

News from your local hospice charity | Exeter, Mid & East Devon

Together

Spring
2021



Because every day matters
www.hospiscare.co.uk

Registered charity no. 297798



Hospiscare
Caring in the heart of Devon

Welcome to Hospiscare's spring newsletter, *Together*

Welcome to our spring edition of *Together*. I hope that 2021 has started as well as possible for you, even with the third lockdown that I know has impacted us all in some way.



Since our last *Together* newsletter, it has continued to be incredibly busy for us here at Hospiscare. Thanks to our community's generous support, from innovative fundraising events to gifts in Wills, we have managed to continue our care through the tough winter months.

Although there continues to be a level of uncertainty around a number of issues for us all, the team here have done a wonderful job. In this edition, we have a number of items we are glad to share with you, from our advice on self-care (p6) and staying in touch with us without face-to-face contact (p9) to celebrating those who have supported us in the last few months on our thank you pages (p10-11).

The fundraising and marketing team have worked hard to ensure we can hold our events and campaigns in 2021, albeit often in slightly different and adapted ways. We are celebrating our 10th year of our spring flagship event, Men's Walk, and we are grateful to everyone who is supporting it in its new 'Your Way' format.

The team are also busy planning our summer flagship event, Twilight Walk, to ensure it can go ahead safely in line with government guidance. For those that would rather not take part in a walking event, our Open Gardens and Coffee Morning campaigns (p16) could be just the answer for you.

As you know, our fundraising events and shops have been hit the hardest in the past year in terms of our ability to generate income to fund our vital care. One of our fundraising initiatives that has continued to do well is our Lottery – raising nearly £600k! Thank you to all of our players for continuing to support us. Due to COVID-19, we have had to stop our face-to-face canvassing which has made it difficult to recruit new players. We have been running a campaign to encourage people to sign up to our lottery, so if you would like to be in with a chance to win £1,000 each week and support our care at the same time, please sign up at: www.hospiscarelottery.co.uk.

Most importantly, this is my chance to say thank you. As I said in our last edition, these have been unprecedented times for us all and I am incredibly proud of both the team here at Hospiscare and the community that is continuing to support us – for it is together that we make every day matter for our patients and those close to them.



Andrew Randall

Chief Executive Officer of Hospiscare

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The Hospiscare privacy policy is regularly reviewed and updated, so please visit www.hospiscare.co.uk/privacy to check the latest version.

Can you give a regular donation?

Regular donations help secure the future of our charity in uncertain times like these and ensure that we can continue to deliver our vital service at no cost to our patients and their families.

Here are some examples of the important work you can help fund through your collective donations:



£29 could pay for an hour of specialised palliative nursing on the ward



£36 could pay for an hour of bereavement support, giving essential comfort to someone who is having to grieve in social isolation



£51 could pay for our community nurse specialist to visit a seriously ill patient at home



£110 could pay for a mobile tablet to help patients on our ward stay in touch with loved ones



£216 could pay for a nurse's shift on the ward

Make a regular donation

Please send completed form to: Hospiscare, Searle House, Dryden Road, Exeter EX2 5JJ. Contact us by calling 01392 688020

Your details

Your title _____ First name _____ Surname _____
 Your address _____
 _____ Postcode _____
 Tel number _____ Email _____

Data Protection: Supporters of Hospiscare are precious and we respect your privacy. We will not sell or give your details to other organisations for marketing purposes without your express consent. Communication with you: We would like to keep you informed about our work and events. If you prefer not to receive these details please let us know by phone: 01392 688020, email: fundraising@hospiscare.co.uk, or post.

A regular gift will help Hospiscare nurses make a difference to more people

I would like to give £8 £12 £20 Other £_____ each month



Instruction to your Bank or Building Society to pay by Direct Debit



Please fill in the whole form and send it to: Hospiscare, Searle House, Dryden Road, Exeter EX2 5JJ
 Name and full postal address of your Bank or Building Society

To: The Manager Bank/building society	Service user number 2 7 7 9 6 3
Address	Reference
Postcode	Instruction to your Bank or Building Society Please pay Hospiscare Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Hospiscare and, if so, details will be passed electronically to my Bank/Building Society.
Names(s) of Account Holder(s)	Signature(s)
Bank/Building Society account number	Date
Branch Sort Code	

Banks and Building Societies may not accept Direct Debit Instructions for some types of account.

DDI 5 8/16



Can we Gift Aid your donation?

I want to Gift Aid my donation and any donations I make in the future or have made in the past 4 years to Hospiscare.

I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference. I understand that Hospiscare will reclaim 25% of tax on every £1 that I have given.

Signature(s) _____

Date _____

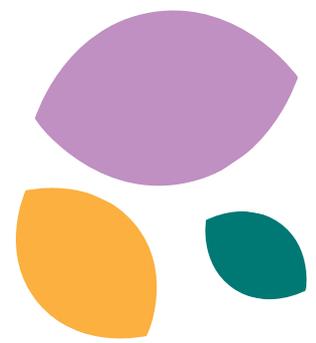
Control My Payment – your flexible direct debit

Everyone is different. We all want to manage our payments in a way that fits in with our lifestyle. Registering with Control My Payment gives you the chance to do just that – have control and flexibility over what and when you give.

With Control My Payment, you can change the amount you pay, change the date of your payment or amend your bank details at a time that suits you. If your circumstances change, you can even choose to take a short break until you are back on your feet again. You'll be invited to sign up as soon as you have registered for your direct debit.

Clinical round up

Hospiscare's response to the coronavirus pandemic



*Our Assistant Director, Quality and Learning and Development Lead, **Maggie Draper**, explains how Hospiscare has continued to adapt its care and services in response to the COVID-19 pandemic.*

Working together during the pandemic

We are currently working with the Exeter Nightingale Hospital where our doctors are providing specialist medical advice and expertise. Hospiscare has also established a Bereavement Alliance, together with services across the South West. We manage the bereavement referrals from the Exeter Nightingale Hospital, as well as providing ongoing bereavement support to people in our area.



Finding new ways to support our patients

From the beginning of the pandemic, we have implemented a rapid and dynamic response to the challenges of managing our clinical services. The biggest impact on our service has, of course, involved re-designing how we support our patients and their families.

We have developed a '5 Ways' strategy to ensure that our patients and their families, as well as healthcare professionals, are able to connect with us safely and access our services through home visits, a stay on our ward, phone contact, secure video calling or visiting a Hospiscare clinic.

Our Community Nurse Specialists have continued to visit people in their own homes when appropriate, as well as supporting patients over the telephone or by e-consult. Our nurses and doctors have also adapted to hold virtual multi-professional discussions about how to care for patients with complex symptoms. We have found holding these discussions virtually to be very effective and an efficient use of resources. They have also provided our student nurses and doctors with an excellent learning opportunity.

Educating the next generation of medical professionals

Throughout the pandemic, Hospiscare, as an expert provider of end-of-life advice and education, has contributed to webinars and online meetings at both a local and national level.

We have had to radically re-design our medical students' education programme by moving some of it online. This has encouraged our team to work more creatively to provide interesting and valuable online learning experiences.

Our clinical teams have adapted to enable us to continue providing safe ward and community experiences to our medical students. Through careful planning, we have ensured that the number of students in any one location does not exceed safe levels for social distancing.

Supporting our team

As with every organisation, supporting our staff and volunteers through the challenges of the COVID-19 pandemic has been of pivotal importance to our charity.

Regular communication has been key over the past few months in order to share information, keep lines of support open and ensure that our teams feel supported both professionally and personally. As part of this, we have a quarterly sharing session called 'Compassionate Conversations' which is open to all staff and provides an opportunity for speakers from across the hospice to share their stories. These sessions are held via video call to enable as many people from the organisation to attend and be part of a safe space where compassion for ourselves and others is at the centre of our work.

Sharon takes to the skies for Hospiscare!



The thought of strapping yourself to the top of a vintage biplane and soaring through the sky at 135mph would be daunting to most. For Sharon Brett, it was the realisation of something she had dreamed about for almost thirty years.

Sharon has wanted to wing walk since Exeter Airport offered the challenge in the 1980s but as a young mum, the timing just wasn't right. When the opportunity arose to wing walk for Hospiscare last year, Sharon jumped at the chance.

For anyone who has come into contact with Hospiscare, Sharon is certainly a familiar face. She has worked as Front-of-House Coordinator since June 2014 and has welcomed countless patients, families and visitors to Searle House.

Through her role, Sharon sees the direct impact of our charity's work every day and supporting Hospiscare by taking on the wing walk challenge she had dreamed of as a young mum just seemed right.

After a wait of almost thirty years, Sharon prepared for her flight of a lifetime on 21 September 2020. She comments, "The morning of the wing walk, I felt remarkably calm. I had booked the day off work and as the challenge wasn't until 2pm, I had a lovely lie-in and then ate a full fry up!

"I felt fine in the car on the way to the airfield but then my legs started turning to jelly and then shook like crazy when I saw the plane!"

On arrival, Sharon underwent a full briefing and explains, "We were given a chance throughout to opt out but at no point was I tempted to do this. I kept thinking about all of the people who had generously donated to my challenge.

"Before I knew it, I was on my way to be strapped in, which in itself was a challenge. I had to climb carefully on top of the plane and put my feet exactly where the member of staff indicated. I then needed my full bodyweight to pull myself onto the wing using a bar to hold on to. My hands were

sweating profusely and my arms were quivering with pure adrenaline so it was no mean feat!

"Even though I was scared, I put my trust in those around me. My pilot, Martin, asked if I was up for some aerobatic stunts in the sky and I said definitely!

"When the propeller started up, that felt a bit scary! Funnily enough, my nerves soon went and I was excited and ready for take-off.

"Taking off was the bumpiest part and when we were in the air, Martin decided to do every possible stunt that he had ever been trained to do and I loved every moment. It was like being on an extremely fast and furious rollercoaster but with no one else around! The views were simply incredible.

"Back on the ground, I felt so exhilarated, as if I could conquer anything! My friends and family were astonished at how many stunts Martin did! I had a pint of Guinness and a packet of crisps and sat in the sunshine with my friends and family, re-living what I had just done.

"It was the most incredible thing I have ever done; I've jumped out of a plane and zip-wired through a Sri Lankan forest and those experiences don't even come close! I felt so free up in the air and so relaxed; it was the most amazing feeling and I didn't hold on the entire time!"

Sharon's incredible feat has raised over £2,000 for Hospiscare and she is already thinking about the next challenge that she can take on to support our charity. She hasn't booked anything yet, but would really like to "whizz down a very long and terrifying zip wire somewhere!"

For anyone considering a wing walk for Hospiscare, Sharon only has two words: "Do it!"

To take to the skies to support your local hospice charity, visit www.hospiscare.co.uk/wingwalk

Self-care is essential, not selfish



Our Complementary Therapist, Sarah Carter, provides some top tips for self-care.

Looking after ourselves is always important, but especially so when we have taken on additional responsibilities at home or work, are facing a new reality, or feeling uncertain about the present and what the future holds. These situations can throw us out of balance, impacting our physical, mental and emotional wellbeing.

When we are feeling low, frightened, overwhelmed or fatigued, we might not automatically think of exploring holistic therapy as a way of helping ourselves regain a sense of calm. Yet complementary therapists often hear stories of those who are so busy trying to ensure everyone else is okay, that they forget to look after themselves.

Taking care of ourselves is neither selfish nor indulgent – it is an absolute must if we are to be capable of looking out for others. It is crucial for us to get through the difficult and unsettling times we are coping with right now. We all need a little ‘me time’.

Top tips for wellbeing and self-care from Sarah

Pockets of time – When it comes to taking a breather, quality of time trumps quantity. You will be amazed at how consistent smaller breaks help raise energy levels and promote relaxation. Anxiety, panic and exhaustion are escalated by rushing from task to task, so find short gaps in your daily routine to stand still, slow down your breathing and just STOP.

Sleep hygiene – While getting a quality night of sleep can be difficult, there are a few things that can be done to help ease yourself into bed. Dr Becky shares her advice on creating a

healthy sleep routine on p7.

Touch – Skin to skin contact is incredibly nourishing and raises oxytocin levels in the body that create a sense of peace, security and comfort. Massage is great for this but even gentle strokes on the arms and hands can begin to bring about a sense of calm when done repeatedly and slowly.

Guided visualisation – This is a technique that combines visualisation and relaxation to combat anxiety, pain and persistent thoughts and fears. Studies have shown that it lowers blood pressure, decreases stress hormones, enhances sleep and boosts the immune system.

The ‘Energy Bank’ – Does saying yes to this request mean I am saying no to myself? It’s a good question to ask yourself. Sometimes we have to put the needs of others before our own, especially in times of crisis, so it’s a good idea to check how your energy is being spent in other areas. If you feel like you may be overdrawn, make small daily deposits into your ‘energy bank’ until the balance is cleared. If you don’t have a healthy balance, this might mean saying ‘no’, and that is okay.

Maybe we should all consider trying out some of these techniques, because we can’t take care of others if we don’t look after ourselves.

Ask an expert...

Your questions answered by **Dr Becky Baines** and nursing Head of Community Services, **Jayne Bramley**

I'm sleeping really badly – have you got any tips to help me sleep?

Difficulty sleeping is a really common problem and many people can have short-term difficulty sleeping when they are going through times of change or stress. There are several things to try that might help:

Limit evening screen time

More of us use smartphones and tablets to watch TV or chat to our friends at night. The blue light from these screens fools our brains into thinking that it is daytime, so it's really helpful to switch off electronic devices at least two hours before bed.

Create a bedtime and wake-up routine

Try to keep your bedtime consistent and set yourself 'wind down time' a few hours before you go to sleep. During this time, you might have a warm shower or bath or drink a milky

drink. It's also really important to have a dark bedroom with black-out blinds or curtains if you can. At the beginning of the day, try to wake up at a similar time. You can feel groggy and jet-lagged if you lie in for too long at the weekends. It's also helpful to have some outdoor time in the mornings if possible as natural daylight helps your body's own sleep rhythms stay more regular.

Tips for getting back to sleep

Many experts suggest getting up and reading if you wake up and can't get to sleep, rather than tossing and turning. As this might not suit everyone's sleeping arrangements, you could try listening to music or a soothing podcast or audiobook through headphones. This is also a good distraction if you're finding it hard to 'switch your brain off'.

Further help and advice

There are lots of books and podcasts



Dr Becky Baines

that have more detailed advice and I would recommend Dr Rangan Chatterjee's podcast and website which contains tips and ideas from experts in the field: www.drchatterjee.com. If you are struggling over a more prolonged period of time, then please remember that your GP can check your physical and emotional health, which sometimes causes sleep disturbance.

My GP has referred me to Hospiscare, can you tell me what to expect and who will contact me?

When you are referred to us, a specialist nurse will contact you to explain our service.

We will support you to find ways of living with your illness and managing some of the physical, emotional and social issues illness can bring. We will also help you and those close to you talk about the future, as well as your wishes and preferences towards the end of life.

Our Hospiscare teams offer support and advice every day of the year. There are five different ways we can connect with you: home visits, telephone calls, virtual video consultations, outpatient clinic appointments and a stay on our specialist ward.

The Hospiscare team is made up of many different professionals such as clinical nurse specialists, specialist palliative care doctors, a physiotherapist, complementary therapists, spiritual support staff and trained volunteers. This team allows us to support you in a holistic way depending on your individual care needs.

The team will work closely and communicate with your GP and hospital consultant for medical care, the community nursing team for your nursing needs and other health and social care services according to your needs and wishes. Should you be admitted to the hospital, you may be referred to our specialist doctors who will work closely with the medical and nursing team on your ward.

Working alongside some of our community nurse specialist teams is our Hospiscare@Home service.



Head of Community Services, Jayne Bramley

These specialist teams offer hands-on nursing care when required, whether night or day, and support patients who wish to stay at home at the end of their lives. At present, this service is available in Axminster, Seaton, Budleigh, Exmouth and their surrounding villages, but we hope to expand this service to more areas within the next few years.

Meet Sally, our newly graduated Nursing Associate



One year ago in our spring edition of Together, we wrote about Sally Reed, Hospiscare’s first ever Trainee Nursing Associate.

When we last spoke to Sally, she was at the half-way point in her training with Hospiscare in partnership with the University of Plymouth.

From this point, Sally embarked upon a four-month placement at the Royal Devon & Exeter (RD&E) Hospital. Her mental health placement with the Devon Partnership Trust followed this but unfortunately came to an end sooner than planned due to the COVID-19 pandemic. Sally required these broad work experiences in order to complete her training in adult nursing.

Sally returned to Hospiscare and spent two months working in the Clinical Co-ordination Centre, the nursing-run hub set up in response to COVID-19. Her final placement on our ward brought her full circle to where she began her training. Sally reflects on her final year of training, saying “My placements at the RD&E were quite challenging. I learned a lot and I particularly enjoyed my placement in oncology as it was very relevant to the work I will be doing at Hospiscare.”

During her placement at the RD&E, Sally recalls a memorable experience with a patient: “I nursed a patient on the oncology ward that I had met at Hospiscare. This gentleman attended

day hospice regularly and I really got to know him during my time there.

“When he arrived on the oncology ward, he wasn’t able to communicate, but I had built a relationship with him previously and this really helped me to understand his needs and care for him in his final days. It was a great privilege.”

At such a difficult time for our healthcare sector and for our charity, Sally passed all requirements of the Trainee Nursing Associate apprenticeship and received fantastic feedback from her academic assessor: “The importance of excellent quality patient care is seen throughout your reflections. Your confidence in your own ability has rightly continued to grow throughout the programme. You will make an excellent role model for colleagues and learners alike.”

Sally reflects on the incredible feedback that she received, saying

“I did feel really proud when I read the feedback. It has been a tough course and I am so proud of my achievement. I am particularly proud of the comments made by my assessor. To have been recognised in this way means a lot to me.”

Sally is currently transitioning into her new role at Hospiscare and is looking forward to consolidating her learning, as well as being able to take full responsibility for her patients and see their care through from beginning to end.

Although Sally’s formal graduation ceremony has been indefinitely postponed due to COVID-19, her main disappointment is not being able to celebrate her achievement with her fellow course-mates. Sally says, “For me personally, I know what I have achieved and I don’t feel I need the graduation ceremony to affirm this.”

The two-year apprenticeship has certainly been challenging for Sally but she has no regrets. With the invaluable support of her family and closest friends, as well as those within Hospiscare who have supported and encouraged her, Sally has achieved the role she always wanted. Sally concludes, “I’m really grateful to have been able to do this apprenticeship. It is exciting to be the first person to have this new role at Hospiscare and it will be interesting to see how the role will move forward and develop.”

Staying connected with our patients safely

Our Advanced Nurse Practitioner, **Tania Davies**, explains how we have been able to stay in touch with our patients and their families and carers during the pandemic through secure video calling.

With the onset of the COVID-19 pandemic, the way our nursing and medical teams assessed patients changed dramatically.

To meet the challenges of the pandemic, our community teams developed several ways to reach out to our vulnerable patients as well as their loved ones and carers. One of these ways has been the use of secure video calling through AccuRx video consultations.

I have found this tool really useful in supporting our families as it enables us to have face-to-face assessments without compromising patient safety. I recently had an experience with a family who were reluctant for us to visit due to their concerns about COVID-19. It was clear that their loved one was deteriorating and through an AccuRx video consultation, I was able to talk to them without wearing a mask and see the patient and support the family safely.

Many GPs are using this technology to interact safely with their patients, which was the case for a lady who suffered with anxiety. She had found using this form of communication with her GP very beneficial and was keen to use it with us. I was able to talk through her breathlessness and discuss ways she could manage this symptom.

Using video calling means that I can still have regular appointments with patients and their families. I have an ongoing weekly catch up with one family whose father is having active treatment so I can offer support with his symptom management.

AccuRx has also allowed me to assess patients prior to much-needed visits and therefore reduces the time spent in the patient's home.

As well as using AccuRx to interact with patients and families to manage their care, I have also used it to complete several benefits assessments. These forms can be complex and I have been able to advise and support families without needing to enter their homes.

AccuRx is such a useful tool to maintain connections at this time. While it does not replace necessary visits and is not always appropriate for some patients depending on their circumstances, it has become a vital part of our communication with our patients and their support networks.

Enormous THANKS

To all of our supporters!

Thank YOU for all of the amazing things that you do to support Hospiscare. We are so grateful to you for giving your time, money and energy during this difficult time and for the ingenious ways you have found to fundraise for your local hospice charity in line with government advice and restrictions. All of your efforts are hugely appreciated and across these pages we have captured a few snap shots of some of you in action...



Thank you to Reverend Tom and the students of Exeter School who chose us as their Chaplain's Charity. Reverend Tom also ran the virtual London Marathon, raising a fantastic total of £2,496.90.



Thank you to Bea Squires of Bea's Teas for continuing to fundraise for us. In addition to her fabulous tea towels, Bea has designed tote bags and has raised over £5,000 to date!



Thank you to Jane Asten who completed an amazing challenge to support us: 80 miles to celebrate her 80th birthday! Jane raised £4,000 and walked five miles a day to reach her 80-mile goal.



Thank you to Lottie and Gracie who had fun making lemonade and cakes to sell to raise money for Hospiscare.



Thank you to Thrifty for their ongoing support of our work. Their donations from 2020 have taken their total fundraising to over £240,000!



Thank you to Claremont Medical Practice in Exmouth for taking on our Marathon in a Month challenge. Their team of 11 GPs alongside medical and office staff raised an amazing £1,465!



Thank you to Jamie, Josh and everyone who supported the amazing Cookiejam 2020 in memory of Jamie Bruce. The first virtual Cookiejam raised £1,900!



Thank you to all of our crafters, including Christine Thompson, Wendy Chaffey and Ann Owens from Honiton who continue to support Hospiscare.



Thank you to our amazing gardeners who adapted their 2020 Open Gardens so brilliantly and raised an incredible £23,662.



Thank you to Ali Phelps-Beaumont for organising two successful events: a singing event and a dance-a-day event.



We'd like to thank Wilkinson Grant & Co for their continued support of Men's Walk. This year's event marks their eighth consecutive year of sponsorship and their support has enabled Men's Walk to grow in both income and popularity.



Thank you to Amanda Hockings Cooke and her mum, Linda Cooke, who have been selling handmade crafts throughout lockdown. They have raised over £500 and are still going!



Thank you to Dawn Enticott, the community and businesses of Honiton for raising £187.07 from the Honiton pumpkin trail.



Thank you to Paul Stanbrook who has continued to fundraise for us by holding a variety of quizzes via social media. Paul has raised £919 through his first two quizzes.

Stalite Signs
01392 447001

Thank you to Stalite Signs for their donation of top quality signs to help us spread the word about our fundraising activities. We are very grateful.



Thank you to Lin Stapleton who has made facemasks since March this year and is continuing to add to her collection of designs. She has raised a total of £1,663 to date.



Thank you to the residents of Isabel Court who chose us as their charity of the year for the last two years. From bowling nights to coffee mornings, they have raised an incredible £2,190.83.



Thank you to the staff at World of Country Life for their hospitality on promotional days.



Thank you to Bampton YFC who drove their Massey Ferguson 135 from Bampton in Devon to Newquay, Cornwall. Their tractor run raised an amazing £2,825 for our local charity – what a fantastic effort!



Thank you to W H Squires and Son for sponsoring our Light up a Life campaign in 2020. Their support helped provide comfort and hope to those missing a loved one over the festive period.



Thank you to the Salvation Army who braved a windy and cold December day to play Christmas carols for our patients and staff at Searle House.



Pam shares her nineteen-year volunteering journey

Pam photographed at the official opening of Pine Lodge with members of the Tiverton Friends of Hospiscare. From left to right: Jenny Norman, Gill Wood, Kevin Hunt, Sue Norman, Ruth Hill-King and Pam in the centre.

Pam Smith from Tiverton began her volunteering journey in 2001. Like many of our dedicated volunteers, Pam began volunteering for Hospiscare after experiencing our charity's service first hand. Pam explains, "At such a raw time in my life after losing my husband, it felt like the right thing for me. I felt I was doing something important for a charity who help people like my husband."

Pam began volunteering at the Hospiscare shop in Tiverton alongside Helen Hutter, who is now Head of Retail at Hospiscare. Helen persuaded Pam to join Tiverton's Hospiscare Support Group and Pam soon became the group's chairperson.

Pam describes her adventures with the support group fondly and highlights the success of their campaign to fund a new day hospice in Tiverton. The Tiverton Support Group raised a phenomenal £125,000, which was generously matched by an anonymous donor from the community, and Pam is pictured above with the group on the opening day of Pine Lodge in 2011.

After 11 years of volunteering for Hospiscare, Pam received her Long Service Volunteering award. She received a further Award of Volunteering Merit and to this day does not know who put her forward for this honour, which states: "Pam is a marvellous all-rounder and will never say no and will do anything for Hospiscare. We couldn't do without her."

Despite retiring from her post as chairperson of the Tiverton

Support Group in 2015, Pam's volunteering journey continued. During the first COVID-19 lockdown, three of her friends from the support group encouraged Pam to join them at the Hospiscare Enterprise Centre (HEC) in Marsh Barton. As our main hub for donations, volunteers are always needed at the HEC to sort the items we receive. Pam explains, "Lockdown was really difficult as I wasn't able to see my family. I felt I had to do something."

"I volunteer every Friday sorting the clothes. I really enjoy the company as I volunteer with such lovely people."

"Wednesday and Friday have become the focus of my weeks. I look forward to Wednesdays when I take care of my grandchildren and when they have gone home, I look forward to Fridays at the HEC."

Pam speaks warmly of the friends she has made during her years of volunteering for Hospiscare, saying: "I can't imagine not knowing the friends I have made during my time volunteering. I feel very lucky that we are still such great friends after all of these years."

We are always looking for volunteers to help sort clothes and items at the HEC. To find out more, call 01392 428824 or visit the Hospiscare website.

The wonderful world of e-commerce

Our shops faced many challenges during 2020 and again at the beginning of this year. Although their doors have been forced to close during the national lockdowns, this highlighted an opportunity to grow our online presence.

When the second lockdown was announced towards the end of 2020 and the third in January, we were able to apply what we had learned over the past months to enable us to remain trading on both our eBay and Amazon platforms.

Selling online offers the opportunity to highlight the quirky and unusual items donated by our supporters. We can showcase a huge variety of donations to a much wider audience who can browse at their convenience, 24 hours a day, seven days a week.

Many of the items that we sell on eBay come from our house clearance service and our shop staff are also skilled at identifying quirky or antique items to send to our Hospiscare Enterprise Centre (HEC) in Marsh Barton.

Our e-commerce team is based at the HEC and they research, photograph, list, sell and dispatch all kinds of interesting items on eBay and Amazon to raise money for Hospiscare. We have approximately 12,000 items listed at any one time on Amazon and over 100 on eBay.

Kane Millington-Smith is an eBay Officer in our e-commerce team and explains the highlights of selling donations online: “The e-commerce department is constantly changing with new items coming in every day. There’s always something new to look forward to!



Like the rest of the retail team, the e-commerce department rely on volunteers who support Hospiscare by donating their time. As the department continues to grow, the team needs more volunteers to help raise money for Hospiscare patients. Kane explains, “The volunteers we have are so important and add a huge amount of insight and knowledge to our team. We benefit greatly from people bringing their talents and expertise.

“To anyone thinking about volunteering, I’d say come and give it a go! You can do as much or as little as you like and the e-commerce department is perfect for anyone with specific skills and interests or simply a desire to try something new.”

“Working for Hospiscare is incredibly rewarding. It’s very satisfying to be part of a team of people working towards the same goal: to raise as much money as we can for the charity.”

If you are interested in volunteering in the e-commerce department, call 01392 428824 or visit the Hospiscare website to find out more.



The importance of having a Will

Only 45% of the population have a Will, yet a Will is such an important document for you and your family.

Peace of mind for you and your loved ones

Writing a Will ensures that your last wishes are carried out. You can direct how you want your belongings to be shared, from your property to prized personal possessions.

If you have young children, your Will allows you to direct who cares for them, who they will live with and how your money should be used to support them.

Such an important document is worth spending a couple of hours with a legal professional to get right. It will save a lot of time for your family at a difficult time for them.

Our Director of Clinical Services, Tina Naldrett, says:

“I find a Will and any other advance direction of our wishes can be something that people are a little afraid of. I don’t see it like that, I see it like house insurance. I take out a Will and write down my wishes and it can then sit on the shelf like house insurance. I may not need it, but if I do, it is so reassuring to know it’s there and will guide people after I am gone, taking some of the pressure away from them trying to guess what I might have wanted.”

Your lasting gift

As well as looking after your friends and families, your Will enables you to make a lasting gift to the causes you care about. At Hospiscare, 1 in 5 of our patients are cared for as a result of the generous gifts left to us in Wills.

From a monetary donation to a percentage of an estate, each gift has played a part in securing our care for future generations – an incredible lasting legacy. We are incredibly thankful for them all.

If you have the capacity to give in this way, we will be so grateful now and in the future. All you need is our charity registration number: 297798 to pass on to your solicitor.

If you would like further information about making a Will, contact our team on 01392 688020 or email legacyinfo@hospiscare.co.uk.

Hospiscare has teamed up with local solicitors who will kindly donate their fee to Hospiscare in exchange for writing or updating a single or joint Will.

For participating solicitors, please visit our [website](#).

How to support your loved one if you can't visit

Finding out that a friend or family member has been diagnosed with a terminal illness is difficult news at the best of times. For many of us, our first instinct is to be with that person and support them through what is to come. This may not always be possible due to the changing world we find ourselves in due to COVID-19. If you can't spend face-to-face time with your loved one, there are other ways that you can enjoy being together:

Use video calling

It is always a comfort to hear a familiar voice and even more so to see a familiar face. Whether it's WhatsApp, Zoom or Facetime, video calling can help simulate that feeling of being together while keeping you both safe.

Send a card

When you were younger, the arrival of the post was cause for excitement; could it be a birthday card, a postcard, a letter? Growing older may have jaded the arrival of the post with the anticipation of bills and documents to sign, but the childish excitement and surprise can be rekindled with a simple letter or card. There is something so personal about a message in someone's handwriting and you can always include a photo to make it that little bit more special.

Co-ordinate your telly time

If you share a love for a particular soap, drama or film, you could agree to watch it at the same time and share your reactions in real time via text or with a phone or video call afterwards.

Have a window visit

During lockdown, there have been many comforting moments of families meeting, separated only by a window pane, and even of grandparents meeting their grandchildren for the first time through the glass. If you live close to one another, you can 'visit' while still following government guidelines.

Whether it's just a wave through a window or a chat on the phone through the glass, seeing a friendly face could make their day.

Send a care package

Putting together a package of your loved one's favourite things is a lovely way to show them they are in your thoughts. Your care package could include their favourite snacks, a magazine or book, their preferred tippie... You know them best, so think about what could give them that little boost.

Keep messaging

Sometimes it can be difficult to think of something to say. The beauty of our modern world means you don't always have to; share a photo to spark some memories, send a video to make them giggle or a gif if you can't think of the words. Keeping in contact and showing your support doesn't have to be done with words.

Being apart can be hard

Not being able to hug, kiss and comfort each other in person goes against all of our natural instincts. It is okay to feel sad and frustrated about being apart. We all need to keep each other safe and finding ways to feel close when we are apart is more important than ever.

Fundraising in our 'new normal' world

Every year, around 75-80% of Hospiscare's income is raised through the generosity and sheer determination of local people. Without the support of communities across Exeter, Mid and East Devon, our hospice simply couldn't exist.

Much of this vital income is traditionally raised from face-to-face social activity, from community events such as bake sales and quiz nights to shopping in our charity shops and taking part in flagship communal events such as Men's Walk.

The lockdowns and government restrictions have drastically impacted our income. The closure of our charity shops and cancellation of events and community activities, as well as the reduction in corporate support has resulted in a loss of around £1 million.

We couldn't allow our end-of-life care to be jeopardised. We had to swiftly adapt our fundraising and our brilliant supporters across the community were 100% with us. Within weeks, local people could be found running marathons in their gardens, climbing the equivalent of Snowdon on their stairs, mowing lawns and generally doing everything and anything they could to raise funds at such a difficult time.



Last autumn, we launched our first cycling challenge event and a new running challenge to bring people together in spirit, if not in person.

The community response to our Tour de Devon cycle and Marathon in a Month was astounding. Over 300 people signed up either to cycle up to 250 miles around Devon or to run, jog or walk 26.2 miles in aid of Hospiscare.

Father and daughter team Paul and Abby Holden answered the Tour de Devon call and hopped on their bikes to cycle 100 miles – raising almost £1,000 in memory of Paul's dad, Tony. Paul told us, "Getting on our bikes for the Tour de Devon challenge felt like a great way to give something back to Hospiscare, as well as a chance for Abby and I to do something together in memory of dad. We've been blown away by the incredibly generous support of our family and friends. Our original goal was to raise £300!"



Among the 200-plus people who took on our marathon challenge was long-term supporter Mavis Seeley. Along with her dog Jess, Mavis walked the distance of not one but two marathons in October, raising £1,116 for Hospiscare!

All in all, these two new challenges raised an incredible £42,000 to fund patient care across our region.

We want to say a huge thank you to everyone who took part in these challenges or supported Hospiscare in their own way. It takes a community to make a hospice and we're truly grateful for the support of so many this year.

Our new challenge events were so well-received that we'll be repeating Tour de Devon this September and Marathon in a Month in October. If you'd like to take part this year, drop us a line at fundraising@hospiscare.co.uk.

How you can support Hospiscare

The past year has been like no other for us all. We had to adapt to new ways of working and socialising and, for the most part, coming together with family and friends had to happen virtually.

Here at Hospiscare, our vital end-of-life care and support for local people living with a terminal illness continues, as does our need to raise money to fund this care.

We are delighted that two of our well-loved community events are able to go ahead for 2021 with adaptations to make them COVID-secure:

Hospiscare Coffee Morning



This April, we are asking you to put the kettle on to support end-of-life care in your community.

Whether you're a budding Bake Off star or more of a cake-eating enthusiast, we need you to hold a Coffee Morning for Hospiscare this spring.

Here at Hospiscare, we know the difference that a cuppa can make. Thousands of cups of tea and coffee are made

each year in our hospice, providing comfort for our patients and their families.

Hold a Coffee Morning for Hospiscare your way, whether that's in your garden, in the office or socially distanced at home. You could delight friends and neighbours with doorstep deliveries of baked goods or even hold a virtual Coffee Morning and invite friends and family for a cuppa, a slice and a natter over Zoom.

Signing up is just as quick and easy as making a brew. Simply register on our website and we will send you a pack choc-full of inspiration:

www.hospiscare.co.uk/coffeemorning

Never have we needed to harness the power of coffee and cake like we do right now.

Hospiscare is very grateful to Western Power Distribution for their continued support of our Coffee Morning campaign.



Open Gardens

2020 saw Hospiscare's Open Gardens change and adapt like we never imagined possible. Through virtual Open Garden tours, plant sales and deliveries and socially distanced openings, our brilliant green-fingered supporters raised over £23,000.

We have all enjoyed spending more time with nature this year and many of those lucky enough to have a garden have certainly found a new love for it. If you think you could support our Open Gardens this year, we would love to hear from you. Whether you'd like to serve tea one afternoon, invite people in to see your veg patch or sell plants at the end of your drive, anything you could do would make a difference to the care we provide.

Our popular Open Gardens booklet will be available through garden centres and other outlets in April. As



always, there will be a variety of gardens to visit to offer inspiration for your own garden or simply to provide a lovely day out. If you would like more information about opening your garden, please contact the team by emailing fundraising@hospiscare.co.uk.

12 Days of Care



Christmas is such a special time of year on our ward at Searle House in Exeter – a time for family, laughter and making memories. It's so important to staff across the hospice that our patients and their families experience a holiday season they can cherish forever.

Although some things were very different in 2020, as the holidays approached, we were determined that Christmas would still bring our patients and their loved ones a truly special festive experience.

A hospice is part and parcel of its local community and that's never truer than at Christmas. Although this year we couldn't have an indoor tree and decorate the inside of the ward as we normally would, our friends at Connetts Farm and Cotley Farm donated trees for our garden so that our patients could enjoy the decorations outside their windows. The Salvation Army Brass Band also visited for some outdoor carolling to add to the festive spirit and Hospiscare's kitchen staff were busy baking and making seasonal treats.

As a local charity, Hospiscare relies heavily on the generous support of local people to fund our vital service – at Christmas and all year round. In 2020, with our funding badly impacted, this was especially important. In November, we asked local businesses to make the difference of a lifetime to local families facing terminal illness during the holiday period.

We were absolutely delighted that 24 local businesses answered the call and signed up to our 12 Days of Care initiative to support our award-winning care this Christmas. Together these amazing local businesses raised £14,500.

We would like to extend grateful thanks to the following: Alansway Body Repair, Bradleys Estate Agents, Burrington Estates, Commercial Managed IT, Coverstructures, E-Plus, Exe Mortgages, Exeter and District Funeral Directors, Home Instead Senior Care Exeter & East Devon, Howdens Exmouth, Hunter Urology, Jurassic Fibre, LHC Design, Macwhirter Western Ltd, Marley Comms, Overmass & Chapple, Palmers Garage, RMC Build, Shoobridge Funeral Services, The Dolphin School, Tozers Solicitors, William Highbourne Wealth Management Ltd, Wollens Solicitors, and World of Country Life.

In the words of Hospiscare nurse and Ward Manager, Ruth Wills: "Christmas is a time of year when the coming together of friends and loved ones – or even something as simple as hearing a favourite song, recounting memories from Christmases past or eating a warm mince pie – can bring such warmth and comfort.

"The holidays really have the power to bring happiness and to give people the chance to make memories to remember forever. We send our thanks to everyone who has supported Hospiscare via the 12 Days of Care and throughout this pandemic – your support makes a lifelong difference to so many."

Dates for your diary

Visit hospiscare.co.uk for more!

The dates for your diary listed below are subject to government guidelines; up-to-date information can be found on the Hospiscare website.

March

20 Men's Walk – Your Way, your own location

April

1-30 Hospiscare Coffee Morning, your own location
23 Mid Devon Show Quiz Night, Tiverton Town Football Club

May

1-31 Open Gardens, check our website for gardens opening near you
2 Wing Walk, Dunkeswell Airfield, Dunkeswell, Honiton
2 Sky Dive, Dunkeswell Airfield, Dunkeswell, Honiton

June

1-30 Open Gardens, check our website for gardens opening near you

July

1-31 Open Gardens, check our website for gardens opening near you
10 Twilight Walk, Exmouth
24 Mid Devon Show, Knightshayes, Tiverton
26 Wing Walk, Dunkeswell Airfield, Dunkeswell, Honiton
26 Sky Dive, Dunkeswell Airfield, Dunkeswell, Honiton

September

1-30 Open Gardens, check our website for gardens opening near you
1-30 Tour de Devon, your own route
18 Wing Walk, Dunkeswell Airfield, Dunkeswell, Honiton
18 Sky Dive, Dunkeswell Airfield, Dunkeswell, Honiton

October

3 London Marathon, London
1-31 Marathon in a Month, your own route

November

13-24 Hospiscare Nepal Trek, Nepal
20 Frog Racing Night, Kentisbeare Village Hall



Play for just £1 a week!

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Support your local hospice!



www.hospiscarelotttery.co.uk

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BeGambleAware.org

Shop openings are subject to current government guidelines. Please visit the Hospiscare website for up-to-date information on the opening of our shops.



Visit one of our Hospiscare shops near you...

Buckland House, South Street, Axminster
1 High Street, Budleigh Salterton
129 High Street, Cullompton
24 Fore Street, Cullompton
158/159 Cowick Street, Exeter
90-92 Fore Street, Exeter
84 South Street, Exeter
65 Fore Street, Heavitree, Exeter
Unit 2 Trusham Road, Marsh Barton, Exeter
37 Exeter Road, Exmouth
49 The Parade, Exmouth
141 High Street, Honiton
Dowell Street, Honiton
5 The Arcade, Okehampton
12 Broad Street, Ottery St Mary
2 Marine Crescent, Seaton
27-29 Gold Street, Tiverton
9 Fore Street, Topsham
Summer Lane, Whipton

Shop online

Search for 'Hospiscare' on eBay™ or Amazon™ to raise money and find unique items!

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