



Woking & Sam Beare

Hospice and Wellbeing Care

Inspire magazine

Your local hospice charity's supporter newsletter | Spring 2023



“We knew we couldn’t change the outcome of Emma’s cancer, but we could change the outcome of that day.”

Read about how two of our nurses enabled one of their patients to have her wedding day, as well as other news on how your support makes a real difference ...

To find out more: wsbh.org.uk

Inspire Magazine

Welcome to the Spring edition of Inspire, Woking & Sam Beare Hospice's supporter Magazine. Inspire was launched five years ago so we could share with you how your help makes a real difference to the lives of our patients, their carers and families.

In this edition we have a wonderful story of how our Community Team went above and beyond in helping to make a wedding day wish come true for one of our patients and we are very grateful to the family for letting us share this with you all.

Hospice care is so much more than just clinical or medical support when our patients and their loved ones are facing some of the most difficult times in their lives.

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



Marian Imrie
CEO of Woking & Sam Beare Hospice

We have a new Domain Name

Our Domain Name has now changed from wsbhospices.co.uk to wsbh.org.uk.

This means our website URL is now www.wsbh.org.uk and our emails have changed to [e.g.] info@wsbh.org.uk.

The old domain names will continue to work and we want to reassure you that your communications to us will not be lost.

This change comes at no additional cost to the Hospice and there will be a period of time where you will continue to see our old URL and email addresses on our printed literature.

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Dragon Boat Races sponsored by Trident Honda

On Sunday 14th May, the Woking & Sam Beare Hospice Dragon Boat Races and Family Fun Day will be back at Goldsworth Park Lake.

It's not every day that you see Dragon Boats racing across a lake in Surrey. With a drummer perched on the front of the boat, beating a rhythm to which their team must synchronise their plunging oars, it's certainly a sight you don't want to miss!

Trident Honda in Ottershaw have kindly been sponsoring this vibrant event since 2016.

Richard Roberts, Managing Director of Trident Honda [Ottershaw], comments:

We are once again delighted in 2023 to be the main sponsor of the Dragon Boat Races. Such a fabulous day's entertainment for all participants and spectators, combined with raising money for such a fabulous cause.

We first started supporting the Hospice in 1992 due to the benefit it brings to the community we are part of. I also have a

personal connection to the Hospice as they cared for both my grandmother and my father. Over the years, members of our staff have had family members who have also been supported by the Hospice and so we understand first-hand how important hospice care is.

The Hospice is delighted that the Chinese Association will again this year open the races with a traditional dance. This is definitely not to be missed.

Alongside the Dragon Boat Races will be the Family Fun Day which is free to enter. Enjoy a BBQ and a Pimm's whilst cheering on the teams. There will be crepes, a tombola, a plant sale, a lucky dip, and more.

We would like to say a huge thank you to Richard Roberts and Trident Honda for once again sponsoring our Dragon Boat Races. We are incredibly grateful for their commitment to the Hospice. **Phil Wormley, Director of Fundraising, Woking & Sam Beare Hospice.**



Emma's Wedding Day

With heartbreak and loss, we so often also find beauty and cherished memories. When Emma sadly died after being diagnosed with bowel cancer, she left behind a memory that her family will cherish forever – her wedding day.



As two of our nurses, Hayley [Community Services Manager] and Julie [Community Nurse Specialist], arrived at work on 17th September 2022, they had no idea of the events that were about to unfold. After receiving a desperate phone call from Emma's sister Lulu they hurried to Emma's house to help her. Emma was a patient under the Hospice's Community Nursing Team. She had terminal bowel cancer and was in severe pain and incredibly distressed. The

emotional strain was only exasperated by the fact that this very poignant date was meant to be Emma's wedding day.

Emma had met her partner Sam many years ago. He was her soulmate and childhood sweetheart. They were blessed with four children and had been planning their wedding for a long time after multiple proposals by Sam led to an inevitable 'yes'! Emma had chosen the perfect dress, arranged for her hair and make-up to be done, and had

hired a wedding car and photographer to capture the perfect day that they wished to celebrate with their family and friends. Heartbreakingly, when Emma woke on the morning of her wedding day, the deterioration in her health meant that they felt that they had no choice but to cancel.

After assessing the situation and giving Emma some pain relief, Julie took Emma's hand and asked her, "Do you still want to get married?" To which, Emma whispered, "Yes, I do."



All Julie had to do was look at Hayley to know they were both on the same page and in this together.

"Non-verbal communication is comforting in difficult, sensitive situations. Hayley and I have worked together for some time, and we understand how each other thinks." comments Julie.

The Hospice's two nurses knew that they couldn't change the outcome of Emma's cancer, but they did have the opportunity to change the outcome of that particular day.

Hayley and Julie just knew they had to do everything in their power to help Emma experience the wedding day

that she deserved. Despite everything else being cancelled that morning, the booking at Weybridge Registry Office was still in place.

After informing the family that the wedding would still go ahead, Hayley and Julie helped Emma into her wedding dress and did her hair and make-up. Emma looked undeniably beautiful as she stood in her glamorous white dress, detailed to perfection. Her daughters, dressed as bridesmaids, looked on with pride as their two younger brothers appeared in their suits, their little faces filled with excitement.

As Emma travelled to her wedding venue, there was a quiet sense of calm and relief as she softly sang songs, "Baby Boy" by Big Bruvaz. Joined by her family, Emma was helped down the aisle where she was able to

say her long awaited vows. Holding onto a stunning bouquet of yellow and pink roses, her dress flowing out beside her, Emma's smile said a thousand words.

Hayley was asked to take on the role of wedding photographer and captured many precious moments as Emma got her wish to marry her childhood sweetheart, the father of her children, and now her husband.

A few weeks later, Julie and Hayley attended Emma's funeral. A respectful silence fell as two elegant white horses led her funeral cortege. Inside the white hearse, placed on top of her coffin was a beautiful floral tribute – WIFE.

Our nurses feel truly privileged to help all our patients and their families in times of such sadness. This moment of being able to find beauty in amongst the sorrow will never be forgotten.

A Day in the Life of Kate Hedges

Trainee Nursing Associate

Here, our Trainee Nursing Associate Kate Hedges shares some insights into what it is like working at the Hospice.

It's a privilege to be there for someone at the end of their life – just like a midwife at the start of life.

When people ask me why I chose to work in palliative and end of life care, my answer is actually very simple. End of life is inevitable for all of us, and the work that I do means that I can bring comfort and support to patients and their families. There wasn't one specific moment that inspired me to work at a hospice, I just knew that it was right for me. I applied to three hospices at the same time but knew that Woking & Sam Beare Hospice was the place for me as soon as I stepped into it. Everyone was so warm and friendly. Not just in a polite, welcoming manner, but in a way that felt so genuine. I immediately felt part of the team.

Coming from a background in elderly care, I began my journey at the Hospice

as a Healthcare Assistant and I'm now a Trainee Nursing Associate. In May, I will be proud to receive my Five Year Service Award. Personal growth has always been important to me and I have often furthered my own knowledge with online courses. With the support of the Hospice, I have now been able to take this one step further with a Nursing Associate Apprenticeship with The University of West London. I look forward to qualifying in December 2024 and taking on a more involved role at the Hospice.

As a mum of four, a student and an employee, my life is certainly busy! But I thrive on a challenge and love to be active. I actually love waking up on a Monday morning and coming into work, which says it all about how rewarding my job is.

A typical work day for me involves coming in at 7.30am to do the hand over with the night staff. We then make a start on the patients' personal care. Every day is unique as every patient is unique. The most important



thing to me is putting their needs first. My colleagues call me the 'Bathing Queen' or the 'Zenbo Queen' as I love to help my patients experience our spa bath and our aromatherapy candles.

Obviously, there are some incredibly tough emotions to deal with on a day to day basis. There is so much more to my role than the clinical side of things. I am there for my patients to talk to and it means a lot to me to build their trust. Sometimes just being there and not saying anything at all is all the comfort they need.

Being there to support patients' families is also a huge part of my role. There are such special memories that won't ever leave me. Times where I have been with a family at their loved one's final moment. I know that my presence there has made a difference and I feel honoured to have shared it with them.



The support of my colleagues over the past five years has been invaluable. We cannot go home and offload on our families when we have had a hard day, so we are there for each other. Sometimes we just know by looking at a colleague's face that they aren't ok. We will talk about it openly in a way that others may not understand, and we all appreciate that it is ok not to feel ok at times.

I feel like I have learnt so much in my time at the Hospice. I have learnt to recognise my own limits and trust my colleagues rather than feeling that I have to do everything myself. I am so appreciative of the support given to me with my studies.

I also loved the experience of getting involved with The Dragon Boat Race in support of the Hospice last year and letting my hair down with everyone. The environment at the Hospice is so supportive that it feels more like a family than a place of work.

A hospice is most certainly not a gloomy place that people should fear. It is a lovely, warm, comforting place that makes the inevitability of death so much more bearable.

It seems so wrong to say it is a lovely place to work when so much sadness comes with it, but this just shows what an amazing place it is to be part of.



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: [wsbh.org.uk/joinourteam](https://www.wsbh.org.uk/joinourteam).

Taking on Mount Snowdon

This September, 11 Hospice staff will be attempting to climb Mount Snowdon



The Hospice Team

A simple conversation between colleagues about lifestyle changes and wellbeing ignited an idea that would see them pushing themselves to limits beyond anything they have done before.

The highest peak in Wales is no easy feat and the Hospice Team have been working hard to prepare themselves. Hospice Trustee Carina Kemp met with Hayley [Clinical Community Services Manager, who is featured in our wedding story on pages 4 and 5] recently to share some of her wisdom after taking on the Three Peaks Challenge for the Hospice last year. The key bits of advice Hayley took away from this was to take a lot of snacks and to make sure they have a good sense of humour along the way. Of course, the right equipment is key too and Carina suggested

carrying a lot of this in the practise walks the team have planned to ensure that they are used to the weight of it.

Armed with thick walking socks and waterproof walking boots, our amazing team will be encouraging each other every step of the way in true Hospice spirit. We wish them all the best and we will be following them keenly on our social media channels and their JustGiving page which they will be updating regularly with their training progress.

<https://www.justgiving.com/page/charlotte-smith-1680593850067>



Looking for new ways to stay in touch



We really hope you are enjoying reading this latest edition of Inspire Magazine. As a valued supporter it is really important for us to be able to keep you informed by sharing with you news and updates about how your help is making a difference and to be able to say thank you for your generosity and support.

As a charity we are always looking at the ways we keep in touch and to make sure that we are being as cost effective as possible.

We are pleased to share with you that for the first time our Autumn edition of Inspire Magazine will be sent out with the tickets for our fantastic **Winter Raffle.**

Inspire Magazine and the Winter Raffle tickets will be going out to our Supporters in October 2023, and we therefore need to make sure all our communications are as relevant to you as possible.

We would kindly ask you to take a minute to update your communications preferences by visiting: wsbh.org.uk/tick or by calling our Supporter Care Team on **01483 881771** who will be able to help with what you are happy to receive from us.

Ticking the right box can also make a big difference when it comes to Gift Aid.

If you are a UK Tax payer, Gift Aid allows us to claim 25p for every £1 you donate at no extra cost to you.

Any retail donations of your pre-loved goods that you make via our Shops or Warehouse also enables us to claim an additional 25% on the sale price of your items. Therefore, please advise a member of our Retail Team if you are a UK Tax Payer at the point of donating goods.

Thank you – your tick really does make a difference!



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We can claim back 25% from the Government

To register and to find out more about Gift Aid please visit: wsbh.org.uk/giftaid

Our Volunteers all have their own story

Karen Batterson shares hers here ...



Karen and her family

Volunteers at our Woking & Sam Beare Hospice shops selflessly give their time for a whole variety of reasons. Karen Batterson from our Walton-on-Thames shop, however, has more than one reason for wanting to help the Hospice.

Karen initially joined our wonderful team back in 2009, when the shop in Walton-on-Thames initially opened. Her motivation came from a desire to give something back in life after her own experience of cancer. After receiving chemotherapy at St Luke's Cancer Centre, she made

the tough decision to not return to work. This allowed her to give up her time to help at our Walton-on-Thames shop once a week.

In November last year, the Hospice became so much more to Karen than just the shop she volunteered at. After a struggle with pancreatic cancer, Karen's father John hit crisis point. Karen's family contacted Macmillan Cancer for support who put them in touch with the Hospice. Our Community Nurse Specialist [CNS] Paul went to meet with John and his family and they immediately felt less alone.

It was in December, when Karen's mother Pam attempted to help John downstairs to celebrate his birthday that things took a turn for the worst. Sadly, they both fell, resulting in a fracture to Pam's back. Pam did recover and as a very stoic lady she would have loved to have carried on caring for John but realised it was time to ask for help.

Within days, the Hospice staff had brought equipment such as a wheelchair and bathroom aids to John's home. It was John's wish to die at home and Paul always maintained that they would adhere to whatever John's wishes were. He acted as a mediator for the whole family and raised important discussions that otherwise may have been left unsaid.

Paul was like a guiding light who always kept in touch.

Before long, it was apparent that John didn't have much time left, and John's family called Paul for support. He dropped everything and went straight over to their home. Taking the time to explain everything that was



Karen's mum and dad

happening to John, he guided them through it all and made sure that they understood.

The dignity that Dad was shown was incredible.

John died on 15th January 2023.

Karen is so thankful to the Hospice for everything they did and attributes 90% of how they coped as a family to Paul and the incredible team of nurses and physios. She remembers how her mum and dad's weekly visits to the Hospice provided a much-needed structure for them as they chatted to one of our counsellors Mel over tea and cake, openly asking any questions they had thanks to Mel's approachability. They were even able to experience the relaxation of a massage in the holistic wellbeing

her flower business between Woking & Sam Beare Hospice and the Royal Surrey Fountain Centre. Generous donations from John's funeral also raised over £3,000 for the Hospice.

We are so grateful for all the support that Karen gives us and are thankful that our amazing staff could be there for her, her father, and the rest of their family at this difficult time in their lives.

We would like to congratulate Pam, as on 6th April [at York Minster] she will receive a Maundy Purse from HRH King Charles for the service she has given to young people in the community.

The Hospice was a tremendous gift to us in our time of need.



Karen [right] pictured here with her friend Lynn, who is also a florist and the Hospice also cared for her Husband.

Upcoming Events in 2023

What's On?


We are very excited to share just some of our upcoming events for 2023. Pull this section out or visit our website for the full events schedule: wsbh.org.uk/events23. Hospice led and supporter led events are added to our website and social media channels all year round. There's something for everyone to get involved in whilst supporting hospice care.



14th MAY

Dragon Boat Races

Come along to Goldsworth Park Lake to watch local community teams take on the Dragon Boat Races, from 10am-4pm and FREE family fun day. See page 3 for more information.



28th MAY

Ride London to Essex

Join the Hospice Team and take on the world's greatest festival of cycling RideLondon-Essex 100.



30th JUNE

Business Breakfast

Venue will be confirmed on our website shortly.



13th JULY

Hindhead Golf Day

WSBH Charitable Golf Trust golf day, play, donate or support at this wonderful venue.



THROUGHOUT 2023

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.

THROUGHOUT 2023



20th JULY

Hub, Talk, Music

An evening of entertainment at our Sam Beare Bookshop in Weybridge. Tickets are limited so do not miss out.



1st DEC

Light Up a Life

At St Andrews Church, Goldsworth Park, Light up a life services remembering our loved ones.

Care for a Cuppa

Host a coffee morning in aid of hospice care. Visit wsbh.org.uk/careforacuppa to register plus information and downloads for your event.



THROUGHOUT 2023



25th SEPT to 27th OCT

Free Will Writing month

Working with local Will writers and Solicitors providing Will writing appointments in exchange for a donation to the Hospice.



3rd DEC

Light up a Life

At St Dunstons Church, remembering loved ones together at our Light up a Life services.

For more information about any of our events contact the team at events@wsbh.org.uk or visit our website at wsbh.org.uk/Events23.



Hospice Retail News ...

Our Shop Managers Love to Rise to a Challenge

When a gentleman ventured into the Woking & Sam Beare Hospice shop in Ashford recently, our Shop Manager Nikki and her colleague Sarah immediately rose to the challenge upon hearing his request. Like so many parents have experienced over the years, his daughter had told him that she needed a Victorian outfit for Victorian Day at school. But she needed it the next day!

Our staff did not hesitate in helping this man and his daughter. After searching through the clothes that they had in the young girl's size, they came upon a black velvet dress. And with the help of a blunt pair of scissors, a white cotton scarf became an apron and voila.

The gentleman was absolutely delighted with the result which, compared to the expensive readymade costumes sold online, had only cost him £3. Over the moon, he rounded up

the total cost to £5 by buying two of our Hospice Lottery Tickets.

The next day, the gentleman returned to the shop to show the staff the photos that he had taken of his daughter for her Victorian Day at school. She was so happy with her outfit, as was his wife who said he had certainly 'come up trumps!'

Over on the other side of our patch, our Goldsworth Park Shop, which is just next to the Hospice in Goldsworth Park Centre, also went

above and beyond recently. We had a young lady who had been admitted onto the In-patient Unit and in the absence of family and friends she needed some essentials. Manager Caroline and her colleague Nupa became personal shoppers and put together a much appreciated package of care and comfortable clothing.

“Our charity shops are not just retail stores; they are at the heart of the communities we serve. I would like to take this opportunity to thank all our hard working staff and volunteers who go the extra mile every day.”

Kerry Bennett, Director of Retail and Marketing

Find your local Hospice Shop and be a sustainable shopper at very affordable prices: wsbh.org.uk/shop.



Pre-Loved, Upcycled, Sustainability is the Way Forward



Woking & Sam Beare Hospice is always looking for innovative ways to accommodate the changing world. We are therefore proud to find new homes for so many pre-loved items. But our latest venture is perhaps our most exciting to date.

A workshop has been created alongside our Warehouse in Knaphill which will be dedicated to upcycling furniture and home furnishings. Furniture Business Manager Michael has been hard at work creating the perfect workspace for a talented team to work their magic. Leading by example, his

handy skills have turned an enormous dining table into two lengthy workbenches.

We have set up a collaboration with Jane Goodman [from Home Office Chic] who will be bringing her talents to our workshop. “Breathing new life into pre-loved furniture,” she will be a great asset to the team.

We NEED YOU!

We are now at the stage where we would love to receive donations of good quality tools so that work can begin. Also, if anyone is skilled in carpentry, electrics, or has some creative flare, and can offer a few hours of their time, we would love to hear from you. If you can help, please contact us at retail@wsbh.org.uk.



Meet our Woking & Sam Beare Bear

Inspired by our namesake, we are excited to introduce “Sam Beare” the Bear.

We hope that Sam Beare the Bear will make his debut at our Dragon Boat and Family Fun Day on Sunday 14th May. But also look out for this cute little guy in

one of our 16 shops very soon. All profits from the sale of Sam Beare the Bear will contribute towards the delivery of our care across North West Surrey [price

point to be confirmed].

And watch out for the range of Bear-n-accessories to keep Sam Beare the Bear at the height of fashion.



The first NWS Alliance Community Day

We were delighted to take part in the North West Surrey [NWS] Alliance's first community day at Wisley Gardens on Monday 27th March.

Woking & Sam Beare Hospice is a member of the Alliance, which is a partnership of organisations that each have a responsibility to support Health, Care and Wellbeing. 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.

Against the backdrop of the stunning Wisley Gardens, on what was a glorious sunny day, this was such an excellent opportunity to network with our other Alliance Partners and engage with the local community. As well as to be able to share some of the fantastic initiatives that are happening across North West Surrey in terms of how we are transforming and improving health and care services.



To find out more take a look at the NWS Alliance information short film that was launched at the Community Day: https://youtu.be/gPUOJh_Rfpo.

Seymours Smash their Fundraising Target

Here at Woking & Sam Beare Hospice, we are incredibly grateful for the support that we receive from across our communities, including our corporate supporters. This includes Estate Agents Seymours, who have given us incredible support over the years.

The culture of Seymours is such that they believe giving back to the local community is one of the highest values that they teach their employees from the moment they join their team. This ethos was shown to be fundamental when they pledged to raise £25,000 to recognise the 25-year history of the Hospice, last year.

Not only did they reach their ambitious target, but they also exceeded it by reaching an impressive £33,000!

The team at Seymours enjoyed every second of their fundraising as they attended an array of events. They climbed mountains, raced at regattas, ran marathons and hosted golf tournaments.

We were delighted to welcome the team at our Dove Ball in November. Everyone felt the appreciation of being able to attend such a glamorous black tie event again as it returned for the first time since Covid. Joined by other high profile supporters, Seymours dressed to impress as guests enjoyed a night of heart warming speeches and some incredible fundraising where they were impressed by several 'money can't buy' items.

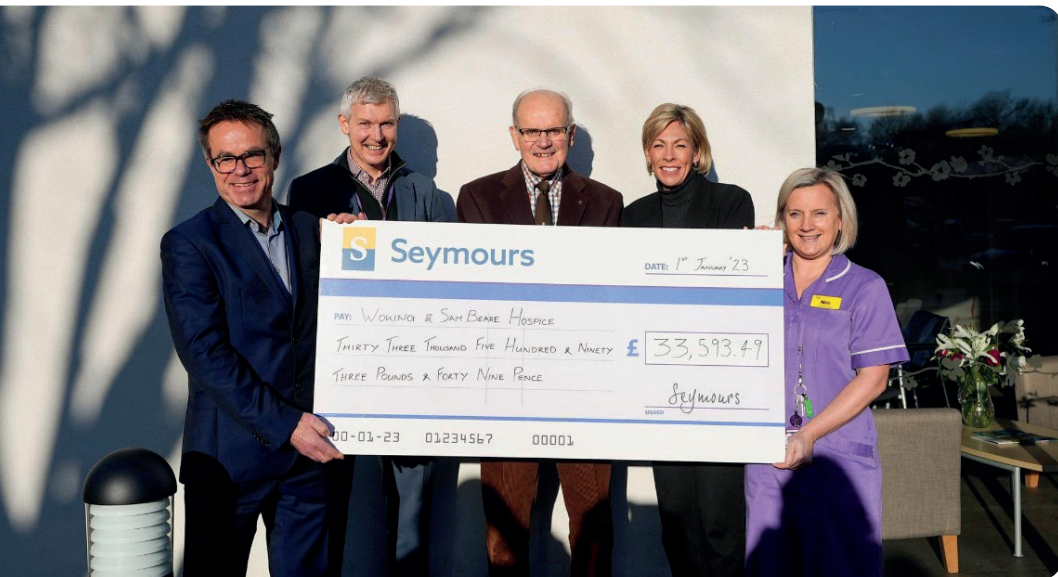
"Seymours have been passionate supporters of the communities we work in for the more than 30 years, and there's no organisation closer to our hearts than Woking

& Sam Beare Hospice. We're continually in awe of the fantastic work they achieve and we're proud to be able to support them in any way we can. From fundraising events that our staff relish getting involved in, to helping promote their cause and raise their profile in the local community, we are honoured to play our small part in the continued success of the Hospice."
John Ferrucci, Partner at Seymours Estate Agents.

Seymours ended their year of fundraising on a high as they hosted the annual Seymours Carol Concert in aid of the Hospice. Choirs from local schools joined them to perform alongside West End musical stars and The Salvation Army band for a performance of Mary Poppins. This vibrant display brought true community spirit to Christ Church in Jubilee Square, Woking. It was the perfect way to see out a magnificent year of fundraising.

We're blown away by the support of Seymours. To raise this much money really shows their commitment to our cause. We're not only grateful for the donation but also the awareness and connection to the communities we're developing with this relationship.

Lucy McNally, High Value Partnerships Manager



Challenge Yourself for a Good Cause

There are those of us who think that jumping out of a perfectly good plane is pure madness. Others amongst us think that it is an experience of a lifetime as you plunge towards the ground at 125mph before the unforgettable moment when your parachute launches.

You could jump for the Hospice in a tandem skydive from an altitude of either 10,000 ft or 15,000ft. To find out more, and register for your jump, visit the Go Sky Dive website: www.goskydive.com/woking-and-sam-beare-hospices/

If jumping out of a plane is not quite for you and you would prefer to keep your feet firmly on the ground, then you can walk, jog or run at one of our upcoming challenge events in various locations. Not only is it good for your health you will also be supporting patients and their families in our community, when they need us most. For more information: www.ultrachallenge.com.



Tree of Life in the Retreat Garden

The Woking & Sam Beare Hospice Tree of Life sculpture is located in the centre of the Hospice in the Retreat Garden outside the Garden Café and the Wellbeing Centre.

The garden was created by award winning garden designer Charlotte Harris when the Hospice in Goldsworth Park opened in 2017. This beautiful garden is now fully established and literally bursts into life in the spring and it offers a space for families to visit and remember their loved ones.

A dedication leaf can be added to the Tree of Life which is engraved with a message for a loved one. Those adding a dedication are invited in to choose the position of their leaf on the tree.

“The Tree of Life gives the opportunity for us to visit and remember our mother and the wonderful end of life treatment she

received at the Hospice. She could not have been in better hands with a truly lovely and caring team to look after her and we cannot praise them highly enough.”

You can find out more about our Tree of Life and how it helps us to continue to provide care for others by visiting our website: www.wsbh.org.uk.treeoflife





In pictures here are just a few of our highlights since the Autumn 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@wsbh.org.uk or on **01483 881752**.

Thank you



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:
wsbh.org.uk/lottery



Woking & Sam Beare Hospice and Wellbeing Care

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