

Summer 2022

# friends



St Ann's Hospice

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Read about  
the future of  
hospice care

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Celebrate  
Volunteers'  
Week with us  
across St Ann's



Registered with  
**FUNDRAISING  
REGULATOR**

# Hello,

and welcome to the Summer 2022 edition of Friends!



I'm so pleased you're reading this copy of Friends, as it's such an exciting time to be part of St Ann's family of supporters.

As Director of Business Development, I oversee many of the teams who help to raise funds for the hospice – including our hospice shops and Trading Company, St Ann's Local Lottery Team, the Fundraising and Communications Teams and also the unsung heroes in our Finance Team who process all the money raised for the hospice!

From working with these teams, I see first-hand how valued your support is. We're thankful for every single person who plays our lottery, we appreciate every person who buys an item in our shops, and we know how much effort and dedication goes into taking on a fundraising challenge or event for the hospice.

I hope you also know how much of an

impact your support has on so many people at St Ann's, and the stories and features in this edition of Friends will show how your donations make a real difference to lives across the hospice every day.

Take a look at pages 4 and 5 to read about how, with your support, we're improving and investing in our facilities to help build the future of hospice care here in Manchester. We'll be sharing more about our plans for a new hospice in Heald Green with you later this Summer and how you can get involved, but you can read more about our plans on our website at [www.sah.org.uk/newhospiceplans](http://www.sah.org.uk/newhospiceplans).

I hope you enjoy reading Friends and seeing how your support helps make a real difference to so many people at St Ann's Hospice. Thank you.

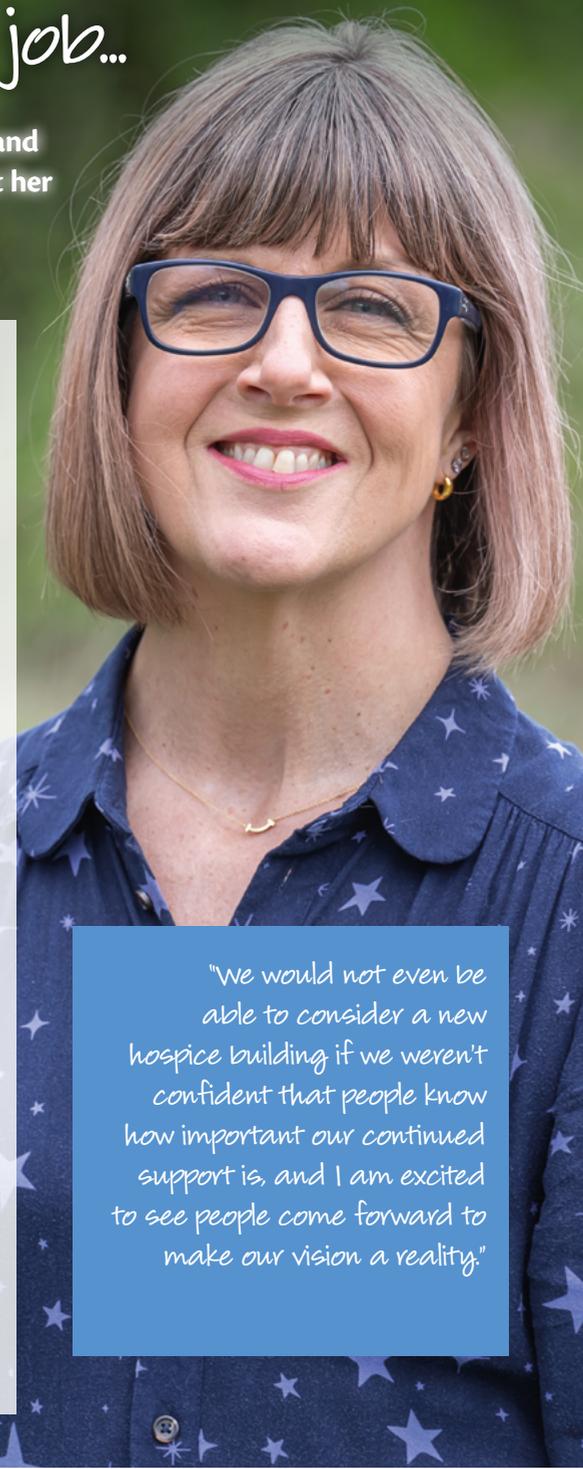
**Dr Paul Jarvis**  
Director of Business Development

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- [www.facebook.com/StAnnsHospice](https://www.facebook.com/StAnnsHospice)
- [www.linkedin.com/company/st-ann-s-hospice](https://www.linkedin.com/company/st-ann-s-hospice)

## Why I love my job...

Clare Henderson, Major Gifts, Trusts and Foundations Fundraiser, tells us about her role and some of the things she loves most about working for the hospice...



*"I never cease to be amazed by the generosity of our supporters. Not only of people who continue to support us, some who have done for many years, but also by people in our local community who step forward to help when we really need it. So many of you have a personal story about the hospice to share with us too, which I love to hear."*

*"I work alongside supporters and funders who wish to make large gifts which are linked specifically to an item or service for St Ann's. This can range from the purchase of new inpatient beds and other specialist equipment, right up to supporting our need to build a brand-new hospice in Heald Green."*

*"I recently worked with patients and people being supported in various ways by St Ann's services, and I'm really proud to have organised for them to take part in videos, enabling them to tell their stories. They shared how they felt lost or worried before they accessed our services, and detailed how they feel well-supported now, and that their families are cared for too. These videos have had, and continue to make, a huge impact on anyone who watches them, and illustrate how the amazing generosity of our supporters helps to make a real difference."*

*"We would not even be able to consider a new hospice building if we weren't confident that people know how important our continued support is, and I am excited to see people come forward to make our vision a reality."*

# The future of hospice care in Manchester

**We've been caring for people in Greater Manchester and Cheshire for more than half a century, and we have big plans for the future.**

Over the last year we have developed certain areas in our hospice in Little Hulton, including a brand new conservatory and larger café space, and opening up the reception area to be even brighter and more welcoming for everyone who comes to the hospice. We also landscaped the gardens to create a bigger accessible paved area and space for new planters and raised beds.

In Heald Green, parts of our hospice building are over 150 years old and no longer fit for purpose. Sadly its limitations now present ongoing restrictions and barriers for staff and volunteers. We urgently need a purpose-built, new hospice in Heald Green that will serve the needs of our community now and in the future. The new hospice building will be a modern facility on the land right next to our current site.

**We'll be sharing more details about our new hospice plans throughout summer 2022, and how people and businesses across Manchester can get involved to help build it. But we wanted to take our Friends readers behind the scenes of the project...**

*"For over 50 years, we've opened our doors to support people in Greater Manchester with life-limiting illnesses and their families. But now, we urgently need a new, purpose-built hospice. One that provides the specialist space to continue our world-class care, now and in the future. We need your help to make it happen. For everyone in our community, let's build it together."*

Rachel McMillan, CEO, St Ann's Hospice

## The planning process

Our planning application for our new hospice in Heald Green, which was submitted to the team at Stockport Metropolitan Borough Council in March 2020, was voted on by elected councillors at their committee on 30th April 2021, and we are thrilled to announce that they voted 11/1 in favour of the new hospice.

We held many consultation meetings with the local public to share our plans and hear their thoughts on our new hospice. We continue to hold monthly information afternoons for people to come and hear more, ask questions and even take a look at the new hospice land.



*"The care my dad received was fantastic, but knowing that the new hospice will provide things like more space for each patient, facilities for children and access to the outdoor areas for everyone including the patients would be fantastic for the future, and for the patients and families visiting the hospice in the future too."*

Carrie, Supporter



## New hospice in Heald Green

Our holistic approach to care will meet the complete needs of patients and their families, in an environment that is welcoming, caring and fully equipped with modern facilities:

- Individual en-suite bedrooms and bays, with access to private outdoor terraces
- Increased space for the Being You Centre and outpatient services
- A specialist Centre for Palliative Care Education, the only non-university immersive healthcare training suite in the area with the capacity to simulate real healthcare scenarios
- Café and community spaces for patients, families, visitors and local community
- Ecologically efficient building designed with the environment at the heart.



## Precious memories

We know that the current St Ann's Hospice building in Heald Green holds precious memories for many of our readers whose loved ones spent time here. The people we have cared for will remain forever a part of St Ann's Hospice. Later this year, we will be inviting you to share your thoughts on how we bring those memories with us to our new site next door.

## Let's build it together

**Your support is so important to us.**

**Look out for more information about the new hospice arriving soon. In the meantime, to find out how you can help or to make a donation to the new hospice, please visit: [www.sah.org.uk/newhospiceplans](http://www.sah.org.uk/newhospiceplans)**



## Celebrating some outstanding achievements!

In the last twelve months, we're delighted to have been shortlisted for, and won, a range of regional and national awards for our work. We're so proud to celebrate our teams...

### Little Hulton is outstanding

We welcomed assessors to our Little Hulton site last November, and we're so proud to celebrate that St Ann's has been rated 'outstanding' by the Care Quality Commission (CQC).

Comments in the report from the independent assessors included praise for staff who: "...treated patients with compassion and kindness, respected their privacy and dignity, took account of their individual needs, and helped them understand their conditions".

Feedback also said that the St Ann's team: "...provided emotional support to patients, families and carers and went above and beyond what would have been expected to meet individual needs and wishes."

### A golden accreditation

We're delighted to have been awarded Investors in People Gold award in our golden 50th birthday year. The accreditation in people management is recognised in 66 countries around the world, but only 17% of accredited organisations achieve Gold. We're incredibly proud to be one of them!



**INVESTORS IN PEOPLE**  
We invest in people Gold

### Award-winning teams

We were crowned regional winner at the GM Chamber Excellence Awards for best Problem Solver, which highlighted work our teams had done to innovate and adapt in response to the pandemic. St Ann's then also went on to win the national Winner of Winners award, and we were honoured to close the London Stock Exchange to celebrate the prize.

St Ann's was also a finalist in the Greater Manchester Health and Social Care Awards for our innovative service providing palliative and end of life care support to homeless people in the city. Our team received the Mayor's Special Recognition Award in acknowledgement of the value of the project on the lives of the people we support.



Join our award winning teams! Take a look at our current vacancies and how to apply at [www.sah.org.uk/jobs](http://www.sah.org.uk/jobs)

## Take a mindful moment

Patrick, a Senior Counsellor at St Ann's, explains how mindfulness can help you refocus your mind and body throughout the day.



"I'm part of the Let's Talk team at St Ann's. We offer patients and their families, friends and carers the chance to talk to a trained professional about how they are feeling. We're here to listen.

"Our counsellors and trainee assistant practitioners work with people to help with loss, or the impact of living with their own or someone else's long term health condition.

"We sometimes use mindfulness in Let's Talk sessions when it's appropriate, for example as a grounding after an emotional session to help prepare someone for the rest of their day. After introducing mindfulness in a session, the team might encourage further exercises to help with a variety of difficulties - from stress to falling and staying sleep.

"Being mindful can help throughout your day. It focusses your attention away from difficult thoughts and on to what is going on in your surroundings at any given time. From small exercises you can fit into your day (try curling your toes as you read this, to remind your body of that connection) to a full body guided mindful meditation.

"I've recorded a mindful exercise you might like to try as introduction to mindfulness. It's called a 'FOFBOC', which stands for 'feet on floor, body on chair'. You'll need to be sat on a chair, somewhere you feel comfortable and can take 10 minutes for yourself. You can find it on St Ann's Hospice YouTube channel, or by scanning the QR code on this page. I hope you enjoy it."

Patrick's top tips for mindfulness exercises

### Be kind to yourself, by:

- Finding the time for you - this FOFBOC introduction is about 8 minutes, when will be best for you to do that?
- Finding a place where you will be free from disturbance or distractions.
- Remembering that the more you do, the more you will learn about what you are doing.
- Breathing in through the nose and out through the mouth (try that now, ask yourself how it feels to breathe).



Scan the QR code to try Patrick's meditation on YouTube

# Celebrating our volunteers

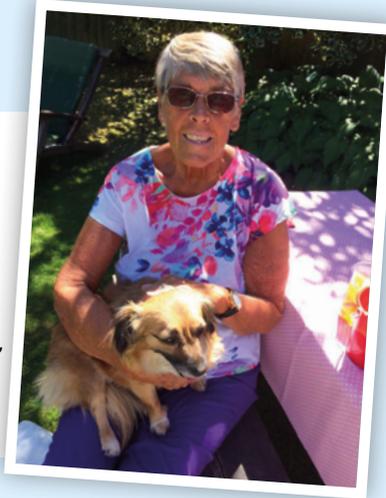
Volunteers Week takes place 1st - 7th June every year. It's an opportunity for individuals and organisations across the UK to pay tribute to - and thank - the amazing people that selflessly give their time to help others.

At St Ann's, people matter. Our volunteers have a very special place at the heart of the hospice, and we're passionate about taking every opportunity we can to say thank you and celebrate the amazing contribution they make.

Here's a few of our volunteers, sharing about what volunteering at St Ann's means to them...

*"I started to volunteer after my husband Brian died there. I worked in the coffee shop which I loved. It meant so much to me, when Brian was asleep, to be able to go into the coffee shop and have a few minutes to myself and reflect on what was happening. This is why, after Brian died, I volunteered to help in the coffee shop so that I could help other relatives in their time of need. I knew how they felt and how a friendly hug could help."*

**Barbara** | Fundraising and coffee shop volunteer



*"I started volunteering at the Romiley shop when it opened in 2007. I am pleased to have found a volunteer role that gives me such a variety of tasks to do."*

*"I have always been on the till, which is an interesting role interacting with customers. As well as taking payment for purchases, I receive donations of goods to be sold."*

*"After a while I was given more responsibility, so that I am able to process refunds, correct entry mistakes, open the shop and more recently I've learnt how to do the end of day."*

*"I have really enjoyed 'strutting the catwalk' to model clothes at the fashion shows, much to the surprise of my manager, other volunteers and friends because I don't normally wear dresses, heels or make up!"*

**Sue** | Shop volunteer

*"My father died in St Ann's Hospice several years ago. After experiencing first-hand the kindness, care and attention he received, as did our family, this inspired me to become a volunteer at the hospice."*

*"I have been volunteering with the Fundraising Team for 15 years now. My main duties are clerical/database work which I thoroughly enjoy. I am pleased to help with the Book of Honour, this has been my passion for the past few years. I also have so much fun and many laughs helping with the Summer/Christmas Fairs."*

*"I have met very special people, doing a very special job. I have had lots of laughs and made many friends. But most of all I have felt appreciated and welcome at all times. I love helping at the hospice... the cups of tea, little chats and of course the work."*

**Margaret** | Fundraising volunteer



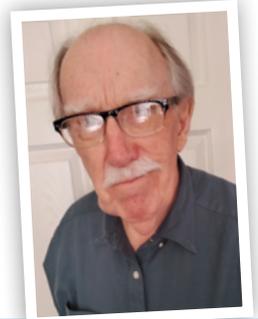
*"Why did I volunteer to help out at St Ann's Hospice? Well, why not? It's such a deserving cause. Here's an outstanding local organisation providing wonderful support for local people."*

*"As any volunteer will tell you, it's an opportunity to 'give something back' to your local community. It costs only your time and goodwill to pitch in and support people unknown to you - the patients and the staff at the hospice, And though, as a volunteer, you give your time without seeking anything in return, you DO get something back - a lot of satisfaction in helping people not as well off in health terms as you are."*

*"And look at the friendships you can make among the hospice staff you get to know each time you put in a shift. Volunteers can be sure of a warm welcome, plus appreciation from the staff who know that you're giving your time and goodwill."*

*"Volunteering? I wouldn't be without it!"*

**Mac** | Fundraising volunteer



## Feeling bold and brave?

Step out of your comfort zone and sign up to volunteer with St Ann's Hospice. We're especially looking for people who can help in our hospice shops, or join our fundraising volunteers. Whether it's a few hours a week or every month, we'd love you to join in. Find out more and fill in a form online to register your interest:

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



# Make this your summer of luck



Fancy the chance of winning every week?  
Love your local lottery and play with St Ann's -  
you could win a fantastic prize of up to £10,000!

## TRUTH

There are 35 guaranteed winners EVERY week plus the rollover prize and we've had over 44,000 winners since we started the lottery in 1994.

## MYTH

No one wins, so there's no point playing!



## MYTH

There's no way to find out if I've won or not.

## TRUTH

Winners are notified by post, and the winning numbers are available on our website and via the weekly lottery results email. If you buy your ticket in the shop you will need to claim winning tickets yourself.

## TRUTH

There are guaranteed winners every week, all chosen with a random number generator.

TRUTH

OR

MYTH

## TRUTH

You can choose to leave at any time. But if you pay by Direct Debit, not only will it mean you don't have to worry about paying each week, you'll also reduce admin costs, so more of your contribution goes to directly to patient care.

## MYTH

The numbers are fixed so no one wins.

## MYTH

Signing up by Direct Debit means I am signed up to the lottery forever.



Tickets for the weekly draw cost £2 and can be bought online, in any of our high street shops, or by calling 0161 498 3642. Play now at [www.sah.org.uk/lottery](http://www.sah.org.uk/lottery)

## Win big this summer

Join St Ann's Summer Raffle 2022 and be in with the chance of winning £5,000!

Every ticket bought in the raffle will go towards helping us support patients and their loved ones, right when they need it most. Did you know that by buying 20 tickets you could help fund the materials required for patients to make a memory box for loved ones?

The closing date for entering the raffle is **Sunday 3rd July 2022**, so don't miss out. After the draw, winners will be notified and details placed on our website at [www.sah.org.uk/raffle](http://www.sah.org.uk/raffle)

Buy your tickets from your local hospice shop, in our hospice receptions, or by calling 0161 498 3642.



# Stocking our furniture shops



## Ryan Perkins, Co-Head of Trading and Sales Development Manager, tells us how St Ann's house clearance service began...



"In May 2018, we received a phone call from someone who was clearing out a relative's property. They asked if rather than just collect the items to sell in our charity shops, could we also remove items which weren't saleable and dispose of them. They also said that they would be happy to pay for the service.

"The property turned out to be a large six-bedroom house with two garages. The whole team pulled together from shop managers to volunteers, drivers and office staff and we spent four days packing, moving and emptying the property.

"From that one phone call, St Ann's house clearance service was born. Since then, we have completed more than 120 clearances across Greater Manchester raising over £82,000 as well providing tens of thousands of pounds worth of furniture, electrical items, clothing and bric-a-brac to sell in our high street shops and eBay shop."

- Over 95% of items from house clearances are re-used or recycled.
- Most furniture and electrical items are re-sold through our furniture shops in Ardwick and Ladybarn.
- All other items are either sold online, at auction, in our shops or monthly £1 warehouse clearance sales.
- If any items haven't sold, they are then either sold to a rag merchant to be turned into insulation and cleaning products or sorted by material at the recycling centre.

**For more information or to arrange a free quote, please email [tradingadmin@sah.org.uk](mailto:tradingadmin@sah.org.uk), call 0161 477 7839, or fill out a form on our website [www.sah.org.uk/houseclearance](http://www.sah.org.uk/houseclearance) and we'll get in touch.**

## Free furniture collection

St Ann's free furniture collection service also helps to stock our furniture shops. For more information, visit [www.sah.org.uk/furniturecollection](http://www.sah.org.uk/furniturecollection)



# Helping you feel like you again

When you're living with a life-limiting illness, you can experience physical, psychological, emotional or social challenges which mean that you don't quite feel like you.

The Being You Centre at St Ann's is here to help you get back to feeling like yourself again. We support people aged 18 and above who have a cancer or non-cancer life-limiting illness, at all stages from diagnosis through treatment and beyond.



## Refer yourself, or tell someone about us

Did you know you can refer yourself to The Being You Centre?

Fill in a form on our website, or speak to a healthcare professional about making a referral.

Visit [www.sah.org.uk/BYC](http://www.sah.org.uk/BYC) to find out more.

## We're here for you

We worked hard throughout the pandemic to make sure our support never stopped, by providing support online and over the phone. As restrictions have allowed, we've been delighted to safely welcome people back to our Being You Centres in Heald Green and Little Hulton in person again.



## Support tailored to you

Everyone's goals are different, so we tailor our services to your individual needs. We'll take the time to listen to you and your concerns, and work with you to help you overcome them.

All our services are free of charge for patients, carers and their families.

### Some of the programmes we have on offer include:

- Supporting You programme
- Complementary therapies
- Relax and unwind
- Creative and music therapy
- Breathlessness and fatigue management

*"I have enjoyed all of the courses. Attending the course has given me the confidence to get out and face other people and I thank you for that. I have found each week very helpful, I have enjoyed and looked forward to them."*

Barbara

*"I have found that since coming to St Ann's Hospice and the Being You Centre and meeting other people in the same situation it has benefited me a lot. Especially during the lunch breaks, we sit and chat about all sorts of things and have really helped each other out with any problems and have said we will keep in touch."*

*"The sessions run by the hospice have all been very beneficial and relevant to our illnesses. The topics discussed have given me more insight into how to help and manage my illness."*

*"In particular, the Doctor and Pharmacist sessions have helped me understand side effects of medication and what I can do to help myself and the people I can ask advice from. Future Care Planning which included power of attorney was an eye opener and made me think what I needed to plan for."*

*"The afternoon Relaxation Sessions have been good also, I now have a goal to aim for such as washing my hair, making the bed, doing the washing – all of which really take it out for me. I then set aside the afternoon for rest and relaxation and do the breathing exercises and just sit and chill out which helps."*

*"The staff have all been amazing, caring and given us support to live better lives for as long as we can."*

Meg

*"I was invited to attend the Being You course of six sessions. When I arrived on the first morning, I was very unsure whether to go inside. I was apprehensive as I thought that St Ann's Hospice was a place you went to when you were at the end of life. How wrong I was! By the end of the first session, I was delighted to have taken that first step through the door."*

*"I have gained so much information and had so many questions answered. The staff are so lovely and knowledgeable, they all looked after us with such care."*

*"There has been lots of chat and laughter with staff and the people on the course. This has made the course a pleasure to attend. Every week I have looked forward to the next session. Thank you to all the staff."*

Ann

# Why your support matters

The feedback we receive from our patients and their family members and carers is so important to us. It helps 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 the hashtag #StAnnsCare.

Here are a few comments which show the impact our services have had on patients and their loved ones – and why we need your support to continue providing our care.

"I learnt a lot about the hospice and enjoyed my time here"

"I have felt very peaceful since my admission and enjoyed the care given to me"



"I will always remember the wonderful care, compassion and kindness extended to my mother, Sheila, who passed away at the hospice on the 4th of January 2008. I was distraught and was well looked after too. Thank you for the amazing work you do."



"I couldn't wish for better treatment, always there for me."

"Staff could not be any more caring, nothing is too much for them, all the staff make me feel safe and they support my needs."



"The staff are phenomenal... it has to be one of the hardest jobs to get to know someone, care for them and their relatives, knowing the time is limited."



**minutes with...**

**Colette Kelly**

Learning Disability Coordinator



## Why did you join #TeamStAnns?

"I have worked with people who are coming to the end of their lives in hospital settings for many years, and I wanted to expand my knowledge by working within a specialised hospice environment."

## What does your role involve?

"I am currently involved a project to improve the end of life experience for people who live with a learning disability within the Stockport area."

"To support people with complex needs effectively, we need to adopt a truly multidisciplinary approach. So we can understand how to implement this, I have looked at what resources are currently available and where the gaps are in current services."

"I'm also involved in St Ann's education and training programme, and have developed training specifically about supporting people with a learning disability which we will be delivering throughout 2022."

## Who do you work with in your role?

"I've met people with a learning disability to understand their lived experiences and how they feel about the health services they receive. I have also spent time working alongside the professionals and community groups who

support people with a learning disability in the community, to understand the complex needs of this group and the barriers they face when providing palliative care."

"Working alongside hospital palliative care and safeguarding teams has also been a large part of the project, to understand how people with a learning disability are supported and what can be done to improve their experience whilst attending a hospital outpatient appointment, during a hospital stay or when they leave hospital."

## You're also a Mental Health First Aider at work. What does that mean?

"I'm available to support colleagues confidentially. If somebody is struggling emotionally and needs to offload whilst at work, they can just call in to see me or any of the other trained Mental Health First Aiders (MHFAs)."

"We're available as the first point of call and can provide a non-judgmental listening ear, as well as guidance to help people find the right professional support if necessary. It's great that as an employer St Ann's are recognising the impact mental health can have on staff and have invested significantly in training a number of MHFAs across both sites."

Dates for your diary 2022

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



St Ann's Hospice

# Summer Fair

Save the date!  
**Sunday 17th July**  
Little Hulton, Salford



Join us in the hospice gardens to celebrate our loved ones in our special remembrance service.

Forget me not  
Spring Appeal

Saturday 11th June

10am St Ann's Little Hulton  
2pm St Ann's Heald Green

# Firework!

9th October

Be a brave sole for St Ann's Hospice.

## Summer Raffle



Make this your summer of luck. Get your tickets by **Sunday 3rd July 2022**. Buy tickets from your local hospice shop, in our hospice receptions or call **0161 498 3642**.

## Summer Celebrations Concert

St Ann's Hospice Festival Choir  
Stockport Town Hall  
Sunday 12th June  
7.30 pm

Join **#TeamStAnns** for

11th September  
*Great North Run*

2nd October  
*London Marathon 2022*  
Got your own place? Run for St Ann's

9th October  
*Manchester Half Marathon*

St Ann's Hospice

### NEW TRAINING COURSES

Are you new to palliative care, or work in a care or nursing home? Take a look at our new courses:

- 20th June  
Fatigue workshop
- 13th July  
Inequalities in palliative care workshop
- 18th, 19th & 20th July  
Basic skills for teaching and training
- 5th September  
Breathlessness workshop
- 2nd, 3rd & 4th August  
Advance Care Planning

Book your place online at [www.sah.org.uk/training](http://www.sah.org.uk/training)

Monthly Distribution Centre  
Sales in Reddish (SK5 7SE).

For more information about our events, please visit [www.sah.org.uk/events](http://www.sah.org.uk/events), or contact us on 0161 498 3631 or email [events@sah.org.uk](mailto:events@sah.org.uk)