

Summer 2020

# friends



p8

Working round-the-clock to provide the best care

p4

Remember a loved one with our Forget-me-not Appeal



Registered with  
**FUNDRAISING  
REGULATOR**

## Introduction

Hello,  
and a warm welcome  
to our Summer 2020  
edition of Friends.

Back in April, I was officially installed as High Sheriff of Greater Manchester.

I was humbled to be asked by Her Majesty the Queen to take up this historic role for the next year, just as St Ann's approaches its 50th anniversary in 2021.

The theme for my High Sheriff year is 'Being You'. I hope to use my role to encourage other people and organisations to recognise and celebrate individuality and inclusivity. There is great power in differences, and it's something we do well here at St Ann's.

Whether that's the care we provide on our wards, out in the community, or in the place our patients call home, we can only do that because of your kind support, so thank you.

Often, it's the small, every day moments of our care that mean the most to our patients and their families. This has been especially true during the coronavirus crisis. We have helped them video call with family,



served their tea just how they like it and put up photos and cards around their beds to make them smile. And for patients who haven't been able to come into the hospice as normal, we've taken our support online and over the phone to make sure no-one has missed out.

None of this would be possible without our incredible supporters. I'm so thankful for all the individual and creative ways that you show your support – from taking on a sporting challenge, signing up to our weekly lottery or leaving a gift in your Will, everything makes a difference.

I hope you enjoy this edition of Friends and reading more stories about how your support helps us provide care that celebrates the individuality of our patients, families, staff, volunteers and supporters.

Thanks a million

*Eamonn*

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)

## Why I love my job...

### Jo Laidlaw, a Hospice @ Home Sister, tells us why she loves her role...

After being a District Nurse for a number of years, I decided that I'd like to focus on providing palliative care. I also wanted a role that enabled me to spend more time with patients. My job as Hospice @ Home Sister at St Ann's is amazing as it enables me to do just that as part of a wonderful, dedicated team.

There are seven of us within the Hospice @ Home team and we care for around 70 patients at any one time across Salford and Trafford.

I love the fact that as well as caring for our patients we are also supporting their families. During our visits carers can pop to the shops or meet a friend for coffee, so they can have some respite time and keep doing some of the things they enjoy too.

Looking after our patients' emotional and psychological needs is very important to us, so it's brilliant to be able to spend time with them and really be there for them when they need it most. I even helped to organise a wedding once for a patient, which was such a lovely thing to be able to do.

My proudest moment so far has to be when I was awarded Most Inspirational Leadership Journey as part of St Ann's Clinical Leadership in Action (CLiA) programme. My project was about increasing referrals for people with dementia. This was important to me because I feel that there needs to be greater awareness of the fact that dementia is a life-limiting illness.

*"It's such an honour being welcomed into people's homes and being able to help them to carry on doing the things they love for as long as possible."*

# Forget-me-not Appeal

Every year we hold our Forget-me-not Appeal. It's a way for us all to join together, celebrate and reflect on the lives of loved ones who are no longer with us. This year, we can all relate to missing people who are important to us.

By taking part in our appeal and making a donation to St Ann's, you will be helping us continue to provide specialist care for our patients and their families when they need it most. Your donation will also help create precious moments and memories for our patients and the people who are special to them.



"My stepdaughter, Alex, was admitted to St Ann's Hospice. Just before she came into the hospice, I decided to try and start a kitchen garden which I had told Alex about.

"Alex was only in St Ann's for a few weeks but the care she received was exceptional. The staff took our worry and stress away of making sure she was well cared for and allowed us all a chance to be together as a family. I'm so grateful I was able to share those special moments planning my kitchen garden with her."

Mandy, Alex's stepmum



Who will you dedicate a Forget-me-not to and remember with us this year?

You can dedicate a Forget-me-not flower in our online Memory Meadow and share your memory with family and friends. Perhaps you'd like to remember someone you can't visit right now.

Please visit [www.sah.org.uk/forget-me-not](http://www.sah.org.uk/forget-me-not) to find out more.

## Forget me not Appeal

Services of reflection and celebration

Saturday 27 June 2020

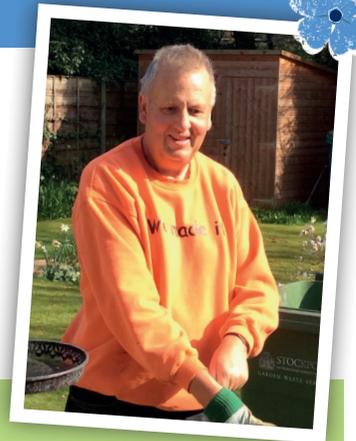
Will now be held online

For more information please visit [www.sah.org.uk/forget-me-not](http://www.sah.org.uk/forget-me-not) or call us on 0161 498 3631.



Our hospice gardens are havens for patients and families to enjoy time outside together, share special moments and relax and recharge.

All our gardens are looked after by an amazing team of volunteers, many of whom have a personal connection to the hospice or find gardening benefits their own wellbeing. Derek, one of our volunteers, shares why he enjoys volunteering in our gardens...



### The benefits of gardening

"Following my retirement, I decided to pursue my interest in the outdoor world of gardening and help a charity at the same time.

"Having lived in Gatley for over 25 years, I already knew of the good work done by St Ann's. So just over a year ago, I applied to be a volunteer gardener at Heald Green. At the same time, I also took on an allotment just down the road.

"I've learned so much in my first year in the flower gardens at St Ann's, under the expert guidance of Ken, the Head Gardener. I'm now putting that knowledge to good use in my own garden too.

"There's a small vegetable plot at the hospice which we're developing to create more

produce for the kitchen. It's only a small plot, but last year we managed to have strawberries, raspberries, potatoes and courgettes. I'd highly recommend anyone to try and grow their own fruit and vegetables.

"During my first summer at St Ann's, it gave me great pleasure when patients, visitors and staff were able to venture out into the garden areas, enjoy the colour of the various flowers and when they shared their appreciation with us. The possibility of getting outside seemed to be of great benefit to them all. Having worked in an office in a city for 36 years, I know how important it is to be able to have time outside during the day."

### Derek's gardening tips

- Try growing fast-producing items like radishes, tomatoes and courgettes
- A south facing wall is ideal for growing tomatoes or potatoes in tubs outdoors
- Use a cold frame or mini greenhouse to get flowers and vegetable seeds to germinate and grow before planting out to give them a good start



## Supporting St Ann's across the globe



*On the other side of the world, kind-hearted Australians have been raising funds for St Ann's Hospice.*

They were touched by the story of retired bus driver Naseer Bhatti, from Levenshulme, Manchester, who died three weeks after he was diagnosed with a rare form of cancer. His daughter Rifhat Jangir chose to complete the 7 Bridges Walk, a 28-mile loop around Sydney harbour close to where she lives, to raise funds for St Ann's where her father spent his final days last August.

Family, friends and work colleagues rallied round after learning about the care her Dad received at the hospice in Heald Green. Rifhat's employers, Advanced Buildings based in Australia, also generously match-funded her appeal which brought the total funds she raised to £2,100.

Visit [www.sah.org.uk/events](http://www.sah.org.uk/events) email [events@sah.org.uk](mailto:events@sah.org.uk) or call 0161 498 3631 to speak to our friendly team.

Rifhat said: "I can't thank St Ann's enough for the way they looked after us all. I'm from a big family and we were all made to feel welcome.

"From the moment you walk through the door to be met by the volunteers on reception, to the specialist nursing and medical specialists, the care and consideration in that limited time was amazing.

"When my father was diagnosed with bile duct cancer, which affects one in 50,000 people, it came as a big shock.

"He loved swimming and travelling each year to Pakistan. My mum Tahira and the rest of our family want to thank everyone for their wonderful support. People who've never heard of St Ann's have been kindly donating, including my generous employers."

**If you're looking for an adventure across the world, or closer to home, why not take on your own challenge to raise money for St Ann's?**

**By fundraising for St Ann's, you're ensuring that we can continue our work for generations to come, so we're there when we're needed most.**

## Our volunteers make all the difference

During Volunteer's Week earlier in June, we said a huge thank you to everyone who gives their time, energy and skills to support St Ann's. We have a community of over 700 volunteers, and no two roles are the same! Shirley has volunteered with St Ann's for an incredible 20 years. She shares some of her memories with us...



"I can remember exactly when I started as a volunteer on reception. It was May 2000, I was still working full time but volunteered alternate Saturdays 12-2pm.

"Volunteering means quite a lot to me. I enjoy meeting people and giving something back, especially to such a much-appreciated organisation. Sadly, I've had to put my other hat on as a visitor to friends over the years, but their relatives could not have been more appreciative and had high regard for all that the staff had done for their loved ones.

"Over the 20 years, I've volunteered in the coffee shop, helped at the Turves Road shop, bucket collected at Manchester City and Morrisons, helped at the Carol Concert at Bridgewater Hall and the Summer Fair a couple of times.

"When you get thinking about what else you've done, it all mounts up! I also helped knit forget-me-nots that we sold, which some people may still have.

"One special moment I recall from years ago was one Friday, before my Saturday shift, when a very poorly patient proposed to his long-standing partner. When I arrived at 12pm for my shift, their wedding was about to take place. Staff had pulled out all the stops and everything down to guests was in place - all in less than 24 hours. I chatted to the bride, and the nurses wheeled the patient past reception in his bed and paused to take a flower from a vase to give him as a button hole. It was a shift where I had a moment that it comes to my mind from time to time."



St Ann's is turning 50 in 2021, and we'd love to hear your stories and memories from over the years. If you have something you'd like to share, email [communications@sah.org.uk](mailto:communications@sah.org.uk)

CELEBRATING  
**50**  
YEARS  
MANCHESTER'S  
HOSPICE

# Round the clock care

8.30am

Across all our hospice sites, we hold daily multi-disciplinary team meetings. All our Clinical Teams come together to give updates on how each patient is doing and plan their care in a holistic, person-centred way.

9.15am

Dani, an Occupational Therapist, assesses a patient in Heald Green who's struggling with pain walking to the toilet. She shows him how to use a self-propel wheelchair, which helps him to get to and from the toilet on his own for the rest of the day.

9.45am

Linzi and Donna, Social Workers at Heald Green, arrange a meeting between a patient, their family and an interpreter to plan for them going home soon.

10.30am

Mags, our Family Liaison Officer, helps a patient have a "virtual visit" with their grandchildren.

11 am

Amy, a Housekeeping Assistant in Little Hulton, is ironing the bedsheets ready for a patient who is coming to the hospice for symptom management. Last past year, we changed an incredible 35,282 bedsheets!

11.45am

Lizzi in the Being You Centre calls a patient to find out how they are managing breathlessness at home and gives them advice and support over the phone.

**Supporting our patients and their families is our biggest privilege.**  
Although we've had to make some changes due to coronavirus, we're working round the clock to make sure we continue to provide the best, individualised care. Here's just a few of the many ways we support patients and families every day...



*Your support helps us continue to provide the same levels of round-the-clock care, not only during this crisis but long into the future as well.*

1pm

Elaine, our Dietitian, chats to a patient in Little Hulton to see how they enjoyed lunch. She had suggested some simple additions to help with changes to their taste which happened after cancer treatment.

2.30pm

Tina, Jen and Ruth, Complementary Therapists, are starting meditation and relaxation sessions for staff in Heald Green and Little Hulton to help them unwind and look after their mental health.

3.15pm

Hazel, a Counsellor, meets with a client to discuss if counselling might be right for her as she's struggling to come to terms with the death of her husband.

4.40pm

Lisa in our Lymphoedema Team has just finished a telephone review with a patient. They chatted about self-care, keeping active while self-isolating and then Lisa sends a pack of written information to help.

6pm

Our Catering Teams are taking tonight's dinners to our Nursing Teams. They have worked with our Dietician to make three meal options, and special meals for patients who need them.

11pm

Vicky, a Healthcare Assistant in Little Hulton, makes Horlicks for a patient in bed. They chat about who's coming to visit them tomorrow and make a plan to wear their favourite outfit to help them feel good.

## Join #TeamStAnns

**This year, Mitch will be running two marathons for St Ann's just one week apart! Read why he's taking on this epic challenge for #TeamStAnns.**

"I started running for St Ann's a few years ago. I was trying to get fit and signed up for the Manchester 10k. I wanted to do it for charity and a friend recommended St Ann's. Since then, I've done 10ks, Tough Mudders, half marathons, marathons, and even climbed Mount Kilimanjaro. I also had the idea for the #Sixtyin60 challenge, to try and get 60 people to run the 2019 Manchester 10k in 60 minutes. In the end, around 140 people ran for St Ann's!

"This year would have been the 40th Anniversary of the London Marathon and five years since I ran my first marathon. In 2015, I signed up to do the Manchester Marathon and was challenged by friends to sign up to the London Marathon too. When the dates were released, the marathons were only 1 week apart!

"Five years later I thought, let's do them both

again. Unfortunately due to coronavirus, the London Marathon has been now postponed to October. Which means I'll be running them one week apart, again! For me, this means redoing all the weeks of training. But I've never been defeated by a challenge.

"I still wanted to run a marathon on the 26th April, the date of the London Marathon, so I completed my "Front Garden Marathon". Keeping social distancing measures, my family joined me for the last few miles. My wife ran the last 5k, Harrison who's nine joined the last 3k and Taylor who's five joined for the final 1k. You don't get to do that at the London Marathon! To top it off, all my neighbours came out to cheer me on as I finished. It was a great feeling.

"If you want to run in aid of St Ann's Hospice, I'd recommend you do it. Nothing is stopping you!"



**"Being part of #TeamStAnns and supporting St Ann's has always been a privilege because of the service they provide. The staff and volunteers work tirelessly to support patients and families through some of their hardest times."**

## Kick start your summer

Get the sunny months off to a great start with a chance to win our first prize of £5,000 in this year's Summer Raffle! There are also five runner-up prizes of £50 you could win.



As you think about how you would spend the £5,000 if you were our lucky winner, you can rest assured that the money you're spending on your tickets is helping us to provide that much-needed specialist care to our patients.

### Did you know...

- Buying eight tickets could pay for meals for a day for one patient
- Buying ten tickets could help us continue providing TVs and Wi-Fi for inpatients during their stay
- Buying twenty tickets could pay for a relaxing massage or aromatherapy session for a patient or carer

### How to play

Tickets are £1 each, available from St Ann's Hospice, St Ann's Hospice Charity Shops (check online for opening information) or telephone **0161 498 3642**.

**Closing date: Sunday 5th July 2020**

**Draw date: Monday 13th July 2020**

**BeGambleAware.org**<sup>®</sup>

The St Ann's Hospice Summer Raffle is open to all residents of Great Britain aged over 16. Full terms and conditions for the raffle can be found on our website [www.sah.org.uk/raffle](http://www.sah.org.uk/raffle). Please gamble responsibly.

## Join #TeamStAnns this year for

**6th September**  
Great Manchester Run  
(10k and half marathon)

**11th October**  
Manchester Marathon  
(and half marathon)

**4th October**  
London Marathon  
(Have a place? We'd love you to run for us!)

**13th September**  
Great North Run

**If you want to sign up for a charity place, or have your own place and want to run for St Ann's, get in touch with the Fundraising Team on 0161 498 3631, email [events@sah.org.uk](mailto:events@sah.org.uk)**

# Celebrating Year of the Nurse

2020 is the first ever Year of the Nurse. The World Health Organisation (WHO) dedicated this year to celebrating nursing in honour of the 200th birth anniversary of Florence Nightingale.

At St Ann's, we have a range of nursing roles and expertise, and our staff come from a range of backgrounds and professions that represent our diverse communities.

We're thankful every day for our highly skilled Nurses and the difference they make to the lives of our patients and their families. Some of our team shared with us what being a Nurse at St Ann's means to them.



2020  
year of the  
NURSE



*Amanda Connors,  
Team Leader in  
the Neil Cliffe  
Centre and The  
Being You Centre*

"I started at the hospice in September 2007, 13 years ago. I joined because I've always had a passion for palliative care, which was confirmed after a hospice placement I had a few years earlier while working at Stepping Hill Hospital.

"I worked in the inpatient unit for seven years, and have been in The Being You Centre for the last six years. I have equally loved all my roles at the hospice, seeing how we make a difference to so many people never ceases to amaze me. Everyone at the hospice, in whatever role they do, is always happy to go above and beyond for our patients and their loved ones. This team approach is so important for the holistic care and support we provide and why I truly love my job."

*Sarah McDonnell, Ward Manager*

"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 site. 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 always 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."



*Gayna Davenport, Healthcare Assistant*

"Working at St Ann's isn't a job, it's a passion and a commitment. I began my career with St Ann's in the kitchen as a Food Service Assistant in 2003. In 2005, I applied to be a Healthcare Assistant and worked on the wards until 2016, when I moved to The Being You Centre.

"I love my role because we always put our families and patients at the centre of what we do. Nothing is too much trouble, which is thanks to the dedication and drive of the whole team. Being able and supported to deliver that holistic approach is why I still love being part of the St Ann's family after all these years."

*Damian Lacey, Advanced Nurse Practitioner (trainee)*

"I joined the St Ann's team in January 2020. I worked as a Macmillan Nurse for the past 10 years and I was looking for a new challenge.

"Since starting, my respect and love of this organisation has grown. I feel part of a family with so many amazing professional people focused on the same goal, to support people and families at one of the most difficult times of their life."

*Jo Crowther, Registered Nurse*

"I've worked at St Ann's Hospice since 2000. Originally, I came to the hospice in December 1999 on a 1-week placement which was part of a course I was doing.

"As soon as I walked through the doors, I knew there was something special about St Ann's. I had previously worked on an acute medical ward for over four years and had no intention of leaving. But this all changed after that one week!

"I've now been at the hospice for over 20 years as a Registered Nurse, with 15 years on the inpatient unit and now in The Being You Centre. I'm so proud to work with all the multidisciplinary teams, whose aim is to give our patients the best possible care."



# Why your support matters

We really value feedback from our patients, family members and carers. It shows us what we're doing well and helps us continually improve our services.

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.

*"The care and compassion I've been shown has been outstanding and incredibly appreciated. It's really helped me get back to living my life and helped me to grieve."*



*"For the love, care, attention from everyone, the cleaners, consultants and just everyone concerned. This is heaven on earth. I can say no more, you are wonderful."*

*"We cannot thank you enough for making this astonishing journey slightly more bearable. Our relative won't be leaving here, but all of the staff and the hospice itself will have a lasting impression on us all. On behalf of all our family I say a heartfelt thank you."*

*"I find the staff very friendly, volunteers are dedicated, everyone was helpful. Surroundings are beautiful. The catering staff are lovely, excellent choice in food, tastes amazing. A place to be proud of."*

*"Good listeners, care, knowledge, understanding and really look after you. From the second you come through the door nothing is too much trouble."*



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...**

Dr Dave Waterman

Consultant in Palliative Medicine  
and Medical Director



*What does your role normally involve?*

Although things have looked quite different due to coronavirus, my time is normally divided quite evenly between directly supporting patients and their families, and my other roles and responsibilities.

I'm a Consultant in Palliative Medicine for Stockport and St Ann's, the Medical Director for St Ann's Hospice and the Palliative Care Clinical Lead for the Greater Manchester and East Cheshire Strategic Clinical Network. I'm focused on helping to drive the delivery of the best care for patients and their families, as well as clinical excellence across the region.

I could be in the outpatient clinic within The Being You Centre, on the ward at Heald Green or in people's homes. I also liaise with other healthcare professionals to ensure that we're all working as an extended team to provide the best care.

*What do you love most about your job?*

One of the best parts of my job is the variation it offers. One day I may be working in one of our clinics seeing patients and their families, and on the next I will be involved in aiming to continually improve our services. I also love the fact that there's so many ways patients and their families can be supported by us, as it means that we can help even more people.

*What's your proudest achievement?*

I'm most proud of the work I do with patients and families. You see first-hand the difference that our services are making to their lives. Since I started working in Stockport and at St Ann's in 2005, our services have really developed and adapted in response to the changing needs of patients. This means that we can deliver a high standard of care to even more people.

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

I'd like to continue to strengthen the relationships that St Ann's have with other services in the area, to share expertise and provide a seamless service to patients in Greater Manchester. I'm passionate about ensuring that we're all as integrated as possible, so that patients and families receive the best support at all times.

*What's the most surprising thing you've seen during your time at St Ann's?*

In many ways, the illnesses we treat and the types of treatment we deliver have become more complex. The one thing that never changes is how focused everyone at St Ann's is on providing the best care possible. Their commitment is always a constant.

# THANK YOU

## for supporting our urgent appeal



"Please find enclosed a cheque for £50 as I'm sure you're having problems fundraising in these difficult times. The work you do at the hospice is invaluable."

"Due to coronavirus, I am unable to socialise with friends like the theatre and meals out. Therefore, I enclose this £50 to help towards the wonderful work your staff and volunteers do."

"You looked after my father many years ago and we'll never forget the care."

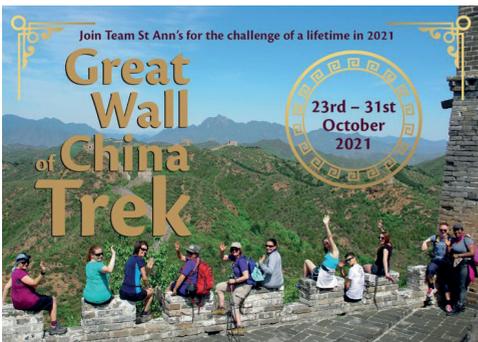
"I've been thinking of you and how difficult this time must be, please accept this small donation"



Your support is vital. If you are able to, could you give £30, make a regular donation or join our lottery?  
Get involved at [www.sah.org.uk/urgent-funding-appeal](http://www.sah.org.uk/urgent-funding-appeal)

**URGENT  
FUNDING  
APPEAL**

### Dates for your diary



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).