

Inspire magazine

The newsletter from Woking & Sam Beare Hospices | Summer 2019



“Your local charity
needs your
support today”

Please help us to continue to care for people like 18 year old Emily and her family as we launch a new appeal.

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 cannot continue to deliver vital care free of charge to thousands of Surrey families without the support of everyone in our community. This magazine has therefore been compiled to share with our valued supporters what a difference you make, as well as keeping the people in the region we care for updated on hospice news and upcoming events you may wish to take part in.

Above and beyond

Inspire Magazine is our supporter newsletter. It's name is in recognition of the many inspirational patient and carer stories that we encounter every day.

Our patients and their loved ones are at the heart of what we do, and every day our staff and volunteers go above and beyond to ensure the best possible care. They are all un-sung heroes of the local community and we hope you will help us share their stories to make more people aware of the work we do and that it can only be done with the support of the local community that we serve.

We care, because you care. Thank you.

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We care for the whole family

Regine was only 47 years old when she died from cancer. Here Daniel shares the family's experience and tells us of how the hospice was there to deliver vital care both for his wife but also for him and their two children Emily [18] and Sam [15].

To lose the love of your life after 25 years together is the most life-changing experience and there are not the right words to express how essential it is to have the right level of help and support.

Our first contact with the hospice was with Amanda, one of the Clinical Nurse Specialists [CNS] from the Community Team, who we met at the hospice initially. We didn't realise before this meeting that the hospice cares for the majority of its patients in their own home. Amanda became our main point of contact, visiting us as

regularly as we needed and wanted; and honestly even the little things made such a huge difference.

As February 2018 approached Regine's condition deteriorated quite rapidly. Amanda helped and supported us through making the decision for Regine to be transferred to Woking Hospice. I know now that this was absolutely the right decision for us as a family, because we can live on in our family home with the memories of Regine as who she was in life and not that of her death.

The sense of community the hospice provides has made everything that bit easier for us. Not only did they provide counselling for my wife but they also provided this support service for the children and I. We know that the door of the hospice is always open to us.

It is because of the hugely positive experience that we as a family have had, that I feel so passionate about sharing my story in order to help raise awareness about what the hospice can and does do for families like mine. Emily has also been inspired to take part in a trek to Machu Picchu this year to help fundraise for the hospice.

I would say to anyone to be open minded about the hospice. They are there to help and they will go above and beyond to ensure the whole family is cared for.

To read about our new campaign and how you can give the gift of care to a family like Daniel's please go to pages 10-11.



Daniel with his two children Emily and Sam.



Helping youngsters understand bereavement

Woking & Sam Beare Hospices' Children's Services have developed a unique psychoeducation programme called 'Helping Understand Bereavement [HUB]', which our Counselling Team deliver in primary and secondary schools across North West Surrey. HUB aims to help young people understand the complex aspects of loss, grief and bereavement, as well as the possible emotional and physical responses they may experience as a result. Our Head of Children's Services Paula Mitchell explains more:

The programme runs for six weeks, with a weekly one hour session, that up to six students can take part in at a time. It's all about creating a secure space where the students can share their experiences and feelings with one another. During the programme the students receive handouts and worksheets, developing their own private portfolio of bereavement understanding and support. All materials are supplied by the hospice and at the end they can take the whole pack away, including personal messages of support from everyone else in the group.

The age of the children will determine how things are presented but we talk about coping strategies, emotions and keeping safe. One of our exercises is about making friends with our feelings and thoughts, behaviours and body responses; and we ask the young people to turn them into sheep [as per the image on the opposite page]. This is designed to make them less scary and more tangible. It's a really powerful way to identify how different we can be, how our thoughts may not match our behaviour and also how our feelings can affect us physically.

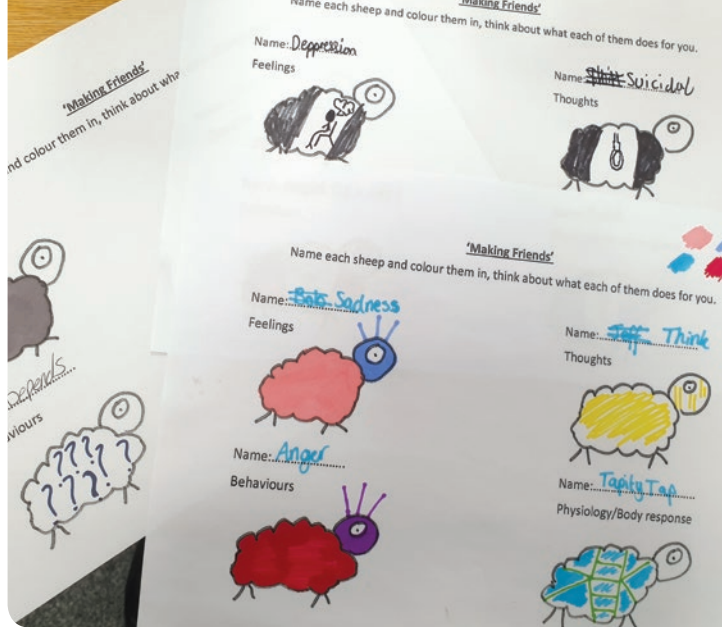
Because the HUB programme reaches the wider community we've had students who have, for example, experienced suicides, bike and car crashes and the death of siblings.

The impact this has had on these young people is immense. I can't express how rewarding it is to see the change in their confidence and behaviour over the six week course.

There are no expectations for the participants to share their stories but they are given the freedom to. The way they help one another is tremendous.

In one group, for example, they decided to bring photos in of the person they had lost. One girl had lost her younger sister and the support she received from the group was phenomenal. In another group we had a boy whose father had committed suicide and another had lost his dad to cancer. For them being able to share their experiences and coping strategies was just so rewarding to observe.

Some children are referred to the programme through the hospice and we will



then contact the school and offer to run it free of charge for them. But schools can also contact us if they have pupils they feel need support. In addition we also offer a 'Teach the Teachers' programme to help school staff understand and support pupils who are bereaved.

Death and bereavement is one of the key topics no one wants to talk about, yet it is the most profoundly life changing event that is, sadly, inevitably going to be experienced by us all at some time. It is therefore essential that we are able to help young people understand the emotions they are going through in order to help prevent them turning to unhealthy coping strategies, such as drugs and alcohol.

Woking & Sam Beare Hospices is a unique and special place to work. It is a real privilege to do what I do and see the positive impact that my role has on the young people we work with.

Some of the feedback the young people have shared:

“I enjoyed it. I met new people, had chance to express my feelings, laugh and learn about the future.”

“Just knowing that I am not alone and that others feel the same too meant so much.”

Our Sam Beare Community Team

Did you know that over 70% of our care is in patient homes across six Surrey Boroughs?

There is often a misconception that because our hospice building is in Woking that our care is only available to those that live in this area. As a result many people are surprised to learn that we deliver care across six Surrey Boroughs [Spelthorne, Runnymede, West Elmbridge, Surrey Heath, Woking and North Guildford]. This care is delivered by our two community teams – the Sam Beare Community Team and the Woking Community Team.

Made up of CNSs [Clinical Nurse Specialists], specialist doctors, occupational therapists and physiotherapists, our community teams collectively care for approximately 600 people at any one time across the whole of North West Surrey.

Following the relocation of the ten beds from Sam Beare Hospice at Weybridge Hospital, to our new build at Goldsworth

Park Centre, Woking, the community team that covers the North of our region have retained their name of Sam Beare Community Team. This is because we want those in Spelthorne, Runnymede and West Elmbridge to know that we are still their hospice care provider. This team of specialists are still caring for patients in this area as they always have done and our in-patient ward in Woking still accepts referrals from all six of our Surrey Boroughs.

For more information or should you need to contact our Sam Beare Community Team please call them on **01932 598385**



More than business sense

Richard Roberts is the Managing Director of Trident Garages Ltd, a family company that runs Trident Honda in Ottershaw. Since 2017 he has also been a member of Woking & Sam Beare Hospices Board of Trustees. He lives in Knaphill with his wife, two daughters, one black Labrador, three Siamese cats and eight chickens. Here he shares his personal motivation for supporting the hospice and why he thinks it makes more than business sense.

As a family business run by my brothers and I, we started supporting Woking & Sam Beare Hospices in 1992 when we donated a car to be raffled each year to raise funds. With sites in Ottershaw and Weybridge we wanted to support a charity that was local to many of our staff and customers.

On a personal level, my Grandmother passed away at Sam Beare Hospice in Weybridge in 1982 and a member of my team died at Woking Hospice in 2008. In April 2017, very sadly, I lost my Father. The vital support and inspirational care this charity gives at a very difficult time to everyone in the community must be supported.

As a business we have a lot of customers who are aware and grateful that we support the hospice. I think all companies in the region should support the hospice, not only to gain the support of their customers but also to give back to the community that they operate within.

As a Trustee, I am passionate about spreading the message that Woking & Sam Beare Hospices is a charity and it is reliant on the support of our community and businesses like mine. Trident Honda is therefore paying for signage outside the hospice in Goldsworth Park Centre that will recognise the local businesses that support the hospice. We would rather the hospice did not have to pay for this, enabling them to keep their money for vital clinical work that they undertake daily.

The Business Group

We are delighted that Trident Honda is one of our first official members of our newly established Business Group. To find out more about how your business can join please visit www.wsbhospices.co.uk/biz





A day in the life of our Housekeeping Team

Susie's husband Dean, the former Chairman of Knaphill Athletic Football Club, was cared for by Woking & Sam Beare Hospices before he died aged 54 in 2016. She then joined the Housekeeping Team the following year as a way to give something back. Now the supervisor of this team, she shares what she does as part of the collective engine that enables the hospice to care for people with life-limiting illnesses.

No day is ever the same here at the hospice, because life and our work revolves around our

patients, who are all individuals with differing needs and wants. I start my day of work at 5:30am by getting the cleaning trolley ready before going onto the In-Patient Ward. Together with my team we clean all the rooms, corridors, bathrooms, toilets and medical rooms so everything is ready for the nurses' day shift.

My team is responsible for ensuring the highest standards of cleanliness not just on the Ward but also in our Wellbeing Centre and other offices and facilities across the hospice.

When working on the Ward, I always ask patients and relatives whether it's ok before I come in and do their room. If not, then I will come back later. It's all about giving people the privacy and respect they deserve.

I always make the time to have a good chat with the patients, unless I observe this is not appropriate. I find this part of my job particularly rewarding. Having experienced it myself with Dean, I fully understand.

We also have plenty of laughs; I believe laughter is good for

the soul. We don't just clean the rooms, but like the rest of the Ward staff, we are here first for the patients. My team's motto is:

“if we can put a smile on a patient's face, then we've done a good job.”

The nurses are such angels and do such invaluable work, so it is my privilege to help out wherever I can and support the smooth running of the Ward. One thing I always do is to make sure there are fresh flowers on the tables to welcome new admissions.

Some patients and their loved ones are frightened when they first come in. It's the fear of the unknown and what makes my job so worthwhile

is helping to alleviate that in some way. My Dean got his pride and dignity back when he was admitted to Woking Hospice and I became his wife again, not just his carer as I had been at home.

I also always make a point of talking to relatives and showing them where the family rooms are on the Ward, or just to get them something as simple as a cup of tea.

Patients often say it is like being in a first class hotel, especially because all the medical equipment is hidden away in the cupboards. But everything we do at the hospice is delivered free of charge because of the donations we receive from the local community.

I will never forget when I first started working at the hospice, the Doctor who looked after Dean greeted me with open arms and gave me a big hug saying welcome to the team. She remembered me and Dean and that just represents what a wonderful team of professionals I am honoured to work with.

Everyone is just so amazing and I feel really privileged and honoured to work here every day.

Dean's K-A's Midnight Walkers

Susie and her 'Deans K-A's Team' will be walking in memory of her husband Dean at the 2019 Midnight Walk. They have taken part in Dean's memory every year since 2016. Susie adds: "Seeing all those people standing together makes me realise I'm not on my own. It's such a fantastic event to be a part of."

Read more about the Midnight Walk on [page 17](#).





YOUR local charity **NEEDS** your support today

Please help us continue to touch the lives of thousands each year.

Woking & Sam Beare Hospices cannot continue to deliver vital care free of charge to thousands of Surrey families without the support of everyone in our community. We are therefore launching an appeal to raise awareness across our region that we are a charity and we need your help to continue to provide our specialist care.

We recently conducted some research to understand people's perceptions of a hospice and their understanding of what we do. We surveyed 627 local residents from across the region we deliver care in [Spelthorne, West Elmbridge, Runnymede, Surrey Heath, Woking and North Guildford] and spoke

to 38 people in four focus groups face-to-face. There was overwhelming surprise about the amount a hospice does but interestingly around half did not know we were a charity and over a third said they had no idea how our services were funded.

We have learnt that people in our community would be more inclined to want

to support us if they knew we were a charity and that we were their hospice care provider. 31% thought that we only deliver care to Woking residents and not many were aware that over 70% of our care was out in the community in people's own homes.

It is clear from the research that there is an urgent need for us to generate awareness and understanding that we are a charity and we do need the community's support. We are therefore launching an appeal to highlight that

whilst the hospice building is in Woking, we are actually delivering care in your community right across the six Surrey boroughs we serve. One of our nurses could even be in your street right now.

Our care is a lifeline to so many families and we need your support to ensure we can continue to be here for them – and YOU – in the future.

Our research tells us that local people like to support a local charity if they know what impact their support will have. For every £1 we receive, we spend 84.3p on delivering exceptional care to patients and their families and the remaining 15.7p is spent on generating funds for future care and to ensure good governance.

*All figures are correct as per our audited accounts year ended 31 March 2018.

You can give the gift of specialist care to someone in your community.

Someone who could be your mother, friend, son or wife.

By giving a regular gift of £5, £10, £15 (or an amount of your choosing) or a one-off gift, you can contribute to making a huge difference to local families like Daniel and his children featured in this issue of Inspire.

Giving a gift is quick and easy – online, by phone, post or at one of our 18 shops. Don't forget to GiftAid it and we can claim an extra 25% at no extra cost to you.

We could not do what we do without you – **THANK YOU**

www.wsbhospices.co.uk/2019Appeal

01483 881752 | donate@wsbhospices.co.uk



Tree of Life sculpture installed at Woking Hospice

Woking & Sam Beare Hospices' Tree of Life offers a unique and meaningful way to remember a loved one by dedicating a leaf in their memory. The sculpture has now been installed in the side garden of Woking Hospice offering a focal point for remembering loved ones. Individual Donations Manager Emma Hallett explains more.

We are delighted that our Tree of Life now has been installed near the entrance at our new state-of-the-art hospice in Goldsworth Park. This is a temporary location as we await a more fitting location to be finalised, so that bereaved families and friends can sit and

reflect knowing that their loved one is never forgotten.

Families whose loved ones' name originally appeared on a plaque at the side of the Tree, when it was located at the old Woking Hospice in the Reception area and in the garden at Sam Beare Hospice, are being contacted to make them aware that they have the opportunity to have a leaf engraved with their own personal special message. The leaf will then be placed on the Tree and can be viewed at any time. The Tree of Life not only celebrates a loved one's life but we hope it will also inspire others to remember their loved ones in the same way.

The sculpture is a unique piece of art as well as a key fundraising tool for the hospice, and by dedicating a leaf in memory of a loved one people are helping us to continue to provide our specialist care to others in the future.

If you would like to find out more about the Tree of Life please contact our Memory Team, who will be happy to help with any questions.

To find out more:
www.wsbhospices.co.uk/leaf
014836 742773
in-memory@wsbhospices.co.uk



I am inspired ...

Chris' mother Gillian was diagnosed with dementia and terminal cancer within quick succession. She was referred to Woking & Sam Bear Hospices and attended the day care centre at Sam Beare Hospice in Weybridge. Here Chris shares his story:

In December 2012, my mother was admitted to hospital and we were informed that she only had 24 hours to live. Whilst in the hospital it became apparent that she needed more specialist care. This was an incredibly stressful time. The following day a nurse, who had seen my mother at the day care centre, was able to assist us in transferring her to the hospice.

Once we had arrived at the hospice a calmness seemed to take effect on myself and my father but, more importantly, also on my mother. Although only at the hospice for a short time the support she and my family received before her death and after has been invaluable. The care and compassion shown to us by all the staff was truly remarkable. The hospices helped my mother die with dignity and the support my father received and still receives has helped him put his life back together.

In 2013 I suffered a nasty break to my foot, which stopped me from playing any sport. As an incentive to get my fitness back my friends challenged me to take part in the Prudential RideLondon 100. Once I received my place I was inspired to take the opportunity to raise money for Woking & Sam Beare Hospices.

I have now completed the Prudential RideLondon twice and in September 2019 I will be taking on the challenge of cycling from Lands' End

to John O Groats, which is 1,000 miles over nine days, to raise money for this fantastic organisation.

I feel very privileged to be able to raise money for this amazing charity and be able to give a little bit back. I hope to be able to raise lots more money for the hospice in the future.

If you feel inspired to take on a challenge visit www.wsbhospices.co.uk/inspired2



Chris Read and mum together in St Lucia

What's on this summer?

Pull out and keep our events diary or visit www.wsbhospices.co.uk/whatson where you can also find more information on how to register and take part.



Spring concert

18
MAY

A café style live concert with the Addlestone singers at the Addlestone Community Centre, 7:30pm. Free entry free and donations welcome.



Dragon Boat Races and Family Fun Day

19
MAY

Enjoy exciting dragon boat racing and family fun activities at Goldworth Park Lake. A great day out for all.



Mud Monster Run

09
JUN

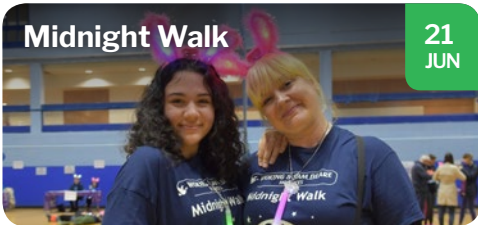
Pick from a 5K, 10K or 20K distance and take on the Sussex countryside. Get an exclusive 10% discount when you register with us.



Play for Good, Hindhead Golf Day

20
JUN

You can help support us by signing up to our Golf Society and joining us to play some of England's most revered clubs.



Midnight Walk

21
JUN

With an 80's disco theme, our annual memory walk will be brighter and better than ever. **See page 17 for more information.**



The King's Men

09
JUL

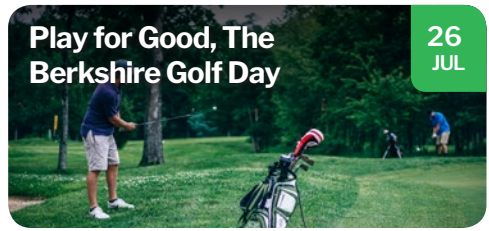
Enjoy a choral concert with the King's Men harmony group from King's College Cambridge at St. Andrew's Church, Woking. Tickets £15-£22.50.



Outdoor Cinema

20
JUL

Watch Finding Nemo and The Greatest Showman at Chobham Rugby Club.
See page 17 for more information.



Play for Good, The Berkshire Golf Day

26
JUL

Join our Golf Society for a great day of golf and help raise funds for vital hospice care. It's free to join the society and we play some of the best courses in England.



London Triathlon

27-28
JUL

Take on the world's largest triathlon and swim, cycle and run through the scenic sights of our capital.



Prudential RideLondon - Surrey

04
AUG

Come and cheer on our cyclists who will be taking part to help raise funds for our care.



Laughing Stock Festival

10
AUG

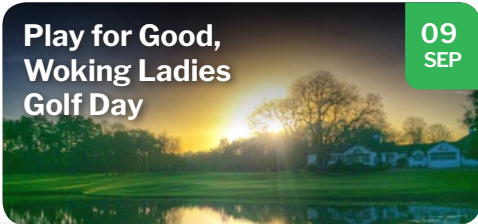
Shepperton's hippy themed, bonkers and glitzy riverside music festival - not to be missed. 12:30-10:30pm. Families welcome.



Thames path challenge

07-08
SEP

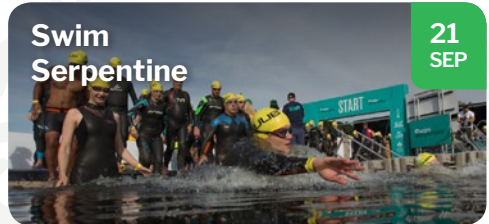
Walk or run following England's greatest river. The full 100k route heads upstream from Putney Bridge and all the way to Henley.



Play for Good, Woking Ladies Golf Day

09
SEP

Join us for our first ever ladies-only golf day. It's free to sign up to our Golf Society which plays some of the best courses in England.



Swim Serpentine

21
SEP

Swim the beautiful Serpentine in London's Hyde Park. Three different distances to suit all abilities at this one-day open water festival.

Chobham's new boutique

In November, the latest Woking & Sam Beare Hospices [WSBH] retail store opened on the main High Street in Chobham. The boutique has already made quite an impression in the town as it offers a smart shopping experience, with new unique items, as well as pre-loved goods. Janie Elliott-Dunn, Head of Retail for Woking & Sam Beare Hospices, explains:

At a time when the high street is in competition with online shopping and our shopping habits are changing, our new Chobham boutique marks the new face of retail for Woking & Sam Beare Hospices. Our boutique has been designed to reflect an exciting retail environment, with the focus on good visual displays and excellent customer experience, making it an exciting store to visit.

Like many charities we are reliant on voluntary income and all the profits from the sale of goods from our 18 stores raise vital funds that enable us to continue to deliver our care, free of charge across six Surrey Boroughs. It is therefore important for us to provide the very best



shopping experience for our customers.

Our Chobham shop is our first WSBH boutique, offering a range of high-end products, clothing, homeware and gifts. We are also introducing new goods, scarves and lifestyle items.

We are very grateful to the local community for donations of pre-loved items that are still in good saleable condition. If you would like to donate goods and are a UK tax payer, you can sign up for our Gift Aid scheme, which means we can claim back from the Government 25p for every £1 on any item sold, at no extra

cost to you. It adds 25% onto every sale we make and is a win-win situation for everyone.

Opening hours
Monday – Saturday
9:30am – 5:00pm

For large quantities of goods please donate to our warehouse in Knaphill [very close to Chobham]. Please visit our website for items we accept and further information.

Find your local charity shop at

www.wsbhospices.co.uk/boutique

Spotlight on Summer events

Midnight Walk is going back to the 80's

21 June 2019

Pull on your leg warmers and join us on Friday 21 June as we walk together through the night to raise essential funds to help care for our patients. This year our 80's theme will ensure plenty of disco fever and bright colours on the night. We encourage all our ladies to wear the pictures of those they are walking in memory of, even if they weren't cared for by the hospice, as it's a time to stand together.

Starting at 10pm the 8 mile circular walk starts and finishes at Woking Leisure Centre and is open to ladies aged 11 and up. Online registration from £15 each [£22 on the night]. There will be prizes for the best dressed team and individuals but you can also purchase our Midnight Walk t-shirts for £6 when pre-ordering online [£8 on the night]. Thank you to Trident Honda who will be sponsoring the Midnight Walk for the fourth year running.

To find out more and to register, please visit www.wsbhospices.co.uk/whatson

Outdoor cinema day for all the family

20 July 2019

Back by popular demand, our outdoor cinema experience will return on Saturday 20 July at Chobham Rugby Club. The films were chosen by public vote on our Facebook page and the daytime winner was Finding Nemo, followed by the Greatest Showman, which will be screened under the stars.

Gates will open at 2pm for the day movie, with the film starting at 3pm. The evening film will start at 8pm. Suggested donation per child is £5 and £10 per adult.

Don't forget to bring chairs, blankets and lots of friends. Refreshments and of course popcorn will be available to purchase at the venue. All proceeds will help the hospice raise funds to secure our vital services for patients and their families and carers.





Planning for the future

We may all be putting off writing a Will, but having an up to date Will is the only way to make sure that your wishes will be fulfilled and loved ones provided for. We would like to help you tick writing a Will off your to-do list, because we know how important it is to get it done.

Over the coming months with the support of our local Solicitors, we will be holding a number of coffee mornings at the hospice to offer free, impartial and no obligation advice on all things Wills and Probate. You can view all the dates on our website or if

you prefer please contact us directly.

October will also see the return of our popular Make a Will Fortnight. This is supported by our local Solicitors, who kindly offer to give a limited number of appointments, free of charge, to help you make or update a standard Will, in return for a donation to the hospice.

Gifts in Wills play a vital role in safeguarding the services that Woking & Sam Beare Hospices provides. Without this generous support we would simply not be able to

meet demand. There is no obligation to include a gift to the hospice in your Will when using Make a Will Fortnight, but we hope once you have provided for loved ones, you might consider doing so.

For more information please call 01483 881752 or email legacies@wsbhospices.co.uk

Details can also be found at www.wsbhospices.co.uk/yourwill

Time to give

Grace started working in our Goldsworth Park Centre shop in 2011 and then joined our team at the hospice café when it opened in September 2017. Having worked in the NHS for nearly 40 years, this has given her the opportunity to continue meeting people from all walks of life and learn new skills. Grace explains what it means to her to volunteer at the hospice.

I had just retired and I was browsing the hospice shop in Goldsworth Park when I got chatting to the manager. She told me they could do with some more volunteers at the shop and I thought - 'I could do that'. Whilst working in the shop I witnessed the new hospice being built. Once the build was complete I went along to an open day there and saw that they needed volunteers to help run the hospice café. So I put myself forward. This has enabled me to learn new skills such as operating the till.

At the shop I accept the donations that people bring in and sort them out. People don't always tend to stay and chat at the shop but at the café it's different; it's such a social environment. It's good to feel you're helping and people are always so nice and friendly. It doesn't matter

how tired I feel, I always love coming in to volunteer.

The gratification you get from doing something with your spare time that helps others is rewarding and I wouldn't get that if I sat at home.

I think at first people were a bit apprehensive about coming into the hospice café; about talking and making too much noise. But since we've opened it's become increasingly busy and many visitors come in for a laugh and a chat after walking their dogs around the lake or having exercised. The food is good too, and the cakes all

homemade, so I think the word is getting around about how nice and affordable it is here.

I've also done a Skydive to help raise money for the hospice, which along with a cake sale at St Andrew's church made £2,276. The day of the skydive was very exciting and the hospice team prepared me really well for the experience. It all happened so quickly and before I knew it I was falling out of the plane and enjoying the amazing scenery. It was a real once in a lifetime experience and a such an adrenaline rush.

To find out more about volunteering
www.wsbhospices.co.uk/time2give



Volunteering for the hospice is very rewarding and has helped me gain new skills and experiences.

Meet our new Director of Nursing, Patient Services and Quality

We are delighted to welcome on board Ellen Bull as our new Director of Nursing, Patient Services and Quality. She brings with her a huge amount of clinical knowledge and experience and leadership skills.

Ellen started her career in surgery and gynaecology and then gynaecological oncology. She has since worked very closely with palliative care colleagues, both in hospital settings, in the community and within hospices. She has been a Deputy Director for over ten years in acute hospitals and was most recently Interim Deputy Director of Nursing, Quality, Emergency Services and Cancer at Kingston Hospital. Here Ellen tells us what made her want to join us and what her role at the hospice is.

I was really amazed when I first looked around the facilities of the hospice at Goldsworth Park Centre; not only is the building state-of-the-art, but there is also a



sense of calm and sensitive care in all patient areas. Even though everyone is working their socks off, you know that the touch point with patients,

relatives and families is absolutely detailed and all care needs are met. I really wanted to be part of such a calm, sensitive and caring



charitable organisation, even though it was a complete change for me, as I have mainly worked in the NHS before.

It's both humbling and an honour to help deliver the detailed care that is given to our patients at a time in their life that can be really traumatic, both for them and their families.

What has really struck me is that everyone works so hard, are very caring and committed and really do go above and beyond - absolutely everyone is a vital part of that. The organisation has a really nice feel with its bright, clean and modern style.

The attention is not only on resolving complex symptoms for patients and providing emotional support for both

patients and families, but also other fundamental patient care needs, such as bathing, dressing, mobilising and the wellbeing side. We deliver all of this through our Wellbeing Centre for our day patients and on the ward for our in-patients. The input of the complimentary therapists, expert medical input from our excellent doctors and the emotional support from our therapies and counselling team helps to ensure our patients, relatives and carers receive outstanding care. All of this, combined with the excellent responsive support from the community teams in people's homes, encapsulates everything so our patients can feel safe.

We also have a fantastic team of volunteers, who support us in every way possible, from reception duties, helping at fundraising events, tending our gardens, serving 'tea at three' on our Ward and working in our shops and café.

With the team leads including Sisters, Clinical Nurse Specialists and Matrons, we ensure the day-to-day running of all the services. I also meet other Directors and senior leaders in different organisations to see how we can work together to further support palliative care patients. I've met patients in the CoSI* team, in the ward area and the Wellbeing Centre and am looking forward to spending more time everywhere listening to patients and families experiences.

Everything we all do is to help support and plan care for our patients and their families for now and for the future. I really am so very grateful to have been given the opportunity to be a part of that.

For more information about our services:
www.wsbhospices.co.uk/careservices

*CoSI [Co-ordinated, Safe & Integrated Hospice Care at Home] is a specialist team that care for patients in their own home in their last 6-8 weeks of life.

Equality at the end of life

In early 2018, Woking & Sam Beare Hospices established an Equalities Steering Group with the aim of creating an improved organisation-wide approach to recognising the diversity among the different cultural groups within our society.

In comparison to national figures, our region is ethnically diverse and central to the hospice's care strategy is that our services are accessible to all, particularly those from underrepresented groups. We wanted to better understand the challenges people face in knowing about the hospice and to remove any barriers preventing our support reaching all parts of the community.

During the past year we have delivered training to our staff, joined the local action groups, such as the Dementia Action Alliance, participated in regional network meetings



and presented our project at the national Hospice UK conference.

On Thursday 21 March 2019 we hosted our first 'Equality at End of Life Conference' in Woking Hospice's Education Suite. Healthcare colleagues from across Surrey were invited to knowledge share and inspire one another, and we also provided the chance to see the progress we have

made. Expert speakers on Dementia, Learning Disability and Carers, discussed and network with one another. We have received lots of positive feedback and hope that it will help foster more collaborative work in the future.

Find out more at:
www.wsbhospices.co.uk/equality



Raising £30,000 for our Clinical Nurse Specialists

This year we hope to raise £30,000 from the proceeds of our Spring Raffle 2019 in support of the excellent service offered by our Clinical Nurse Specialists [CNSs] out in the community. This would enable 30 patients to receive care for a year in their own homes.

Over 70% of the care provided by Woking & Sam Beare Hospices to patients with life-limiting conditions, is out in the community in the people's own home. This care is delivered by CNSs, like Rachel, who supports patients in Egham and Chertsey, offering them support to help them stay where they want to be and to give them choices in their care. Here Rachel tells us more about her work as a CNS:

My aim is to make 'the here and now' better for the patients, making them more comfortable and giving them choices on how their care is provided with symptom control and support.

When you're working within the community you are a guest in peoples' homes, and you are led by them, whilst reassuring them. I love being a part of the Sam Beare

Community Team, having the opportunity to work with patients and their loved ones and helping them live out their lives where they want to be is a unique privilege.

You can help by purchasing tickets, which are £1 each, giving you a chance to win 1st £2,500, 2nd £750, 3rd £500, 4th £200 and 5th £100.

If you would like to request Spring Raffle 2019 tickets or have any questions regarding

our raffle, please call us on 01483 742856 or email raffles@wsbhospices.co.uk

Players must be aged 16 or over to enter and we must receive your entries by Monday 3rd June 2019.

For more information please visit:
www.wsbhospices.co.uk/spring2019



Not Just Travel...

Cath Wallace is a Personal Travel Expert from Not Just Travel, one of the UK's fastest growing travel companies. She has teamed up with Woking & Sam Beare Hospices to offer her expert services, whilst also help raising funds for our care. Cath explains why she is passionate about working with us.

As I live in the Woking area, I was keen to support a local charity and Woking & Sam Beare Hospices seemed a natural choice. This is an environment where everybody cares for each other; whether it's the staff, the volunteers or the friends and families of those who use the hospice.

As a Personal Travel Expert I know there are great health and wellbeing benefits of taking a holiday. In my role I provide a personal and tailored service to take the hassle away from booking a holiday and to giving people the peace of mind that they are in safe hands. Because I have access to so many holidays you won't find online, I can find the best option, whether it's a cruise, to help with mobility issues or a family holiday in the sun.

I am paid by the suppliers we use, which means that you



receive a great service and often at prices that are better than the internet. As part of the arrangement with the hospice I am then donating part of what I earn back to the charity.

My best practical holiday tip is to switch off from everything back at home as soon as possible. Do something when you arrive that you know will help you relax and be present, this may be as simple as dipping your toe in the sea. I always unpack first and then go for a walk to explore the area.

Some of the biggest holiday destinations in 2019 are Costa Rica and Argentina.

Nearer to home are Turkey, Malta and holidays in the UK are also becoming more popular. If anyone is ever looking for some inspiration, then take a look at the blog on my website.

At the moment it's not clear how Brexit will affect travel. The best place to keep up with this is through ABTA. <https://www.abta.com/tips-and-advice/brexit-advice-for-travellers>

For travel inspiration and to book visit:
www.cathwallace.notjusttravel.com

Your support really does make a difference

The care and support we deliver is uniquely special and our goal is to ensure the best quality of life for all our patients, their carers and families. As a charity we are hugely reliant on income from our fundraising activities and the sale of goods in our 18 shops. Every single penny makes a real difference and contributes to us being able to continue to deliver our care year-on-year.

For every £1 of income we generate, we spend 84.3p on the delivery of our care. 15.7p in every £1 is spent

on governance, administration and fundraising activities.

- **£5:** Can pay for essential oils used for massage and aromatherapy treatments
- **£24:** Could pay for one hour of care for a patient on our ward
- **£44:** Pays for 1 hour of counselling for adults or children coping with bereavement

- **£56:** Funds an hour of care in the community across North West Surrey
- **£577:** Enables us to provide 24 hours of care for a patient on our ward

For more information about ways you can support your local community charity:
www.wsbhospices.co.uk/support-us

You might be surprised to know...



Over **70%** of our care is in patient homes



We provide support services for the whole family



We cover six Surrey boroughs



Our services are **FREE** of charge



We help children and teenagers cope with bereavement



For every £1 donated, 84.3p is spent on charitable activity

*All figures are correct as per our audited accounts year ended 31 March 2018.



Thank you | In pictures here are just a few of our highlights since the Autumn 2018 issue of Inspire Magazine. We could not do what we do without you.



Delivering care across North West Surrey

Your Care Your Choice

Woking & Sam Beare Hospices

● Woking Hospice

In-Patient Ward
Bradbury Wellbeing Centre
Goldsworth Park Centre,
Woking, Surrey, GU21 3LG

E: info@wsbhospices.co.uk

T: 01483 881750

www.wsbhospices.co.uk

Woking Community Team

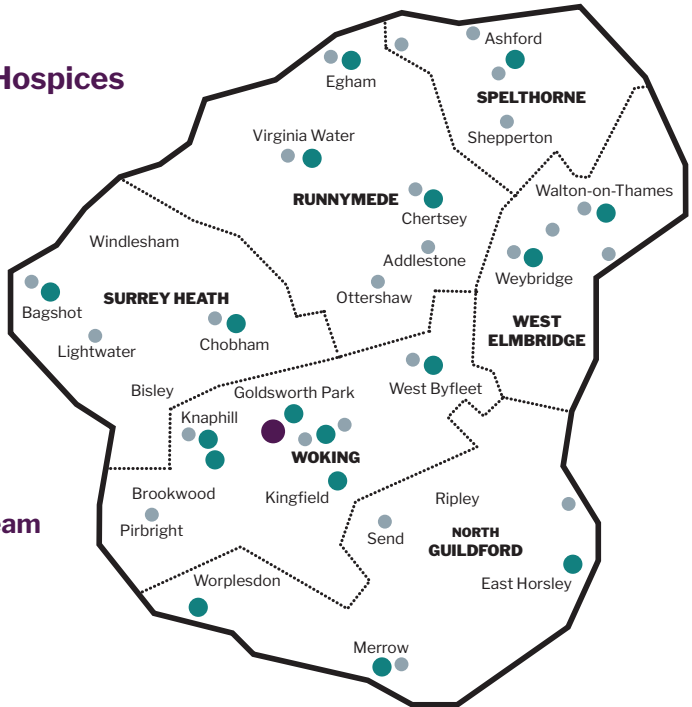
T: 01483 881755

Sam Beare Community Team

T: 01932 598385

● Our charity shops

● GPs we work with



Your local community charity needs your help

Please support us by giving the gift of specialist care to
someone in your community - a brother, mother, friend, wife...

To find out more: www.wsbhospices.co.uk/2019Appeal