

Winter 2021

friends



St Ann's Hospice

CELEBRATING

50

YEARS

MANCHESTER'S
HOSPICE

p4

Reflect and
remember with
the Light up a
Life Appeal

p12

Ways to make
your festive
season extra
special



Registered with
**FUNDRAISING
REGULATOR**

A photo from our archives, when Princess Anne visited the hospice.

Registered Charity Number 258085

www.sah.org.uk
email enquiries@sah.org.uk

Hello, and welcome to our winter edition of Friends.

As we're approaching the end of our 50th birthday year, and my first year as Chief Executive, I'm so grateful for everyone in our local community and hospice family for making this year so special. I wanted to say a huge thank you to each and every one of you.

From visiting and donating to our charity shops when they re-opened, joining our hospice lottery, choosing some of our 50 ways to fundraise throughout the year or making a donation, we appreciate every single act of support. Each one makes a huge difference to patients and their families at St Ann's. I look back with pride this year at the variety and high quality of services we were able to provide thanks to your continued support.

As well as a time of reflection, the festive season is also a time to plan for the coming year, one that is full of aspirations and goals. A huge part of what we do at St Ann's is helping to empower and support patients to accomplish their goals too. We know everyone's aims are different and our teams listen and work with each person



to try and achieve those goals, whatever they might be, and whatever stage of their illness they might be at.

For some, it's aiming to get home again in time for a special occasion, for others it's being able to walk and do some Christmas shopping. For some patients they might wish to be up out of bed and changed from pyjamas into clothes for when their family visits, while for others, it may be to try a new food from our hospice kitchen or refreshments from our famous aperitif trolley.

We can only carry on supporting patients to accomplish their goals thanks to the continued support of our local community. Our birthday year isn't over yet, so I hope this festive season you'll join us and support St Ann's as we celebrate together, reflect and make this season extra special.

Thank you for your continued support,

Rachel McMillan

Chief Executive of St Ann's

Why I love my job...

Greg Kelly and Sarah Wolstenholme, our Community Fundraisers, tell us all about their roles and why they love supporting local people to raise money for St Ann's...



We spread the word in our communities about St Ann's work, and support people who are fundraising for the hospice. There are so many different types of community fundraisers, from bakes sales and raffles, to visiting schools or bucket collecting. Being a Community Fundraiser is so diverse. No two days are the same. In my two years at St Ann's, I've found myself doing an assortment of jobs, including washing and counting coins from the fountains at The Trafford Centre, and chauffeuring our mascot Stan to meet new people! The thing I love most about my job is meeting our amazing supporters, and witnessing first-hand the excellent care our patients receive from our brilliant clinical team.

Sarah

To keep the hospice open we have to raise £20,000 a day, and we help people to do this. That includes organising events like the Winter fairs, helping supporters set up JustGiving pages, receiving donations, sending thank you letters and being on hand to assist supporters. I love the variety and enabling supporters to achieve their fundraising goals. Every day I'm inspired and humbled in equal measure by the incredible St Ann's supporters and staff, and how everyone goes the extra mile. All this ensures that the hospice continues to deliver excellent palliative care and support for families, just like they did for my dad and family. It is a privilege to be part of team St Ann's.

Greg

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



www.sah.org.uk



enquiries@sah.org.uk



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www.facebook.com/StAnnsHospice



www.linkedin.com/company/st-ann-s-hospice



Our Light up a Life Appeal is a way for us to come together as a community to remember and reflect together.

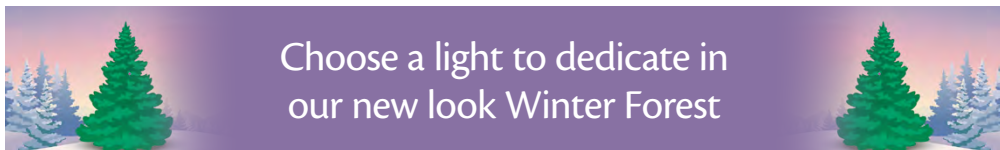
You're invited to join the appeal and dedicate a light to acknowledge all that we've been through, the people and things close to our hearts we've lost and the memories which we'll treasure.

There are two ways you can dedicate a light. You can return the enclosed form, and receive a personalised card with your dedication to keep. Or you can make a dedication online and add a light to the winter forest, along with a photo of a loved one, a message or a memory.

Whichever way you choose to take part, all dedications received by 26th November will be recorded in the 2021 Book of Honour, which will be on display at all of the services and in our hospices at Little Hulton and Heald Green next year.

Thank you for your generosity – your donations mean that patients and their families can continue to receive the very best care.

Emma Dixon RN
Director of Clinical Services



Choose a light to dedicate in our new look Winter Forest

Helen is dedicating a light in memory of her mum, Mary

"After spending weeks at local hospitals, mum came to St Ann's for end of life care. From the moment she arrived at the hospice she was at ease, being cared for by the most attentive, professional, caring staff. They suggested new treatments and pain relief - giving us hope to keep going.

"There was a lady in the bed next to mum, and she and my mum became pals. They would laugh together and share stories over a drink from a volunteer who would bring the drinks trolley round in an evening. Special touches which meant so much.

"Mum's mobility was very poor, but at the end of the corridor was access to a little courtyard where we spent time talking and mum could get some fresh air. She was a nature lover so we were so grateful to have this.

"Since mum passed away, I now realise that not everyone is lucky enough to find a bed at a hospice. We have to look after these services and try and help where we can, which is why I'm joining this year's Light up a Life Appeal in memory of my mum.

"St Ann's rely so much on donations, so I try where I can to raise funds and also offer my time as a volunteer as my way of thanking the staff for their hard work looking after mum. Although it's only a small amount of time and fundraising I can help with, together with all the other volunteers and donations we can make a difference."



Helen and her mum, Mary



Championing equality in hospice care

Niamh Brophy, our Homeless Palliative Care Coordinator, tells us about supporting John to have choices and fulfil his wishes at the end of his life...

"John asked me to take his photo, as he wanted to leave evidence that he existed. He was pleased that his story would be shared with others"



"John had been intermittently homeless since his marriage broke down 30 years ago, which he found hard to cope with alongside the trauma of losing his family.

"He ended up on the streets and bouncing in and out of hostels, before securing a room in temporary accommodation where he stayed until he became unwell. As with many people experiencing homelessness, John only went to A&E when he couldn't take the pain any longer.

"After being admitted, he received the news that he had late-stage liver cancer, with only weeks to live. I worked with the hospital to facilitate John coming to St Ann's for end of life care.

"With food, rest and support at the hospice, John started to build back some strength. With our support he was reconnected with his daughter, who he hadn't been in contact with for many years.

"When he was well enough, John moved to a nursing home. I saw him every week, and we spoke about future wishes for his care and what he wanted at the end of life. John chose St Ann's as his preferred place of death - he felt he could trust staff and be comfortable here.

"John was able to buy gifts for the grandchildren he didn't know he had until he was reconnected with his daughter. He also bought a suit for his funeral, as it was important to him that he looked smart.

"When John's health deteriorated, he was brought back to the hospice where he died a few days later. We shared his funeral wishes, and I went to his funeral with his family and friends who we were also able to support through our counselling service."

See all of our hospice services at www.sah.org.uk/our-services/

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

Making a Will isn't something many of us want to think about. But, it's actually a really simple process, and one that can ensure peace of mind and security for those closest to you.

We really appreciate everyone who kindly remembers St Ann's with a gift in their Will. We simply couldn't continue to provide all of the services we do without those amazing donations, and are hugely grateful.

If you're considering leaving a gift in your Will to a charity like ours, it may not be as complicated as you think.

Did you know...

Leaving just 1% of your estate to a charity like St Ann's can make a huge difference, whilst ensuring those closest to you still receive 99%.



To leave a gift in your will to St Ann's, all you need is to let your solicitor know your wishes, and give them our name and registered charity number 258085.

A gift left in a will, however large or small, will mean we can carry on providing specialist care for patients and their families when they need us most.

Find out more about leaving a legacy to St Ann's now by calling Lisa Ball on 0161 498 3631 or visiting www.sah.org.uk/legacy.



Around a third of the money we need to continue our care for patients comes from kind donations left as gifts in people's wills.



Thanks for celebrating our birthday year

As one of the oldest and largest hospices in the UK, we're proud that this year at St Ann's we're celebrating our 50th anniversary in style. Our supporters really know how to throw a party!

From our special edition Manchester Virtual Walk, to our bloomingly brilliant garden at the Manchester Flower Show. From the art installation at The Trafford Centre made from a thousand forget-me-not flowers, to all of the individuals and groups who chose one of the 50 ways to fundraise, we've been overwhelmed by the support and outpouring of love for our charity.

Here's just a few of the creative ways you've helped us celebrate our birthday year...

It's coming home

Wendy did a family sweepstake for the Euros Football, remembering her mum Myona who so enjoyed her visits to the Being You Centre at St Ann's and died in the hospice. Wendy raised £130 for St Ann's and said: "Mum used to organise sweepstakes in the flats where she lived so she would have approved!"



50 hours challenge

The team at SDKA in Cheadle took on personal challenges throughout May. Head of Operations, Scot Tsang, endured an epic 50-hour fasting challenge, which he ended by eating a St Ann's birthday cake at the office which he begrudgingly shared with his co-workers! Their creative ideas have helped the team raise an incredible £9,000 for the hospice.



Buckets of support

We're delighted that bucket collections are able to happen again in some local supermarkets. The Kelly family led St Ann's supporters and volunteers to raise a brilliant £265 in just four hours at Reddish Morrisons this July, our first supermarket collection since the beginning of the pandemic. Gathering support from our local community by the bucketload!



Adam's 50 laps of his local park

11-year-old Adam Collis copied his hero Captain Tom by pushing himself to the limit to help others - spending his half term holiday cycling 50 laps of his local park. The challenge was a test of endurance for Adam, who has cerebral palsy and was once told he would never cycle, but wanted to raise money for St Ann's and help others after he came to visit his nana here.



Bags of support during our birthday year

An amazing group of local volunteers have been collecting litter in parks, green spaces and brooks around Wythenshawe. Wythenshawe Waste Warriors have been out every week, no matter what the weather, during our 50th birthday year. Not only have they filled around 500 bags of litter every month, they have raised over £2,500 in donations for St Ann's so far.

St Ann's staff cycle 50+ miles

#TeamStAnns staff Natalie, Kelly, Jennie and Donna took on an amazing



challenge and cycled 62 miles from Manchester to Blackpool in one day. Not only did they complete the epic ride and raise over £1,500 for the hospice, they also rode in memory of our colleague and friend Hazel, who was a Senior Counsellor at St Ann's.

The group said: "Hazel worked tirelessly to ensure patients and families had access to psychological services and was so excited about the ride. She was keen to raise as much money as possible to help the hospice continue to provide the best care and service possible."

70s inspired virtual walk

St Ann's community nursing team put their best foot forward over our birthday weekend this May. 15 members dressed up in 70s outfits and took on the Manchester Virtual Walk, raising an incredible £3,748 online and throughout their walk.

Hospice@Home Sister, Joanne Laidlaw said: "As a Community Team we felt inspired to participate in the virtual walk as it has been a difficult year for everyone and we wanted to do something fun and uplifting for the team and to aim to raise money for the hospice at the same time."

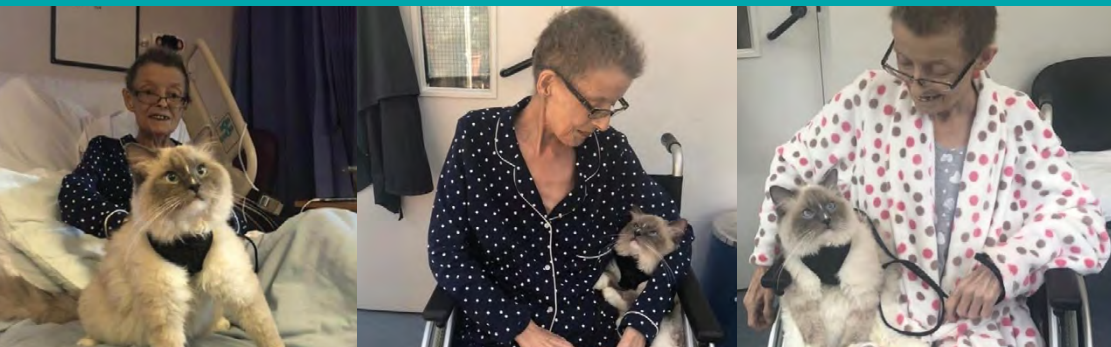


Celebrate your way... Have you got your own idea on how you'd like to support St Ann's?

If you would like collection tins or buckets, downloadable posters or tickets for your event, then please contact our Fundraising Team on 0161 498 3631 or email fundraising@sah.org.uk.

Download our free fundraising pack at www.sah.org.uk/fundraisingpack for useful tips and ideas.

Time spent together



Stacey tells us about her mum's experience at St Ann's, and the quality time they had together at the hospice...

"When my mum found out that she had terminal cancer with a poor prognosis, she was obviously upset and very scared, as anyone would be. She wouldn't speak about dying at all.

"One day, I took my mum some cushions with photos on to have at the hospice. Mum had been in hospice care for just a week. I took a video of her opening them, and when the camera stopped rolling she said to me, "Can you make sure that those cushions go in with me?" I said, "What do you mean? Do you want me to put them in bed with you tonight before I go home?" She replied, "No Stacey I want them in with me." Then it was obvious what she meant.

"At that moment I honestly felt like a weight had been lifted off my shoulders because my mum seemed happy and no longer scared. She had accepted everything and we were no longer tip toeing around 'the elephant in the room'.

"The amazing work of the staff at the hospice through counselling and support had literally taken mum's fears away. I was able to spend quality time during visits instead of giving her medication etc. I watched her enjoy food and we chatted for hours. I was allowed to visit her with her ragdoll cat, George, who became a therapy cat through the hospice.

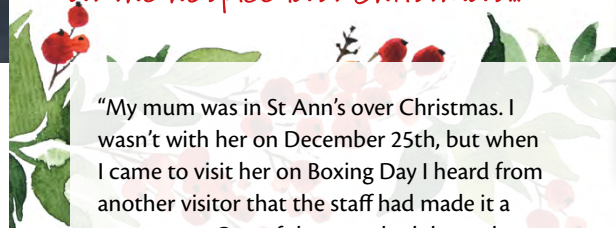
"I talked to her about memories, music, learned things I never knew before about her and just generally enjoyed the last moments. I didn't know that I was the best person in the world at tucking her in to go to sleep. I never knew she really liked David Bowie and I never knew that her favourite colour was blue. She was like a completely different person.

"My mum actually said she never wanted to go back to her flat because she was so happy there. She wished that she had known that a hospice could be such a positive place. She wished that more people knew because the experience was totally different to what she expected. She wanted others to know that it's not a morbid experience, because for both me and mum it was a great experience."

Read more stories on our website: www.sah.org.uk/how-we-helped/

Christmas at the hospice

Maria's mum, Carmel, was diagnosed with an incurable brain tumour age 72. She was supported by family and friends at home before coming to St Ann's. Maria shares their experiences at the hospice last Christmas...



"My mum was in St Ann's over Christmas. I wasn't with her on December 25th, but when I came to visit her on Boxing Day I heard from another visitor that the staff had made it a great party. One of the team had dressed up as Santa, they had patients singing, handed out gifts galore, had a big Christmas dinner. The atmosphere over the Christmas period there was really lovely.

"Initially it was a little unsettling to be in an unfamiliar environment, but the amount of care and attention my mum received at St Ann's seemed to balance that out.

"One Saturday morning when I arrived, a Speech Therapist was with my mum re-assessing her swallowing ability. Then a doctor prescribed her new medication which was collected from the in-house Pharmacy and immediately commenced.



Read more stories on our website: www.sah.org.uk/how-we-helped/



"I remember thinking that I'd never have managed to that extent had she remained at home. With her rapidly changing symptoms I wouldn't have been able to access the appropriate help so fast.

"I was so grateful and relieved that she was getting all the interventions her illness demanded. And it wasn't just that – the staff would chat to her like an old friend, keep her company and sometimes use my mum's Communication Book that had been put together for her which contained details about her life. The kind staff used this as prompts to make conversation, or they'd simply sit and chat with her about everyday stuff. My mum certainly benefitted from such caring and compassionate interactions.

"The staff always appeared warm, smiley, helpful and keen to help. When I reflect back to that time, besides the sadness it brings a feeling of relief knowing that for my mum's final weeks when she could no longer be managed at home, she continued to receive the best care at St Ann's."

It's the most wonderful time of the year

We all want to focus on the things that matter the most this festive season. Whether that's making new memories with family and friends, buying gifts and cards that give back or starting new traditions. When you choose St Ann's, you'll be helping make Christmas at the hospice extra special for our patients and their loved ones.

Christmas cards from St Ann's



Send Christmas cards which not only look good but do good too. Every pack of St Ann's cards you buy will raise money to support our patients.

There's a range of designs to choose from, so you can find the perfect cards for you. Take a look at the catalogue enclosed with Friends to see the full range and fill in the order form, buy them in our shops or at www.sah.org.uk/shop.

HOST YOUR OWN EVENT

Have fun, get festive and raise money for a local cause by hosting a carol concert or Christmas jumper day for St Ann's. We'd love to hear your ideas!

Get your free pack by emailing fundraising@sah.org.uk or call 0161 498 3631.

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 5th December from our shops, our hospice receptions or by calling 0161 498 3642.



Recycle your Christmas tree

Don't let your Christmas tree go to waste – recycle it with St Ann's. We're working with Just Helping again this winter to collect trees from certain Greater Manchester postcodes, in return for a donation to the hospice. Earlier this year, we received an incredible £50,000 in our 50th birthday year from your donations! You'll be able to register your tree collection from November. Visit charityxmastreecollection.com



St Ann's Festival Choir Concert

**Sunday 5th
December 7.30pm
Stockport Town Hall**



Save the date for an extra special Festival Choir concert. Keep an eye on our website for more details www.sah.org.uk/events.

Winter Fairs

At the end of a busy year, come along to one of our Winter Fairs and enjoy a glass of mulled wine and a mince pie! Pop the date in your diary and we hope to see you there:

Sunday 21st November

Heald Green - venue TBC

Sunday 28th November

Little Hulton - venue TBC

Shop our winter range

If you're looking for Christmas presents with a difference, look no further than our winter range in our shops and online. There's unique Light up a Life candles, pin badges and ornaments on sale, as well as Christmas essentials like gift wrap, tags and make your own decoration sets. We've even got pet gift crackers – there's something for the whole family! **Buy them from our shops, in the catalogue enclosed or online at www.sah.org.uk/shop.**



Get the details for all these festive events and more on our website. Visit www.sah.org.uk/christmas or call our team on 0161 498 3631.

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.

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'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.

"My mum gave me the best life and she got the very best of care when she most needed it. My family and I will be eternally grateful for this. Thank you to all the staff and volunteers for making my mums last journey one we will always remember in a most positive light."



"They were quick at responding when I needed help. They gave me so much help and advice to help me with the person I was caring for."



"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."



"You are looked after from the moment you walk through the door regardless of how you feel, what is going on, what stage are you. You are treated with respect, kindness, supported, special, treated as an individual. That we all matter."



minutes with... Siobhan Kenyon

Staff Nurse and Clinical Educator

When did you join St Ann's?

I knew very early on in my student nursing life that palliative and end of life care would be my passion. After qualifying, I worked on various acute medical wards for nine years. I thought the best way to prepare and better assist individuals who need palliative and end of life care would be to gain some general medical knowledge and experience.

Nearly two years ago, I saw an advert for a staff nurse on the inpatient unit at St Ann's Hospice. I knew it was the right time in my career to follow my passion and start working in palliative care. From April this year, I also began working as a clinical educator alongside my role as staff nurse.

What does your role involve?

As well as providing direct person-centred care to individuals with a life-limiting illness, I am also expanding the reach of the hospice in the community by providing training.

I'm currently developing and delivering free palliative care training for community based health and social care providers, including care

and nursing home staff. This training will help make sure that anyone with a life-limiting illness, regardless of where they are, receives the best palliative and end of life care.

I run the training sessions online for individuals and teams on a range of topics. This autumn it's about the importance of recognising dying, the next training will be about symptom control and then communication and advance care planning.

What do you love most about your job?

Whenever I'm asked how I do the job I do, my answer is that providing palliative and end of life care is the single greatest privilege there is.

Providing individuals with the support and dignity they deserve at such an important time of their life means the world to me, especially if I can make them smile or laugh too.

"I love that I can now also help individuals being cared for in the community receive the same excellent standard of support through the training I deliver."



Join our BIG Birthday year!

Join us in our birthday year and help to ensure we're able to care for patients for another 50 years and beyond. Here are a few ideas from our 50 ways to support St Ann's pack to get you started...

Visit www.sah.org.uk/birthday for more information and to download our free birthday fundraising resources to help get you started.

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Donate 50 items to a St Ann's shop

Help us stock our shops in our 50th year.
www.sah.org.uk/shop

9

Buy a loved one a St Ann's lottery gift voucher

They get a gift and could win in our weekly draw – our patients win too thanks to your generosity!
www.sah.org.uk/lottery

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Leave a gift to St Ann's in your Will

Help us protect the future of St Ann's with a gift in your Will.
Leave a lasting legacy.
www.sah.org.uk/legacy

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Dedicate a light at Christmas to a loved one

Join in our annual Light up a Life celebration of remembrance.
www.sah.org.uk/light

Light up a Life services 2021

Sunday 5th December 2021

1pm Manchester Cathedral

Sunday 5th December 2021

2.30pm Manchester Cathedral

Sunday 5th December 2021

4pm Manchester Cathedral

Monday 6th December 2021

7pm St Ann's Hospice Little Hulton

Thursday 9th December 2021

7pm St Ann's Hospice Heald Green

Thursday 9th December 2021

7pm Online: on our website and social media

Wednesday 15th December 2021

7pm St Peter's Church, Hale

For more information about our events, please visit www.sah.org.uk/events, or contact us on 0161 498 3631 or email events@sah.org.uk