birthday, said: "I love animals so I really enjoyed meeting the alpacas. They were really friendly and calm. The week they came I turned 70 years old so it was a fabulous way to celebrate and the staff at St Ann's also made me a birthday cake."



The little things we do for patients really do make a difference. Whether that's something as unusual as alpacas visiting the hospice, or something that makes their day to day life better such as creating a meal they'd love to eat, or helping them achieve their daily goals.

**Could you spare the cost of a couple of coffees every month to help us continue that care? Find out more about regular giving opportunities at St Ann's by speaking to our Fundraising Team on 0161 498 3631 or visiting [www.sah.org.uk/donate](http://www.sah.org.uk/donate)**



# The changing face of hospice care

Hospice care means many things to many people. It can be a friendly face when you need to talk, a safe place to be cared for at a vulnerable time in your life, or somewhere to have a cup of tea and catch up with friends.

The ethos of hospice care hasn't changed since we first opened our doors in 1971, with patients still at the heart of everything we do. But, as we move towards the start of our 50th year of caring and approach our 50th birthday in 2021, we're looking back at the last half a century and ahead to what St Ann's might look like in the future.

We welcomed our very first patient on 17 May 1971. Staff at the time knew they were only able to do so thanks to the communities of Greater Manchester who really got behind their pioneering work and made their dream a reality.



*Did you know that St Ann's is one of the oldest and largest hospices in the UK?*

So much has changed since we opened our doors in 1971, such as:

St Ann's in 1971	St Ann's in 2020
In the first year, St Ann's cared for 300 patients	We care for thousands of patients and families every year
We only had one hospice site in Heald Green	We have three hospice sites and lots of community services too
Care was based in our wards	It still is, but now we also provide a range of outreach services
In 1971, we primarily cared for patients with cancer	We care for patients with all types of life-limiting illnesses

Yet the heart of the hospice remains the same. For example...

St Ann's in 1971	St Ann's in 2020
Patients and their families were at the heart of everything we do	Patients and their families remain at the heart of everything we do
Every patient was treated as an individual with their own needs and wishes	Every patient is treated as an individual with their own needs and wishes
The care was holistic – looking after every part of the patient	It's still important to us that we look after the whole patient
Local communities supported our charity to fund the new hospice	Local communities are still enabling us to continue caring, thanks to their support
Staff when the hospice opened were supported by a large number of volunteers	Volunteers are still tremendously important - more than 700 helped us out last year

The economic, political, and healthcare landscapes of today (and our nurses uniforms - see above!) are almost unrecognisable compared with when we first opened our doors, and we're constantly innovating, to meet the changing needs of our patients and their loved ones. Whether that's the launch of our new Dementia Café drop-in, or the rehabilitative focus of our Being You Centre to ensure patients can live the best possible life they can, we're proud to listen to the people that use our services to respond and meet their needs.

We've lots of big, exciting new initiatives coming up in the next year or two, and will bring you more updates in the next edition of Friends.

Thanks to everyone in our local communities who have supported us for such a long time. It's a privilege and also a huge responsibility for us to ensure that the hospice can continue to play such an important part in those communities for many years to come too.

## Emmerdale's Chris Bisson on why he's part of #TeamStAnns



Wythenshawe born actor Chris Bisson is a proud supporter of St Ann's, having taken part in many different activities for the hospice over the years. Here, he talks about why he's a proud member of #TeamStAnns and why he's hoping you'll join too by taking on a challenge in 2020.

"I've met so many fantastic people from across Greater Manchester who have been supported by St Ann's, and they always talk about the amazing care they received.

"When I was asked if I'd like to join #TeamStAnns for last year's Great Manchester Run, I jumped at the chance to pull on my trainers and be part of the 141-strong team who took part.

"The atmosphere was amazing, and it was incredible to see so many people taking part to raise money for the hospice's patients.

"When you walk into the hospice, there's a wonderful feeling of calm and warmth, and it's a very happy place too. You can tell the patients and their families feel really at home there, and they're confident in the care they're receiving. That's so important, especially at such a hard time for families, and I'm proud to be able to raise money to help that care to continue.

"This year there are lots of challenges that members of #TeamStAnns can take part in, and there is something for any level of fitness, so even if you're not used to walking or running or if you don't have much time to train, please do still consider joining in next year.

"Whatever the challenge, it's such a rewarding feeling crossing that line, for many reasons – the sense of achievement of course, but also the feeling of knowing that every step has helped hospice patients and their families. That's such a great feeling."

**To join #TeamStAnns and take on your own challenge for 2020, please get in touch with the Fundraising Team on 0161 498 3631, email [events@sah.org.uk](mailto:events@sah.org.uk), or visit [www.sah.org.uk/events](http://www.sah.org.uk/events) to see some of the challenges coming up this year.**

## St Ann's volunteers have a heart



### Did you know?

- 733 volunteers supported St Ann's last year.
- They gave a staggering 73,304 hours of their time.
- They saved us more than half a million pounds, which is amazing!

### Two of our longest standing volunteers have been presented with a very special award for their dedication to the hospice.

Tony Green and Judith Hargreaves-Stead have both been volunteering with us for a staggering 40 years, and received the 'Volunteers of the Year' accolade at the special Heart of Salford awards ceremony.

We're so pleased that they have been recognised in this way as they've each given many thousands of hours of volunteering to the hospice over the years, including ensuring our patients have fresh flowers to brighten their rooms, covering our busy reception and tirelessly supporting teams across the hospice. Tony has also been our lead volunteer gardener and this year he even helped a special royal visitor, The Duke of Gloucester, to plant a commemorative tree in honour of the hospice's 40th anniversary.

Thanks so much to Tony and Judith and all of our other fabulous volunteers for their amazing support. We really appreciate it.

Could you join us as a volunteer? We have so many different volunteering roles, from drivers to coffee shop assistants, and we're currently looking for new Fundraising Team volunteers too.

**For further information, please email us at [volunteer@sah.org.uk](mailto:volunteer@sah.org.uk) or visit [www.sah.org.uk](http://www.sah.org.uk).**

# Where there's a will, there's a way...

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 only around a third of adults who die in Britain are covered by one.

This March, we're giving you the chance to make your Will with one of our participating Will Month solicitors. There's no charge, and you can simply make a suggested donation to the hospice in place of their fee. You gain peace of mind that your wishes will be carried out, and you're also supporting us to provide much-needed care to people in our community.



## It's easy to take part, and there are just six simple steps:

1. Get in touch on 0161 498 3631 or email [legacies@sah.org.uk](mailto:legacies@sah.org.uk). We'll send you a letter with information about participating solicitors.
2. Choose your solicitor and contact them to make your appointment, or enquire about home visits if you're unable to get to their office.
3. Prepare for your appointment by choosing at least one executor who you trust to ensure your wishes are carried out. Also, once you've looked after your nearest and dearest, think about any charities or organisations you'd like to leave a lasting gift to.
4. Turn your wishes into a Will at your appointment with the solicitor. There's no obligation to leave a gift in your Will to St Ann's, but if you'd like to do so they can include this for you.
5. Make your donation using the envelope we'll send you. Simply add your contact details and the donation, and seal it up. The solicitor will then pass it on to us. As they give their time for free, the solicitors would like you to give a donation equal to their normal charges for making a Will. This does vary, so our suggested donation amounts are:

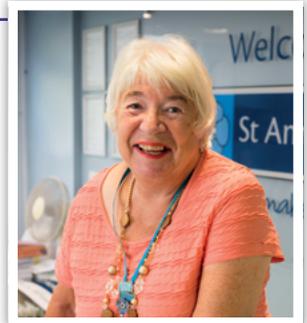
£105 Single Will    £175 Mirror Will    £60 Updated Will/Codicil

6. We'll write to you after you've made your Will to confirm we've received your donation and to say thank you for making a difference to the lives of our patients.

**Anne supported St Ann's by taking part in our last Will campaign. She made her Will and made a donation to the hospice there and then, whilst also choosing to make a lasting gift of a legacy to our charity. She said:**

"St Ann's is such a wonderful place, and in my role as receptionist I see so many people coming into the hospice. I always try to welcome them with a smile, and to reassure them as sometimes people are apprehensive about what to expect. Anyone who knows me knows I love to talk, and it's so important to me to be able to do that as people come to St Ann's – I believe a kind word helps a lot.

"I'm so pleased that the donations I made both when I made my Will and the gift it also contains, enable patients to receive specialist care and allow them to talk to the amazing hospice doctors and nurses when they need it most. Being able to leave a lasting legacy is a real honour too. I know that every penny will be spent wisely and make a huge difference to people's lives."



**Kathy is a patient at St Ann's and has accessed lots of services at the hospice. She said:**

"I've built up some brilliant friendships at St Ann's and the team have helped me such a lot. The support they give to patients is amazing, and having someone to talk to when you need it is so important. The hospice really goes the extra mile to support patients and their families as well. In fact, my husband Steve and I even renewed our wedding vows at St Ann's with the help of the nursing team and the fabulous chaplain Pete.

"I know St Ann's is a charity and would like to say thank you to all of the people who are planning to take part in Will Month this year. I know how much your donations make a difference. They really do."



## Did you know...

- 30% of our income comes from gifts left in Wills?
- Just 1% of your estate could make a huge difference?
- Donating money to charity can help reduce your inheritance tax bill?

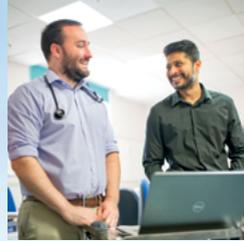
For more information visit [www.sah.org.uk/willmonth](http://www.sah.org.uk/willmonth) or call 0161 498 3631.

# Why your support matters

The feedback we receive from our patients and their family members and carers is really important to us, as it enables us to identify what we're doing well and also what we can do even better.

We collect feedback in a variety of ways, from comment cards and surveys to people sharing their thoughts on social media using our hashtag #StAnnsCare. Here are just a few of the comments we've received recently, which show the impact our services have on patients and their loved ones – and why we need your support to continue providing our care.

*"The counsellor has been fantastic. Helped me through some tough times and left me feeling like I can go on, thanks"*



*"I am overwhelmed by the care and kindness given to my husband and by every member of staff. The priority of his comfort and dignity has meant so much and the care for mine and my children's wellbeing is touching, thank you."*

*"The care provided for my dad has been exemplary. The staff and nurses are remarkable people and we are completely humbled."*



*"There is a feeling of care, warmth and love in every corner of St Ann's because of the volunteers."*

*"Could not have expected, or received, better care anywhere else in the world."*



St Ann's will be celebrating our 50th birthday in 2021 and our Communications Team is looking for stories and memories of people who have experienced care at the hospice over the years, or who are involved in the wider St Ann's community as fundraisers or volunteers. If you have a story you're willing to share, we'd love to hear from you. Please email [communications@sah.org.uk](mailto:communications@sah.org.uk).



**minutes  
with...**

*Graham Hall  
Head of operations*



**Everyone in the hospice – whatever their role – works to ensure our patients and their loved ones receive the very best care possible. Here, Graham tells us more about the part he plays in our team.**

*What does your role involve?*

I'm accountable for delivery of most of the non-clinical operations at St Ann's. Catering, domestic services, reception, IT, maintenance, fleet and utilities are my key responsibilities. I have three managers who report directly to me and they have approximately fifty-five direct or indirect reports between them. The role here appealed because I get to use my professional facilities management background to contribute to a valuable cause.

*What do you love most about your job?*

Being part of the legendary St Ann's family. I love working as part of a team whose unified purpose is to care for patients and their families to the very best of our abilities. We are all committed to making a difference and are passionate about our work. It's a great environment to work in!

*What's your proudest achievement?*

I'm happy to have shared quite a few proud moments recently, mostly quite specific site modifications to deliver improvements as well as resource efficiency. A particularly proud moment in 2019 was watching our two

facilities managers, Phil Bickerstaff and Alistair Culpan, receiving a joint award for initiative at the Chairs Awards ceremony in Manchester for the work they have done to transform Support Services.

*What would you like to achieve in the future?*

I'd like to continue to demonstrate genuine financial savings through careful decision making, whilst raising standards, which is so important in an organisation where donated funds are extremely valuable. The end user is key, and I want the patient experience to be enhanced positively by the facilities. There are several big projects in the pipeline at the moment, which will enable us to provide even better care to patients and families.

*What's surprised you most about St Ann's?*

I was expecting the atmosphere to be sombre here, but it's not! The culture is positive and really friendly, and that makes for a very welcoming environment - so important for our patients and their families. It's the attitude of my colleagues – including the many dedicated volunteers – that makes St Ann's the most inspiring and energising place I've worked.

Dates for your diary

**Firewalk!** 22nd  
February

**Will month 2020**

Throughout March

**Manchester**  
Midnight Walk

**Bee part of it** 

24th April

Join #TeamStAnns for

5th April  
Manchester Marathon

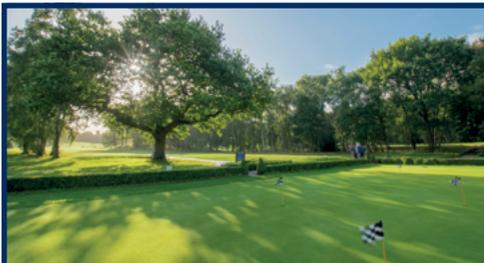
26th April  
London Marathon  
(Have a place? We'd love you to run for us!)

24th May  
Great Manchester Run

12th September  
Climb Snowdon Challenge

13th September  
Great North Run

23rd to 31st October 2021  
Great Wall of China  
Challenge



**Golf Day**

**Tee off for your local hospice!**

Dunham Forest  
Golf & Country Club, Altrincham

14th May



St Ann's Hospice



**Manchester**  
Midday Walk

Throughout May

St Ann's Hospice

Festival Choir

**Summer Concert**

14th June



**Coming soon!**

For more information about any of these events, please visit  
[www.sah.org.uk/events](http://www.sah.org.uk/events), call 0161 498 3631, or email [events@sah.org.uk](mailto:events@sah.org.uk).