

# Inspire magazine

The newsletter from Woking & Sam Beare Hospices | Autumn 2018



“It’s wonderful here!”

Marion and Olive share their story of how the hospice means friendship, fun and feeling better.

Story continues on page 3.

# Inspire Magazine

Woking & Sam Beare Hospices is a patient-led charity that each year delivers specialist palliative care to over 2,000 people with advanced life-limiting illnesses, as well as supporting their carers and families.

As a charity we are hugely reliant on the support of the community we serve and we could not do all that we do without you. This magazine has therefore been compiled to share with our valued supporters what a difference you make, as well as keeping our community updated on hospice news and upcoming events you may wish to take part in.

## Wonderful feedback

Thank you to everyone who contacted us following the launch of **Inspire Magazine** in June 2018. It was previously known as Contact Magazine, but we decided to rename it because every day our fabulous staff, volunteers and supporters inspire us. We are grateful for all the inspiring stories that our patients, their carers and loved ones share with us and this magazine is an opportunity to share these with those who support us.

The feedback on our first issue has been fantastic and is appreciated. We hope you enjoy this autumn issue. The next issue will be in spring 2019.

## Contents

Marion and Olive share their story	3
Woking High twinning project	4
Meet the Day Care Team	5
On the Ward	6-7
Curchod & Co support	8
Pedal power	9
Cottage auction	10
Ways to help	11
Event highlights	12-13
Dates for the diary	14-15
Go green and support our retail	16
A powerful difference	17
Light Up a Life	18-19
Did you know ...	20-21
Marathon chair	22
Room for support	23
Underrepresented groups	24
Stay informed	25
Thank you	26-27

# Friendship, fun and feeling better

**Marion and Olive are both regulars at our Bradbury Wellbeing Centre and, since meeting at the hospice, have become great friends. They were both unsure what to expect when being referred to the hospice, but their weekly Monday visits have since become a real highlight.**

I had breast cancer, I am now in remission, so initially I was very unsure when I first heard the word 'hospice'. It was quite scary and I didn't know what to expect, but now I wouldn't miss it for the world, explains Marion.

Originally from Yorkshire, Marion now lives alone in Old Woking. Visiting each week has become a lifeline for her and has enabled her to form a valuable friendship with fellow day care patient Olive.

We all have our times when we struggle, but we are there for each other and we understand, adds Olive, who for 61 years has been married to Michael. They live together in Knaphill, but are originally from Esher.

Although Michael and I have each other and he cares for me a great deal, the day I come to the hospice is a break for us both. It's wonderful at the hospice and I have made a great friend in Marion.

I have a respiratory disease and have breathing difficulties, and although the staff always look like they are having fun with all the activities, they know when I need help; it really is amazing.

Marion adds: I cannot fault the care I receive when I visit. The

staff are all wonderful. Andrew, the volunteer driver who collects me each week, is so helpful. It really makes my day seeing him. I couldn't believe it when I started coming to the hospice that they offered me massages and reflexology. Now I don't have to see a physio at home anymore, as this is also provided at the hospice; and the spa bath is wonderful too.

For Marion and Olive visiting once a week has made a huge difference to them both. Meeting with others to share their experiences and having a mutual understanding for one another means they can support each other as well as have plenty of laughs.



Marion and Olive are pictured here enjoying an arts and crafts session.

# Dispelling young people's misconceptions

Over the summer six Year 10 Woking High School students delivered a presentation at Woking Hospice, which completed a new twinning project between the school and us, aimed at changing youngster's perception of hospice care.

Freya, Mia, Sophie, Katie, Bailey and Hafsa, accompanied by their teachers, visited the hospice in February 2018, where they met with Paula, our Head of Children's Services and Clare, our Education Lead. They spent a day meeting staff from all the hospice's departments including Clinical, Nursing, Counselling, Fundraising and Volunteer Services.

**Freya commented:** At first I was very nervous about the visit, but as I walked in I felt

immediately at ease by the warm greeting we received.

The twinning project spanned over six months with the students regularly visiting and learning about the services on offer and the care provided. Gathering knowledge and inspiration from their visits the students were asked to work together to challenge their preconceptions of what hospice care is and to produce posters, short films and a final presentation.

**Bailey said:** This has been a very transformative experience. Before coming to the hospice I believed it to be depressing and morbid. However, this could not be further from the truth. I now know the hospice is a place of light and love, filled with joy and laughter.

**Paula, Head of Children's Services at Woking & Sam Beare Hospices, concludes:**

It was very exciting to be sharing the hospice and all the work we do with the students. It is so important that we are able to inform young people about hospice care and to remove the barriers around a subject matter that can be very daunting.

We are delighted with the outcome of the project, and hope to carry on our twinning work with other local schools in the area.

For more information about the project:  
[www.wsbhospices.co.uk/wokinghigh](http://www.wsbhospices.co.uk/wokinghigh)



# Meet the Day Care Team

The team at our Bradbury Wellbeing Centre provide a valuable support network for patients, who are able to live at home, but may need additional help. They offer weekly sessions where the emphasis is on living life to the full, making new friends and having new experiences, while also providing symptom control and a safe place to share concerns.

Like all clinical staff the day care team are highly skilled palliative care professionals. We heard the experiences of Marion and Olive on page 3 and here our Day Care Leader Hayley offers some further insight.

Monday and Tuesday are our social day care days, and a lot of our patients will attend even if they feel very poorly because it's the highlight of their week. They normally arrive around 10.00am, we then have a planned activity, which can be anything from entertainment to arts and crafts, and then we have lunch before our afternoon activity.

We try to cater for everyone by including activities such as Zumba, cooking, quizzes and games, arts and crafts, having visiting pets and themed fun days. In the background we



discreetly deal with medical issues such as infusions, dressings and blood tests. Everyone knows why they are here, and patients will often share stories and talk about their condition, which really helps them too.

We feedback and update the rest of the hospice teams and to the patients' GPs and other healthcare professionals. This helps us deliver a seamless service for the patients and their relatives. We also offer a weekly bathing service, as not all patients can access their own bath at home, as well as complementary therapies, which help alleviate stress and pain. The majority of patients live at home supported by carers, so our services also provide respite for the carer

We try to have as much fun as possible, but also deal with difficult conversations. We have a monthly forum, where patients can discuss topical issues as well as personal concerns in a safe and confidential environment.

We couldn't deliver all our services without the support of our loyal volunteers. They help to make the patients comfortable, get them a cup of tea and, not least, be there to listen.

For more information about our Bradbury Wellbeing Centre: [www.wsbhospices.co.uk/wellbeing](http://www.wsbhospices.co.uk/wellbeing)

# A day in the life of our Ward Manager

Dawn recently started as our new Ward Manager after working for 35 years in the Acute Sector of the NHS. Here she shares her experiences of joining the hospice and what an average day looks like for her.

I was working at St Peter's Hospital when someone from the Palliative Care Team told me that there was a job going at Woking & Sam Beare Hospices and that they thought I'd be perfect for the role. At first I dismissed it, because I was happy in my job, but then I got curious and took the opportunity to go to the hospice for a tour and to meet the teams. I was immediately blown away by the high quality of service and the warm and compassionate staff that make up this organisation.

I normally come in around 6:30am, so I can see the nurses from the night shift, many of whom have to rush off to do the morning school run. I therefore catch up with them first before having a cup of tea and checking my emails.



From 7.30am until 1.00pm I'm usually on the ward helping out with the hands on care of our patients. I will do what all our nurses do including giving baths, administering drugs and generally helping out.

Once the afternoon shift nurses have arrived I will then get on with the administrative and management parts of my job, which also includes showing prospective patients and their families

around. This is important in offering reassurance and in alleviating any concerns or anxieties for those that may need to be admitted to the ward in the future; to show them it is a vibrant and warm and friendly place.

Before I joined the hospice and before I had experienced the care we delivered first hand, there seemed to be a misconception that this was the place that people came to die, but that is really not the case. Hospice care is changing and these days' people are predominantly admitted for symptom control. The longer we live, the more likely it is that people will come in for that instead of end-of-life care. Last week alone I had seven patients that we were able to send home with a care package. Some patients will even drive in and drive home again following treatment. There is no better place to be than in your own home surrounded by the people you love and that is what we always try to achieve for our patients.

Adding to the variety of my day job, I have been invited to speak about the ward and what the nurses do at an upcoming fundraising event. I recognise the importance of doing this to help people understand what we do and why we need their support.

I am very passionate about what I do and I feel very strongly that we need to raise more awareness about hospice care and to help remove the stigmas associated with dying and death. I'm proud to be working here and I am looking forward to developing our services even further alongside my lovely colleagues,

who work so hard to make this organisation a true gem within the North West Surrey community.”

For more information about our ward:  
[www.wsbhospices.co.uk/inpatients](http://www.wsbhospices.co.uk/inpatients)



# A helping hand with our property portfolio



**CURCHOD&CO**

To date Curchod & Co's portfolio of work for the hospice equates to funding the running of our community team for 9.2 days.

**In order to remain operational Woking & Sam Beare Hospices needs to ensure the cost effective management of our commercial properties, which includes our 18 retail outlets and warehouse.**

**As part of their Corporate Social Responsibility, leading chartered surveyors and commercial agents Curchod & Co wanted to do something to give back to the community they operate within. Many of Curchod & Co's staff and clients live within the six Surrey Boroughs we deliver our care across.**

**Richard Newsam, Partner at Curchod & Co, comments:**

For us, it really resonates with our core values by being able to give back to the

community by providing our property services pro-bono to our local charity Woking & Sam Beare Hospices.

Curchod & Co first started working with us 18 months ago and since then they have provided valuable advice on a pro-bono basis on all matters related to our commercial properties. This has included lease renewals, acquisitions of new rentals, valuations, surveys and reporting, building works and ensuring maximum value and cost savings wherever possible.

It is conservatively estimated that, to date, the services that Curchod & Co have provided are worth approximately £40,000, but we anticipate the real value to be much more. What this means in real terms is that the money we would have had to spend on our property management, can instead be reallocated to support the costs of delivering our care. With over 70% of our care in patient homes this saving is the equivalent of running our community team for 9.2 days.

**Jayne Cooper, CEO of Woking & Sam Beare Hospices, adds:**

We could not do what we do without our tremendous community, businesses and other supporters. As with all of our supporters and partners, we are extremely grateful to Curchod & Co for the outstanding services that they have provided us with and who are continuing to support us as much as is possible. Your expert professional services and advice has been truly invaluable - thank you.

## What has inspired us even further ...

Katie Hemblade, Surveyor and Valuer at Curchod & Co, has not only put together a team of seven colleagues to do the Surrey Half Marathon in March, she has also signed up to run the London Marathon in April to raise money for us. We are very impressed and grateful.

For more information visit: [www.wsbhospices.co.uk/curchod](http://www.wsbhospices.co.uk/curchod)



# Pedal Power

It may have been a record breaking summer weather wise, but it was cold, wet and windy when Paul took on the 100 mile Prudential Ride London-Surrey bike challenge alongside 82 other cyclists riding in aid of Woking & Sam Beare Hospices this July. The iconic ride is a challenge in dry weather, but tackling the Surrey Hills in the rain increased the pressure and not least the risk of punctures and falls.

Paul wanted to raise money following his family's experiences of hospice care, and by completing the Prudential Ride London he also became eligible for the London Classics Medal, having also completed the London Marathon and the two mile swim Serpentine

**Paul comments:** The care provided to my Auntie was just amazing at what was a really difficult time for us all. Until you experience hospice care you don't always realise just how much support they provide free of charge. It was really important to me to raise the funds they need to continue this care for others.

We had a really great team of riders for the Prudential. There were training days arranged



by the hospice events team at Dunsfold Race track prior to the event, which gave us a chance to meet each other and they had bike mechanics on hand to give us advice too.

But after so much lovely weather it was a really tough ride in the rain. Therefore it was a huge credit to all those who completed it and also to the supporters who braved the weather. Seeing the hospice support team in West Byfleet really lifted my spirits.

Our team of 83 riders raised an amazing total of £41,000 and we would like to thank every one of them.

If you would like to take on a challenge or for more information about how to achieve the London Classic Medal visit: [www.wsbhospices.co.uk/events2](http://www.wsbhospices.co.uk/events2). You can also call our Fundraising Team on **01483 881752**.

# Pip's In Memory cottage holiday gift



**Over the summer we were very touched by a family's generous holiday gift. The family of one of our patients, known affectionately as Pip, donated their week's holiday in a luxury Devon ten-bedroom property to the hospice as an auction item.**

Pip was a remarkable woman, and right until the very end of her life she was determined to spend as much time with her family and friends as possible. This included booking and paying for the whole family to have a week's break in Devon at the end of the summer.

Sadly Pip passed away before the family could take this holiday.

Pip had wanted to be able to give something back so that others with life-limiting illnesses can benefit from the care of Woking & Sam Beare Hospices. Having experienced the care of the hospice, and knowing what it had meant to Pip, it was the family's wish to donate their weeks holiday as an online auction item to us.

This wonderful gift not only helped to raise money for the hospice but we are delighted to be able to share that it went

to a family who had not been able to get together since they too had a bereavement. They wrote to us thanking Pip's family saying:

It was the perfect place for a family gathering. The first thing we did was pop open the fizz and make a toast to Pip.

The holiday was a very special time for us as we lost the centre of our family suddenly seven years ago in a road traffic accident two days before Christmas and the effect left us all very broken for a long time. This break was the first one where we have all had a holiday together, under one roof, since that time and I cannot thank Pip and her family enough for that.

Woking & Sam Beare Hospices are extremely grateful to both these wonderful families for the support they have shown and also pleased at how Pip's memory has been honoured - thank you.

# Ways to help

There are many ways to support Woking & Sam Beare Hospices from taking part in our events, hosting your own fundraiser, to donating unwanted goods and volunteering [see pages 14-17]. Each year we need to raise over £8 million to deliver the care we provide to the local community. Here are some of the many ways you can help:

**Shop online:** Without it costing you a penny, every time you shop online you could be raising money for the hospice. Simply sign up to Easy Fundraising and every time you shop with, for example, Amazon, John Lewis, Expedia and many

other reputable companies, they will automatically donate a percentage to the hospice.

[www.easyfundraising.org.uk/causes/wokinghospicesurrey](http://www.easyfundraising.org.uk/causes/wokinghospicesurrey)

### Foreign currency and stamps:

Your leftover holiday currency or stamps do have value. We have already made over £1,000 from them. There is now a collection stand in our hospice café, which is open to the public.

**GiftAid it:** If you are a UK tax payer you are eligible to authorise us to reclaim tax on your donation by completing a GiftAid declaration. This means

we can claim back from the government 25p for every £1 donation made to Woking & Sam Beare Hospices at no extra cost to you. GiftAid can also be applied when donating items to our shops.

**Donating:** You can donate either a one-off amount or set up a regular giving donation via our website. We also have donation tins in local businesses across the six Surrey Boroughs that we serve, or you can pick up a spare change donation box in our shops. Once full these can have collected as much as £25.



# Event highlights

Thank you to everyone who took part, volunteered or in any other way helped make this summer's events a success. They are vital for us to raise the funds needed to provide our care, but also a fun way for us to engage with our local community, including those who may not be aware of their local hospice and our services.

On the 03 June, ten teams took to the water on Goldsworth Park Lake to compete in our 6th annual Dragon Boat event, sponsored by Trident Honda.

The colourful spectacle provided plenty of cheering and excitement for the many spectators who came along to enjoy the family fun activities. Team Seymours, from Seymours' Estate Agents, were worthy winners, crossing the lake in a very speedy 57.94 seconds.

**A total of £9,212 was raised, which equates to the running of the in-patient ward for almost one day.**

Next year's Dragon Boat event will take place on the 30 June [see page 15].

We held our first Outdoor Cinema event at Chobham Rugby Club on the 11 August. An incredible 542 people turned out to sing and dance along to the classic film Grease, which celebrated its 40th Anniversary this year. People dressed up as T-birds and pink ladies, including Woking Hospice Founder and Life President Rhod Lofting. There was plenty of popcorn and candy floss, before everyone settled down in their deck chairs to watch the film under the stars.

**The event raised an incredible £5,000, which**



could fund almost 90 hours of community care for a patient in their own home.

A massive thank you to Chobham Rugby Club for hosting the event and enabling us to use their facilities, to West Hall Care Home for sponsoring the event and to Arriva for providing the transportation from and to Woking Bus Station.

We look forward to our festive family day 'Santa Fun Run' on the 02 December 2018, which will see Santa's of all ages

take on two different route distances around Woking Park. Don your free Santa suit [Santa hat only for under threes], walk, jog or run the route, starting and finishing at Woking Leisure Centre, and then receive your medal at the finish line.

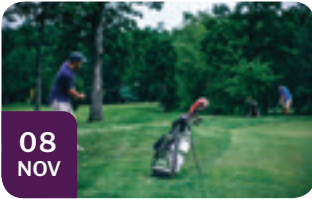
Last year's event raised **£8,621**, which is enough to help us provide 7 days of day care at the Bradbury Wellbeing Centre.

Find out more about future events:  
[www.wsbhospices.co.uk/events2](http://www.wsbhospices.co.uk/events2)



# What's on for the rest of the year?

Pull out and keep our events diary or visit [www.wsbhospices.co.uk/events2](http://www.wsbhospices.co.uk/events2) where you can also find more information on how to register and take part.



**08**  
NOV

## Play for Good, New Zealand Golf Club

The last of the Golf Society's 2018 fixtures at one of Surrey's most prestigious golf clubs.



**10**  
NOV

## Dove Ball, Runnymede-on-Thames Hotel

Our glamorous black-tie event has now sold out, but this is an annual event and if you would like to be kept informed of the details of our 2019 dinner please contact our events team.



**23**  
NOV

## Polar Explorer Caroline Hamilton, Foxhills Country Club

An exclusive lunch with inspirational guest speaker Caroline Hamilton, the Record Breaking Polar Explorer, at one of Surrey's finest golf resorts.



**25**  
NOV

## Light up a Life, St Andrew's Church, Woking

The service will start at 4pm and refreshments will be served afterwards. To help us with catering please register your attendance at [www.wsbhospices.co.uk/lual](http://www.wsbhospices.co.uk/lual) or call 01483 881752.



**02**  
DEC

## Santa Fun Run, Woking Leisure centre

Our annual family fun event is back, giving you the chance to don your Santa suit and get in the festive mood while raising funds for the hospice.



**02**  
DEC

## Light up a Life, St Dunstons Church, Woking

The service will start at 4pm and refreshments will be served afterwards. To help us with catering please register your attendance at [www.wsbhospices.co.uk/lual](http://www.wsbhospices.co.uk/lual) or call 01483 881752.



07  
DEC

### Light Up a life, Woking Hospice, Non-religious

The service will start at 6.30pm and be held outdoors so please wrap up warm. Refreshments will be served afterwards. To help us with catering please register your attendance at [www.wsbhospices.co.uk/lual](http://www.wsbhospices.co.uk/lual) or call 01483 881752.



09  
DEC

### Light up a Life, St Johns Church, Egham

The service will start at 3.30pm and refreshments will be served afterwards. To help us with catering please register your attendance at [www.wsbhospices.co.uk/lual](http://www.wsbhospices.co.uk/lual) or call 01483 881752.



16  
DEC

### Light up a Life, St Marks Church, Whitely Village

The service will start at 4pm and refreshments will be served afterwards. To help us with catering please register your attendance at [www.wsbhospices.co.uk/lual](http://www.wsbhospices.co.uk/lual) or call 01483 881752.

## A few 2019 events for the diary:



18  
FEB

### Care for a Cuppa 2019

Need an excuse to host a coffee morning or tea party? Support our campaign and help raise funds for our patients. Supporter packs are available.



30  
JUN

### Dragon Boat Race 2019

Join our annual dragon boat and family fun day on Goldsworth Park Lake. Teams of 12-20 rowers can now pre-register for a day of competitive fun.



05  
OCT

### Trek Vietnam 2019

Trek through the fascinating hill-tribe region of Mai Chau and then support with a local community project afterwards. The trip takes place 5-16 October, 2019.

We have many new and exciting events coming up next year. Once confirmed they will be added to our website:  
[www.wsbhospices.co.uk/events2](http://www.wsbhospices.co.uk/events2)

# Did you know that we help reduce the UK's carbon emissions ...

According to the Charity Retail Association, charity shops diverted 232,000 tonnes of textiles waste away from landfill last year, reducing the UK's carbon emissions by nearly seven million tonnes. So, if you would like to help save the planet and raise essential funds for charity at the same time, then we would like to highlight that we have 18 charity shops across North West Surrey.



Not all of our shops can accept donations and indeed will have a limit on how much they can store. All the shops' contact details are on our website if you want to ring in advance of dropping off goods. Alternatively please do take donations straight to our central warehouse located on the Lansbury Estate, Woking.

We rely on good quality donations in order to help raise funds for our care. Textiles that can't be sold will be recycled and you can help our retail teams by bagging these up separately when donating.

Please be aware that anything we cannot sell or textiles that cannot be recycled will cost us money to dispose of.

Items that do really well in our shops are women's accessories and fashion, children's books and toys [complete], un-chipped china sets, quirky collectables and small house hold electricals.

When donating, either at our shops or our warehouse, please ask to GiftAid. If you're a UK taxpayer you are eligible to authorise us to reclaim tax by completing a GiftAid declaration. This means we

can claim back from the Government 25p for every £1 we raise from your donation at no extra cost to you.

Find out more at [www.wsbhospices.co.uk/shopwithus](http://www.wsbhospices.co.uk/shopwithus)

**New opening hours**  
Warehouse  
Lansbury Industrial Estate  
102 Guildford Road  
Knaphill, Woking  
**Now open**  
**Monday to Saturday**  
**9.00am - 3.00pm**



# Making a powerful difference

**Sarah is only 18 years old, but has already given hundreds of hours of her time volunteering for the hospice. She started partly due to her Duke of Edinburgh Award and to gain experience for studying medicine, but it has turned into so much more. Here she shares her experience of being a hospice volunteer.**

Originally I wanted to volunteer on the ward and in day care. My grandmother passed away at Woking Hospice when I was five, so I thought I could give something back. When I applied the hospice didn't have any vacancies, so I was offered a position in the Woking Hospice shop. I really enjoyed it and there was a great sense of community.

A year later I was offered a position in the hospice café, which I jumped at straight away. At the time I was in my second year at college, so couldn't give a full day, but still managed to have a full morning of lessons and then volunteered for a couple of hours in the afternoon. The role was a lot more varied than I expected. I thought that the hospice would be a really sombre place, but it's completely the opposite.

People will often use the café for mini-family reunions and it has been lovely to see the general public start to enjoy the cafe too.

Shortly after I was given the opportunity to volunteer within the Community Nurse Specialists [CNS] office helping with administrative tasks such as organising files and data inputting. It was really interesting and I've learned a lot of medical shorthand as a result already.

I now volunteer in the shop on Saturdays, in the CNS office Thursday mornings and in the café afterwards. A volunteer position has now also become available in the Bradbury Wellbeing Centre, so I'm there all day Tuesdays. My role is to make tea and have conversations and bring a smile to patient's faces. It can be difficult for them to talk about their problems with their loved ones, whereas that's what volunteers like me are here for.

I've now secured myself a place at the University of East Anglia where I will be studying medicine. I really think the work experience here at the hospice helped. I will look forward to coming back in the holidays to volunteer and



would encourage everyone to consider it. No matter what you can do, you will make a difference, even if you can put a smile on someone's face for 10 minutes that is so powerful.

To find out about Sarah's experience and volunteering:  
[www.wsbhospices.co.uk/sarah](http://www.wsbhospices.co.uk/sarah)

# Light up a Life 2018

A time to remember someone special, dedicate a star on our hospice memory tree and join our celebrations.

- **St Andrews of Goldsworth Park**  
25 November - 4:00pm
- **St Dunstons of Woking**  
2 December - 4:00pm
- **Woking Hospice**  
[Non-Religious outdoor service]  
7 December - 6:30pm
- **St Johns of Egham**  
9 December - 3:30pm
- **St Marks of Whiteley Village**  
16 December - 4:00pm



**Each year Woking & Sam Beare Hospices organise Light up a Life services where relatives, staff and volunteers can gather together and remember those special people and the joy they brought into our lives. They are often both sad and joyful occasions; but also immensely full-filling for those that attend.**

A non-religious service will once again be held in the grounds of Woking Hospice, along with four services at four local community churches. And for the first time this year the picturesque St Marks Church in Whiteley Village will be opening its doors to a Light up a Life service.

We are so pleased to be able to support Woking & Sam Beare Hospices in this way, at such a special time of year. The care the hospice provides is truly exceptional, commented Claire Atkins, Whiteley Village Events and Marketing Co-ordinator.

We are grateful to the Whiteley Village team, who have been so welcoming and supportive. There will be ample free parking, and as with all Light up a Life services, tea, coffee and mince pies will be served afterwards.

Over 70% of the care provided by the hospice is in the patient's own home across six Surrey Boroughs,

which includes West Elmbridge where Whiteley Village is located.

Thank you to all the churches in the local communities that we serve, for supporting us by hosting a Light up a Life celebration for us this year.

The services are open for anyone to attend, but to help us with catering and planning, please confirm your attendance either online at [www.wsbhospices.co.uk/lual2](http://www.wsbhospices.co.uk/lual2) or by calling **01483 881771**.





## Did you know ...

There are many misconceptions about what a hospice is and the care that it provides. We therefore took to the streets of Weybridge, Staines and Woking to ask members of the public what they knew. Their answers make up our new awareness video, which can be viewed on our website. We had some interesting responses that we would like to share.

I don't know where my local hospice is. I've heard of Sam Beare, but I don't know their proper services.



**Fact:** Over 70% of our care is delivered in patient's own homes, and the Sam Beare Community Team are still based in Weybridge. From 2017-18 our two community teams, consisting of Clinical Nurse Specialists [CNS], Doctors, Counsellors, Physiotherapists and Occupational Therapists, cared for 1,338 patients in their own homes across North West Surrey.

A hospice delivers end-of-life care for people battling cancer.



**Fact:** We care for people with life-limiting conditions. This includes, for example, cancer, heart disease, Motor Neurone Disease [MND], chronic pulmonary conditions, Parkinson's Disease and Multiple Sclerosis [MS].

“A hospice is like a Care Home and looks after people generally when they're ill.”



**Fact:** We help our patients manage their symptoms so they can continue to live their lives. Many use our Bradbury Wellbeing Centre's day care services, but we also help children and teenagers cope with bereavement and run special support groups, as well as programmes in local schools to help teachers and students with the complexity of bereavement.

“I think hospice care might be something that's means tested in some way.”



**Fact:** We are a local charity and patients with advanced life-limiting conditions can be referred by their GP or other healthcare professional.

“I don't know if hospices are Government funded. Morally I would say they should be, but my intuition tells me they're probably not.”



**Fact:** All our services are provided free of charge and although we receive some government funding, for every £5 of cost we need to raise £4. We are a charity and need to raise over £8 million a year in order to enable us to continue to deliver our care across North West Surrey.

“I don't think there's an age range for hospice care, or at least not as far as I know ...”



**Fact:** We care for adults [18+] but are here for the entire family. We offer counselling, carer and family support, spiritual care, and our Social Worker is on hand to help answer questions and ensure patients and relatives get the support they need.

To see the full awareness video: [www.wsbhospices.co.uk/doyouknow](http://www.wsbhospices.co.uk/doyouknow)



# Marathon-chair-man

We talk about what and who inspires us a lot, but our Chairman – Tim Stokes – not only heads up our Board, he is also prepared to put his trainers where his mouth is. Here, we are delighted to announce the launch of our ‘Chairman’s Challenge’.

Tim is leading by example as he puts on his running shoes and takes on the challenge of the gruelling 26 mile London Marathon to be held on 26 April 2019.

## **Tim Stokes, Chairman of Woking & Sam Beare Hospices, comments:**

It is an honour and a privilege to be Chairman of an organisation that provides such invaluable specialist palliative care across North West Surrey at a time when people and their carers need it most. I am a regular runner and I have run many half marathons previously but this will be my first attempt at a full marathon. I see doing the London Marathon as a great opportunity to personally raise much needed funds for a charity I am very passionate about.

Tim, who has been a Trustee since the beginning of 2017, was elected as our



Chairman on the 28 March 2018. He is a local resident and businessman, having worked in sales, marketing and strategic corporate communications throughout his career.

Tim runs with Horsell Runners in Woking where fellow runners will give him plenty of advice and support and his training running routes will be across the communities we serve. For every £56 he is able to raise this equates in real terms to one hour of community care for a patient in their own home. If Tim is able to achieve his fundraising target of a minimum of £10,000, his challenge could

provide 178 hours of care in your community.

So if you see our Chairman pounding the streets of North West Surrey please give him loads of support.

We will be keeping track of Tim’s progress with updates on his training and you can follow how he is getting on through our website: [www.wsbhospices.co.uk/tim](http://www.wsbhospices.co.uk/tim)

# £2,000 up for grabs in our Christmas Raffle

The festive season is approaching and so we will soon be sending out Woking & Sam Beare Hospices' annual Christmas Raffle, with a first place cash prize of £2,000.

Last year the raffle sold more than 25,000 tickets and generated an amazing £10,000 of additional donations, which is enough to run our two community teams for approximately two days.

Supporters, who have registered to receive our raffle mailing will be getting their tickets in early November, and entries need to have been returned to and received by the hospice by **Monday 7 January, 2019.**

The draw will be held on **Wednesday 9 January, 2019.**

The early birds, who get their tickets before the 27 November, will also be

entered into a draw for a £100 Marks and Spencer voucher.

Please contact us if you do not receive your tickets on **01483 881752** or email [raffles@wsbhospices.co.uk](mailto:raffles@wsbhospices.co.uk).

Find out more: [www.wsbhospices.co.uk/raffle](http://www.wsbhospices.co.uk/raffle)

## Hire our meeting rooms and support our care

**Our Education and Conference Centre, located on the second floor of our new hospice facility in Goldsworth Park, is purpose built for the delivery of the training and development of our staff. We are now delighted to be able to offer these facilities for hire to our community, which provides an additional income stream for the hospice.**

**Clare Lawrance, Education Lead at Woking & Sam Beare Hospices, explains:** We use the Education Suite regularly to host a wide range of in-house study days and training sessions that support

staff in their roles throughout the hospice. For example, during the autumn we'll be holding several workshops looking at Coping with Grief, Loss and Bereavement, Wellbeing and Resilience, Dementia Friendly Care and also holding our regular Schwartz Rounds that help staff to reflect on the care and services we provide.

When not being used for our staff training, we have now successfully offered our Education and Conference Centre for private hire to a number of external organisations. With full AV

capabilities, air-conditioning, Wi-Fi, adaptable working spaces and in-house catering available, we have had really positive feedback from the organisations that have hired it.

The Education and Conference Centre consists of two multi-purpose spaces, which can be hired separately or opened into one large space.

For more information: [www.wsbhospices.co.uk/educationsuite](http://www.wsbhospices.co.uk/educationsuite)

# Supporting underrepresented groups across North West Surrey



**Central to the hospice's five year strategy is the quality of our services but, equally as important, is ensuring that they are accessible. This is particularly important for those from underrepresented groups, where, for example, language, culture, dementia and/or disability may create barriers to accessing the care that they or a family member may need.**

Woking & Sam Beare Hospices provide specialist palliative care services to a region that has a population of approximately 360,000\*, which is ethnically diverse.

According to the June 2018 Surrey Needs Assessment statistics within North West Surrey there are\*:

- **2,955** dementia patients
- **22,200** LGBTQ+ individuals
- **12.5%** BAME individuals
- **1,929** people who are carers
- **31,898** people who have English as a second language
- **6,683** individuals with a learning disability
- **544** Gypsy and Roma Travellers

We established an Equalities Steering Group to promote an improved organisation-wide approach to understanding the cultural and societal differences in accepting and accessing hospice care; as well as identifying and removing barriers to supporting our community.

The very nature of hospice care is not just about treating physical symptoms, we cater for patients' psychological,

emotional, socioeconomic, religious and spiritual needs. We know that one size does not fit all and our care is most effective when delivered in response to personal circumstance and needs.

Over the next three years the hospice's Equalities Steering Group's main aims are to build relationships and links with other local community groups, agencies and organisations to help generate awareness of the hospice's services to underrepresented groups and enhance access to care provision.

This is a hugely important piece of work for the hospice. We will keep you updated on the progress of the work of our Equalities Steering Group and our learnings as a result.

Census Data 2011, Office for National Statistics, 2011. Available from <https://www.ons.gov.uk/> Last accessed 22 June 2018. Joint Surrey Needs Assessment, 2018. Available from <https://www.surreyi.gov.uk/jsna/> Last accessed 22 June 2018



# Stay informed

There are many ways to find out what is happening here at Woking & Sam Beare Hospices, from reading the Inspire Magazine you are currently holding, to getting monthly email newsletters and regular updates via social media. We would appreciate you sharing our stories with others, so here is how you can stay informed:

**Inspire Magazine:** If you would like additional copies to share with friends and family you can pick up extra copies in your nearest hospice retail shop or contact us. Our new magazine is published 2-3 times annually and can also be downloaded digitally from our website.

[www.wsbhospices.co.uk/inspire](http://www.wsbhospices.co.uk/inspire)

**Email updates:** We send out a monthly newsletter with all the latest news and inspiring stories from the hospice. You can sign up via our website, where you can also update your communications preferences. You can also call us on **01483 881752**.

[www.wsbhospices.co.uk/stayingintouch](http://www.wsbhospices.co.uk/stayingintouch)

**Social Media:** If you are on Facebook, Twitter, Instagram or LinkedIn, please follow and share our updates so we can make more people in the local community aware of what we do. You can access our social media accounts via our website or search for us by name.





# Thank you

In pictures, here are just some of those we would like to thank for all their support.



# Delivering care across North West Surrey

## Your Care Your Choice

### Woking & Sam Beare Hospices

Registered Charity No. 1082798 / 1115439

E: [info@wsbhospices.co.uk](mailto:info@wsbhospices.co.uk)

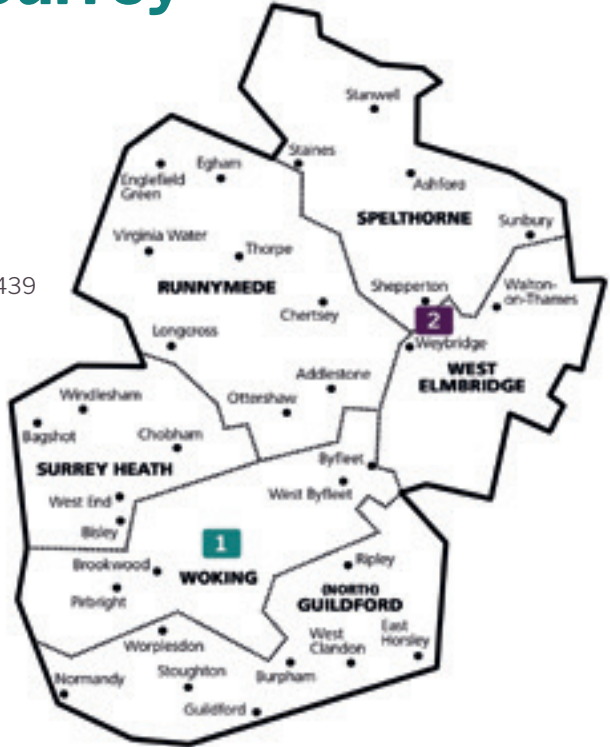
T: 01483 881750

### Woking Hospice **1**

Goldsworth Park Centre  
Woking  
Surrey, GU21 3LG

### Sam Beare Community Team **2**

Weybridge  
T: 01932 598385



## Did you know ...

To find out more about your local hospice and how to get involved, please visit [www.wsbhospices.co.uk](http://www.wsbhospices.co.uk)

