

Inspire magazine

Your local hospice charity's supporter newsletter | Autumn 2022

"Thank you for your support in helping our family care for Deborah at home." - Heather James

Read more about the importance of hospice care as we pay tribute to Dame Deborah James and how your support makes a real difference ...

To find out more: wsbhospices.co.uk



Inspire Magazine

Welcome to Inspire Magazine which is the supporter magazine for Woking & Sam Beare Hospice. It has been created to share with you how your help makes a real difference to the lives of our patients, their carers and families.

As our 25th Anniversary Year continues, you can read more about the different ways you can join in with our celebrations, as well as reading some inspiring stories about the impact of our care.

We also pay tribute to Dame Deborah James who we cared for at her family home in the later part of her illness. Deborah has shone a light on many important issues and we are grateful for the awareness she has raised about palliative and end of life care. Hospice care is a vital part of the healthcare system and it is so important that families like Deborah's can access our services.

Thank you for all your support which enables us to continue to care where and when it's needed most.

Marian Imrie CEO of Woking & Sam Beare Hospice

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It's official we have THE best bookshop in Surrey



Voted for by the public, we are proud to have received the prestigious Muddy Stilettos Award for the Best Bookshop in Surrey for our Sam Beare Bookshop in Weybridge.

Photographed above is Mel Sibley [Specialist Books and Community Hub Manager] and Clive Albury [Retail Operations Manager] at the official Muddy Stilettos Awards Ceremony at the Vineyard Restaurant, Denbies Wine Estate, on Wednesday 6th July.

It is a credit to all of our hard working Retail Team of Staff and Volunteers that the bookshop has been recognised in this way. Our Retail Division not only contributes towards the delivery of our care services, it also provides our customers with a sustainable and affordable way to shop.

Now on to Nationals - watch this space to see if we might just have the best bookshop in the UK!



A Tribute to Dame Deborah James

As with all our patients, it has been a privilege and an honour to have cared for Dame Deborah James and her family.

Hayley Fellows, Clinical Nurse Specialist at Woking & Sam Beare Hospice

Dame Deborah James, who was known to many as "Bowelbabe", was cared for by Woking & Sam Beare Hospice's Community, Hospice at Home and Wellbeing Centre Teams for the last weeks of her life and we continue to remain in contact with her family. This is something that both Deborah and her family were keen for us to share in order to help us raise awareness about hospice care.

Dame Deborah has done so much to raise awareness of cancer. In particular, she has removed some of the stigma and taboos around bowel cancer. And in the latter part of her illness Deborah has raised important awareness about end of life and hospice care, which the Hospice Sector is extremely grateful for.

Hospice care is a vital part of the healthcare system and operates alongside the NHS. Like our sister hospices up and down the country [which there are approximately 700] we provide palliative and end of life care to patients with life-limiting and terminal illnesses, as well as support for their carers and families. Most hospices are registered charities and our care is free of charge. We provide holistic care that is designed to cater for patients' physical, psychological, social and spiritual needs.

Dame Deborah's Mum, Heather James, comments:

Woking & Sam Beare Hospice supported Deborah and our family in achieving her wish to be cared for at our home in Woking during her final weeks.

In fact, many are surprised to learn that while we do have a 20-bed In-patient Unit at Woking Hospice, approximately 80% of our care is delivered in patient homes across the whole of North West Surrey.

Hayley Fellows, who is the lead for our Community Team, comments: Deborah was a truly inspirational and an exceptionally brave woman. She was determined all the way through to share her journey to raise money for cancer research and increase awareness, which will have undoubtedly saved many lives. It was therefore an honour to have been asked to take part in the BBC Breakfast's tribute to her.

Deborah leaves behind a legacy that will not be forgotten. She constantly would say to me – have you checked your poo?

As a palliative and end of life specialist nurse, the care and support that myself and my colleagues provide is very personal. At every turn we respect the wishes of our patients. I am often asked 'how do you do the job you do?' My answer is that it chose me. It is a privilege to be able to ensure my patients can live well and die with dignity and in peace. The Hospice's deepest condolence are with Deborah's family at this time. We will continue to be here for them and all the families who need us, for as long as they need us. We wholeheartedly thank Deborah for all the awareness she has helped to raise about the care and support services we provide.

Read more on pages 18 and 19 about why our services are so important.



A Day in the Life of Grace Taylor In-patient Unit Manager



Here our In-patient Unit [IPU] Manager Grace Taylor shares some insights into what it is like on our 20-bed IPU at the Hospice.

The Hospice is a lovely place to work – the team are kind and caring towards each other, as well as our patients and their loved ones. As IPU Manager I have overall responsibility for the Unit, staff and our patients and their visitors. This includes maintaining high standards and quality of care.

An average day at the Hospice is busy! But good busy. I normally start work at 8am to ensure I catch the night shift coming off duty and finish between 4-5pm.

The first thing I do is check the day's staffing levels.

This is to ensure all areas of staffing are covered. If there are any absences I can quickly arrange cover, which is essential for our patients' safety. I also support the team myself on the Unit when needed. Still being able to provide hands-on patient care is something I really enjoy about by my job, because normally the more senior you become in healthcare the more office based your role becomes. Actually having the time to care for our patients is so important to me.

We then have a daily IPU Meeting at 9am. This allows me, the CNS's [Clinical Nurse Specialists] and Doctors to receive a handover about all of our patients from the 'Nurse in Charge' who was on the previous shift. We review any referrals and decide on the admissions for the day. In doing so, we work closely with our colleagues at St Peter's Hospital and with our own Community Team.

From then on, no one day is ever really the same as it will be determined by the needs of our patients and their visitors.

We provide and organise all aspects of holistic care from medication, personal care, helping a patient eat and drink or referring them to counselling and complementary therapies. We also support patient visitors as much as our patients and often refer them to our wellbeing services.

When a patient is admitted, a member of staff will go and

greet them and bring them up to their bedroom. Each room has a private bathroom and its own balcony. We get them settled in and introduce them to the team members who will be looking after them that day. We let our wonderful Housekeeping and Catering Teams know that we have a new patient, giving them the opportunity to say hello.

We are a short term facility that typically looks after patients on average for 2-3 weeks. However, not all of our care is for very end of life patients. We also accept patients for symptom control [for example pain management] who are then discharged home or to another care facility.

Visiting is completely open and patient loved ones are welcome to stay overnight should they wish. Families can take advantage of one of our Family Rooms, where, for example, they can use the kitchen facilities or have some quiet time.

There has been a lot in the press and media recently about the pressures on the

Charitable Hospice Sector. This is not only in relation to our escalating costs due to the cost of living crisis but also because of the shortage of palliative nurses.

Hospices are such an important part of the Healthcare System. I would say to anyone considering a career in palliative nursing to give it serious consideration. I cannot stress enough what a rewarding and fulfilling role this is.

Want to Join our Team?

If you are looking for a career in Palliative and End of Life Care why not join our team and develop your career: wsbhospices.co.uk/ opportunities.

Horsell Shop Good Samaritans

The Manager and Volunteers at our shop in Horsell have been praised for the care and help they gave to a 93-year-old customer who felt faint after a convoluted bus journey on a hot day.



Duty Manager Sarah Cameron and Volunteers Margaret Marshall and Veronica Woodisse [pictured above] were very quick to notice that an elderly customer was not well and straight away got her a seat, a drink and something to eat. Sarah then drove the lady home.

Touched by this act of kindness, Gill who is the daughter of the elderly lady [who wishes to remain anonymous] got in touch with the Woking News & Mail to share this Good Samaritan story as a way to show their gratitude. A reporter from the newspaper then followed this story up and published a [much appreciated] good news story about our Horsell Shop Staff and Volunteers.

Sarah, the Duty Manager that day, comments: We sat the lady down, took her cardie off and got her a cup of tea. One of the volunteers got her a sticky bun from the bakers. She was trying to get back to Sheerwater and had been out for over five hours. We knew that there was no way that she was going to get a bus home. So we told her to just relax and that we would look after her.

The lady happened to mention that she had an appointment at St Peter's Hospital in a couple of weeks and that she was now worried about the journey after her experience that day. This was fortuitous as my husband is a driver with the Bustler Dial-A-Ride Service. So I signed her up for Bustler Buses then and there, gave her the telephone number and told her to give them a call. I then took her home once she was feeling better.

She was such a lovely lady and we just wanted to help. We'd do it for any of our customers. It was a team effort, as it always is in our shops.

The next day the lady called to thank Sarah, Veronica and Margaret and to say that she had organised the hospital journey with Bustler.

Kerry Bennett, the Hospice's Director of Marketing and Retail,

adds: This is such a heart-warming story that really demonstrates what an integral part of the community the Hospice's shops are. This story – where Sarah, Veronica and Margaret so thoughtfully looked after a member of the community – really embodies the values of Woking & Sam Beare Hospice. I would like to take this opportunity to thank them and all those who so generously support the Hospice and give back to their community.

The profits from the sale of goods at our 16 shops across our region of North West

Surrey all contribute towards the delivery of the Hospice's care and support services.

We could not do what we do without a dedicated team of staff and fabulous volunteers that give up their time to support us – THANK YOU.



Do you need support with transport?

For any member of our community that needs support with transport, you can find out more about the Bustler Dial-A-Ride Service by visiting their website at wokingbustler.org.uk.

A Tribute to Dr Sam Beare

During the summer, our long standing Sam Beare Committee came together to celebrate 15 years of fundraising for the Hospice at our Sam Beare Bookshop in Weybridge.

Part of this celebration was to honour the late Dr Sam Beare after whom the Sam Beare Hospice had been named. This had been located at the old Weybridge Hospital before it closed in 2016.

Pictured opposite [left to right] unveiling a plaque as a tribute to Dr Beare at this celebration event is Peter Egan [British Actor and our Patron], Mel Sibley [Community Hub and



Specialists Books Manager], Jennifer Simpson, [Chair of the Sam Beare Committee] and Clive Albury [Retail Operations Manager]. The plaque is now proudly on display at our Weybridge Bookshop.

The Importance of Gift Aid

If you are a UK Tax payer, Gift Aid allows us to claim an additional 25p for every £1 you donate at no extra cost to you. In addition to a monetary donation, any retail donation of your preloved goods that you make via our Shops or Warehouse also enables us to claim an additional 25% on the sale price of your items.



The Hospice's Woodland Walk is Back...

The Woodland Walk is back on Sunday 25th September. Walkers can again look forward to a fun day out set against the backdrop of the beautiful woodlands and wetlands of Surrey whilst helping raise vital funds for hospice care.

The 2021 Woodland Walk was our first in person Fundraising event for almost two years. It had a wonderful atmosphere and was a huge success with over 500 walkers taking part. It raised over £30,000 for the Hospice which equates to approximately 1,580 hours [66 days] of In-patient Unit care for a patient

Phil Wormley, Director of Fundraising, comments:

This year we are incredibly grateful to Fairoaks Airport for agreeing to host the Woodland Walk and to our long term supporter Trident Honda for sponsoring this event.

Again this year, you can choose between a 5 or 10 mile route that will take you across Fairoaks Airport, to Heather Farm and then onto Horsell Common. The routes will be fully signposted with marshal points along the way. Upon completion, all participants will receive



a unique Woodland Walk Medal.

The Event Village this year will be at Fairoaks Airport. Walkers can enjoy lots of fun activities and refreshments before and after their walk.

Additionally, there will be a dog friendly option this year which is a 5 mile route starting at 11:30am.

You can sign up as part of a team, small group or an individual. We would love to know if you are choosing to take part in memory of a loved one. You can download one of our Walking in Memory templates to decorate and wear this with pride on the day.

Tickets are £15 per adult, £5 per child [5-16 years] and under 5's go free.

For more information and to register: wsbhospices.co.uk/ woodland22



25th Anniversary Celebration Events What's On?



From 8-10am at Clandon Wood Reserve & Natural Burial Ground. Our Business Breakfasts are very kindly sponsored by Henchards. Our fun Autumn event returns this year starting and finishing at Fairoaks Airport. See page 11 for more information.



Sign up your school or group to this Christmassy craft and sporty fundraising challenge throughout December. Set your date and distance and we'll support you all the way. The Hospice's Team are offering a Christmas Tree Collection Service in exchange for a donation of £10 towards hospice care. For more information please see page 15. We are very excited to offer more ways our supporters can help us celebrate our 25th year of delivering care to the community. Pull this section out to keep or see our full events schedule at: wsbhospices.co.uk/events25.





Cheer on our London Marathon Hospice Team as they take on this iconic event. If you have a 2022 place and want to run for us get in touch. 25th Anniversary Dove Ball 12th NOV

Celebrate our 25th Anniversary in style at our Dove Ball that returns in person for 2022 at the Runneymede Hotel in Egham. It will be an extra special night. Tables are selling fast.



Take part in our Festive Fun Run for all the family to complete as many 1K laps of Woking Park as you like. See page 15 for more information.



Take to the sky with a Skydive, WingWalk or strap on your walking shoes for a 100K walk in the Cotswold, Lake District or to Brighton to help raise vital funds for the Hospice.

Christmas Market



Our Christmas market will be held in Woking Leisure Centre along side our Festive Fun Run. Get in touch if you would like to have a stall.

For more information about all of our events contact the team at fundraising@wsbhospices.co.uk or visit our website at wsbhospices. co.uk/Events25

FUNDRAISING

REGULATOR



Christmas Events and Remembrance Services

In person is back ...

We are very much looking forward to hosting some in person events this festive season. All our up and coming events are listed on pages 12 and 13 but here we provide a little more detail about our offerings during December.

Light up a Life

Our Light up a Life [LUAL] services are open to anyone who wishes to attend. They are a time for us to come together to reflect and light up the lives of those loved ones we have lost. As this is such a personal time, we are absolutely delighted to share that we will be holding in person services this December.

A non-religious service will be held at The Winston Churchill School, just a few minutes from Woking Hospice in Goldsworth Park. The service will take place on Thursday 1st December at 6pm.

We will then have services at St Dunstan's Church [Sunday 4th December from 6pm] and at St Andrews [at the time of writing a date was still to be confirmed]. This church service will be live streamed for anyone unable to attend. We are very grateful to Winston Churchill School, St Dunstan's Church and St Andrew's Church for hosting us this year.

Our services are free to attend but you will need to register. Please visit our website for full information at **wsbhopsices.co.uk/laul22** or you can call our Supporter Care Team on 01483 881752 who will be happy to help you.





Switching on the Memory Tree Lights

Our Memory Tree will again be in the Hospice Café from the 1st December. We invite anyone from our community to send us a dedication Memory Star to hang on the Memory Tree and keep one for their own tree. You can download a star to print from our website: wsbhospices.co.uk/ memorystar and for those on our mailing list you will receive these through the post.

Christmas Tree Collection Service

We trialled this last year and found it not only to be a very useful service to our community but it also helped to raise much needed funds for the Hospice. And so this year, we plan to offer this collection service again throughout the first week in January.

Anyone wishing to use this service will need to register their interest on our website at **wsbhospices/ TreeCollection**. In exchange we kindly ask that you make a £10 donation. And if you are a UK Tax Payer please do not forget to Gift Aid.

Woking & Sam Beare Hospice and Wellbeing Care

Festive Fun Run

And Christmas Market

Sunday 11th December | Woking Leisure Centre Get in touch if you would like to have a stall: fundraising@wsbhospices.co.uk wsbhospices.co.uk/festive22

The Bradbury Wellbeing Centre is Back in Action

Based at the Hospice in Goldsworth Park, our Bradbury Wellbeing Centre provides invaluable support to our day patients. It provides them with a warm and caring environment to socialise in and chat with others who may be in similar circumstances, as well as being able to enjoy activities like arts, crafts and painting or be entertained by local musicians.

The Centre gives welcome respite to our patients and their carers. Our Wellbeing Centre Team are on hand to support and advise on any concerns they may have and our wonderful volunteer therapists offer patients aromatherapy, massage and reflexology in our tranquil treatment rooms.

We have developed a number of wellbeing programmes for groups and individuals and work with other Agencies who can provide longer term support. For those that attend, this offers some companionship, comfort and support to each other. In order to keep everyone safe and to limit social contact we had to suspend our face-toface Wellbeing Services during the pandemic. So being able to open up again has come with much delight to both patients and our team of staff and volunteers. And, as before, there is always plenty of tea, coffee and cake.

Since the Wellbeing Centre reopened, pictured opposite are just some of the activities that have been enjoyed. Activities that have included celebrating the Queen's Jubilee with an afternoon tea, painting memory stones in our Bereavement Group and a very special visit from Winter the St. Bernard dog who came along from 'Pets as Therapy'.

Many have preconceived ideas about what a hospice is. By sharing some insights in Inspire Magazine we hope that this demonstrates what a warm and welcoming place it is. The support and understanding has helped me so much. If it wasn't for the Wellbeing Team I would not be feeling as I do now.

The cake, the coffee - all so welcome and appreciated. But mostly, I value the companionship, the support, the understanding and the empathy.

Each time we have attended the atmosphere is always positive and friendly.

Join Our Team

We are looking for Complementary Therapists. Visit our website wsbhospices.co.uk/careers for more information and how to apply.



We are a vital part of North West Surrey's Healthcare System Proud to be the "Hub" for Palliative Care and End of Life Services



Woking & Sam Beare Hospice and Wellbeing Care [the Hospice] is a member of the North West Surrey Health and Care Alliance.

The Alliance is a partnership of organisations that each have a responsibility to support Health, Care and Wellbeing. It is comprised of health and care services, charities and local councils. The Alliance has come together to break down traditional organisational boundaries to deliver excellent and sustainable health, care and wellbeing outcomes for local communities.

As an Alliance we want to work closely with the local community to understand its needs and work collaboratively to find solutions that will help to nurture a stronger community now, and for the future. The Alliance is about bringing together each organisation and sharing their specialist knowledge and skills to positively support the North West Surrey community. The community is very much seen as a partner of the Alliance as it is with this understanding of the wider needs, better health, care and wellbeing can be achieved.

Care delivery can sometimes be fragmented and patients are often referred to multiple organisations to meet their needs. This can feel exhausting for the individual and it is an inefficient use of public resources. The Alliance organisations have come together to challenge and positively change this approach. We believe health, care and wellbeing should be an efficient, responsive experience, with a holistic approach to both the individual and the wider community's needs.

Working with our Alliance partners, the Hospice is now the "Hub" for Palliative Care and End of Life Services across the whole of North West Surrey. In this new role, the Hospice is now providing specialist "in reach" services to the local Acute Trust [Ashford and St Peter's NHS Hospital Trustl. Additionally, a "Direct Access Model" has been introduced which has facilitated the rapid transfer of Palliative Care and End of Life Patients from the Hospital to the Hospice.

By working collaboratively and adapting our model, we are now seeing an extension of Hospice care to an increased number of patients and in improvements to the quality of that care. All of which is having a much bigger impact in improving the quality of care delivered to people living in North West Surrey. Additionally, being better able to manage our costs has never been more important against the backdrop of a cost of living crisis. In relation to this, it has been widely reported the additional pressures this is putting on the [largely charitable] Hospice Sector. This combined with the fact that we now face a shortage of clinical and medical professionals in this country, means that healthcare providers are all competing in a shrinking pool to staff their services.

By collaborating and introducing new and innovative models, we are better able to pool resources and assure our long term financial sustainability. Through the Alliance we are demonstrating the clinical relevance of hospices and most importantly, we are improving patient access.

For more information about the North West Surrey Alliance, you can visit our newly launched website at **www.northwestsurrey**alliance.org

Working together for better Health, Care and Wellbeing

NW Surrey Alliance



Jumping out of a perfectly good aeroplane for hospice care!

On the 20th June, Holly Davey faced her fears by taking on a skydive to raise funds for the Hospice in appreciation of the care provided for her mum Sarah in 2017.

It was Sarah's wish to be cared for in her own home in Bagshot. She was looked after by our team of Community Nurse Specialists [CNS]. In fact, over 80% of the care we provide is in patient homes across six Surrey boroughs.

Here Holly explains what motivated her to throw herself out of a plane ...





The Hospice provided my mum with superb care and wonderful compassion during her brave fight with cancer. The nurses were there for my mum in her darkest, most painful times. They were so friendly and helpful. Without the care, understanding and commitment of these nurses, I believe my mum's last months, weeks and hours would have been totally unbearable for us all.

My husband Alan set the fundraising target at £2,000 as he was convinced I could easily raise that for the Hospice. As it got closer to the day of the jump, I was getting nervous that I wouldn't raise enough. But it was Alan that rallied friends and family to sponsor me and, in the end, we smashed the target and raised £2,306. It was definitely teamwork for the fundraising but Alan didn't have to jump out of the plane at 15,000ft and free fall at 125mph!

Supporting me on the day of the jump was Alan and my daughter Morgan. It was especially poignant as it would have been Mum's 70th Birthday. I am so proud to have faced my fears and raised money for the Hospice. The nurses who looked after my mum were amazing and never failed to put a smile on her face.

The Importance of Bequests Gifts in Wills

Our next Will Writing Month will be 26th September to 28th October 2022.

One way you can help us to be there for the next generation is by leaving a gift in your Will. These bequest donations play a vital role in safeguarding our future work.

In the past year, Gifts in Wills have helped contribute towards all out services including the cost of 24-hour care in our In-patient Unit and the care our Community Team provides in patient homes.

"Nick and I were cared for so beautifully when he came into the Hospice. The way all the Hospice Team journeyed with us until his death was amazing and so comforting.

We were just one couple and I'm so passionate that what we experienced is available for others. My Will I know will help make this happen." Nick's wife Karin

Writing a Will is an important decision and can be surprisingly straightforward to do. After you have provided for loved ones, please consider remembering the Hospice in your Will.



To support those who have not yet made a Will or need a Will updating we are delighted to be supported by a number of our local solicitors who will be providing Will Writing Services free of charge from 26th September to 28th October 2022.

Every 1 in 10 patients are cared for by Gifts in Wills.



For more information: wsbhospices.co.uk/wills 01483 742852 wills@wsbhospices.co.uk



In pictures here are just a few of our highlights since the Spring 2022 issue of Inspire Magazine. We couldn't do what we do without you. If you would like to support us please get in touch at **fundraising@wsbhsopices.co.uk** or on **01483 881752**.

| Thank you



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Woking & Sam Beare Hospice and Wellbeing Care

Would you like £1,000?

Play our lottery to be in with a chance to win for just £1 per play. It is a win-win for patient care either way: wsbhospices.co.uk/lottery

Woking & Sam Beare Hospice and Wellbeing Care

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