

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

# Together

Autumn  
2022



**Because every day matters**

[www.hospiscare.co.uk](http://www.hospiscare.co.uk)

Registered charity no. 297798



**Hospiscare**

Caring in the heart of Devon

# Welcome to Hospiscare's spring newsletter, *Together*

I am proud to have the opportunity to welcome you to this special issue of *Together* and to introduce myself to you all.

My name is Brian and I was appointed as Chair of the Board of Trustees for Hospiscare in March 2022. It is a true privilege to be writing to you all in this celebratory edition of *Together*, marking 40 years of care in the heart of Devon.



Following a long career in health and social care, I am thrilled to be able to work with the Hospiscare team of staff, volunteers and supporters. I'm passionate about the charity's mission and I very much look forward to being an integral part of it.

Hospiscare has much to celebrate this year. I must begin with recognising our incredible community. Thanks to your amazing response to our Save our Services appeal, we have secured our ward beds and community services for the year

to come. This is a truly fantastic achievement and we simply would not be here, celebrating 40 years, without you.

As a new member of the Hospiscare family, it has been fascinating to learn about the charity's history, from its humble beginnings with one community nurse to the thriving service it is now, with care spanning over 1,000 square miles of Devon's heartland.

In this issue of *Together*, we share highlights from our history, from interviews with our founding members (p.4-5) to a story from a volunteer who has supported Hospiscare since its 'birth' (p.14). This issue is also packed full of updates and advice from our clinical team, as well as stories and inspiration from our wonderful supporters.

In my brief time here at Hospiscare, I have seen the unwavering dedication of its supporters and so I close this message with a final thank you. Together, we are making every day matter to the patients and families who need us most.

*Brian*

**Brian Aird**  
Chair of the Board of Trustees

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# You make a difference



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:



**£29.27** could pay for an hour's care on our specialist ward



**£56.44** could pay for a family member to receive personal bereavement support



**£219** could pay for a nurse's shift on our specialist 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 updates 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. Date of monthly payment 1st  15th



### 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 \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_

Names(s) of Account Holder(s) \_\_\_\_\_

Bank/Building Society account number \_\_\_\_\_

Branch Sort Code \_\_\_\_\_

Service user number

2 7 7 9 6 3

Reference

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.

Signature \_\_\_\_\_

Date \_\_\_\_\_

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

DDI 5 8/16

*giftaid it*

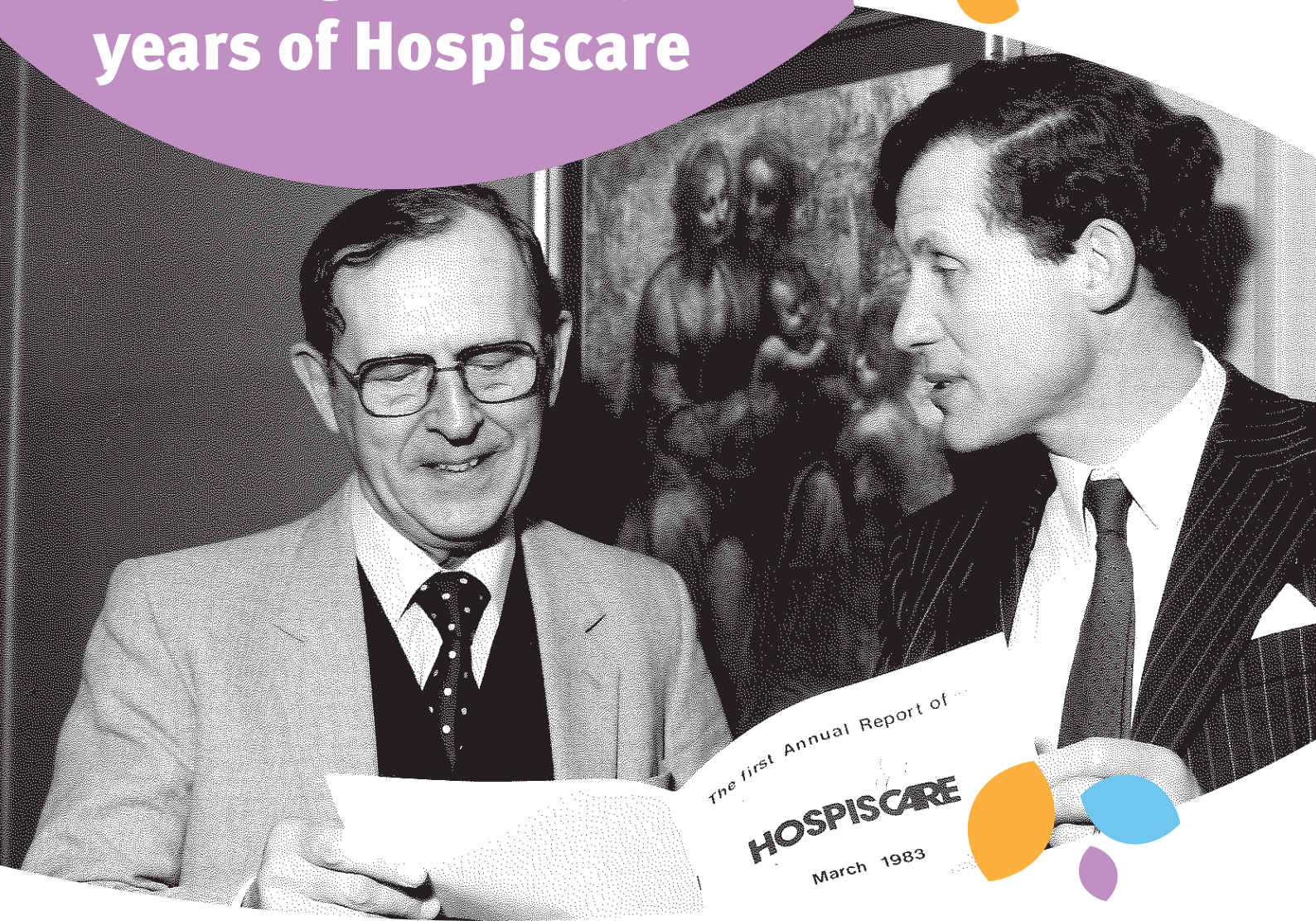
### Can we Gift Aid your donation?

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 25p of tax on every £1 that I have given.

Signature(s) \_\_\_\_\_

Date \_\_\_\_\_

# Looking back at 40 years of Hospiscare



## 2022 marks a special year for our hospice charity as we celebrate 40 years of caring in the heart of Devon.

From one community nurse caring for patients in Exeter, Hospiscare has grown into a much-loved, award-winning hospice charity, caring for more than 2,500 people living with a terminal illness across Exeter, Mid and East Devon every year.

We simply would not be here without the dedication of our community; from our staff and volunteers to our supporters.

To celebrate all that we have achieved over the decades, we look back at our journey and share the stories of those people who were instrumental to Hospiscare's success.

**Dr John Searle**, Hospiscare's founding chair, explains, "It really began when I was a medical student at Guy's Hospital and I was looking after a lady who had advanced stomach cancer, for which there was really no treatment in those days.

"When the consultant came in, he didn't even acknowledge her. He said, 'Send her home and give her a bottle of whisky a day' and then we moved on to the next case. I thought to myself, surely there has to be a better way.

"Some years later as a young doctor, I heard a lecture

by Dame Cicely Saunders, the founder of the hospice movement, where she explained that you could control the symptoms at the end of life and that you could prepare both the patient and those close to them that death was coming. Her philosophy was that those last few months or weeks could be lived to the full.

"Years later when I'd moved to Devon, I was invited to chair a group to bring end-of-life care to Exeter. We'd arranged to have a launch in the Guildhall on 21 January 1982 and we expected that a few people would turn up. The Guildhall was packed – people couldn't get in and they were standing out on the high street in a blizzard!

*"For everybody who, over 40 years have given money, time, energy and expertise, I am hugely grateful, and hugely grateful that it continues. Without this, we would not be able to do what we do."*

*Dr John Searle, Hospiscare's founding chair*

“I explained what we wanted to do, and that we needed to raise £300,000 to pay for two community nurses. There was an elderly chap at the back and he suddenly took his hat off and shouted ‘Put your money in it!’ By March of that year, we had two community nurses working within a six mile radius of Exeter Cathedral.

“In those early visionary days, you just do it, because you’ve dropped a pebble in the pond and either the ripples are going to fade out, or something is going to happen.”

**Kerry Macnish**, one of Hospiscare’s early nurses, continues, “I joined Hospiscare in April 1987 and the nurses were ensconced in an old midwife’s cottage – Mowbray Cottage. I was the fifth nurse to join this small but amazing team, led by Jill Pettitt, Hospiscare’s first nurse.

“It was amazing; I had a long induction because I didn’t have a district nurse qualification, which had been the tradition, but they saw something in me. These amazing matriarchs showed me what community nursing was and how important end-of-life care was to them.

“We were a 24-hour service and Jill would give us a pack, which had a torch, map and written notes. Usually at night on home visits, the relatives would be there to greet us and they were very grateful for the help.

“We learned on our feet and, honestly, I don’t know how we could have run the service without our volunteers.”



**Kerry Macnish**, one of Hospiscare’s early nurses

**Paula Lawford**, one of Hospiscare’s first fundraising volunteers, continues, “I was very interested in the hospice movement and a great admirer of Dame Cicely Saunders. I went along to the meeting given by Dr Searle and straightaway I signed a piece of paper, saying that I wanted to become a volunteer. A couple of days later, I was invited to join a committee, which is now called Exeter Friends of Hospiscare.

“At the time, this group was one of the main forms of income for the hospice. In the early days, we organised all sorts of things, from street and house-to-house collections to concerts, swimathons and fetes.

“I sometimes have my moments and think, perhaps I should do something else, and then I think, no, this is a wonderful charity and it is doing great work. The people involved in it are so hard-working and dedicated to providing the best service and I am proud to be a part of it.”



**Paula Lawford** with the Mayor of Exeter

**Dr Searle** concludes, “It was crucial to root what we were doing in the local community so that the volunteers, as well as the families, became the ambassadors.

“For everybody who, over 40 years have given money, time, energy and expertise, I am hugely grateful, and hugely grateful that it continues. Without this, we would not be able to do what we do.



**John Searle** with his late wife, Elizabeth

“Many people have asked me what it was like to have my dear wife, Elizabeth, looked after by Hospiscare. I tell them, Hospiscare does what it says on the tin, so please go on enabling Hospiscare to do what it says on the tin.”

To hear more stories from our 40 year history, our 40th anniversary video can be viewed here:  
[www.hospiscare.co.uk/40-years-of-hospiscare/](http://www.hospiscare.co.uk/40-years-of-hospiscare/)

# Clinical round-up



*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.*

## Hospiscare@Home

We are delighted to share the news that our Hospiscare@Home service in Exmouth and Budleigh Salterton celebrated its fifth birthday in June. Over the course of these five years, our specialist nurses have cared for almost 500 patients, from symptom and pain control to supporting them to die at home with dignity.

In March, we were able to expand our Hospiscare@Home service to cover Crediton, Okehampton and parts of North Dartmoor thanks to dedicated funding from a group of local individuals.

## Pine Lodge

In recent months, access to our Mid Devon hub at Pine Lodge in Tiverton has been limited due to the development of a nearby housing estate.

Our Mid-Devon team, who have been operating out of an office near Cullompton, returned to Pine Lodge in July.

While the provision of the interim office has been much appreciated, it was great to get the team back into our building so that they can continue to provide and develop the care in the Tiverton and Cullompton area.

## Supportive Care Services

We are excited to be in a position to see our supportive care vision moving forward. After a day services consultation in 2020, our ambition was to expand the number of patients that can benefit from our services, whilst making our offering more tailored to the individual needs of our patients and families.

Over the past six months, the team in Exmouth and Budleigh Salterton, alongside our supportive care team, have been testing a new supportive care group model. This has proved successful, albeit with restricted numbers, and we will now be launching a blend of clinics, support groups and other activities that will be offered across our clinical sites and in the community in the coming months.

## Meet Ann, our new Clinical Director

Ann Rhys was appointed to the role of Clinical Director on 1 July 2022, following the retirement of our previous Director, Tina Naldrett.

Ann has an extensive background in nursing, qualifying in 2000 and working in specialist palliative care for almost 20 years. Ann joined Hospiscare in 2012 and, for the last five years, she has worked closely with Tina, initially as the team leader of our community services, then as Chief Nurse and Deputy Clinical Director.

In her new role, Ann will lead all of our clinical services. Her main priority will be to ensure that we provide the best service in a safe way for our patients and their families, as well as our staff. She will work closely with local care services and act as an ambassador for Hospiscare on a national level.



# Understanding anticipatory grief



**We typically think of grief as something that comes after the death of a loved one; the intense sorrow and profound sense of loss we experience as we come to terms with their absence. However, in the same way that it doesn't operate in fixed ways over fixed periods of time, grief also doesn't necessarily start with death.**

Experiencing grief before the loss of a loved one is sometimes called anticipatory grief. This can be experienced over a period of days, months or even years before the death of a loved one.

Anticipatory grief isn't just grieving the gradual or anticipated loss of a person but the change that will come with that person's absence. This could involve grieving a future you had imagined, financial stability or security, or your role in your family. Anticipatory grief can be characterised by feelings of anger, worry, regret, guilt and fear, as well as loneliness.

The challenge of anticipatory grief is that it is an 'in-between' space as you are grieving a death that hasn't happened yet. To add to this challenge, anticipatory grief can also occur as we support or care for our loved one as they themselves come to terms with dying. In these instances, our instinct is to put our loved one's grief before our own – to deal with our own emotions after – but this won't necessarily help you or your loved one.

If you think you are experiencing anticipatory grief, you might find the following useful:

- **Ask for and accept help:** It can be tempting to shoulder the responsibility for your loved one's care, and your grief, alone. However, there are networks of family and friends, and organisations like Hospiscare, who can provide you with both practical and emotional support to cope with anticipatory grief.
- **Talk to your loved one:** Dying and grieving can be intensely lonely processes. By talking to your loved one about how you feel, and in turn letting them talk about their own emotions, it can help alleviate some of this loneliness.
- **Don't forget to care for yourself:** You can't pour from an empty jug so to help you care for and support your loved one, you need to care for yourself too. Make sure you get some respite and time to relax, in whatever form that might take.
- **Remember that whatever you're feeling is normal:** There is no one way to grieve and grief can happen at any point before or after death.

If you would like to find out more about grief support from Hospiscare, please visit [www.hospiscare.co.uk/how-we-help/supporting-friends-and-family/](http://www.hospiscare.co.uk/how-we-help/supporting-friends-and-family/).

# Lindsay's story: Hospiscare's Admiral Nurses made me feel less alone



## Lindsay Gibbs began caring for her mother, Iris, nine years ago after she began suffering from dementia.

In June 2020, Iris's GP referred her to Hospiscare's Admiral Nursing team. This specialist dementia service comprises two nurses, Chrissy Hussey and Julie Morris, who help dementia patients live more positively and support them and their families with any challenges they may face now and in the future.

Lindsay explains, "Chrissy visited us at home and she was very knowledgeable, discussing a number of issues that dementia may cause, such as difficulty with mobility and loss of peripheral vision, which I was unaware of. Chrissy also told me about the services provided by Hospiscare's Admiral Nurses and for the first time, my feelings of isolation disappeared.

"We were referred to Julie and we hit it off straight away. Julie's support was invaluable to me and I always looked forward to my next conversation with her. We often spoke on the phone but she also visited us at home.

"Sometimes my confidence would take a knock, as I've never had to care for someone in need of such complex support, but Julie always made me feel valued."

Lindsay also received support with her mother's care from the nurses on our specialist ward in Exeter. Lindsay says,

"Over the following months, things gradually changed and I contacted the nurses at the hospice to seek their help and guidance about Mum's needs relating to food and drink. The nurses were always available and very supportive whenever I needed to speak to them.

"Mum deteriorated quite slowly in the beginning, but this did accelerate. Julie ensured that Mum remained as comfortable and pain-free as possible throughout and she would take the initiative to liaise with Mum's GP. Between them, they ensured that I was doing the right thing for Mum.

"Julie and Chrissy continued to work closely with the doctors involved in Mum's care. They were the ones I relied upon the most for Mum's treatment – I trusted them more than anybody.

"On 26 November 2021, Mum died peacefully at home. I wanted Mum to remain at home with me so that we could be together at the end. Julie made this possible by communicating with Mum's doctors and care providers, ensuring that I had everything I needed.

"I will always be grateful to Julie, whose care and compassion was without doubt very significant in allowing my mum to be with me at the end of her life.

"When you've got someone who understands what you're going through, it makes a whole world of difference. It can be a lonely place, caring for someone, and Julie and Chrissy's support made me feel less alone."

For advice and information about living with dementia, visit: [www.hospiscare.co.uk/how-we-help/our-services/specialist-dementia-services/](http://www.hospiscare.co.uk/how-we-help/our-services/specialist-dementia-services/).





# Ask our Admiral Nurses

Our Admiral Nursing team, **Chrissy Hussey** and **Julie Morris**, answer your question about dementia.

## My loved one is having hallucinations, what can I do to help?

Hallucinations are false perceptions, where your loved one may hear, see, smell, taste or feel things that they believe to be real, but in fact only exist in their mind.

Whatever your loved one is experiencing will be extremely vivid and real to them, so we advise that you remain calm, and resist the urge to tell them that there is nothing there. Instead, accept what they say and support them.

We all want to feel understood, so it's extremely important to validate the emotion or feeling that they're experiencing. For example say, "I can see you're frightened. I'm so sorry you're frightened. I'm here now".

Try to take over the hallucination if possible by saying, "I will deal with it. I can sort this". It can be helpful to take your loved one into another room away from where they are experiencing the hallucinations.

If these measures don't work, try to observe their body language and the words they use, repeating these back to them. For example:

Loved one, "I can see a man outside ... he is looking in ... he is staring at me."

You, "Ok, you can see a man outside. He is looking in ... he is staring at you. Do you think he knows you?" Whatever their response, you can go on to say, "I can see you're still upset about this. The man doesn't want anything. I will shut the curtains and tell him to go away."

If your loved one asks further questions, you can say, "It's alright, he was lost. We have helped him now." Then try to distract them by talking about something else or ask them to help you with a simple task.

If there is a sensory feel to the hallucinations, for example bugs crawling over their skin, validate this by saying "Oh that's terrible for you" and then use insect repellent or swat the bugs and generally be animated in your attempts at removing them. It is really important to go along with their fears and needs as much as you can, and within reason.



**Hospiscare Admiral Nurse, Chrissy Hussey**



**Hospiscare Admiral Nurse, Julie Morris**

Keeping calm, match their anxiety at first, then as you start repeating the words back, start to calm and slow your voice down, deepening it if possible. Try and take some deep breaths and encourage your loved one to join you until a sense of calm is restored.

All hallucinations are different but these key steps remain the same: accept what your loved one is saying, keep communication simple, repeat their words, stay calm and let them know that you are taking control of the situation.

# Meet Maggie, a 40-year hospice veteran



**Maggie Draper, our Assistant Director for Quality and Learning and Development, retired from Hospiscare in July 2022 after spending 40 years working in palliative care.**

After completing her law degree in 1982, Maggie began reading for a master's degree in Social Work at Oxford University. Maggie was due to start her first placement in a prison but after a last minute cancellation, she was sent to a hospice in Southampton. Maggie explains, "I completely fell in love with working in palliative care and being part of a multi-professional team. Even though I began working in hospices by accident, I thrived in being part of a team with the patient and their family at the centre."

This was a true turning point for Maggie and when she returned to the second year of her degree, she changed all of her courses to medical social work.

Maggie's career in palliative care has taken her to five different hospices across the country, from Oxford to inner-city Trinity Hospice in London and then to York Hospice and a Manager for Palliative Care Services for North Yorkshire.

Maggie moved to Devon in 2012 and after spending four years at St Luke's Hospice in Plymouth, she began working for Hospiscare in July 2016.

Maggie continues, "When I look back at the things that stand out from my career, I can remember the contrasts very clearly. From working in an urban, hugely diverse hospice in London to the extreme rurality of covering the North Yorkshire moors in the snow and trying to get nurses out to visit the farms.

"I have observed many changes in the field of palliative care during my 40-year career, including vast improvements in pain and symptom management, development of palliative chemotherapy and radiotherapy treatments and establishment of palliative care as a medical speciality. At the beginning of my career, we only cared for cancer patients and now, we support people with many different end-of-life conditions.

"Pandemics have made a big impact on me; from looking after young patients during the Aids pandemic of the late '80s and early '90s at the beginning of my career to contributing to Hospiscare's response to the COVID-19 pandemic, which has defined the last few years of my career."

During these forty years, Maggie has had the opportunity to work with leaders in the hospice field and concludes: "I would say that the secret to a long career in palliative care is flexibility – the world changes around you and you need to keep up!

"I was part of the development of the hospice movement and it has been a privilege to contribute to designing and building services where compassion is key and patients and families are at the centre of our care."

*"I completely fell in love with working in palliative care and being part of a multi-professional team. Even though I began working in hospices by accident, I thrived in being part of a team with the patient and their family at the centre."*

# How your Christmas tree can support Hospiscare



**As the festive season approaches, many of us will be considering what gifts to buy for loved ones, what decorations are still usable and where to buy this year's tree from.**

As part of your preparations, Hospiscare is asking you to support our local charity by considering what will happen to your tree after the festivities are over.

Every year, Hospiscare offers to collect and recycle real Christmas trees in exchange for a donation to the hospice. Last year's campaign raised an incredible £16,000 and we hope to go above and beyond this for 2023.

Collections will take place in Exeter, Exmouth, Honiton and Tiverton on 13 and 14 January, with a suggested donation of £10 per tree.

In addition to supporting Hospiscare by registering your tree for collection, we are also looking for volunteers to help our

staff collect and transport the trees.

Helen Manning volunteered to collect trees last year with her team from Taylor Lewis and says, "Driven by a passion for raising awareness, our local charity of the year is Hospiscare. We were delighted to take part in their Christmas tree recycling initiative, where we collected trees in vans around Exeter in exchange for a donation.

"Raising money for this fantastic charity to enable them to continue the vital care they provide into the future is a great source of pride in the Taylor Lewis team."

If you or your workplace are able to gift your time to help Hospiscare with our Christmas tree mission, please get in touch with Laura by calling 01392 520203 or emailing [l.robertson@hospiscare.co.uk](mailto:l.robertson@hospiscare.co.uk).



## Recycle your Christmas tree to support local end-of-life care

Collection dates: 13 and 14 January

Register by 8 January.

Visit [www.hospiscare.co.uk/events/recycling/](http://www.hospiscare.co.uk/events/recycling/) or email [fundraising@hospiscare.co.uk](mailto:fundraising@hospiscare.co.uk)

**SAVE  
— THE —  
DATE**

# 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 each and every one of you for giving your time, money and energy to support our local charity. Your fundraising continues to be both genius and ingenious and we would not be here, celebrating 40 years of care in the heart of Devon, without you. Here are some snaps of a few of you in action...



Thank you to all of the members of #TeamHospiscare who took part in the Great West Run, raising nearly £6,000 to date!



Huge thanks to Alan Rowe whose incredible walking challenge, tracing the boundary of our care, raised over £3,500!



We would like to thank all of our Open Gardeners for sharing their beautiful green spaces in 2022.



Thank you to Tiverton Lions Club for supporting our "Save our Services" appeal.



Thank you to Honiton Bowling Club who raised £1,000 by selling books, jigsaws and bowling equipment.



Thank you to Lydon Ward-Best and the Exeter Demons who raised £925 with their second 'lift-a-thon', in memory of Lydon's mum, Bronia.



Thank you to Andy and Dynamix Choir for holding a concert in memory of Andy's wife, Barbara.



Thank you to Otter Garden Centre for their dedicated Twilight Walk fundraising – they are our top fundraisers for 2022!



Thank you to Mavis Seeley for dedicating her birthday to raise vital funds for Hospiscare.



Huge thanks to Jamie Skinner for organising the 13th annual Cookie Jam Festival. To date, the festival has raised over £15,000!



This thank you is in memory of George Pert. Despite his cancer diagnosis, George took part in Men's Walk 2022 and raised over £3,600!



Thank you to Stuart Jones who shaved his head and held a family fun day in memory of his wife, Wendy, raising £2,447.40!



Thank you to all of the incredible businesses who took part in 'Think pink for Hospiscare' to raise awareness for Twilight Walk 2022.



Thank you to Graham and Diane Potbury who asked for donations in lieu of gifts for their 60th wedding anniversary, raising £700!



Thank you to every one of our Hospiscare Heroes who has completed a skydive for Hospiscare this year.



Thank you to Rotary Interact at Tiverton High School for presenting Hospiscare with a cheque for £2,216!



Thank you to Susan Smith and The Shallow End Girls for raising over £1,140 with 'Coffee and Cake with a View'.



Thank you to Jeanette Porter for raising £554 by walking 87 miles in March in memory of her husband, John.



Thank you to Joyce Ford for organising a cream tea and duck race to raise funds for Hospiscare.



Thank you to Sherwoods and Wow Now Hire for supplying and setting up the electrical equipment at Men's Walk and Twilight Walk.



Thank you to Julie Voysey and The Dolphin Inn for raising £2,200 with a jubilee event and horse racing night.

Thank you to all of our amazing support groups who have remained by our side over the past 40 years. Thank you Chagford Support Group, Exeter Friends of Hospiscare, Honiton Support Group, St Thomas Support Group, Topsham Support Group, Axminster Support Group, Otter Vale Support Group, Okehampton Support Group and Pinhoe & Broadclyst Support Group.



## Bridget's story – Volunteers are absolutely essential

### **We could not celebrate 40 years of Hospiscare without recognising the incredible contribution of our volunteers over the past four decades.**

In the early 1980s, people who volunteered for hospices were often given roles that didn't involve contact with the patients and families; from fundraising to administrative tasks, volunteers were often behind the scenes and had very little interaction with those whom the hospice served. Hospiscare was somewhat pioneering with its approach to volunteering, by recognising the mutual benefits of volunteers working with patients. This is largely due to the incredible work of Bridget Boxall.

Bridget was invited to join the initial steering group that led to the development of Hospiscare and, after its founding, she volunteered for the hospice until 1984 when she became employed as Volunteer Services Manager. Bridget explains, "We could see that it was really important that patients should have contact with as much normality as possible. What was happening to people at the end of their lives was more than medical and having volunteers who could come and listen to their memories and do some of the things they were finding difficult would make their life light up in what was otherwise a difficult time.

"It was about helping people to enjoy the time that they had left and once we had found out what thing they would love to do or have, we made it happen.

"We think of volunteers as people who help the patients, but they would also do things to put the patient more at ease. I remember when a young woman came into the

hospice with her new-born baby and husband. The nurses told me that the couple were getting very tired at night, due to the feeds, and so we set up a rota of volunteers to stay overnight with the baby. I joined the rota, so I have very vivid memories of giving the baby his first bottle in the morning, and then taking him back to this lovely little family. After a few days of respite, they were all able to go home."

Bridget retired from Hospiscare in 2005 after more than two decades of dedicated service to our charity. Bridget concludes, "In all of the time that I worked with Hospiscare, we never had problems drawing volunteers in. There was tremendous good will towards Hospiscare and a willingness to come and help us. One after another, the volunteers would come back to me to say how much satisfaction and joy they had found in seeing the difference that they could make to patients and their families.

"Volunteers are not just an extra – they are an absolute essential if you are going to keep that end stage of life as normal and as pleasant as possible."

Interested in volunteering for Hospiscare?  
We have a range of opportunities available  
across our charity. Get in touch with us today  
by emailing [volunteering@hospiscare.co.uk](mailto:volunteering@hospiscare.co.uk).

# The Dillons' story: Crossing the Continental Divide for Carol



## **One local family is determined to channel their loss into something positive by embarking on the adventure of a lifetime.**

Barry Dillon and his twin sons, Ricky and Gavin, are currently taking on the longest off-road cycle route in the world to raise funds for Hospiscare, after we cared for their beloved wife and mother, Carol.

On 1 July, Barry, Ricky and Gavin set off from Banff in the Canadian Rocky Mountains to complete The Great Divide Mountain Bike Route. The family are two months into the 2,700 mile challenge, where almost 90% of the route is off-road and altitudes of over 3,600m provide an additional level of difficulty.

The family has one clear motivation for taking on this incredible challenge – to raise as much money as possible for their local hospice charity in memory of Carol.

After Carol was diagnosed with cancer, Barry cared for his wife at home. As Carol was living with bipolar disorder, Barry was her main support system and he explains, “When COVID came along, Carol said that she wanted to die at home. I was prepared to look after her but as it got nearer the end, it became very difficult and I felt like I was fighting constantly to get her what she needed.

“Hospiscare was called out and they just changed everything. They had that power to get Carol what she needed, and I didn’t have to fight anymore. In the end, Carol needed to go into the hospice because I wasn’t able to care for her at home safely.”

Ricky adds, “Even with all of the COVID restrictions at the time, the nurses went above and beyond. We were able to see Mum at that crucial time.”

Barry continues, “When Carol died, she went the way I wanted her to go, peacefully, with us there.”

Gavin explains, “It leaves a big hole when you lose someone close to you. We wanted to have something to focus on and fundraising for Hospiscare seemed like the obvious thing to do.

“One of Dad’s favourite sayings is ‘step outside your comfort zone’ and that’s exactly what we’re doing in memory of Mum.”

The Dillons are all keen adventurers, led by Barry’s spirit to explore the world. The Great Divide has been a dream of Barry’s for some time, but as Carol’s main support system, he wasn’t able to turn this dream into a reality, until now.

Due to the demanding and unfamiliar terrain, the Dillons expect to reach the ‘finish line’ on the US/Mexican border by the end of November.

Barry, Ricky and Gavin are self-funding their challenge, from the cost of their mountain bikes to their flights and supplies, so that every penny they receive will go directly to Hospiscare.

Barry concludes, “It’s a big adventure and I’m hoping that we can raise as much money as we can. Hospiscare deserves our help because without donations, there would be no Hospiscare.”

To view the Dillons’ video story and stay up-to-date with their incredible challenge, visit [www.hospiscare.co.uk/the-dillons-story-crossing-the-continental-divide-for-carol/](http://www.hospiscare.co.uk/the-dillons-story-crossing-the-continental-divide-for-carol/).

To make a donation, please visit [www.justgiving.com/fundraising/ricky-dillon](http://www.justgiving.com/fundraising/ricky-dillon).

# Hospiscare's medical training programme wins praise



**As specialists in end-of-life care, a vital part of our mission is passing on our expertise to the next generation of doctors and nurses.**

As well as the vast range of training opportunities available to staff and volunteers across all areas of our charity, Hospiscare also provides placements to medical students, nurses, specialty registrars, GP trainees and internal medical trainees.

In 2022, one speciality registrar, three GP trainees and three internal medical trainees undertook placements at Hospiscare.

In our first year of training GP registrars, Hospiscare was delighted to receive an 'Excellent' grading from the GP Quality Panel. The panel, which assesses the quality of training provision and incorporates feedback from the trainees, identified areas it felt ought to be highlighted as good practice to other training providers.

Our specialty registrar training was also graded as 'Excellent' by the Peninsula Deanery Specialty Registrar Quality Panel and noted for our supportive training environment, the effective feedback given to our trainees and a strong focus on trainee wellbeing.

Specialist registrars spend a year in training at Hospiscare before moving onto their next placement in the South West and, as the name suggests, their training is dedicated to the specialism of palliative care.

Specialist Registrar-in-training, Emily Russell, completed her one year placement at Hospiscare in July and says: "The training at Hospiscare is very varied. I gained experience in the community by going on home visits, mostly with the Exeter Community Nursing Team. I worked alongside the nurses to review patients' medication and supported them to be cared for at home, if that is what they wished. I also gained a lot of experience by working on the hospice ward at Searle House.

"Hospiscare is a wonderful place to work. I love the space here and the garden really gives our patients and their families a sense of peace.

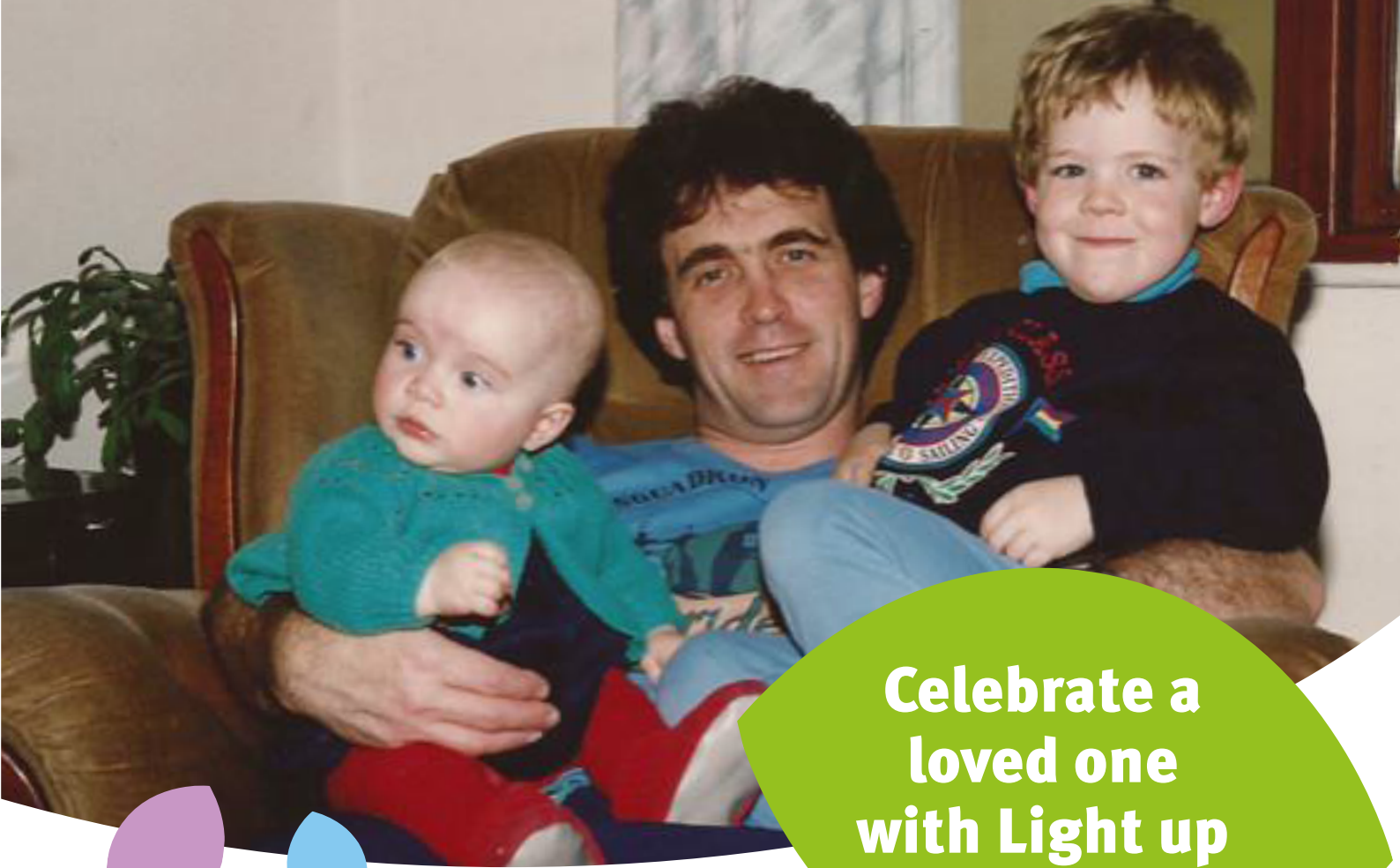
"It's often a relief for patients when they are referred to Hospiscare. No matter what has happened in their journey before coming to us, the hospice offers a sense of calm and the reassurance that they and their family will be completely supported, whether on the ward or at home. There is a real sense of continuity here for our patients and I think that seeing familiar faces every day is such a comfort.

*"Hospiscare is a wonderful place to work. I love the space here and the garden really gives our patients and their families a sense of peace."*

"Everyone at Hospiscare has a proactive way of wanting to be better – to do more and learn more. The people here want to take every opportunity to learn and improve. You don't find that very often.

"People think that hospices are a sad place to work and that specialising in palliative medicine is the same, but I think it's uplifting. Working in a hospice is truly unique and we are very fortunate to be able to dedicate the time to our patients' needs."





## Celebrate a loved one with Light up a Life

**The festive season is a special time of year when many people come together with family and friends to celebrate. At Hospiscare, we are aware that for those adjusting to life without a loved one, it can be a bittersweet time.**

Tom Sambrook's father, Hugh, died on our ward in April last year. Tom wanted to share his memories of Hugh to celebrate his life and the care he received from Hospiscare in his final weeks:

*The birds were singing and the sun was shining through the window in Dad's hospice room. Despite everything, it was great to see Dad smiling again and at peace.*

*Dad was diagnosed with biliary duct cancer in January 2021 and, despite facing all challenges with a sense of humour and determination, it was a tough time for Dad, both mentally and physically.*

*Whilst the terminal diagnosis was heart breaking for the whole family, the decision to move Dad to the hospice brought us some comfort as we had a strong emotional connection to Hospiscare, and the superb team who work there.*

*18 years ago, Dad lost his beloved wife, Jane, to cancer and being back on the same ward in the room next to hers brought him a sense of calm and belonging. Reflecting the level of care and support that the Hospiscare nurses exhibit, Dad was blown away to meet a nurse who remembered treating Jane and her young boys during her first year at the hospice.*

*Hugh was a kind, caring, generous, intelligent and strong man with a great sense of humour and mischief, but he really needed to feel the personal connection with those he spent time with. The nursing team went above and beyond to do this – sitting with him regularly and discussing the matters of the day over a cup of tea.*

*After four weeks of generous and attentive care on the ward, Dad passed away peacefully on 15 April 2021. Despite all of the challenges presented to the nurses by the ongoing COVID-19 pandemic, our family will always be grateful for the extraordinary support and attention that he received in his final weeks, not only allowing him to be pain free and comfortable, but treating him with dignity and respect.*

During December, we will be holding several events to honour the lives of loved ones who are no longer with us as part of our Light up a Life celebrations.

After two years of virtual services, Light up a Life will return to Exeter Cathedral on Monday 19 December. We will also be holding two carol concerts: Carols in the Park will take place at Deer Park Country House in Honiton on 4 December and Carols in the Barn on 14 December.

Join us in celebrating the memories of your loved ones. Find out all of the details by visiting [www.hospiscare.co.uk/light-up-a-life](http://www.hospiscare.co.uk/light-up-a-life) or call 01392 688020.



# Power of attorney – your questions answered

If you are considering writing or updating your Will, you may have come across another legal document – a ‘power of attorney’. Here, we explain what this is and why, after making a Will, it can be so important when you are planning for the future.

## What is a lasting power of attorney?

A lasting power of attorney (LPA) is a legal document that allows you to appoint one or more people to make decisions on your behalf during your lifetime if you are no longer able to do so. This person or people become your attorney(s).

An LPA is a completely separate legal document to your Will, although many people put them in place at the same time as writing their Will as part of planning for the future.

## Why would I need a lasting power of attorney?

Putting in place an LPA can give you peace of mind that someone you trust is in charge of your affairs. If you are suddenly hospitalised, or if you have an illness that progresses to the point where you can no longer make your own decisions, your attorney can ensure that decisions are made in line with your wishes. As your next-of-kin doesn’t automatically have a legal right to make decisions on your behalf, ensuring that your wishes are followed can be a lengthy and costly process without an LPA.

## Are there different types of lasting power of attorney?

There are two types of LPA and each can include instructions and preferences about your wishes:

- A health and care LPA lets your attorney make decisions about your medical treatment and day-to-day care

- A financial decisions LPA lets your attorney make decisions about your money, property and benefits.

## How do I set up a lasting power of attorney?

1. Contact the Office of the Public Guardian (OGP) to get the relevant forms and an information pack. You can download the forms or complete them online.
2. You can complete the forms yourself using the OGP guidance, or with the help of a solicitor for a fee.
3. Have your LPA signed by a certificate provider. This is someone who confirms that you understand it and haven’t been put under any pressure to sign it. The certificate provider must be someone you know well, or a professional such as a doctor or solicitor.
4. The LPA must then be registered with the Office of the Public Guardian before it can be used. There’s currently a fee of £82 to register each LPA and if you’re on a low income, you may be eligible for a discount.
5. You must register your LPA while you still have the mental capacity and it can’t be used during the registration process, which takes approximately nine weeks. If you lose mental capacity but signed the LPA while you still had mental capacity, your attorney can register it for you.

For further information about LPAs or making a Will, please email [legacyinfo@hospiscare.co.uk](mailto:legacyinfo@hospiscare.co.uk) or call 01392 688020.

# Louise's story: Making my Will with Hospiscare



**Like many of us, writing a Will was something Louise Beeken hadn't given much thought to. It wasn't until Louise and her husband went through one of the most significant life events that they considered the importance of making a Will:**

"It wasn't until I had my children that I finally made the move to get my Will written. I always knew that I needed to get my affairs in order, but I didn't see the urgency when it was just me and my husband.

"Then, when we had our two girls, life got busy! There just didn't seem to be the time to fit another appointment into our hectic diary.

"All of that changed with a casual conversation with a colleague, where I learned that if my husband and I didn't have a Will and we both died, then it would be left to the courts to decide what would happen to our children if our families couldn't agree.

"That was the 'kick' that we both needed and so we visited one of Hospiscare's supporting solicitors to get the

paperwork done. It was really easy to do, and the solicitor talked through everything so thoroughly that we felt really content knowing that all areas of our life and our children's futures were secure should anything happen."

Choosing to write your Will with a Hospiscare supporting solicitor is of huge benefit to our local charity. Our participating solicitors waive their fee in exchange for a donation to Hospiscare.

We receive just 18% of our funding from the NHS and therefore rely upon the support of our community to raise the £8 million needed to care for local people and their families facing a terminal illness. By choosing a Hospiscare supporting solicitor, your donation will help us remain by the side of our community for the years to come.

For a full list of Hospiscare supporting solicitors, please visit [www.hospiscare.co.uk/wills](http://www.hospiscare.co.uk/wills) where you can also find out more about the impact of leaving a gift to our charity in your Will, or call 01392 688020.



## How to get involved with Sustainable September



**This September, it's time to think second-hand to create a sustainable shopping experience that will be great for your wallet too!**

Hospiscare is supporting Sustainable Fashion Week, which takes place from 16-25 September 2022. Through the four themes of the week – re-wear, re-purpose, re-generate and re-connect – the campaign aims to raise awareness of sustainable fashion choices.

As part of supporting Sustainable Fashion Week, all of our Hospiscare shops will have a week-long window display with a theme of 're-wear and re-purpose' to reflect sustainable fashion. This will also form a competition for best window display. Everyone can take part in the judging and choose their favourite window display by voting via Hospiscare's Facebook page.

The word 'sustainable' is used, and often misused, frequently. In the context of this campaign, it means reducing what we 'buy new' as much as possible, whether through repairing our existing clothing, choosing organic, regenerative or recycled fibres (if buying new) or buying pre-loved clothing.

*Shopping for pre-loved items in our Hospiscare shops will reduce your carbon footprint, as well as significantly reducing your spending.*

Through our 17 shops, we are part of the UK charity shop movement that diverts 339,000 tonnes of textiles away from landfill or incineration, and instead encourages re-use at the heart of communities through our high streets.

Fashion is one of the most polluting industries on the planet, but that doesn't have to be the case. Shopping for pre-loved items in our Hospiscare shops will reduce your carbon footprint, as well as significantly reducing your spending.

Make a change to your wardrobe, and to the planet, by choosing pre-loved clothes from our charity shops. For a full list of our shop locations, please see the back cover of *Together*. You can also browse from the comfort of your own home by visiting our Hospiscare eBay store or our brand new Hospiscare Online Shop – please see opposite for all of the details.

**Share your sustainable September purchases with us throughout the month by tagging Hospiscare on social media and using the hashtag #SFW2022.**

# Introducing Hospiscare's Online Shop



## **Hospiscare has a brand new online shop and we can't wait for you to visit!**

Building on the success of our eBay shop, which has been active since 2009 and has sold over 38,000 items, we have established a new online charity shop. The Hospiscare Online Shop will become your one-stop-shop for fashion, vintage clothing, homewares, furniture and more.

The online shop is designed to complement our high street shops, offering carefully selected donated, pre-loved and often unused items available for you to browse at your leisure in the comfort of your own home. You can choose to have your purchases delivered to your door, or you can Click and Collect from our Warehouse Shop in Marsh Barton, where you may want to browse further and find more bargains!

The online shop will vastly improve what we are able to offer our customers and below, we've listed our top five reasons for choosing our online shop:

### **Shop sustainably**

If you love 'new to you' things, but want to shop sustainably, buying from our online shop means you are helping the environment by minimising waste as items are given a new lease of life.

### **Shop with confidence**

If you shop with us already in any of our 17 charity shops, you'll know that we take great care in offering quality products at the right price. This is extended to our online shop, where each item is checked, clothing is steamed and its condition described accurately. With our very simple

returns policy, you can also shop with the confidence that if you are not 100% satisfied with your purchase, you can return it for a refund.

### **Choose from our widest range ever**

As our new online shop is based in the warehouse, our Ecommerce Team have access to the full range of donated goods arriving every day. Our range of products is set to grow over the coming months and we aim to make our online shop the only place you need to visit for pre-loved furniture.

### **Come back anytime**

Now you don't need to pop by during shop hours or take a trip in the car! Shop whenever and wherever is convenient for you and if we haven't got what you're looking for, keep us in your Favourites so you can come back and check again.

### **Shop to support local end-of-life care**

As with our high street charity shops, choosing our online shop means you'll be donating directly to patients living with a terminal illness and their families. For this reason, we'd love for you to support us with reaching many more happy customers. We understand you might want to keep this new and exciting shopping destination a secret, but recommending us to family members, friends and colleagues means that they too will be helping to maintain our vital services.

**Visit: [shop.hospiscare.co.uk](https://shop.hospiscare.co.uk)**

# Collaborating with our local business community to celebrate 40 years of Hospiscare



**Hospiscare was built for the community, by our community and we have never felt this as strongly as in our 40th anniversary year.**

Our charity has been so fortunate to be supported by so many fantastic businesses over its lifetime and to mark this special birthday, we collaborated with our incredible local business community to form the 40 Club.

61 local businesses joined the 40 Club and each pledged to raise £1,000 for Hospiscare in 2022. With three months left to reach the collective fundraising total of £61,000, these dedicated organisations are well on their way to beating their targets.

40 Club members have enjoyed regular networking events, enabling them to strengthen ties within the local business community as well as share their motivations for supporting our local hospice.

In November, all of our 40 Club members will come together for an awards ceremony to celebrate the diverse ways in which they have supported Hospiscare over the year. From awards for highest fundraising totals to best collaboration within the club, we look forward to celebrating their commitment to local end-of-life care.

Although the 40 Club was born in our 40th year, it has now

become a permanent offering between our charity and the local business community. From September 2022, we will be recruiting organisations to join for 2023.

All of the fantastic organisations who have supported Hospiscare this year have been invited to join again for 2023 and we are excited to announce that several businesses have already re-pledged their support!

Ellie Williams, Hospiscare Corporate Officer and project leader of the 40 Club, says “It has been an incredible experience collaborating with so many wonderful businesses in our 40th anniversary year.

“Although we talk about businesses, the 40 Club is really all about people. It’s incredible to see their personal passion and creativity shine through. It’s also incredibly humbling to hear members sharing their own personal stories of Hospiscare and why the charity matters to them. This truly is at the heart of the 40 Club and I feel so privileged to continue this project into 2023 and beyond.”

If your business would like to make a difference to local end-of-life care, please get in touch with Ellie by emailing [e.williams@hospiscare.co.uk](mailto:e.williams@hospiscare.co.uk) or visiting [www.hospiscare.co.uk/4oclub](http://www.hospiscare.co.uk/4oclub).

# Dates for your diary

Visit [hospiscare.co.uk](http://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.

## All year-round

Cycle your way, your own location  
Walk it, Jog it, Run it – Your way, your own location  
Hula Hoop for Hospiscare, your own location

## September

1-30 Hospiscare Coffee Morning, your own location  
10 Skydive, Dunkeswell Airfield, Dunkeswell, Honiton  
10 Wing Walk, Dunkeswell Airfield, Dunkeswell, Honiton  
10 Dartmoor in a Day, Dartmoor  
16-25 Sustainable Fashion Week, Hospiscare shops  
17 Frog racing, Kentisbeare Village Hall pond  
25 Exmoor Open Water Swim, Wimbleball Lake, Brompton Regis, Dulverton, Somerset

## October

2 Exe Estuary 50k, marathon and half marathon, Exe Estuary  
2 London Marathon, London  
15 Topsham Support Group's South Devon Big Band, Topsham  
19 Pinhoe and Broadclyst Support Group's Grand Sale at The Guildhall, Exeter

## November

26 Cranbrook Christmas Bingo, Younghayes Centre, Cranbrook  
26 West Hill Grand Christmas Fair, West Hill Village Hall

## December

1-31 Festive fundraising, your own location  
4 Carols in the Park, Deer Park Hotel, Honiton  
10 Exeter Friends of Hospiscare's Wreath-making, Exeter  
11 Otter Vale Friends Christmas Bingo, Ottery St Mary Football Club, Ottery St Mary  
14 Carols in the Barn, The Corn Barn, Cullompton  
19 Light up a Life, Exeter Cathedral, Exeter

## January

13-14 Christmas tree recycling collections, Exeter, Exmouth, Honiton and Tiverton

## March

25 Total Coastal 10k, marathon and half marathon, Kingswear to Shaldon

To all of our green-fingered supporters, why not consider opening your garden for Hospiscare in 2023? To register your interest by January 2023, please get in touch with Laura on 01392 520203 or [l.robertson@hospiscare.co.uk](mailto:l.robertson@hospiscare.co.uk).



Play for just £1 a week!

To WIN up to £1,000!



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Players must be aged 16+. Please play responsibly.  
[BeGambleAware.org](http://BeGambleAware.org)

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

# Together

Autumn 2022



**Because every day matters**  
[www.hospiscare.co.uk](http://www.hospiscare.co.uk)  
Registered charity no. 297798

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Caring in the heart of Devon

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




**SUPPORT HOSPISCARE BY SHOPPING WITH AMAZON SMILE**  
When you shop at [smile.amazon.co.uk](http://smile.amazon.co.uk) Amazon donates to Hospiscare



Find vintage clothing, homewares, furniture and more in the Hospiscare Online Shop



Visit: [shop.hospiscare.co.uk](http://shop.hospiscare.co.uk)



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[instagram.com/hospiscaredevon](https://instagram.com/hospiscaredevon)



## Visit one of our Hospiscare shops near you...

- Buckland House, South Street, Axminster
- 1 High Street, Budleigh Salterton
- 129 High Street, Crediton
- 24 Fore Street, Cullompton
- 158/159 Cowick Street, Exeter
- 90-92 Fore Street, Exeter
- 84 South Street, Exeter
- Unit 2 Trusham Road, Marsh Barton, Exeter
- 37 Exeter Road, Exmouth
- 49 The Parade, Exmouth
- 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

# Thank you for your support!