

Winter 2020

# friends



St Ann's Hospice

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Join our Light  
up a Life appeal  
and reflect on  
this year

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Coronavirus:  
how your  
support helped  
us provide care



Registered with  
**FUNDRAISING  
REGULATOR**

## Introduction

**Hello,**  
and welcome to our  
Winter edition of Friends.

My name's Rachel McMillan and I've recently been appointed Chief Executive of St Ann's.

I've been part of the St Ann's team since 2012, most recently as Deputy Chief Executive and Director of Clinical Services, and it's such a privilege to be taking on this role, especially as the hospice reaches its 50th anniversary next year, and enters a new chapter in its history. I'm honoured to work with such a fantastic team, and incredibly proud of the reputation St Ann's has in our local community.

I know that even as we enter a period of change and exciting developments in our history, that our ethos and purpose of keeping our patients and their needs at the very heart of everything we do will always remain the same.

I am really looking forward to leading the organisation through this next exciting chapter, and would like to thank Eamonn



O'Neal for his dedication to the hospice as CEO for more than four years. He's prepared us well for the exciting times that are ahead, and I will continue working closely with Eamonn in his new role as Director of Strategic Initiatives. With the help of the whole team, we'll realise our ambitious plans for a new hospice building in Heald Green, and continue to improve our Little Hulton hospice too, ensuring we can carry on supporting local people for many generations to come.

But we wouldn't be able to do any of this without you, our loyal supporters. I hope you enjoy this edition of Friends and seeing how your support has helped us adapt and innovate to continue to provide vital care for our patients and families throughout the coronavirus crisis.

Thank you for your continued support,

**Rachel**

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

## Why I love my job...

**Peter O'Brien, our Chaplaincy Support Coordinator, works with patients and families across our sites. Here, he shares what he loves about his role...**

I love most things about my job, especially being able to support patients and their families at an incredibly difficult time. It's such a privilege to be invited to share in a patient's journey and have the chance to support them as much as I can. I also love being part of the St Ann's team. The hospice is often filled with light, love and laughter and that's thanks to the wonderful people who work here.

My role at St Ann's is to ensure that the religious and spiritual needs of our patients and their families are met. I support people of all faiths and those with no defined religious beliefs, by talking and listening to them. Whatever is important to our patients, whether it's their faith, family or a hobby, we will do our absolute best to make sure their needs are fulfilled.

I've been at St Ann's for over 10 years and in that time have worked to establish spiritual care as an integral part of the overall care we give to patients. People are more than just physical beings and it is important that they can explore their needs holistically.

I hope to remain a part of the St Ann's family for many years to come and continue to ensure that spiritual care is accessible to all patients and their families and remains a central part of the support that people receive here.



*"In my time here I've been lucky enough to be a part of many celebrations, including weddings. The team here is truly committed to making every day special, which is partly what makes St Ann's such a unique place to work.."*



# Light up a Life

Every year, our Light up a Life appeal gives you the opportunity to celebrate the life of a loved one. This year, it's also an opportunity to mark something close to your heart.

You might wish to remember a loved one, whether they have been a patient at St Ann's or not, or it could be someone who can't be with you at this time of year. Or you might light a light for the other losses you have felt this year, like occasions you couldn't celebrate as planned or time lost with family and friends.

There are two ways you can dedicate a light. You can return the form on the leaflet enclosed with Friends and we'll send you a special card to display alongside your Christmas cards. Or you can make a dedication online and add a light to our online winter forest.

Whichever way you choose to take part, all dedications received by 27th November will be recorded in our 2020 Book of Honour, which will be on display in our hospices at Little Hulton and Heald Green next year.

**We hope you'll join our celebration and reflection this Christmas. Please return the enclosed form or visit [www.sah.org.uk/light](http://www.sah.org.uk/light).**

*"Since the beginning of this year, there have been many changes in how we have needed to deliver our services at the hospice.*

*"Although we have faced challenges, we have continued to provide patients and families with care within our wards, or via telephone or video when they have not been able to join us face to face. This connection with the hospice has felt more important than ever, including for those who have faced loss and bereavement during this time.*

*"By dedicating a light and making a donation you're making a real difference to our patients and their loved ones this Christmas."*

**Dr David Waterman,  
Medical Director at  
St Ann's Hospice**



## Light up a Life services 2020

On Sunday 6th December, we'll be holding a special Light up a Life service online. We will join together in spirit to light up our homes with our memories. You might like to buy a special Light up a Life candle in our shops or online at [www.sah.org.uk/shop](http://www.sah.org.uk/shop) to light during our virtual service.

Our church and hospice services will be different this year. Depending on the circumstances, we may be able to invite people to join a service in person. If you'd like to register your interest, please let us know when you send your dedication.

## Janice and Ian's story

*"I was married to Ian for 43 years. It would have been 47 years this year. We have four children and at Christmas our traditions included the whole family getting together. We'd go to Mass in the morning, open presents after the meal and play games in the evening - usually playing the game 'Four Kings,' which I often won!"*

"Ian was diagnosed with pulmonary fibrosis and came to the hospice just after Christmas in 2016. I had never been to a hospice before Ian was there. I didn't really know what to expect. But you knew when you came in that the nurses and the doctors were on Ian's side. You knew that they cared for him when you weren't there as much as they cared for him when you were.

"Being at the hospice meant we could come together and have family time, making memories. I remember a slide show that we had by Ian's bedside in the ward. All the immediate family were there, as well as Ian's cousins who came along. It was a special time at the hospice and Ian enjoyed himself, reminiscing about his childhood.

"I also remember one time sat on his knee, hugging him by his bedside. He also gave me a rose on Valentine's Day and wrote a poem for me, which I say every day.



"After Ian died, I was supported by St Ann's through counselling, along with my two sons. Over the years we've also received personal letters of support for our fundraising efforts as a family, and my first ever medal!

"For me, Light up a Life reminds me of his passing and I remember him fondly. We had a good life together. It means a lot to see his name in the Book of Honour."



# Covid job swap

Our staff and volunteers have pulled together and risen to the challenges that have come their way over the past months to make sure we can continue to provide the very best for our patients. We've adapted, innovated, and some of our team have even temporarily swapped their normal roles for something very different to ensure we can still provide the highest levels of care. Here's a few of their stories from across the hospice...



**Sheena Taylor**  
Ward Volunteer

"I started volunteering on the wards one afternoon a week in January 2020, after I retired. I take cakes, snacks and drinks round to patients in the afternoon. When I realised we wouldn't be returning to the wards for a while, I decided to volunteer in the Distribution Centre and hospice shops. I enjoy the shop work and I've seen first-hand how dedicated the staff and volunteers are, and how much the customers appreciate it."

**Abby Evans**  
Project and Education Support Officer

"Over the past few months, my role has been very varied... I've been on reception, served food and drinks for our patients and also cleaned on the wards. It has reinforced why I love working at St Ann's. The compassion and dedication shown by every member of the team that has worked through this difficult time has been phenomenal."



**Mags Holt**  
Keyworker

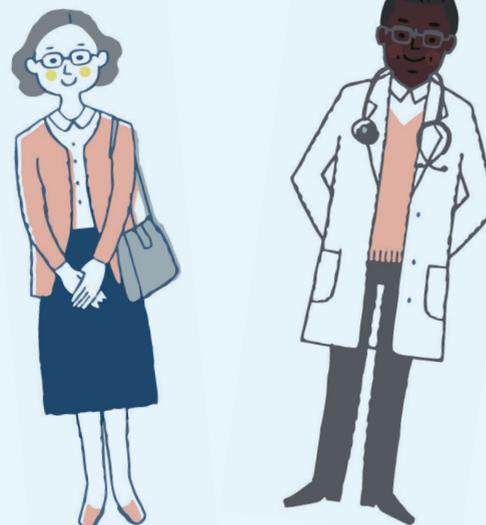
"My role is assessing patients referred to The Neil Cliffe Centre and The Being You Centre for emotional and psychological support. During the pandemic, I'm still supporting my patients and taking referrals, but it's now over the phone. I've also been offering emotional and psychological support to inpatients and their relatives, escorting patients to hospital appointments and assisting on the wards. Not much has surprised me, however I'm surprised I forgot how to shower a patient properly! I showered someone for the first time in over 18 years and was so busy discussing something with them that I turned the shower on myself instead of the patient... saturated I was, doh!"



**Linzi Moran and Donna Quinn**  
Social Workers

"We support people to access social care support either at home or in a nursing home, we support family carers and signpost people to other services. We've continued to do this face to face or virtually, and we've supported families to visit within restrictions, like arranging garden visits for relatives who worry about coming into the hospice. We've also helped plan weddings and birthday parties!"

Over the past five months, we've supported our Pharmacist each week with medicine audits. We've also helped with deep cleans on the wards to ensure patients could continue to be admitted. For us, this time has highlighted the support that St Ann's teams continue to provide to each other on a daily basis, even in the most difficult and busy times."



**Sam O'Reilly**  
Community Fundraiser

"During the pandemic, a lot of my time has been split between fundraising and helping in different areas of the organisation, mainly covering reception and sometimes in the kitchens. It's been great working with my colleagues from different teams and hearing how everyone is working together to keep providing care for the hospice's patients and their loved ones. Everybody's hard work and dedication has been remarkable - especially at such a difficult time."

# Care throughout coronavirus

Our nurses, doctors and other staff have been working around the clock on the front line to ensure that our patients and their families can access the care they need, when they need it most.

Over the past few months, we've not only seen a rise in the need for our services, but we've also seen a significant financial impact too. In March we launched our Covid Impact Appeal, and we are so grateful to our amazing family of supporters who gave financially to support the hospice.

Thanks to your continued support, we've been able to carry on providing specialist, personalised care to our patients throughout the pandemic.

**Here's our care from April to June in numbers...**

It takes a community to keep our community going. Visit [www.sah.org.uk/covid-impact-appeal](http://www.sah.org.uk/covid-impact-appeal) to help ensure that we can continue providing life changing care for the people who need us today.



There's been **242** referrals to our inpatient units.



We've welcomed **160** new patients to our wards.



**54** patients were discharged to where they call home.



Our Being You Centre team has made **1309** calls to support patients.



We've held **601** virtual outpatient appointments.



Our Hospice @ Home team has been in touch with **842** people.



Our Community Specialist Palliative Care Team in Salford had **4988** telephone consultations.



Our Community Specialist Palliative Care Team in Salford made **475** home visits to patients.



## Do it your way

The memory of his late uncle will inspire Matt Crowther when he tackles the National Three Peaks Challenge this month

Matt will never forget how his uncle, Ian, looked after his mum, Julie, after their parents died over a decade ago.

Julie's son, Matt, is now raising funds for St Ann's Hospice where Ian spent two weeks as a patient before he died of lung cancer last September.

Matt, from Marple, said: "Ian was like a father figure to my mum and a loving uncle, brother and son who sacrificed a great deal to allow his sister and her family a comfortable life. He'd do anything for my mum and was always supportive of his family."

After he was diagnosed late in 2018, Ian left Devon to return to his home town of Stockport to join his sister.

Matt said: "The level of care was unbelievable and I want to do something in recognition on behalf of my mum and my sisters Hannah, Vicky and Emily."

Matt had to delay his Three Peaks climb because of Covid-19 and he's hoping it goes ahead this month while following social distancing guidelines. Even if he cannot climb Ben Nevis, Scafell Pike and Snowdon because of restrictions, he plans to adapt his challenge.

"St Ann's made my uncle as comfortable as possible and our family are grateful for their love and support before and after he died."

**We love to hear the exciting fundraising ideas that our supporters have. Whatever you decide to do, your support will help us to raise essential funds to provide world-class care to our patients.**

**Get in touch with us on 0161 498 3631 or email [fundraising@sah.org.uk](mailto:fundraising@sah.org.uk) to see how we can support you.**

*"St Ann's made my uncle as comfortable as possible and our family are grateful for their love and support before and after he died."*



## Businesses supporting St Ann's

### THE FOUNDRY

*The Foundry tell us why they came together as a company to support St Ann's...*

"We started supporting St Ann's Hospice for our friend and colleague, Stuart Simpson, whose partner, Joanne, had been diagnosed with a rare cancer in 2018 and was receiving exceptional care at the hospice.

"We wanted to help them both and thank St Ann's for their amazing work.

"As a creative agency focussed on health, wellbeing and vitality we like to practice what we preach. So, in May 2019, National Walking Month, we took on the Foundry's ultimate challenge – walking 20,000 steps each in one day to raise money for St Ann's.

"To reach our goal, we had to get creative. While some of us walked or ran to work, there were also double dog walks and extra sessions at the gym. Rules were enforced to keep everyone on track, with stand-up meetings and a ban on using tea trays, phones and lifts. Any slackers faced various challenges to get them moving, including making the whole agency a brew; running up and down the stairs ten times; doing ten laps around the office every time you ate a treat; and jogging on the spot for one minute.

"Since our sponsored walk, we have attended a work/life balance workshop at the hospice, put our design and print skills to good use by helping to produce the 'You're not invited' Christmas mailer, and will be supporting their next Corporate Challenge. We look forward to working together more in the future."



**"Supporting a charity, particularly a local one like St Ann's, is very rewarding both on an individual and collective level, helping to boost colleague engagement and team morale."**

### Can your business help?

**If you'd like to give back to St Ann's, why not get your business or workplace involved? Find out how you could support us by calling us on 0161 498 3631 or email [corporate@sah.org.uk](mailto:corporate@sah.org.uk).**





# Support St Ann's this festive period

With Christmas approaching, you might be planning ahead, thinking about cards, gifts and how to make this year special for your family and friends. We've got you covered at St Ann's! Whether you're looking for a fun event, present ideas or you just want to make a difference to a local charity which helps thousands of people every year, we have something for you!



## Recycle your Christmas tree

This January, we're working with Just Helping to collect trees from certain Greater Manchester postcodes, in return for a donation to the hospice. It's a really easy way to support us and recycle your real tree easily and responsibly. Last year we received an incredible £33,000 from your donations. Check our website for more details.



### Win big by entering our Christmas Raffle



Get the holiday season off to a cracking start by joining our Christmas Raffle. You could win our amazing top prize of £5,000!

As well as the chance to win, you'll also be making a real difference. Did you know that buying 16 £1 tickets could pay for materials for patients to make a memory box with their loved ones?

**Buy your tickets between 30th October and 6th December from our shops, our hospice receptions or by calling 0161 498 3642.**

### Christmas cards from St Ann's



St Ann's Christmas cards look good and do good. With designs ranging from snowy animal photographs, traditional drawings and silly Santa cartoons, there's bound to be something to suit your style. And every card you buy helps to support St Ann's.

**You can see the full range and buy our charity cards using the order form enclosed with this newsletter, or on our website.**

## Bag a bargain



Make Christmas shopping easy this year and head to our hospice shops. As well as pre-loved items, we also sell a range of new goods that are perfect for Christmas gifts and decorations. Pop into your local shop on the high street, or shop online.



### Give twice with our Lottery gift vouchers



Our Lottery gift vouchers make a great present. Gift your loved ones the chance to win up to £10,000 in our Local Lottery, and you'll also be giving to St Ann's as every gift voucher you buy helps to fund our specialist palliative care.

**To buy your Local Lottery gift voucher you can fill in the order form in the Christmas Card catalogue enclosed with this newsletter, visit our website, or call 0161 498 3642.**

### Get Elfie

Get Elfie is all about having fun whilst raising money for a fantastic cause. Yule love our Get Elfie fundraising pack, which is full of ideas to get you going and activity pages which can be photocopied and used with your group, organisation or school.

**To get your pack, email [fundraising@sah.org.uk](mailto:fundraising@sah.org.uk) or call 0161 498 3631.**



For more information about the ways you can support St Ann's this Christmas, visit [www.sah.org.uk/christmas](http://www.sah.org.uk/christmas)

# 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.

"I was made to feel so welcome because I was very nervous at first. The staff are friendly and helpful."

"Accommodating, accessible and supportive."

"The care and attention you are given is the best. You are treated with respect and made to feel like you really matter. I'd have been lost without counselling."



"I would recommend the hospice to anyone who needs love, care and attention, just to visit it makes me feel happier and relaxed."

"I am overwhelmed with the treatment and care from all at St Ann's."



"Very helpful, no words can say how good they are."



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...

Niamh Brophy

Homeless Palliative Care  
Coordinator



### What does your role involve?

I work across Greater Manchester, supporting people experiencing homelessness whose health is getting worse. People who are homeless experience many barriers to health care, often dying 30 years younger than people who are housed and rarely gaining access to palliative care.

I work directly with patients, building trust, supporting them to make decisions about their care and helping them come to terms with their situations. I also deliver training for homeless sector staff, so they can better understand palliative care and how they can improve quality of life for their clients for the time they have left.

### What's your background?

I have a Masters in Psychology and Counselling and started working in a traditional hospice setting in London. I noticed that although homelessness was a big issue in London, there weren't many homeless people cared for in the hospice. It's been something I've been passionate about ever since, and I've worked in the homeless sector for about seven years now.

I moved up to Manchester with my family for this role, and I'm grateful that St Ann's has been so innovative to create this service and lead a city-wide response to homeless palliative care.

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

It's a funny question to ask because so many people ask how I can do this job, or think that it must be depressing. But I don't think that at all - I have such an opportunity to make a difference, and I'm so privileged to support someone when they are at this stage of their life.

It's humbling to hear about the lives of people that often have experienced such a huge amount of trauma, and be part of a process that improves their quality of life. A lot of our clients haven't received care or support for a long time, or perhaps their entire lives. It's a privilege to help them access the wonderful care that St Ann's provides.

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

I'm passionate that everyone should have access to palliative care when they need it, and giving people dignity and respect as they approach the end of their lives. I want to ensure this is a reality for anyone experiencing homelessness in Greater Manchester.

It's a privilege to be part of an ambitious team at St Ann's. I hope we will continue to share best practice and our learning so that other hospices and organisations can create services that support people experiencing homelessness in their local area.

Dates for your diary

## Light up a Life

ONLINE SERVICE

Sunday 6th December



## Christmas Raffle

You could win  
£5,000 with our  
Christmas Raffle!



# Manchester Midnight Walk

Friday 14th May 2021

Manchester Cathedral  
and virtual walk challenge

**50TH BIRTHDAY SPECIAL!**



## Volunteer in our shops

Our shops couldn't manage without the help and support of volunteers. Could you spare a few hours a week to help volunteer in one of our popular shops?



Great way to  
meet new  
people and learn  
new skills



We have shops  
across Greater  
Manchester,  
including specialist  
shops



Be the face of  
our charity, helping  
raise money and  
awareness for  
St Ann's



You can work  
flexible hours  
and days to  
suit you

We'd love you to join one of our teams. For more information or to apply, call us on 0161 477 7839 or visit [www.sah.org.uk/volunteer-at-our-shops](http://www.sah.org.uk/volunteer-at-our-shops).

**St Ann's**  
Shopping and Giving

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).