



Woking & Sam Beare
Hospice and Wellbeing Care

Inspire magazine

Your local hospice charity's supporter newsletter | Autumn 2019



**“ I am hospice care –
thank you for looking
after my mum ”**

Your support made it possible for our specialist nurse Sarah to care for Sophie's mum.

Story continues on page 4.

To find out more: www.wsbhospices.co.uk

Inspire Magazine

Woking & Sam Beare is a patient-led charity that year-on-year delivers specialist care to thousands of Surrey people who are living with advanced life-limiting illnesses, as well as supporting their carers and families.

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

As a charity, we cannot continue to deliver vital care free of charge, both in the hospice but also across the six Surrey Boroughs we serve, 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.

Hospice and Wellbeing Care

Our services offer our patients far more than just treatment for their physical symptoms. The very nature of hospice care is holistic and we also cater for patient's emotional, mental and spiritual needs. It is for this reason that we feel it is important to recognise the 'wellbeing' element of our care, which you will see we have started to introduce in this issue of Inspire Magazine.

Contents

Hospice care at home and on the ward	3
Walking in Memory of Mum	4-5
A day in the life of a Clinical Nurse Specialist	6-7
Garden development	8
Meet our Catering Team	9
How your donations help	10
The power of local businesses	11
The Downslink Challenge	12-13
What's on this autumn and winter	14-15
Retail - behind the scenes	16
Calling all Santas	17
A children's book of poems	18-19
Meet our new CEO	20-21
Winning Volunteers	22
Make a Will Fortnight 2019	23
An incredible team of professionals	24
Congratulations to our Raffle winner	25
Thank you	26-27

Hospice care at home and on the ward

Whilst the hospice building is in Woking, over 70% of the hospice's care is delivered in patient homes across North West Surrey.

Helen from Laleham, Staines, has experienced what a difference our services and support makes, both in her own home and also at the hospice.

She was diagnosed with Metastasised Breast Cancer [Stage 4] in 2013, aged 58 years. Having had many operations in the past she chose the option of palliative care and she was referred to Woking & Sam Beare Hospice and Wellbeing Care, who delivered her first year of care at her home.

Helen comments: Rupert [the Clinical Nurse Specialist who managed her care] has been wonderful; he is so calm and reassuring. He has helped me stay at home with my family and my beautiful garden, which provides me with some of the best therapy.

I was really dubious before my first visit to the Wellbeing Centre at Woking Hospice that it would be full of people dying of cancer. This is not the

case at all, it's full of life and fun. The whole place feels like one big family.

I have since been admitted twice to the in-patient ward at Woking Hospice for symptom management and I have never met such kind people as the staff and volunteers at the hospice.

Previously I had no idea what hospice care was but the care and support they provide to so many people is truly incredible.

There is such a commitment from the staff and volunteers.

I am living with cancer not dying with it and the hospice have helped me to achieve that.

It is because of my experience of the different areas of hospice care at home and at the hospice that I am keen to raise awareness about this incredible charity.



Helen pictured with her husband

Walking in Memory of Mum

Mel was only 52 when she was diagnosed with a brain tumor in 2017 and the following year she was referred to Woking & Sam Beare. Her daughter Sophie shares her family's experience of the care they received.

Our first point of contact with the hospice was with Sarah [a Clinical Nurse Specialist]. It was lovely to have Sarah, who would liaise with us and deal with the nitty gritty. It took the pressure away from our family so we could focus on having personal quality time instead of worrying about the clinical side.

Mum was admitted to the hospice in May 2018, where Sarah also did some night shifts and cared for her there too.

All the staff were amazing and would bend over backwards for us. We could stay with mum for as long as we wanted and they moved an extra bed into her room so that we could stay with her every night. Even my nephew Paul had a sleepover with Nanny.

Mum was in the hospice for several months so we became part of the furniture and everyone knew us, which was nice. Everyone down to the



Sophie with her mum Mel

housekeeping and catering staff took their time to talk to us; not because they had to, but because they wanted to.

Early July mum stabilised and was discharged into a nursing home. Although Sarah came to visit her it was apparent that the hospice was a better

environment for mum's specific needs. Returning to the hospice was like coming home.

The hospice staff took all the negativity out of Mum's illness. We had pictures up, flowers and we would watch the sing-along version of Mamma Mia, which mum loved.

We got a special wheelchair so I could take mum to the local shops and for walks around Goldsworth Park Lake. Even when she was too poorly to go out, we could wheel her bed out onto the balcony of her room.

Everything was made to feel homely and it was never a case of ‘this is what we do’ but always the question ‘what would you like?’

Mum passed away on Paul’s birthday. She always wanted to share everything with him and by dying that day it was almost as if she didn’t want it to be a negative occasion. She wouldn’t have been well enough to join us for cake, so it was like she celebrated with us from above.

Everyone I talk to thinks that the hospice is funded by the Government, which while they do get some Government funding they are reliant on fundraising. It is because of the excellent care my family has received that I am passionate that we should not take hospices for granted so



that this sort of care can be available for free to everyone who needs it.

As a family we’ve been fundraising for the hospice since our Nan died in 2001. We are currently trying to raise enough money to have

mum’s room at the hospice named after her. This is why lots of our family will be at Virginia Water Lake for A Walk to Remember on the 28 September. #IAmHospiceCare – who will you walk in memory of?

A Walk to Remember

Our new sponsored walk for all the family will take place at the beautiful Virginia Water Lake on Saturday 28 September. We hope you will join Sophie, her family and our specialist nurses as we walk together in memory of a loved one.

Walk, cycle or enjoy a picnic halfway round; whatever suits your family. There are three different routes to choose from, which can also accommodate wheelchairs and pushchairs. Dogs are welcome too.

Registration will be open at the Pavilion Café from 10am-12noon.

Tickets can either be purchased via our website or at registration on the day of the event. Children aged 4 or under go free.

For more details and to book visit www.wsbhospices.co.uk/remember

A day in the life of a Clinical Nurse Specialist [CNS]

Sarah is one of our CNS's and has worked at Woking & Sam Beare for 11 years. She originally trained as an oncology nurse and worked at Guy's and St Thomas' Hospital in London before joining the hospice. Here she tells us about her working day.

I normally start my day by coming into the office to meet with the team to look at the referrals that have come in overnight, before planning my day ahead. I also attend various meetings, such as our multi-disciplinary meetings, where CNS's, Physiotherapists, Occupational Therapists, Counsellors and Specialist Palliative Doctors all get together to discuss the best possible care for the various patients we are looking after. I will then head out to see my patients. I currently have 23 patients under my care but often I will have more than this.

No one day is ever the same. The hospice looks after patients across six Surrey Boroughs, from Staines to Guildford and Bagshot to




Sarah one of our CNS's who cared for Sophie and her mum [page 4-5]

Sunbury. Over 70% of our care takes place in patients' own homes and more and more people prefer to stay in their homes if at all possible.

My role is to ensure that those under my care

are looked after in the best possible way, where they want to be and according to their wishes. That means liaising with the Physiotherapists, Occupational Therapists,



District Nurses, Pharmacists, Counsellors, GPs and home care teams to ensure the patient and their family, carers and loved ones all have the support they need. It's really a big team effort and I'm here to try and ensure everyone is informed and our care is appropriately coordinated.

Some patients I see for several years, others I may only see once. Depending on their condition I may call every few months, but with others I may need to visit every week and perhaps even speak to them daily over the phone.

I always tell the patients 'you can see me as little or as often as you like'. I want to be there for them when they need me.

I also support the District Nurses, Nursing and Residential Homes so that they can provide the best possible palliative care. This

can either be over the phone or in person.

After my visits I head back to the office to follow up and action arrangements for my patients. This might be to get referrals sent off, ensure patients get their medication in time so they can get through the night pain free and of course to follow up on any messages.

We aim to respond to messages within 24 hours. We also have a 24 hours advice line and between 9am and 5pm it is manned by a CNS so patients as well as professionals can get support.

The patients and their loved ones are the joys of the job. My role forms an important part of their care, working collaboratively with my clinical peers from across our region to provide seamless and holistic care.

I never thought I was going to be a nurse but my dad was diagnosed with kidney cancer and died when I was 17 years old. His care was atrocious and I thought

'this is no way to care for people', so I studied to become an oncology nurse. My mum died at Sam Beare in Weybridge and she was looked after in a totally different and much better way.

Good palliative care can help make a difficult journey more bearable to face and that is one of main reasons I do the job I do.

I look forward to attending A Walk to Remember at Virginia Water on the 28 September. I think it will be a great way to raise awareness, as well as a really special way for families, friends and carers to remember a loved one. All are welcome to join us.

#IAmHospiceCare

Garden development with a little help

Like anything when you first move into a new home there are always jobs that are prioritised over others. We first moved into our new build hospice in Goldsworth Park Centre in May 2017 and since then the exterior garden space has been on hold.

Now with thanks to Valerie Moss, for doing the landscape designs, Cathie Brooks-Welch, a local Ash Horticultural consultant, for assisting her, and specialist contractor Natta Building Company Ltd, we are really proud to be able to share here a sneak preview of how this garden space to the rear of the hospice is developing.

The new garden, which some of the in-patient bedrooms

and a family room overlook from the Ward, is now well underway. As part of their CSR [Corporate Social Responsibility], a team from Natta have been in to do all the groundwork and hard landscaping. They have not only provided all the manpower but also all the materials and machinery.

John Whelan, Managing Director of Natta, comments:

I am delighted that we could help. As a company, our legacy is to give something back; to help local charities and communities where we can. We hope that this new garden will provide a haven to patients and families.

Planting is scheduled for September, which for those

of you with green fingers will know is a better time of year than during the summer months.

Phil Wormley, Head of Fundraising, comments:

On behalf of the hospice and the patients that will benefit from having an enhanced environment because of what is going to be a beautiful space and where wildlife can thrive, I would like to extend a huge thank you to the team from Natta and to Valerie and Cathie for sharing her vision that has moved this project forward. We are equally grateful to the team of garden volunteers that give their time for free to help maintain all our green spaces.



Meet our catering team



Angela is our Catering Manager and together with her team she ensures all our patients, as well as visitors to our café, have delicious, nutritious and freshly prepared food to enjoy. Here she gives us an insight into what it is like working behind the scenes at the hospice.

No one day is ever the same but our patients always come first and the team prepare them freshly made meals every day of the week. We start the working day by cooking their breakfasts, which offers a choice menu including a full English.

The Ward Hostesses take patients' orders every day and also serve their food up on the Ward.

In the kitchen we start preparing for lunch as soon

as the breakfast has been taken up to the Ward. We have fresh vegetables, fruit and salads every day, as well as hot puddings.

Everyone gets a choice as to what they would like and we rotate our menus so that there is always something new and exciting to choose from. We always have two different meat options and a vegetarian one but if a patient has any special dietary requirements we will of course accommodate these.

Once the patient lunch meals are complete we will then make sure that the café is well stocked.

On Mondays and Tuesdays we also cook lunch for the day patients in the Wellbeing Centre. Some of them say it's their best meal of the week.

After lunch we get supper ready, which is normally a choice between soup of the day and sandwiches. Then we prepare for the following day before cleaning everything.

We have a five star hygiene rating; I have never worked anywhere with such a clean kitchen.

There are normally three people on each shift supported by our lovely bank team and a volunteer who comes in 1-2 days a week.

Everyone here at the hospice is so friendly and we work really well with the Ward Hostesses and Nurses, who will always let us know what the patients thought of the food.

It takes many different skills to deliver the seamless and outstanding care that we deliver here at the hospice and we definitely feel appreciated and part of a great team.

Don't forget our café is open to the public between 10am – 3pm so please pop in and sample some of my team's delights!

You really do make a difference

Whether you make monetary donations, play our lottery, take part in one of our events, host your own fundraising event or activity, leave a gift in your Will or in appreciation of care, or whether you donate and/or shop in our Stores, all proceeds contribute towards the hours of care we are able to deliver.

As a charity we are hugely reliant on income from our fundraising activities and every single penny makes a big difference and contributes to us being able to continue to deliver our care year-on-year.

- **£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 for one patient in the community
- **£409:** Enables us to run our in-patient unit for 1 hour

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*.

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

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 last audited accounts year ended 31 March 2018.

Business Supporter Group

The power of local businesses coming together

Our Business Supporter Group is open to all types of businesses, ranging from sole traders to large companies, who want to support their local charity and help ensure that the exceptional care we provide is available to anyone within the region their business operates.

By supporting a local charity businesses benefit from your staff, customers and suppliers recognising you as an organisation that cares for our shared community, as well as providing opportunities for staff engagement through fundraising activities and an increased reach to a local audience.

We will recognise companies who give £2,500+ over a 12 month period as part of our Business Supporter Group. This support includes staff

fundraising, event participation, donations, sponsorship, match-funding, cause related marketing and gifts in kind.

As part of the Business Supporter Group you will receive:

- Use of our Business Supporter logo on your print and digital materials
- Nurse-o-meter to display in your office[s]
- Invitations to our quarterly Business Breakfasts
- Your logo featured on information screens at Woking Hospice

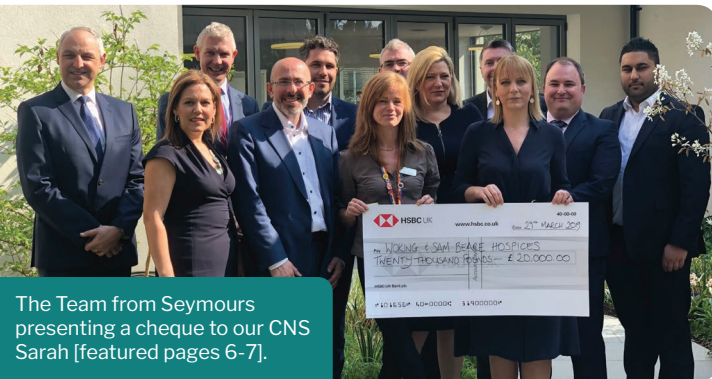
Enhanced benefits for donors over £10,000 include your company name going on our sign outside the hospice [around 800 visitors to Goldsworth Park Centre per day], a feature in this magazine [approx. 12,000 circulation]

and the free use of our Education and Conference Centre once a year [subject to availability].

Our current members include: Trident Honda; Seymours Estate Agents; Sir Robert McAlpine; Woking Funeral Services; Cheesman's Accountants; and Woking Football Club.

Networking breakfast events for local businesses

We were delighted to welcome so many to our first Business Breakfast Meeting in the summer and we welcome any size of business to join us in the future at this great networking event with expert speakers from all sectors. The next Business Breakfast event is on Friday 6th December please email us if you would like to attend.



The Team from Seymours presenting a cheque to our CNS Sarah [featured pages 6-7].

To find out how your business can get involved or when our next Business Breakfast Meeting will be please contact us:

T: 01483 881752
E: business@wsbhospices.co.uk



Lisa with her husband Jim and their three children.

The Downslink Challenge – more than a charity bike ride

Woking & Sam Beare Hospice and Wellbeing Care is the main charity recipient from the Downslink Challenge, which is a family fun day and cycle event starting and finishing at the Garibaldi Pub in Knaphill.

As part of the team's efforts to fundraise for us they have added additional events during the year, including a popular Quiz Night in January and a Gin Festival in April. Main organiser Steve tells us how it all started.

A few of us used to get the train to Brighton and cycle

back along the Downslink, when someone suggested that maybe we should attempt it both ways in one day. It went on the backburner for a while and then when out cycling with my friend Jim he told me the devastating news that his wife Lisa had been diagnosed with bowel cancer.

At that point we decided to do something for charity. Then when speaking with the landlord of the Garibaldi Pub in Knaphill it all started to come together when he agreed to have the event start and finish at the pub.

There are two options for cyclists. The 'Downslink Century', which is a 102 mile ride to Brighton and back or the 'Downslink Challenge', which is a minibus ride to Brighton and then cycle back. All is done on mountain bikes as parts can be done off-road.

Our first event was in aid of Cancer Research and as we became more committed to staging this more people wanted to become involved. It was at this point that some good friends and the local community stepped in and organised a fun day at the pub

whilst all the riders were out. We set up a website, a logo and produced leaflets to be distributed. Local businesses also donated goods to auction and raffle off.

We organise medals to be awarded to the riders when they return and invite those who have or who are battling with cancer to give out the medals. After all it is their day and they all deserved this prestigious role.

We also have numbers to put on the riders' bikes so we can identify at a glance who is who. However, we never use the 'Number 1', because I think it suggests coming first and being superior in some way.

It was during the first event, whilst cycling back from Brighton, that we received the tragic news that my nephew had died. Gary was 30 and suffered from muscular dystrophy. We therefore decided that the following year we would raise money for the Orpheus Centre and Woking & Sam Beare who looked after him. And ever since then the



hospice has been our main charity but we also have a guest charity each year.

The second event was dedicated to the memory of Gary and during the evening, quietly without any fuss, the 'Number 1' cycle number was given to Gary's Mum as a keepsake. And so it was born that each year we give the 'Number 1' to someone we feel deserves it - quietly without any fuss.

The 2018 event was another great success with Lisa in full swing awarding medals and fully enjoying the day. We raised over £20,000 for the hospice and White Lodge Centre, Chertsey.

Sadly Lisa passed away in November 2018 but she continues to be a great inspiration and over £1,500 with Gift Aid was raised for the Downslink Challenge in her memory.

At this year's event in June, Jim was riding back with me as last man, clearing the course, standing down Marshalls and making sure everyone got back safely. We took the 'Number 1' with us and visited Brookwood Cemetery to leave this with his dear wife Lisa. Their eldest daughter Sadie presented the medals on her Mum's behalf.

We asked Sadie to design a logo [pictured] that we could use on the event t-shirts to represent her mother. It

was part of this year's t-shirt design in Lisa's favourite colour Lavender and placed over a heart.

The Downslink Challenge isn't just another charity bike ride. This whole event encompasses generosity, encouragement, community and passion.

I am merely telling the story but there is a great team of people who organise, run and contribute. Gail and Carolyn, who play a large part in organising the event, along with the Quiz Night and Gin Festival, both of which contributed handsomely to the total amount we raise.

Thank you to everyone, including the local community, for getting involved and making this happen and the more the merrier in 2020.

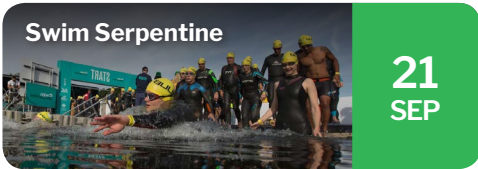
The 2019 Downslink challenge events have raised an amazing £15,361.44 for Woking & Sam Beare Hospice and Wellbeing Care.

Find out more at www.saddlesore.bike



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.

What's on?



Swim Serpentine

**21
SEP**

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



A Walk to Remember

**28
SEP**

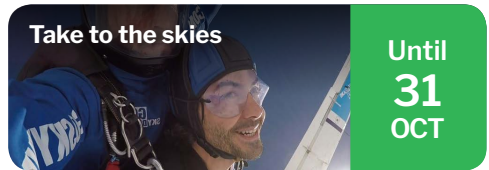
Join us for our new family memory walk at the beautiful Virginia Water Lake. Walk, cycle or have a picnic half way round – the choice is yours. Dogs welcome too. More on page 5.



Fire Walk, Chobham Rugby Club

**25
OCT**

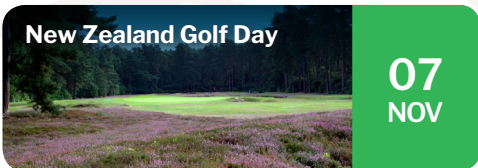
Our shortest and hottest fundraising walk. Taking place at the Chobham Fireworks Extravaganza – it's not to be missed.



Take to the skies

**Until
31
OCT**

Fancy an adrenalin challenge? Then Wing-Walking or Skydiving for the hospice could be for you. Various dates are available for both and you can Skydive until the end of November.



New Zealand Golf Day

**07
NOV**

Support us by signing up to our Golf Society and play some of England's most revered clubs including this top-class course located within the famous Surrey Heath belt.



Dove Ball

**16
NOV**

An elegant black-tie event at the luxurious Runnymede-on-Thames Hotel in Egham. Sparkling drinks reception, three-course dinner, live music and other entertainment.



Light up a Life, St Andrew's Church, Goldsworth Park

24 NOV


Light up a Life is a vibrant time of year where we gather to look back on the lives of those loved ones no longer with us.



Santa Fun Run, Woking

01 DEC

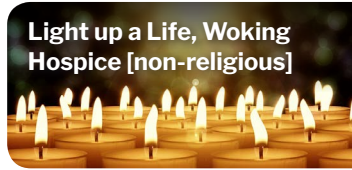
Calling all Santas big and small to run, skip or jingle all the way to help support hospice care. Read more on page 17.



Light up a Life, St Dunstan's Church, Woking

01 DEC

Join us for this very special occasion, which gives us a chance to take time out to remember those we have lost.



Light up a Life, Woking Hospice [non-religious]

06 DEC

This non-religious service will start at 6:30pm and is held outdoors in a marquee so please do wrap up warm and dress accordingly.



Light up a Life, St Johns Egham

08 DEC

Light Up a Life is often sad and joyful at the same time, but always immensely fulfilling for all those who attend.



Santa Fun Run, Walton-on-Thames

08 DEC

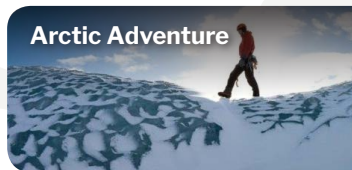
We are excited to bring our annual family fun run to the Xcel Sport Hub. Feel like a winner as you finish on the sports track. More on page 17.



Light up a Life, St Mark's Church, Whiteley Village

15 DEC

Join us in the picturesque Whiteley Village. A very special occasion for all those who attend.



Arctic Adventure

11 JAN

Cross-country ski, husky-sleigh and push yourself in this harsh but mesmerising environment of the arctic for five days.

Key date for the Spring:



London Marathon

26 APR

Run the iconic London Marathon to support hospice care by raising funds for us. Please apply before 30 September 2019 to be considered for a place.

Retail – behind the scenes

Our dedicated Retail Team is headed up by our Retail Operations Manager and Warehouse Supervisor. Together they make sure that all the processes are followed correctly and donations reach our 18 stores at the appropriate times. Here our Head of Retail, Janie Elliott-Dunn, tells us more about what happens behind the scenes.

Our Warehouse in Knaphill is the main hub for Retail and where life begins for our Stores. Based on the Lansbury Estate, the Warehouse is easy to find. With free parking outside, it is central to most of our 18 stores. It is therefore ideally located to drop off larger clothing donations and bigger items, particularly as many of our Stores have small storage areas and can only take so many donations at one time.

We have a small team of hardworking dedicated staff and volunteers who sort through the many items that arrive at the Warehouse on

a daily basis. We have an excellent team of drivers and volunteers, without whom we would not be able to operate. Working in Retail requires a good level of fitness and a good sense of humour when negotiating through the traffic and delivering daily to our Store Teams, whatever the weather.

On a daily basis we get a large number of donations, making no one day at the Warehouse ever the same. Anything from helping a customer with their donations, to signing up a new customer to Gift Aid, to sorting through large donation bags, and in between loading the vans up for our Stores and sending off our recycling and rag [unsellable textiles].

The donations can vary from clothing, to homeware, books, and household items, to electrical goods, which all have to be safety tested. The quality of donations is varied but we are unable to sell items that are incomplete or damaged and many may not be aware

of this but we do have to pay for the removal of these at a cost to the charity. This is why we please ask for items that are clean, sellable donations, in good condition, which we are truly grateful for.

Furniture should always be donated to our recently moved furniture and home accessories Store 'WSBH Home', which is still in Knaphill but has relocated to what used to be Barclays Bank.

We sort books daily. Many are sent to our book shops for sale, others are recycled. We also have a talented eBay team who pick out selected items of interest. These can vary from unusual items of clothing, collectables, limited editions, vintage goods, etc.

None of our Retail operation would be possible without our loyal supporters. Please keep your donations coming and continue to shop in our Stores – every sale makes a difference to the people we are able to care for each year. And please don't forget to Gift Aid. This can make the items you donated worth 25% more.

Thank you.

For more information about our stores and how to donate your goods visit: www.wsbhospices.co.uk/stores



Santa fun is coming to Walton-on-Thames

Our annual Santa Fun Run is a great family event to help kick off the Christmas season in a fun and active way. This year, for the first time, we are very excited to announce that we will be bringing this event to the Xcel Sports Hub in Walton-on-Thames, as well as at Woking Leisure Centre. So you can choose your favourite day, location or even do them both.

There is very often a misconception that because we have 'Woking' in our name that our care is only available to people living in Woking, when in fact we cover six Surrey Boroughs. Walton-on-Thames is one of the many towns that we care for, either here at the hospice or in people's own homes.

Run, walk, skip or jingle all the way. Choose the distance and a course to suit your family.

All adults and children aged 4 - 15 years will get a Santa suit as part of the registration fee, whilst kids aged 3 years and under will get a Santa hat. Fancy dress is also encouraged and elves and reindeers have previously been spotted at our events.

All participants get a medal and there is refreshments and entertainment at the finish line to help make it a fabulous family day out for all.

For both locations the event registration starts at 9am allowing everyone time to pick up their Santa suits and enjoy a few carols before everyone sets off at 10:30am.

Woking Leisure Centre: Sunday 1 December

Follow our 1k loop around Woking Park that is suitable for all ages and abilities and do as many laps as you wish in up to two hours. You will get a medal regardless of the distance covered. This course

is suitable for pushchairs and wheelchairs.

Xcel Sports Hub, Walton-on-Thames: Sunday 8 December

Follow a beautiful 2.5k or 5k route along the adjacent Thames River path with a triumphant finish on the sports track. Feel like a sporting hero as you cross the finish line and receive your medal.

To find out more and register visit www.wsbhospices.co.uk/santafun





Children's book of poems as a beautiful tribute

We are deeply honoured to share with you a truly touching tribute to one of our patients. A beautiful book of children's poems has been published in memory of loving wife, mother and grandmother Gill Doherty.

Gill, who was from Walton-on-Thames, was a woman of many talents. A wonderful drama teacher and gifted

artist, who also spent much of her spare time writing short stories and poetry. With many years' experience as a schoolteacher, and as a loving grandmother, much of her inspiration came from the many children that filled her life.

Gemma, Gill's daughter-in-law, explains: Gill frequently shared her poems with me

and expressed her hopes of one day having her work published. In the months leading up to Christmas 2017, I came up with an idea to secretly collate some of Gill's children's poems, illustrate them and get a small run of books published for the whole family as surprise Christmas presents, which everyone absolutely loved.

Gill was cared for in her own home by the Sam Beare Community Team, which consists of Clinical Nurse Specialists [CNS], specialist Doctors, Occupational Therapists and Physiotherapists. She was officially diagnosed in early 2017 with Motor Neurone Disease [MND] but had suspected for some time that something was seriously wrong. As her condition rapidly deteriorated she no longer had the energy to write and in December 2018, a couple of weeks before her 68th birthday, she lost her battle with MND and passed away.

Following her death, Gill's family suggested that it would be a fantastic idea to publish the book in her memory so they could share her beautiful poems and raise money for the two charities that had helped her so much in her final months. One of those being Woking & Sam Beare Hospice and Wellbeing Care and the other being the Motor Neurone Disease Association.

The 'A Collection of Children's Poems' is on sale at reception at Woking Hospice, Goldsworth Park Centre and can also be ordered online for a suggested donation of £5.00. Don't forget to Gift Aid it if you would like your donation to go even further.

This is such a wonderful way



Gill with her family and above grandchildren

to pay tribute to a remarkable lady and we are very grateful to Gill and her family for helping to support us in this way – thank you.

For more information visit: www.wsbhospices.co.uk/poems

Introducing our new CEO Marian

We are delighted to introduce Marian Imrie who took over the reins from Jayne Cooper in May. Marian is an experienced senior healthcare manager who joined our Board of Trustees in December 2018 and then stepped down to take on the Chief Executive position on a full time, unpaid basis in June 2019.

Marian comments: I made the decision to give my time without charge because I am passionate about the services that the Hospice and Wellbeing Centre provides and believe that every member of my team would do the same if they could afford to do so. I am inspired by the stories I hear and it fills me with such pride to hear how much value the staff bring to so many people's lives through the incredible care we deliver both at the hospice and in our patients' homes.

I am only too aware that disease has no respecter of class, gender, creed or lifestyle and that I myself was very fortunate to survive my own cancer diagnosis in my early thirties. The work of the hospice is therefore extremely close to my heart.



Marian has spent most of her professional life working in the independent healthcare sector. An accountant by profession, her experience ranges from running large acute hospitals through to developing new services and facilities at a corporate level. She set up her own healthcare consultancy company in 2013 and first became aware of the work of the hospice when she was contracted to do some work with an independent

healthcare provider in Woking.

Marian adds: This has been my first venture into the Hospice sector and, indeed, into the world of the small charity. And what a different world it is to the commercial sector in which I have worked for so many years - it has been a real eye opener. There is a very different motivation in coming to work for an organisation that is driven by a cause and where we can see the very real and positive impact on

the lives of people living with long term or life-limiting conditions.

Marian takes the helm at what is currently a challenging time for many charities against a turbulent political and economic background and, dare we say it, Brexit. The hospice sector as a whole has been impacted by many factors largely because the model of specialist care is so reliant on voluntary income through fundraising and retail activity.

Marian comments:

Hospices are a fundamental part of the local healthcare economy and my focus has to be on ensuring long term sustainability through partnerships that will enable us to develop our services and to make our care as accessible to as many people that need it - at the time they need it.

Marian has certainly rolled her sleeves up and has got stuck in straight from the off. She not only attended our Midnight Walk and awarded the medals to all the participants in June but also took part as one of the lead walkers.

Marian adds: No two days are ever the same here at the hospice. I might start with an early Breakfast Meeting for our newly

formed Business Supporter Group only to then find myself in the studios of Eagle Radio recording an advert alongside Daniel whose wife we had cared for. And just recently I took part in an interview with Business Connections Live [‘Exploding the myths about hospice care’], which explored the relevance of hospices within the wider community and the benefits of partnerships between commercial organisations and local charities.

Marian brings a wealth of general and commercial management experience in the healthcare sector to the Hospice and a renewed focus on developing and enhancing patient services.

Marian concludes: The wellbeing element of our

care is a really important part of what we do and our hospice is not here just to provide end-of-life care. We want to ensure we are an integral part and valued resource for the local healthcare community and this is why we have been so keen to incorporate ‘Wellbeing Care’ into our name.

I feel very privileged to join such a wonderful team of professionals and, despite all of the challenges that we are facing, I am positive and excited about the future of Hospice and Wellbeing Care.

Watch Marian’s Business Connection Live interview at: www.wsbhospices.co.uk/connections



Marian pictured here in Radio Eagle’s studios with Daniel

Winning Volunteers

Held at the WWF Living Planet Centre in Woking in the summer, we are delighted to share that one of our volunteers Tim has won the Greenoak Housing Association's 'Woking Young Volunteer of the Year Award'.

An additional three of our volunteers were also nominated as follows: Mary and Andrea for the 'Woking Volunteer of the Year Award' and Emily for the 'Young Woking Volunteer of the Year Award'. These awards recognise and celebrate the fantastic contributions that so many volunteers make to the lives of local people.

Here our Volunteer Services Manager Gary Wood explains why he is so proud:

Tim has volunteered in our Wellbeing Centre for just over a year and is really popular with our day care patients. Whilst still at college he was in a severe accident, which left him in hospital for many months. It was because of the care he had received that he wanted to give something back by volunteering.

I am so exceptionally proud of how much Tim has grown in confidence following



Taken by David Holmes Photographer at the Greenoak Community Focus Woking Volunteer of the Year Awards in partnership with Greenoak Housing Association.

his accident and it is fair to say that we have gained as much from him as he has gained through volunteering. His award is so well deserved and I am thrilled to see his work for the hospice recognised in this way.

We received £1,000 as Tim's chosen charity and our additional three nominees received £100 each on our behalf, which is fantastic and gratefully received.

I would also like to add a note of recognition to Paul, Elizabeth, Anne and John

who earlier in the summer were nominated for the Runnymede and Spelthorne Volunteer of the Year Awards. Many congratulations to all of you.

We have over 800 volunteers that are an integral part of our workforce and without their time and skills we could not do what we do. We are very grateful to all of you, as you really do make such a difference to the lives of many – thank you.

To find out more about volunteering visit:
www.wsbhospices.co.uk/volunteers

Make your Will: Make a difference

We may all put off writing a Will but it is one of the most important things we need to do. Having an up-to-date Will is the only way to make sure your wishes will be fulfilled and loved ones provided for after your death. Our Legacy Manager, Lucie Trussler, tells us more:

Our popular 'Make a Will Fortnight' returns from the 14 – 28 October 2019, where you can see local solicitors who are kindly offering 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.

We are always very grateful to the firms for supporting us so generously and for giving up their time and expertise in this way.

Gifts in Wills play a vital role in helping to fund the services that the hospice provides. Without this generous support we would simply not be able to meet demand.

There is no obligation whatsoever 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 may consider doing so.

For more information call 01483 742852 or email legacies@wsbhospices.co.uk

Details can also be found at www.wsbhospices.co.uk/makeawill2



Recognising our workforce

What an incredible team of professionals

Woking & Sam Beare Hospice and Wellbeing Care's core values are: Caring and Compassion; Accountability; Respect; and Excellence. These are values that our whole workforce, which is both our employed staff and our volunteers, embody.

The hospice is made up of a wide range of professionals from the clinical and medical staff, who are delivering our

care and support to many Surrey families, to the support departments. These include: Fundraising; Finance; IT; Marketing; HR and Volunteer Services; Education and Practice Development; Maintenance and Facilities; Administrative Support; Housekeeping; and, as you can read about on page 9, our team of Catering and Hostess staff. We also have our Retail Team who run and manage

our 18 Stores and Warehouse [more on page 16].

Our team of over 800 volunteers are an integral part of our workforce, who give their time and experience for free, which includes our CEO Marian [who you can read more about on pages 20-21].

As a people-led charity our staff are who we are and together we are hospice care #IAmHospiceCare.



#IAmHospiceCare

Thank you to all the team.

Congratulations to our £2,500 raffle winner



Congratulations to Christine from Knaphill who won the £2,500 first prize in our latest Raffle. She found out the same weekend as she and her husband Stuart took part in the Brighton to Woking Downslink Cycle Challenge, which also raises funds for the hospice [see page 12 for more details].

Christine tells us more:

It was such a lovely surprise to get the phone call to say we had won first prize and I was totally shocked. I entered the raffle when I received the mailer through the post but never thought I would actually win.

I believe that it is so important to support our local hospice charity; I always think to myself one day you might need them to be there for you. My husband's Uncle was cared for at Sam Beare Hospice in Weybridge. I think most people locally must know someone who has been cared for by the hospice, as you always hear how amazing the care is that they provide.

My husband has taken part in the Downslink Challenge for the last four years, and I for the last two, because the

hospice has been one of the beneficiaries of the event. I like taking part and raising money for a local cause. I will also continue taking part in the Hospice Raffle as a way to support the charity.

I will put some of the money towards a holiday and then I have some grandchildren who might benefit from some pennies in their money box.

Carole Miles, Woking & Sam Beare Hospice's Lottery and Raffles Manager adds:

With a weekly 1st prize of £1,000, together with 24 other cash prizes, the Hospice Lottery gives you a chance to

win, which is a way to care.

You can take part by picking up an application form or a single ticket from one of our 18 shops, visiting the hospice's website to sign up with a credit or debit card, or contact the lottery office to sign up via direct debit. All funds raised are vital for us to continue to provide our specialist care – thank you.

Find out how to sign up:
www.wsbhospices.co.uk/
play 01483 742857
lottery@wsbhospices.co.uk





In pictures here are just a few of our highlights since the Summer 2019 issue of Inspire Magazine. We could not do what we do without you.

Thank you



Delivering care across North West Surrey

Your Care Your Choice

● 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

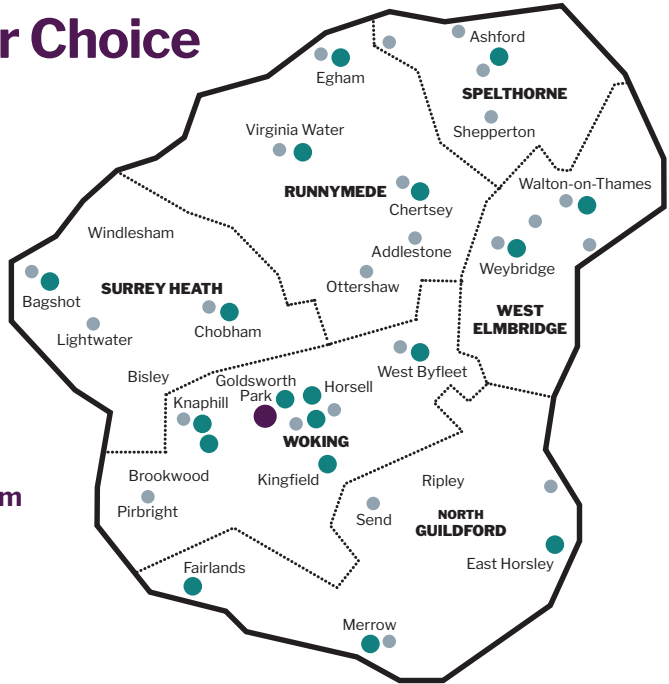
T: 01483 881755

Sam Beare Community Team

T: 01932 598385

● Our charity shops

● GPs we work with



giftaid it



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That's 25p for every £1.