



Woking & Sam Beare
Hospice and Wellbeing Care

Inspire magazine

Your local hospice charity's supporter newsletter | Winter 2020



“For some patients we were the only visitors allowed in their home ...”

Read more on page 3 what it has been like for our clinical teams working during the pandemic and how they go above and beyond to continue to care.

To find out more: wsbhospices.co.uk

Inspire Magazine

Woking & Sam Beare Hospice is a patient-led charity that year-on-year delivers specialist care to thousands of Surrey people who are living with advanced life-limiting and terminal 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.

Going Digital

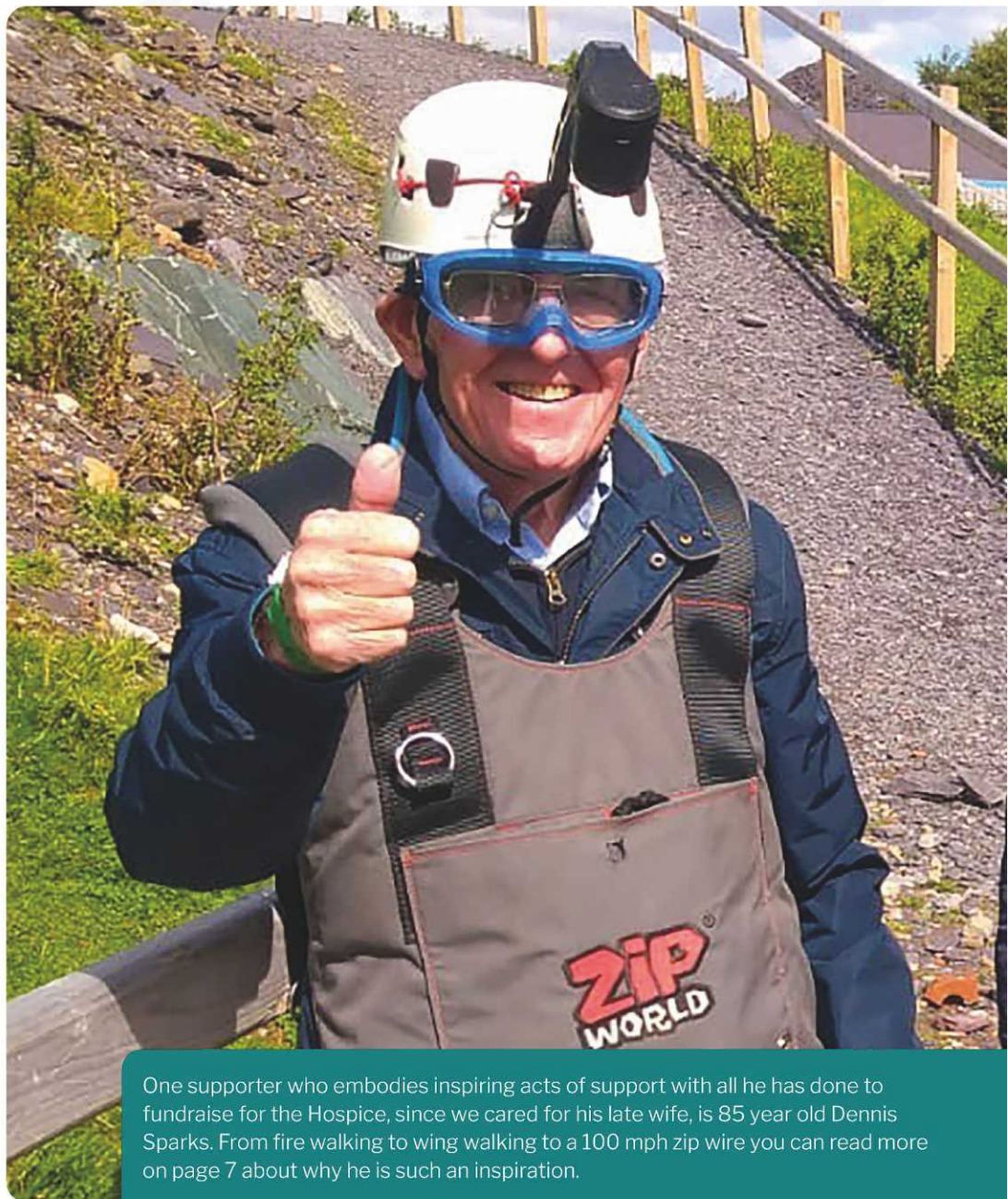
A key responsibility for any charity is to keep in contact with its supporters and to keep you informed on how your support is making a difference. Now more than ever we would like to move towards this publication being 100% digitalised, not only to save cost but also to be more environmentally conscious. We therefore kindly ask that you opt in to receive this via email in the future.

For more information see:
wsbhospices.co.uk/email
Or call: 01483 881752

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Inspiring acts of support



One supporter who embodies inspiring acts of support with all he has done to fundraise for the Hospice, since we cared for his late wife, is 85 year old Dennis Sparks. From fire walking to wing walking to a 100 mph zip wire you can read more on page 7 about why he is such an inspiration.



This image was taken pre-COVID

Adapting our care during lockdown

At the height of the COVID-19 pandemic when the Government's advice was to stay home and stay safe our clinical colleagues continued to come to work to care for some of our most vulnerable patients both at the Hospice but also out in the community in patient homes.

CoSI (Co-ordinated, Safe & Intergrated) is our 'Hospice

at Home' service where our nurses and healthcare assistants care for those in their last 6-8 weeks of life. The care that this incredible team provides is therefore critical and why in such challenging times the team have had to adapt their ways of working to ensure this continues as safely as possible.

Emma Kallmeier, Acting CoSI Team Lead, shares some of the team's experiences:

There were so many changes in practice at the start of lockdown, which included wearing new additional PPE equipment.

When you first visit a patient you need to build a trusting

patient/carer relationship and, although it is essential at this time, PPE is an additional barrier in communicating with patients who are often hard of hearing or confused and as a result we had to take extra time to offer reassurance.

On a practical level wearing full PPE for us could be very hot and uncomfortable. Although many could enjoy the heatwave during lockdown it was unbearable for us at times. On occasions you would have to step outside but in our profession the care of our patients comes first.

The way we provided our care and support drastically changed during lockdown. Not being able to comfort patients and relatives in the same way was very hard. Trying to console another person be it patient or family member without touch is something that is completely alien.

Witnessing the effects of travel restrictions when family were unable to visit a dying patient was completely heart breaking. Often the CoSI Team were the only people that patients would see each day or the only ones allowed to enter their homes. It was incredibly hard to watch relatives waving through windows to protect the patients from COVID.

One of the really positive sides to our new ways of working has meant we are more closely involved with our colleagues in the Community Teams at the Hospice making combined visits with one of the therapy team or a Clinical Nurse Specialist [CNS]. It's not that we weren't close before but it has certainly been all hands on deck and has really brought us together as we have needed each other for support in what has been personally very challenging times.. And the quiet roads were a plus!

During the pandemic like all frontline and keyworkers our CoSI Team were and still are worried about their own families and the risks to themselves and their loved ones. We are incredibly proud and grateful to all our

clinical teams who have continued to provide end of life care despite the challenges COVID has thrown at us. You are exceptional individuals and why we are such a relevant part of the Healthcare System alongside our NHS colleagues.



Business Supporter Group

There are a number of ways that businesses and other organisations of any size can help support Woking & Sam Beare Hospice. Whether you choose us as your charity of the year, host or take part in a fundraising event or encourage your staff to volunteer for us, your support will enable us to continue to provide our specialist care across North West Surrey.

There is also the opportunity to become a member of our Business Supporter Group by pledging your support to us over 12 months.

Phil Wormley Director of Fundraising explains:

We are extremely grateful to the ongoing support of the current members of our Business Supporter Group and we are pleased to now be able to offer three membership options so all sizes of business can get involved. Our quarterly Business Breakfast Meetings, which are currently being held on Zoom, are a great way to find out first-hand the positive impact working with a charity can have on your employees and your business,

as well as being a networking opportunity with other like-minded local businesses.

We will recognise companies who pledge their support over a 12 month period as part of our Business Supporter Group. This can include staff fundraising, event participation, donations, sponsorship, match-funding, cause related marketing and gifts in kind.

To find our more information visit our website wsbhospices.co.uk/business

Why supporting our charity is good for your business

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1
Be recognised by your staff and customers as a business that cares for its community and takes positive action to make a real difference.

=

2
Build relationships with other local like-minded businesses who share your commitment to supporting your local charity.

=

3
Achieve improved levels of staff engagement and morale through fundraising activities and opportunities to get directly involved in our work.

£1,000 could provide 3 days of nursing care for a patient in the community or 48 hours of care for a patient on the ward.

Community

£2,500 could provide a week of nursing care for a patient in the community or four days of care for a patient on the ward.

Partner

£10,000 could provide a month of nursing care for a patient in the community or 16 days of care for a patient on the ward.

Champion

Daring Dennis Sparks

In August Dennis Sparks and his family [daughter Wendy, Son-in-Law Mark and Grandchildren James and Zoe] headed to North Wales to take on a one mile zip wire challenge over Penrhyn Slate Quarry. This is the fastest zip line in the world and the longest in Europe.

Originally planned for April, like many other events it was postponed due to lockdown but the family were determined to complete the challenge in 2020 as it is Dennis's 85th birthday this year.

This is not the first of Dennis's daredevil challenges in support of the Hospice. To date his fundraising activities have included a Wing Walk in 2015, the Fire Walk in 2017

and an Indoor Skydive in 2019.

The money Dennis raises for the Hospice is in memory of his wife Freda who died in 2015. Freda was cared for at their home in Egham by our Clinical Nurse Specialists [CNS]. It was Freda's wish to be at home and by providing our specialist end of life care in this way meant that Dennis and Freda were able to spend precious time together.

It has been five years since Mum passed away but Dad is still very much an active supporter of the Hospice who were a great help to us all. The zip wire challenge was amazing and it was so great to do it as a family for the Hospice and for Dad's birthday, comments Wendy Finch, Dennis's daughter.

Dennis shares his experience of the zip wire by adding: They trussed me up like a chicken then launched me off the side of the quarry. The cars looked like Dinky Toys, the lake whizzed by beneath me as I flew at 100 mph and I'm glad they caught me with a hook at the bottom! I enjoyed every second, it was an amazing experience. I'm so glad I've been able to raise some more money to help the Hospice who looked after my Freda.

Dennis's JustGiving page has now reached over £2,000, and we would like to say a huge thank you to him and his family, as well as wish him a very happy 85th birthday. Such a truly inspirational achievement.



Focus on Retail

A plea on behalf of all charity retailers



It is important to stress that like any charity retailer Woking & Sam Beare Hospice is exceptionally grateful to all its supporters. We are reliant on the sale of goods in our shops together with our fundraising activities to enable us to continue to deliver our specialist care to thousands of Surrey families each year.

Therefore the last thing any charity would want to do is to cause offence, appear ungrateful or discourage the donations of your preloved goods.

However, what many do not know is that it costs the Hospice over £20,000 per year to dispose of goods we are either unable to sell or recycle. To provide some context this equates to over 900 hours of care for a patient at our in-patient unit.

We are only able to sell goods that are not damaged, are in good condition and those that still have the relevant safety labels on. Legally we are not able to sell these goods without the relevant safety certifications. There are also things we are just not able to sell like mattresses, bed linen and towels. Equally, our recycling company that purchases goods we cannot sell will only take items that they are able to sell on and reuse.

Our plea is to ask all our donors to please check whether we are able to accept

your preloved goods before you donate. Particularly if you are having a clear out over Christmas and New Year. The less wastage costs we have the more the Hospice's Retail Division can contribute towards our patient care.

In the words of Sir David Attenborough we all have a responsibility to look after our living planet. By supporting charity retail, either by recycling your preloved goods for sale or by being an environmentally responsible shopper by not buying new, this all contributes to reducing your carbon footprint. Not to mention you can get some great bargains and fabulous Christmas gifts while helping to support many worthwhile causes.

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

Searching for Christmas Gifts online? We have three online shops:

- Ebay for vintage and collectable clothes, jewellery and much more
- Ebay for Specialist Books
- Facebook Marketplace for furniture and homeware



Kaya and Anya's BIG haircut for the Hospice

In August two very special young ladies, Kaya age 9 and Anya age 5, had a BIG haircut of over 43cm between them. They donated their hair to The Little Princess Trust who make wigs for children who have experienced hair loss due to illness and treatment.

At the same time as this they have been raising money for Woking & Sam Beare Hospice to say thank you for the care we provided to their Great Grandpa Reg from Chertsey, who died at the Hospice on the 18 March the same day as his 91st birthday and at the height of the COVID lockdown.

Mum Jennifer Cole said: The whole family are incredibly proud of Kaya and Anya for deciding to do this for the Little Princess Trust and Woking & Sam Beare Hospice. Because of the pandemic neither of the girls were able to attend his funeral so this is their way of saying thank you and remembering Reg. He was a very humble gentleman who loved where he was from and would always share his memories of the local area

We are so grateful that Reg was under the care of the Hospice. For the family that were unable to visit we watched the 360 video on

the website so we knew what his room would look like and where he was which was a great comfort. The staff at the Hospice are simply amazing, potentially putting themselves at risk to make sure patients like Reg are so well cared for.

Our dedicated team of health care professionals have continued to be there for some of the most vulnerable people at the Hospice and in our community during the COVID pandemic, ensuring they still received the best possible end of life care.



Launch of Wellbeing Online

The Bradbury Wellbeing Centre based at Woking Hospice is a wonderful place for so many of our day patients and their families to visit providing treatments, therapies and a support network for those going through similar experiences in their lives.

At the start of the COVID Pandemic to ensure the safety of some of our most vulnerable patients and visitors the hard decision was made to close the Bradbury Wellbeing Centre and many of the services usually provided sadly had to be suspended.

Nicola Morgan-Savage, Wellbeing Lead at Woking & Sam Beare Hospice and Wellbeing Care, explains how they have had to adapt and move to being online.

We understand this pandemic has been a really difficult time for everyone including our wellbeing patients and their families who would normally visit us at the Hospice. We are also aware that it may still be some time before we are able to reopen properly and welcome back our patients. We are therefore delighted to now be able to offer our new 'Wellbeing Online' services.



This new service has some easy to follow videos and audios demonstrating massage, breathing and relaxation techniques and gentle exercises. Craft activities, readings and poems will also be added soon and we hope to launch a Zoom coffee morning that will be invite only for our patients

We are very fortunate that our amazing team of staff and volunteers who normally work

with our patients at the Hospice are helping us to develop Wellbeing Online so there will be lots of familiar faces.

Wellbeing Online is available via our website wsbhospices.co.uk/wellbeingonline and is free for all to enjoy and benefit from as we continue to navigate our way through the pandemic.

Give what you save

During lockdown when we were told to work from home and while all of hospitality and retail was shut down many of us managed to reduce our expenditure. Many people during this time so generously gave to charity what they were saving in recognition that the charity sector was hit hard.

At a time when so many faced

their own financial uncertainty it has been humbling that they have still given what they have been able to and so we wanted to express a heartfelt thank you to our community.

If you would like to still give and support your local charity at the same time we have some beautiful Christmas and greeting cards you can purchase online for your family and friends and all profits are in support of the Hospice.

Visit our online shop:
wsbhospice.co.uk/cards





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

What's on?



Make a Will fortnight

Until
14
NOV

Tick writing a Will off your to-do list. Local solicitors and Will writers have kindly set aside a limited amount of appointments in return for a donation to the Hospice.



Light up a Life

22
NOV

St Andrews Church will host the first of our special recorded Light up a Life services for 2020 available to view until the New Year.



Reindeer Run

1-24
DEC

Join this great Christmassy crafts and sporty fundraising challenge with your school or group this December. Set your date and distance and we'll support you all the way.



Light up a Life
[Non-religious]

4
DEC

Join our non-religious Light up a Life service recorded so you can enjoy from your own home.



Virtual Santa Fun Run

12-13
DEC

Take on our festive Fun Run to support the Hospice. Set yourself a 2k or 5k route and get ready to run, jog or walk dressed in your festive best.



Challenge 2021

Take on a Skydive in March or the Royal Parks Half Marathon in April – we have plenty of exciting events ready to challenge you and help raise vital funds for the Hospice.

Christmas shopping and giving

As many of us are now preferring to shop online, and because Christmas is around the corner, did you know many online retailers such as John Lewis, M&S and Amazon offer a donation to charity at no extra cost to you?

Easyfundraising or our own **Shopping and Giving** are simple and easy to use. Register through one of these platforms and then select the online shop you want to visit. The rest is taken care of with no extra charge or need to hand payment details to third parties. If you are using Amazon.co.uk then don't forget to opt into their 'Smile' scheme which

will also ensure a percentage of your shopping goes to the charity of your choice.

For more information:
wsbhospice.co.uk/shop4good

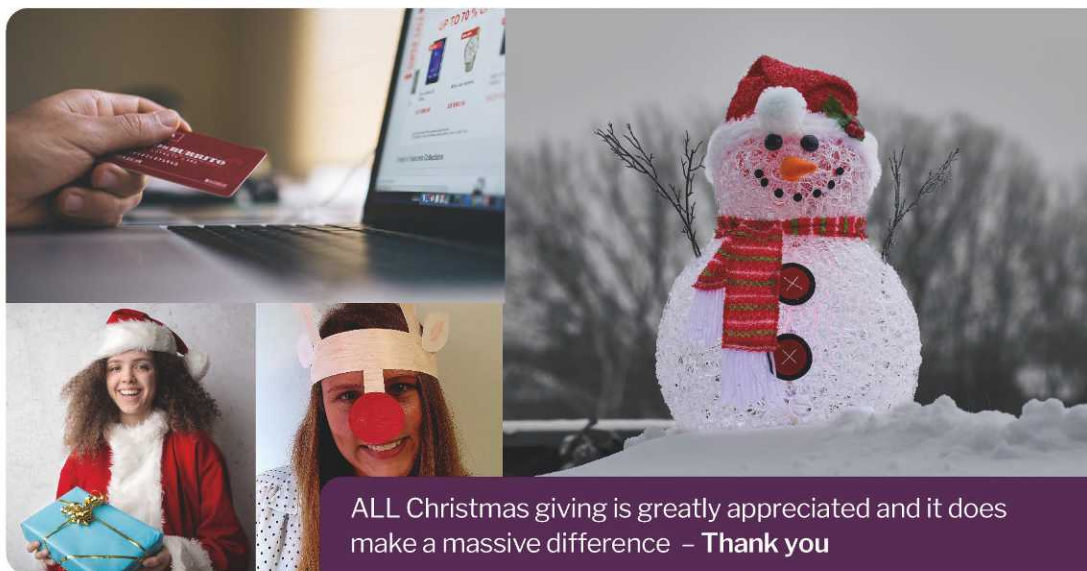
The Hospice also has its own eBay listings page and Specialist Books eBay listings page with many vintage and collectables and other great gift ideas.

For more information:
wsbhospice.co.uk/ebay

Secret Santa

If you are organising a Secret Santa with a group of family and/or friends perhaps donate a percentage of the gift limit amount to charity. If you normally set the limit at £20 each, you might consider reducing it to £15 per gift and have a £5 whip round and give the gift of care to Woking & Sam Beare Hospice or other charity that may be close to your heart.

Donations to the Hospice can be made online:
wsbhospices.co.uk/give



ALL Christmas giving is greatly appreciated and it does make a massive difference – **Thank you**

Hospice Befriending Service

The Befriending Service reaches out to patients, carers and the bereaved in the community. In “normal” times it works by matching trained volunteer befrienders with those who are in need of a supportive and professional friendship, regularly visiting them in their homes or taking them out on trips. However, all this had to change with the pandemic, making face-to-face visits and outings an impossibility.

Claire Benzikie, from the Patient Counselling and Befriending service at Woking & Sam Beare Hospice, explains how the service has changed during lockdown:

Initially, it felt like this was a real set-back for the Befriending Service but our volunteers immediately started contacting their befriendees for regular phone chats, continuing the relationships and ensuring that, although isolating at home, no-one was left alone. It was different and at first difficult but the feedback from our befriendees has been that having regular phone contact has been invaluable.

Even before lockdown, we knew what a committed, enthusiastic and generous-spirited group of volunteers

we had in the Befriending Team. Since lockdown, they have demonstrated resilience, compassion and adaptability that has not only enabled continuation of the service but has transformed it and enabled its further growth.

Claire King Volunteer Befriender adds:

This has been such an immense experience for me. It has taught me to be a better listener, an avid recipe swapper, a better gardener, a technology teacher and I'd like to think a better communicator as there is a bit of skill required in establishing a new friendship over the phone. It is a constant reminder of how a bit of human kindness can do wonders even in the form of a telephone call.

Demand for the Hospice's Befriending Service continues to grow and we've matched many more befrienders with new befriendees over the phone as the restrictions



around the pandemic continue. These relationships are developing by phone but everyone is looking forward to a time when they can meet again and, in some cases, see each other for the first time.

The Befriending Service is currently recruiting new volunteer befrienders and if you think this could be a role for you, please get in touch: info@wsbhospices.co.uk

The ultimate gift of care

As a charitable hospice we do get some Government funding but in order to keep all of our services running for our patients and their families we are reliant on the generous support of our community.

Gifts in Wills make up 12% of our income and without this generous support, we would not be able to meet the growing demand that exists for hospice care in our community. Each year we look after over 2,000 people and with a growing aging population, conditions becoming more complex, and greater pressures on NHS services, we expect there will

be an increase in the number of people needing our care and Gifts in Wills can ensure we are here when needed.

Rhod Lofting, Founding and Lifelong President of Woking & Sam Beare Hospice, explains;

Since we opened our doors back in 1996 I have witnessed the significant impact a Gift in a Will can have, helping us achieve and maintain consistent levels of care across the community. There are times when our income stream falls short of expectation and, without Gifts from peoples' Wills there would be significant gaps in our desired levels of service.

Any Gift that you leave us will help make a difference in our planning of current and future services.

May I thank you in anticipation of your Gift. This is the ultimate gift any of us can leave behind, in the knowledge that it will be there to help those in need of our medical and continuing nursing care.

Find out more at
wsbhospices.co.uk/gift
or contact Fundraising
Director Phil Wormley
T: 01483 742770
E: p.wormley@wsbhospices.co.uk



Let's Light up a Life together

At this time of year we would normally be sharing with you the details of our traditional Light up a Life services that are held at the Hospice and in churches across the community we care for.

We know how much our services mean to those who attend, it is a time for families and friends to come together, to remember and celebrate the lives of loved ones. But this year, that has already brought so many challenges for us all, and to ensure our community remains safe and well, we will be bringing Light up a Life to you.

Please join us for our special recorded services that can be watched and enjoyed in the comfort of your own home, whilst still joining together as we light up our homes and remember the lives of those we love.

Our services will be available to watch from

Sunday 22 November,
St Andrews Church
3.00pm

Friday 4 December,
Woking Hospice [non-religious]
3.00pm

**[wsbhospices.co.uk/
lualathome](http://wsbhospices.co.uk/lualathome)**

Links to both services will be on our website and social media channels and available for you to view until the end of December.

The Memory Tree at the Hospice will be lit on **Thursday 19 November** and you are invited to add a candle to the tree with a dedication for your loved one.

These can be downloaded and printed from our website or our In-Memory Team will be happy to post one to you, they can be contacted on **01483 881771** or **in-memory@wsbhospices.co.uk**

Light up a Life Memory Page

This year your loved ones can also be remembered on our Light up a Life Memory Page, where you can write a dedication and add a photo if you wish.

wsbhospices.light-up-a-life.org



Why Gift Aid matters

Any UK tax payer is eligible to authorise a registered charity to reclaim tax by completing a Gift Aid declaration. It enables us to make the most out of every single penny that gets donated to us, as it means we can claim back from the Government 25p for every £1 given at no extra cost to you the donor.

This additional income can make a huge difference to us increasing donations by 25%.

On monetary donations

If you are donating online by debit or credit card then you

will be prompted to tick a box allowing us to claim the Gift Aid on your donation. You can also complete a Gift Aid declaration form if donating by other means.

On donations to our shops

We can also claim 25% Gift Aid on any items you donate to our shops but a specific donated goods Gift Aid form then needs to be completed. This is different to the

monetary donation Gift Aid and hence why another form needs to be completed.

You can complete an online form ahead of donating or ask when dropping off your preloved items.

Every time you donate to a shop or the warehouse just advise the staff you are registered for Gift Aid and the goods will then be labelled and tracked through to sale.

More details at wsbhospices.co.uk/giftaidmatters

E: info@wsbhospices.co.uk

T: 01483 881752

giftaid it



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Sign up to Gift Aid and increase your donation by 25% at no extra cost to you.
That's 25p for every £1.



Staying informed

We hope you are enjoying this issue of our supporter magazine as much as we love sharing all the inspiring stories we encounter here at the Hospice every day.

We want to keep sharing these insights with you but need to ensure we have the right contact details to do so and we also want to be sure we know what you really want to hear about. This will not only help us save costs but also the environment.

We will shortly resume sending out monthly supporter newsletter by email, and you can request to receive this publication digitally and it is also available to view via our website at wsbhospices.co.uk/inspire.

You can update your communication preferences

online or contact our Supporter Care Team [see below].

Thank you very much for supporting the Hospice. Should you wish to review or change the ways you receive information from us please take a moment to let us know.

Visit wsbhospices.co.uk/stayinformed
E: fundraising@wsbhospices.co.uk
T: 01483 881752



In pictures here are just a few of our highlights since the Summer 2020 issue of Inspire Magazine. We could not do what we do without you.

Thank you



Woking & Sam Beare
Hospice and Wellbeing Care

Enter our Christmas Raffle for the chance to win **£2,020**

All profits go directly to fund
our specialist care on
the ward and in our
patient's homes.



Return your tickets
19 November 2020 for
an extra chance to win £100.

Draw date 7 January 2021.
Entries received after
4 January 2021 will be treated
as donations. You can also play
our Hospice Lottery all year
round to support patient care.

wsbhospices.co.uk/raffles

Woking & Sam Beare Hospice and Wellbeing Care

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