

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

Together

Spring/
summer
2024



The Hospiscare
Summer Walk
is back for 2024!
See p.16

Because every day matters

www.hospiscare.co.uk

Registered charity no. 297798



Hospiscare
Caring in the heart of Devon

Welcome to the spring 2024 issue of Hospiscare's *Together* magazine.



2023 was a challenging year but as I look back, there was much to be heartened by: 2,000 patients and families received outstanding care, our expanded 'at home' service enabled 98% of patients to spend their last days in the place of their choice, unwavering professionalism and commitment from our team, and truly remarkable support from our local community.

The twin challenges of the cost-of-living crisis and unprecedented pressures in our sector continue. You may have seen in the news that our hospice

receives a starkly low level of statutory funding – just 18% of our costs come from government funds, as opposed to the national average of 37% for hospices nationwide.

With the help of our amazing community, we raise over 80% of our costs ourselves but this alone is not enough. As we go to print, we continue to campaign for fair statutory funding to avoid the real threat of having to reduce our services this year, just as demand for our vital care is soaring. To find out more about this campaign, please visit www.hospiscare.co.uk/fair.

Despite the challenges, we remain optimistic and committed to providing the excellent care that local people living with terminal illnesses deserve. Our mission is to ensure that every day matters for those at the end of their lives and their families – thank you for joining us on that mission.

Andrew Randall
Chief Executive Officer, Hospiscare

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Hospiscare at the national Hospice UK conference

In October last year, we were honoured to have our work featured at the national Hospice UK conference – not once, not twice, but three times!

Members of our clinical team attended the conference in Liverpool to present details of three Hospiscare projects on safe staffing, optimising time for direct patient care, and caring for people in our local homeless community. It's testament to our clinical team that our work was chosen to be featured on a national level and we were proud and delighted to share our work with the wider hospice sector.

Citizens Advice clinics for our patients

From April, we are hoping to offer patients weekly clinics with advisors from the Citizens Advice Bureau (CAB), following the success of a recent three-month trial.

The CAB are currently recruiting for an advisor to work one morning a week on-site, initially in the Supportive Care Hub at Searle House, our Exeter hospice, to offer free advice to patients, carers and family members on a range of topics including bills, benefits, financial matters, housing, family matters and the legal system.

Specialist trainees join Hospiscare's care teams

The specialist therapists and counsellors of Hospiscare's supportive care team are a core element of our multidisciplinary approach to care. Each specialism within the team helps our patients to manage the physical, emotional, spiritual and social effects they experience as part of their illness, helping to ensure every day is the best day possible.

We're delighted to be welcoming two new members to the team on training placements in the first half of this year. Trainee occupational therapist, Hannah, started with us in January and a trainee physiotherapist is due to join us this summer.

In March we will also be welcoming a postgraduate social worker with significant experience who will be able to support our patients and clinical teams.



Meet our care navigator volunteer, Viv Menear



At Hospiscare, we have a fantastic team of volunteer care navigators who provide practical and emotional support to patients and their families at home. They discuss concerns, collect shopping, accompany patients on trips, help with admin tasks, and stay with patients when caregivers need to go out for a short time.

Viv became a volunteer care navigator in 2023 and explains, “My mum died and I had been the main organiser of her care and looked after her. She had dementia for quite a while and she had been my job because I was retired, so after her death I felt a bit empty and that I needed to give something back. I've also worked in the care industry, so I thought I need to do something useful!

“The first patient I met had arrived back in the UK after living in another country for several years. He had just two suitcases of possessions and came to be closer to his family because of his illness.

He was put into temporary accommodation whilst awaiting permanent accommodation, but when the time came for him to move, he didn't have everything he needed.”

Although the patient did not ask for or expect anything from Hospiscare, Viv discussed his concerns and arranged appropriate support, including working closely with our care navigator coordinator, Julie, to apply for a grant to furnish the property ready for him to move in.

“It felt like I was making a difference to his life, and he was making a difference to my life too. It lifted me and gave me a purpose.

“If people don't have family members fighting their corner, looking after them and what's happening to them, then they can feel left by the wayside. They need someone to be their voice when they're not feeling strong. I think you come at it from the point of view of, if this were my family member, if this were me, what would I want?”

Thanks to Viv, Julie, the successful grant and our warehouse in Marsh Barton, our patient was able to move in with everything he needed.

“Another patient I supported, was a lady whose daughter was living with her until she passed away. I went there to give her daughter some respite and she told me about her life and was able to share with me her anxieties about dying.

“It's very interesting talking to people about their lives. It can be emotionally challenging, but being a care navigator is a very rewarding and worthwhile role... It's also a privilege to be in contact with people at that stage in their life.”

Visit www.hospiscare.co.uk/care-navigators to find out more

Sharing Phil's story



“Hospiscare is a place to live your life”

Phil Sampson had a rich and varied life, including working for the Royal Marines and MI5 and, in later life, setting up business leadership consultancy, Sampson Hall. Phil sadly died of prostate cancer in 2023. Before he died, Phil shared some of his life lessons with us.

Phil's career informed the way he thought of his diagnosis: “Basically, if you think you've lost, you've lost. Henry Ford's ‘If you think you can, or you think you can't – you're right’ is a great quote. You've got to think you can and in thinking you can, you can get through everything.”

Phil's wife, Sandra, was by his side throughout his illness and was with Phil when they were told his cancer was terminal.

Phil said, “We didn't cry at the time. We both walked out and thought, ‘Right, this is the next

battle. We're going to get on and fight it as far and hard as we can – and we have done.

Now, we've cried since then a lot, but we've laughed a lot too. To be open and honest with each other and to laugh at every opportunity that you've got is key to making sure that you exist in this world and make the most of the life you've got left.”

Despite Phil initially thinking of Hospiscare as “a place to die,” he soon changed his mind after experiencing the hospice. “I've been in twice so far and I've come out better for it. The volunteers are fantastic, the staff are fantastic. It's a place to live your life.”

At Hospiscare, we stay true to our motto “because every day matters.” We do this by focusing on the person, not just the illness, which means working to achieve the things that are important to our patients and their families and going the extra mile to enable special moments whenever we can. In Phil and Sandra’s case, that meant bubble baths in our adapted bathroom for Phil and organising a dinner for their anniversary. Phil told us, “We had a candle, a bottle of wine and our own two places set, which was amazing. It was a superb dinner.”

Phil’s step-daughter started raising money for Hospiscare after seeing first-hand the quality of support the hospice offers. Phil explained, “I didn’t realise that the hospice didn’t get any substantial government funding. Hospiscare is a vital part of our society and it should be looked after and donated to as much as possible because it helps so many people in so many wonderful ways.”

Phil had a few years to come to terms with his diagnosis and prepare for death. One thing he did was prepare a special box for each family member. “In each box is a load of stuff; some of it is total naff, but some of it will be naff that they remember me by.”

In the weeks before his death, Phil had this to say about his legacy: “I have no fear of moving on. The people I worry about are those I’ll leave behind, not myself as I march on further into the distance. I’d like to be remembered as someone who enjoyed life and I’d like my family to remember that I’m always with them. As I say to them regularly, I’ll be the wind, I’ll be the sea, I’ll be the air around you, I’ll be the clouds... I’ll always be there to help you.”

Phil’s full video story is available to watch on our website, Facebook and YouTube.



New Hospiscare pop-up charity shop in Exeter

Next time you visit Exeter city centre, do pop into our new store on Sidwell Street. You'll find plenty of pre-loved bargains, including clothes, books, crockery and toys. The shop opened in October 2023 and as a pop-up store, it won't be a permanent fixture but we expect it to be open until spring 2025.

The new store is opposite John Lewis, which kindly supported the launch by loaning us staff members to help get the shop ready.

Also coming later this spring is a brand new shop in Tiverton's Market Walk – more details on that on our website.

Our shops play a vital role in improving the lives of our patients through the funds they raise. If you're having a sort out at home, please do consider donating good quality items for us to resell. Your unwanted jumper could become someone else's favourite new top!

Calling potential volunteers

Would you like to help us to hit our fundraising target for 2024? We need volunteers to work in our Sidwell Street shop and other locations across Devon, from Exmouth to Okehampton. Volunteers help with the day-to-day running of the shops by carrying out essential tasks such as sorting donations, creating window displays and serving customers. You'll receive full training and be a welcomed member of the team.



Volunteering is a great way to meet new friends and learn new skills. Along with volunteers for our shops, we're often in need of support in our warehouses as well as the hospice itself. You can find full details on our website, or just pop into your nearest store.

As one of our volunteers, Fiona Vessey, says, "It's rewarding. You get to meet lots of lovely people, gain new skills, make a difference in people's lives and have fun... being part of the Thursday gang is the highlight of my week!"



Find out more about our shops, donating or volunteering at www.hospiscare.co.uk/shops

Ask our occupational therapist



Heather Parsons recently joined Hospiscare's supportive care team as our new occupational therapist. We talked to Heather about her role and how she's helping patients to live more independently.

What is occupational therapy?

By 'occupations' we mean things that people do on a daily basis – from brushing their teeth to cooking a meal. I help patients find ways to continue doing the things that are important to them. We consider how to manage symptoms such as fatigue, breathlessness and pain that may be limiting their abilities. We do this by asking 'What's important to them? What are they finding tricky? What solutions can we find?'

Those solutions might involve rehabilitation activities to build the patient's strength and improve their range of movement or changing the way they do something to make it easier. We might arrange for equipment or adaptations, such as a stairlift, to improve their environment.

Some changes can seem quite small but have a big impact. For example, raising a chair or toilet can make getting up much easier.

Can you give an example of how occupational therapy has helped a patient?

I'm currently working with a gentleman who lives in a second-floor flat. His health has deteriorated but he wants to be able to leave his home to go into town, so we've looked at how to maintain his independence.

We've installed a stairlift and grab rail from his bedroom to the lounge and provided bathing and toileting equipment. He's also worried about breathlessness, so we've encouraged him to sing when he walks to manage this.

Occupational therapy is patient-centred and holistic. Our interventions consider the social, cultural, spiritual, physical, environmental and psychological effects of any illness, supporting the whole situation, including family and carers.

Hospiscare is such a lovely organisation and I really enjoy the face-to-face contact I have with patients.

If you would like to find out more about our supportive services, please visit www.hospiscare.co.uk/our-services

Providing palliative care across rural Devon

Hospiscare provides care over 1,000 square miles of Devon, including some of the most rural areas of the county.

Our team of nurses, doctors, therapists, paramedics and other healthcare professionals provide tailored end-of-life care on our specialist ward in Exeter, as well as in patients' own homes. We also offer a range of other services to support patients and their families, such as spiritual care, complementary therapy and bereavement support – services that can only continue with support from our community.

In 2022, we were grateful to receive funding from a small group of generous local individuals and organisations, allowing us to expand our Hospiscare@Home service to Okehampton,

Crediton and North Dartmoor, enabling local people to access crucial end-of-life care at home.

When facing a terminal illness, being at home surrounded by loved ones, pets, and possessions can provide comfort and solace. In 2019, it was found that although 81% of patients wish to die in their own homes, only 24% in Devon were able to do so.

Within the first 12 months of our new service launching, a total of 921 visits were made by our team to patients in the area, and in 2022/23, 99% were able to die in their preferred place.



Hospiscare nurse, Hannah Thomas, says, “In the time that the new service has been in place, we’ve seen a huge need for it. We cover a large patch of Devon and go to rural places where other services may struggle to provide cover.

“We visit patients with complex life-limiting illnesses who need the expertise of the hospice in the last weeks of life. We can provide the care they would receive on our ward but in the comfort of their own home, including practical, hands-on support, as well as emotional care and support.

I feel proud to be a Hospiscare nurse and to go the extra mile. Getting to know our patients and their families is a privilege at what is a stressful and emotional time in their lives.”



Since expanding the service to the area, we have gained vital local support, including from the Mayor of Okehampton, Allenton Fisher, who explains, “I found out what Hospiscare@Home did at a presentation in Okehampton Hospital. I was surprised there was a charity that would allow people to have their last few weeks or months of life in their own home; to be able to spend your last days at home makes it much less stressful.

“As Mayor, I have made it my Charity of the Year and I’m enjoying telling anybody and everybody I meet about what the hospice is doing in our area. I have been privileged to meet quite a few of the staff and to say they are dedicated to their work is a massive understatement.

“I will continue to support Hospiscare when I have completed my term as Mayor and ensure we all understand that it is a charity that needs funding. Fundraising is an important part of supporting, so please support them if you can. You never know when you will need them, but we will ALL need them one day.”

Our Hospiscare services are reliant on over 80% of our funds coming from the generosity of the local community. With the pressure of the cost-of-living crisis, we need more support than ever before to keep our services running.

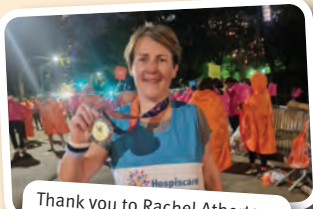
Visit www.hospiscare.co.uk or call 01392 688020 to donate to local end-of-life care

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 our local charity during this difficult time. Your fundraising continues to be both genius and ingenious and we are so thankful to have such a fantastic community.

Across these pages, you'll find a few of you in action...



Thank you to Rachel Atherton, who took on the incredible New York City Marathon in 2023 in aid of Hospiscare, raising over £2,200!



Thank you to Yarcombe and District Young Farmers for their fundraising efforts throughout 2023. The group raised an incredible £15,492.02 with a range of successful events and activities, from tractor runs to cream teas!



Thank you to Duncan Nelmes who continues to play his bagpipes in and around Exmouth raising vital funds for Hospiscare.



Thank you to Devon Lace Teachers for donating £7,000, in addition to the £10,200 that they have raised over the past 13 years!



Thank you to Alexander, Josh, John and Debbie of Nexus Open Systems, who took on the tough National Three Peaks Challenge as part of their Charity of the Year support for Hospiscare – climbing the three highest peaks of Scotland, England and Wales, within 24 hours!



Thank you to Sarah, Tim, Josh and Ruby Rolinson who took to the skies for a family skydive, raising £4,250 in memory of Sarah's sister, Emma.



Thank you to Richard Start and Gerald Knight for organising an amazing Classic Tractor Working Weekend, complete with raffles, stalls and bucket collections – raising £1,293.51!



Thank you to the 52 daring Hospiscare Heroes who braved the 110ft Dartmoor Drop for Hospiscare in incredibly challenging weather conditions, raising over £23,000!



Thank you to Ernest Jackson, Sounds Choirs, Friends Helping at Home (Exeter) and Dave Strickland of WPA Healthcare Practice for supporting our 12 Days of Care campaign, sponsoring a 12 or 24-hour period of care on our specialist ward.



Thank you to Daniel and everyone at Singing for Fun in Exmouth for holding a bucket collection in the community to raise money for our local hospice.



Thank you to Wendy Manvill for her incredible leadership as chair of the Pinhoe & Broadclyst Friends of Hospicare for 18 years.



Thank you to Julie Pumfrey for raising an incredible £11,900 over the past 13 years for Hospicare, including recently raising £1,500 at the Conservative Club in Heavitree.



Thank you to Gracey Court for holding a wonderful craft sale and raising £525 for Hospicare.



Thank you to David Hancock for raising a phenomenal £75,000 to date. David and his late wife, Ros, started organising Coffee Mornings over 20 years ago in Newton Poppleford and he now regularly sells at car boot sales to raise money for Hospicare.



Thank you to the 78 volunteers and 26 local businesses who supported our Christmas tree recycling scheme, raising an amazing £38,000!



40 Club Member La La Choirs Cathedral Concert. Photo credit: Alex Wilson
A big thank you to our 40 Club members for 2023. Each business pledged their support and aimed to raise £1,000 each. Their collective efforts have helped raise an incredible £70,000 and counting!



Andrew's story: living with dementia



“My first experience of Hospiscare was when my sister died of cancer. I spent her last days with her at the hospice in Exeter, seeing how kind everybody was and the amazing care she received. My father, William, has leukaemia and other medical conditions including dementia. When I realised I needed help looking after him, I turned to the hospice.

“Although he was physically very ill, the dementia was causing him the most issues. His mind was telling him he could still do things that his body was no longer capable of. He was angry he had lost the ability to drive and that his licence had been taken away. Although we provided him with a mobility scooter, the problems did not go away.





He began venturing further away and becoming confused about where he was. My wife and I would have to go and find him and she would drive him home while I took his scooter back.

“Hospiscare’s Admiral Nurse, Chrissy, has been amazing at supporting us. She has helped my father, showing him she understands his feelings when he felt that everyone was against him; she listened while he vented about feeling trapped, constrained and ignored.

Her simple but well-practised techniques take the stress out of the situation. She also introduced us to Caroline, a volunteer Care Navigator trained in dementia care, who has spent a lot of time with my father, talking, helping him work out his anger and writing his life memories.

“The Admiral team has been supportive in many ways, including gaining access to other medical care and support when needed. My father is now in a care home of our choosing, but we couldn’t have managed that without the Admiral Team’s support and knowledge. Their advocacy opened doors that previously felt not just shut but locked.

“Due to the damage caused by my father’s advanced vascular dementia, in theory he should be confused all the time, but sometimes he can have perfectly normal conversations with a doctor or someone assessing his capabilities. They don’t see how he switches back when they leave, which is frustrating. Chrissy’s professional reputation

means that when she advocates on his behalf, she describes seeing him in both states, giving the credence to our case that we have needed.



Admiral Nurse, Julie, leads our specialist dementia team

“Having Chrissy in our corner as we navigate our way through the systems has been amazing. I can’t thank the team enough, the work that they do is so important. Sometimes, when we were relying on carers or those with little knowledge about this complex condition, it unintentionally exacerbated the problems we were facing.

“If you have never experienced caring for someone with dementia, you have no idea of the difference it can make just to have someone who listens, believes you, does exactly what they say they will do, returns your calls, and lets you know what is going on. If you recognise any part of our story, I hope you will offer your support so that these wonderful nurses can continue to help families like mine.”

Donate today to help us care for families facing terminal illness: www.hospiscare.co.uk/donate

Make a difference in 2024

We have lots of activities lined up this year and we hope you will join us in fundraising for local end-of-life care. Whether you choose from our events, organise your own, or take on a challenge, your support will help make a difference!

Ribbons of Remembrance

Join us in March for Ribbons of Remembrance to celebrate those special people who brought colour to your life by dedicating a remembrance ribbon to be displayed among the trees in central Exeter. Our memorial ribbons will create a colourful and moving tribute to those we will never forget. Find out more at www.hospiscare.co.uk/ribbons

Summer Walk

Step into summertime with the Hospiscare Summer Walk on Saturday 13 July. Join us at Darts Farm for a celebration of all things summer, a stunning Estuary walk, award-winning gelato ice cream, a cream tea and a quintessentially summery glass of Pimms en route – all to raise money for your local hospice. Visit www.hospiscare.co.uk/summer to sign up!

Open Gardens

From April until September, gardeners across Devon will open their gates and share their beautiful green spaces to support our services. From quaint cottage gardens to sprawling country estates, there is a huge range of gardens to enjoy and after a record-breaking year in 2023, raising over £51,000, we can't wait to see what our gardeners have lined up for 2024! Find out more at www.hospiscare.co.uk/open-gardens



Take on a challenge...

Are you more of the adventurous type? Why not take on a challenge and help make a difference to your local community – from sky dives and wing walks to marathons and cycle rides, the choice is yours. You could even join a group of our Hospiscare Heroes for a once-in-a-lifetime Machu Picchu Trek in November! Find out more at www.hospiscare.co.uk/hospiscare-challenges

To find out more about these events & other fundraising ideas, please visit www.hospiscare.co.uk



Win
£1,000!

Play our
lottery



How playing our lottery makes a difference

Every week, over 10,000 people play our weekly lottery, helping to raise approximately £600,000 a year to support vital end-of-life care across the heart of Devon.

The funds raised from our regular players help ensure that our specialist services are there for patients and families when they need it most.

- Playing for 6 months at £4.34 per month could pay for an hour's specialist care in our ward
- Playing for 1 year at £5 per month could pay for a Dementia nurse to make a home visit

Everyone who signs up to play our lottery is in with a chance of winning up to £1,000 every week...

Carol is one of our lucky £1,000 winners - she signed up for the Hospiscare Lottery in memory of her dad, Denis, after experiencing first-hand the

care and support provided to their family during this difficult time. Carol explained, "My dad died in November 2018 and would encourage anyone to sign up to support such a great local cause... and you might win a big prize!"

Janice also plays the Lottery and recently won £100 and said, "I only support charities that I feel are truly worthwhile. I decided to play the Hospiscare lottery to support the important work that they do locally in Devon."



Visit [hospiscarelottery.co.uk](https://www.hospiscarelottery.co.uk) or scan the QR code to sign up and support us today.

Hospiscare Lottery is licensed by the Gambling Commission and is a member of the Hospice Lotteries Association. Players must be 18 or over and resident in the UK. Please play responsibly.

Gifts in Wills funds the care of one in five of our patients

Please help us make every day matter, now and into the future.



For details of our will-writing scheme, see

www.hospiscare.co.uk/wills

Dates for your diary

Visit hospicecare.co.uk for more!

The dates for your diary listed below are correct at the time of printing. Up-to-date information can be found on Hospicecare's website.

March

- 9 Men's Walk,
Double Locks, Exeter or your own location
- 14 40 Club Awards Ceremony,
Winslade Manor, Exeter
- 16 Coffee & Cake Morning,
Kings House, Honiton
- 18 Hilton Ames/Raceworld/Hospicecare Devon
Karting Business League Launch, Raceworld,
Exeter
- 23 Ribbons of Remembrance,
Princesshay, Exeter
- 23 Spring Wreath Workshop, Exeter

April

- 1 – 30 Open Gardens,
various locations – please see our website
- 5 Wing Walk, Dunkeswell
- 13 Hospicecare Charity Ball,
Woodbury Park Hotel & Golf Club
- 20 Coffee & Cake Morning,
Kings House, Honiton
- 20 Coffee Morning
United Reformed Church, Pinhoe
- 21 London Marathon, London
- 28 Race World Endurance Night, Exeter

May

- 1 – 31 Open Gardens,
various locations – please see our website
- 11 Plant Sale, Baring Crescent, Exeter
- 12 Skydive, Dunkeswell
- 18 Coffee & Cake Morning,
Kings House, Honiton
- 18 Coffee Morning
United Reformed Church, Pinhoe
- 25 Coffee Morning, Okehampton
All Saints Church Hall
- 26 Great West Run, Exeter

June

- 1 – 30 Open Gardens,
various locations – please see our website
- 15 Coffee & Cake Morning,
Kings House, Honiton
- 15 Coffee Morning
United Reformed Church, Pinhoe
- 22 Cookie Jam Festival

July

- 14 Jazz in the Garden, Topsham
- 1 – 31 Open Gardens,
various locations – please see our website
- 4 Marnie Burgoyne Memorial Golf Day,
Exeter Golf and Country Club
- 13 Summer Walk, Darts Farm, Exeter
- 20 Coffee & Cake Morning,
Kings House, Honiton
- 20 Coffee Morning
United Reformed Church, Pinhoe
- 24 Skydive, Dunkeswell

August

- 17 Tea on the Quay, Topsham
- 1 – 31 Open Gardens,
various locations – please see our website
- 17 Coffee & Cake Morning,
Kings House, Honiton

September

- 1 – 30 Open Gardens,
various locations – please see our website
- 1 – 30 Coffee Mornings, various locations
- 7 Skydive, Dunkeswell
- 17 Coffee Morning
United Reformed Church, Pinhoe
- 21 Coffee & Cake Morning,
Kings House, Honiton

Shopping with Hospiscare

Visit or donate to one of our local charity shops to support our hospice...

Buckland House, South Street, Axminster

1 High Street, Budleigh Salterton

129 High Street, Culliton

24 Fore Street, Cullompton

158/159 Cowick Street, Exeter

90-92 Fore Street, Exeter

188 Sidwell 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

Other ways to support our hospice...

For other ways to support Hospiscare and our patients, see inside this magazine, follow us on social media, shop with us online or visit our website...



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

Visit:

shop.hospiscare.co.uk

Shop online

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

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