

Hospice at Home

Carlisle and North Lakeland

WELCOME TO THE AUTUMN/WINTER 2021 ISSUE OF

CONTACT

Local Care for Local People

Caring, Compassion, Trust, Respect, Professional, Resourceful



And we're back!

While some of our clinical services never stopped during the pandemic, our shops were stop and go whilst our face-to-face fundraising events came to a grinding halt. We are delighted to announce that our shops have now back open and we will be holding our first challenge event in September!

Thank you for your never-ending support of our shops, both for your custom and donations. Thank you to our volunteers for your time and dedication. Thank you to our sponsors for your fundraising initiatives. **Thank you to our community.**

Over the last few months, Hospice at Home has been working on a three year strategy including a new strapline. Whilst we will always strive to provide "More Care for More People", **community** is at the heart of what we do, so after quite a bit of reflection, we have chosen "**Local Care for Local People**". Our patients, our supporters, our staff... we come together when needed most to support each other.

Together, our core values of care, compassion, trust, respect, professionalism and resourcefulness create the foundation upon which Hospice at Home stands. Without these, and without our community, we could not provide the services that we do. We continue to **thank you** for your support as none of this would be possible without our community.

To read more about our strategy please turn to page 2 and 3.

**Anyone can make a referral to our services. The contact number for advice or to make a referral is
01228 608942**

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Vision

Hospice at Home will positively influence a future in which everyone within our community facing life limiting illness, regardless of cause, receives the best possible palliative and end of life care and their families and carers receive the support they need.

Mission

To enhance quality of life for adults, their families and carers in our area, through skilled and compassionate care and support at home and in their community.

Four Commitments

Holistic
Exemplary
Care

Sustainability

Engaging
with
Stakeholders

Planning for
Future
Needs

Capabilities

Provision of a
High Quality
Service

Governance
Finance
Income Generation
Resourcing

Marketing and
Communication

Values

Caring

- We will always be kind and caring towards others. Our care and support will be holistic and will always put the patient first.

Compassion

- We will accept the thoughts, values, beliefs and choices of others without judgement, responding with empathy and the offer of support wherever possible.

Trust

- We will build trust and confidence by being approachable, dependable and responsive to individual need.

Respect

- We will be courteous and actively listen to what is said. We will maintain privacy and dignity at all times.

Professional

- We will be open, honest, reliable and fair accepting responsibility for our actions and being accountable for them.

Resourceful

- We will use our resources and funds carefully to ensure we deliver quality, palliative and end of life care for patients whilst also supporting family members and carers.

Hello from our C.E.O.

Hospice at Home had a five-year strategy from April 2015 to March 2020 entitled "More Care for More People", which when evaluated, achieved what it said, provided more care for more people. With the pandemic hitting us in March 2020 the strategy was extended for another year. I am really thrilled to now share with you our three-year strategy which is effective from April 2021 to March 2024. Often when strategies are written they are wordy and lengthy documents, so I am pleased with our 'Strategy House' and our new strapline of "Local Care for Local People" which sits under the Hospice at Home logo. The strategy was developed by a group of individuals including staff, trustees and members of the senior management team. As you can see it clearly demonstrates our vision, mission, our commitments and our values. Hospice at Home is committed to providing high quality care and support within our community, which is sustainable into the future. With your much valued support this is achievable. If anyone would like to chat with me about the strategy please do not hesitate to get in touch on 01228 608942 or by emailing Fiona.Stobart@HHCNL.Cumbria.nhs.uk.



Fiona Stobart

A few words from our sponsor

All of us at Trade Copiers Ltd are extremely proud to confirm Hospice at Home Carlisle & North Lakeland as our 2021 charity partners. After what has been an extremely difficult year for all charities, we feel it is extra important to help and support a local charity that provide loved ones with palliative and end of life care. This wonderful charity also provides invaluable support to family members during these difficult and traumatic times.

We would encourage other local business to also support Hospice at Home and help them move forward with fundraising into 2021 and beyond.

Thank you to Trade Copiers Ltd for sponsoring this issue of Contact and our Festive Raffle tickets.



Stephen Armistead, Managing Director, Trade Copiers Ltd & Julie Blundell, Head of Income Generation, Hospice at Home



**your support in 2020 =
61,690 hours of respite care**



A world of support

Alice Thompson raises money in Cyprus in memory of her grandfather, Carlisle United legend, Ron 'Ginger' Thompson



Since the pandemic hit at the beginning of 2020, we have all been affected in some way shape or form. For me, it was the heart-breaking news in May 2020 that my Grandad passed away and I could not return to say goodbye. Living on the RAF Akrotiri airbase in, Cyprus, there was unfortunately no safe way for me to return. As I painfully watched his funeral through an iPad, I knew I needed to do 'something' to say goodbye to my Grandad.

Ron 'Ginger' Thompson, a Carlisle United hero, passed away at his home in Aglionby with my Grandma Elsie Thompson by his side. He had been diagnosed with dementia a good few years earlier and in a way we had already lost him. I say this because towards the end he didn't remember a lot. He didn't remember people or places and he would become easily angry or confused. With a big push, my Grandma accepted help from Hospice at Home towards the end of his life. They were absolutely fantastic, putting on his favourite music and taking over the difficult heavy jobs that my Grandma was struggling with.

Hearing this, I knew that my 'something' was going to involve raising money for this incredible charity. Running was never something I really enjoyed. But he used to go running. Every. Single. Day. He told me he was the fastest footballer at Brunton Park and could outrun any of the others. Why? Because he put in the work. When he couldn't run anymore, he'd walk. He would say to me, when he was coaching football, that he'd like to see at least one of the lads vomit and that was the sign of a good session. He was ruthless but passionate.

I wanted to capture this mentality and do something that was horrible and gritty enough to ask people to sponsor me.

- Ginger was 88 years old when he died
- The track was a nasty place to run
- There's a high possibility I would vomit from what I had planned
- It was the furthest I'd ever ran in my life

It was decided; I'll run 88 laps around RAF Akrotiri's running track.

On Saturday 26th June 2021 I took on the gruelling 22 mile challenge. With the alarm set for 2:30am I set off with my supplies and picture of Grandad to spur me on. The humidity was high and the temperature was 24 degrees. I ran the first two hours in the dark on my own until 5:00 when Flight Sergeant Chris Freeborn from RAF Akrotiri's fire section joined me. He was a welcome figure in the darkness and after this there was a steady stream of personnel from the base. I told stories of Ginger's character and footballing fame; his 401 appearances from 1951-64, the third highest in the club's history. Life after United, co-founding Carlisle City and his reputation as a tough football coach. My support team decided he would make a good military PTI! In just under 4 hours, I had completed the challenge and the temperature was reaching almost 30 degrees. With over £2000 raised for Hospice at Home Carlisle, every painful step was worth it and I know if Ginger was watching he would have been

proud of such a running feat. What started as me needing a 'something' turned into a community in Cyprus helping a community back in Carlisle.

'I needed to do 'something' to say goodbye to my Grandad.'



Our very own Captain Tom

Local supporter Bill Howe walks 101 steps to celebrate 101 years in support of Hospice at Home

Local Supporter Bill was inspired by the fundraising efforts of Sir Captain Tom Moore and with this in mind he decided earlier this Spring to take part in the Captain Tom 100 Appeal and walk 101 steps with the help of his walking aid and to take on this challenge on his 101st Birthday. Julie from the Fundraising Team was thrilled to be invited to meet Bill and accompany him for some of his steps along the way. Bill supported by his daughter and son in law; Pauline and Colin aimed to raise £100 but following the enormous support of family, friends and the community a magnificent £1712 has been donated. Julie said 'Bill's determination, commitment and kindness was very much appreciated'. Bill wanted to support Hospice at Home as his chosen charity following the help given to his wife and the family. 'He is an inspiration gentleman and his spirit to accomplish this feat was tremendous to watch. The generosity of our community who selflessly give their time, energy and enthusiasm to help our cause never ceases to amaze us and we thank all for their help to ensure our Clinical Team can continue to provide care and comfort in the home.'



Cabin at Laings of Harker

Laings have supported Hospice at Home selling second-hand books for the past five years. Recently, they offered us a cabin for the continuation of book sales. The cabin was far too good for just books, so it was decided to try selling other items as well: bric-a-brac, clothing and any unwanted items we could lay our hands on.

We opened on 29th May, and it has been a great success. We have had many donations, and a big "Thank you" to all who have given, and bought from the cabin. Sandy from "Sandy's gift and Accessories shop" has been a tremendous help, taking the money for us in the absence of the hut being manned all of the time. "Thank you Sandy!"

Many thanks to all who have contributed, in so many ways, and the biggest **"Thank you!"**

Managed by Longtown and Brampton Volunteers



Don't miss our
Car Boot Sale at Laings
held the last Saturday of
each month

your support in 2020 =
76,511 miles driven by our staff to
support patients



Hospice at Home would like to thank The Cumberland & Westmorland Herald and the Keswick Reminder who have joined forces in a campaign aimed at raising £10,000 to support the charity.

"In the coming weeks we will tell the stories of those whose lives have been touched by Hospice at Home, and talk to the people whose caring work keeps its vital services running -- from nurses and therapists to counsellors and office staff," said Herald and Reminder editor Emily Atherton.

Osteopath Adam Hill was taken seriously ill last October and died just a few weeks later at his home in Penrith. Thanks to Hospice at Home Carlisle and North Lakeland, he was able to spend his last days in familiar surroundings, with his wife Charlotte and daughters Amy and Dora by his side.

Adam, who was aged 61, ran the Brunswick Clinic, in Penrith, where he treated hundreds of patients over 30-plus years. When he became ill with what later turned out to be lung cancer, he was admitted to the Cumberland Infirmary, Carlisle, and spent four weeks on a hospital ward, during which time he suffered a number of strokes. Charlotte recalled: "Because of COVID, visiting was extremely difficult at first. Later, as Adam's condition worsened, we were allowed to visit more. His ability to communicate was by then very limited, but he clearly said more than once that he wanted to "go home".

"I didn't really understand then what difference being at home would make for Adam, or for us. "When he came home, although Adam was not speaking by then, everyone relaxed. Our shoulders just went down, we breathed a sigh of relief, and we understood how important it was to have him home.

For the next five days, Adam was cared for by his family during the day and each night a Hospice at Home nurse came to the house and watched over him, keeping him comfortable and cared for so that Charlotte and the girls were able to rest. "We could sleep knowing that Adam was in safe hands and that someone would come and get us if anything changed. The hospice nurses' skill and experience shone through. Adam was treated with respect and dignity throughout," said Charlotte. "You need sleep to be able to function properly and to be able to properly care for Adam and each other.

Having the hospice nurses there made his last days gentle, for him and for us.



Adam Hill



"The small world that we inhabited during those five days was enriched by their presence. They cared not just for Adam, but for the wider family."

With the practical care in the hands of hospice nurses, alongside the district nurses and Beacon Homecare, Charlotte, Amy and Dora were able to spend time just being with Adam in the home which held so many shared memories. "The girls read to him, we listened to music and had conversations around him. His brothers and sisters were able to visit. After a month in the hospital, he was back in our lives again, it was wonderful to have him home."

Hospice at Home is very much a Cumbrian charity, and at least one of the team looking after Adam was known to him personally.



Charlotte Hill

He had been for many years a supporter of Hospice at Home, with a collection box for the charity in his clinic. "The transition between hospital and home was seamless and totally integrated. The service that the hospice provided was totally professional," said Charlotte. "You know you are in safe hands. The nurse was even able to certify Adam's death and she stayed with us and continued to support us that morning."

"Having Adam at home meant everything to all of us, and Hospice at Home was part of a team which enabled that to happen."

The Hills' relationship with Hospice at Home did not end with Adam's death. Staff from the charity continued to "check in" on Charlotte by telephone and, after two months had passed, she asked for support through the counselling service. "I got in touch with them to ask about counselling," she said. "What happened to Adam was so sudden, I had no time to process what I was feeling. "They put me in touch with a counsellor and we had regular phone calls over a couple of months. I felt at ease with her and it was somewhere I could focus on the loss of Adam and how I was feeling and how it had affected me. It was incredibly helpful."

Like many families, after Adam's death Charlotte and the girls asked for monetary donations to be made in his memory to Hospice at Home. However, they are only too aware of the limitations on fundraising for many charities during the coronavirus pandemic, and that is why they are

giving their backing to the Herald's campaign to raise £10,000 for the charity to continue its vital work.

Summing up her experience of Hospice at Home, Charlotte said: "It felt as if somebody out there was watching out for us, and watching over us in the whirlwind of loss. We were adrift, and it felt as if there was somebody to catch us."



To make a direct donation to this appeal please visit www.justgiving.com/fundraising/northlakeshospiceappeal or call 01768 862313.

BIG ABBA
Party night
WITH LIVE TRIBUTE BAND ABBA A-RIVAL

TICKETS ON SALE NOW!

The Auctioneer
Carlisle

Saturday
6th November, 7pm

Kindly sponsored by: **integrity** RESOLUTIONS

Bookings in tables of 10 only
£30 a ticket including hot buffet - limited numbers
To book please call the fundraising team on 01768 210719

Registered charity number: 1095708

For more information about Big ABBA Party night call 01768 210719

Sunflower Supporters provides vital hours of care

We would like to thank all who kindly joined our Sunflower Supporter Appeal following the publicity in our Spring Contact Magazine. We can announce that a fantastic £3,262 has been pledged for the forthcoming year, regular donations for a little as £3 each month can really make a difference, please visit www.hospiceathome.co.uk/regular-giving/ for more information on how you can become one of our Sunflower Supporter Friends and ensure Hospice at Home can provide 'Local Care for Local People' or call 01768 210719

Sunflower Supporters

WE WOULD LIKE TO THANK ALL WHO HAVE KINDLY JOINED OUR SUNFLOWER SUPPORTER APPEAL. AN AMAZING

£3,262

HAS BEEN PLEDGED FOR THE FORTHCOMING YEAR!

THANK YOU FOR HELPING US TO HELP OUR COMMUNITY



Help our work live on

Hospice at Home
Carlisle and North Lakeland

The importance of legacy giving

Whilst no one, understandably, likes to think about their own death, we do like to feel secure in the knowledge that our loved ones are cared for. It is very important that everyone has a valid will to ensure that money, property and possessions are distributed in the way that was intended and that loved ones are provided for. It is also important for you to update your will as soon as your personal circumstances change.

What happens if I don't?

If you die without a valid will, you die 'intestate' and lose control of your estate. All of your assets will be divided up according to the strict rules of intestacy. As a result, some relatives may be entitled to a share whether you wanted them to or not. You may also leave your loved ones with financial difficulties and a large avoidable tax bill.

A common misconception is that unmarried couples will automatically inherit the property of their partner on their death. In cases of intestacy this is not so.

Bereavement is painful enough without the avoidable distress and hardship of intestacy

Where there's a will there's a future

Many people decide that once their family and friends are provided for, if their estate exceeds the inheritance tax threshold, that they would rather the excess went to a well run charity tax free than have half of it taken by the taxman. All legacies to charities such as **Hospice at Home**, are exempt from Inheritance Tax. Every pound given can be spent on the cause you care for. As a result careful planning can minimise Inheritance Tax and makes gifts in wills very tax effective.



How to make a lasting gift

Easy steps to making a will.



1. **Choose a solicitor**, or professional will writer, to guide and advise you. Professional advice will ensure that your will is correctly drawn up. They will also advise of the most effective ways to reduce Inheritance Tax liability.
2. **Appoint an executor** Decide who you would like to appoint as your executors, that is the people you would like to carry out or execute your will. A minimum of two, a maximum of four but ideally three business minded people, friends, family or professionals. You should always ask if they are prepared to act as an executor for you and make sure you let them know exactly where your will is stored. An executor can benefit from your will.
3. **Preparation** Before you meet your solicitor prepare a list of all your assets and liabilities – money, savings, shares, insurance policies, pensions or any property you own. Write a list of anyone you would like to benefit from your will and include their contact details. 4. If you have children under 18 years of age you should appoint a guardian.
5. **Witnesses** When you are sure that your will is a true reflection of your wishes the will must be properly witnessed by two people who are present to see you add the relevant signatures. Witnesses must have nothing to gain from your will i.e. cannot be beneficiaries

WILL AID APPEAL

Are you thinking of writing or updating your will? If you are, could you help the Hospice at Home annual Will Aid Appeal?

The participating Solicitors kindly give all of their time and expertise free of charge, supporters are asked to then donate their fee for the service to Hospice at Home. Making a will is incredibly easy and this is the ideal opportunity to make or update your will and support your local community by helping raise funds for the charity.

Participating Solicitors are:

- Atkinson Ritson
Carlisle 01228 525221
Wigton 016973 43241
- Scott Duff and Co.
Carlisle 01228 531054

Call a
participating
solicitor
today!

your support in 2020 =
477 bereavement and family support
sessions



Did you know that Hospice at Home can claim an extra 25% from HMRC on your donated items when they are sold?

Have you registered for Retail Gift Aid?

Retail Gift Aid in our shops is extremely important and can make your donated items worth 25% more at no cost to you!

Did you know our shops have received over £38,000 since Gift Aid was established in our shops in 2016? This is a hugely important contribution to the retail arm of the charity and we continue to ask our supporters to sign up either in store or via the website.

What is Retail Gift Aid?

If you're a UK taxpayer, signing up to add Gift Aid to items you donate to our charity shops makes a huge difference. With Gift Aid added, we can claim an extra 25p for every £1 raised through sales of your donated items. This costs you nothing extra and comes from the government's Gift Aid scheme for charities.

Please ask in store and our retail team will be happy to assist you. With your commitment you could help us raise £25% more which will provide further hours of care and comfort in the home to patients, families and carers.

The retail team would like to take this opportunity to thank all supporters and customers who have donated and shopped during the last year. The wonderful donations received have been very much appreciated. We once again thank you in advance of your continued support to help provide 'Local Care for Local People'. - Julie Blundell and the Retail Team.



Our Carlisle Shop

63 Castle Street, CARLISLE,
CA3 8SL. 01228 550119



Our Keswick Shop

4-5 Museum Square, KESWICK,
CA12 5DZ. 017687 75830
in joint collaboration with Hospice at Home West Cumbria



Our Penrith Shop

3 Little Dockray, PENRITH,
CA11 7HL. 01768 868602



Our Wigton Shop

9 King Street, WIGTON,
CA7 9DT. 016973 45656

Why not browse our

ebay
shop

<https://bit.ly/3IN962L>

<https://bit.ly/3wfpgXj>

Remembering your loved ones anytime, anywhere

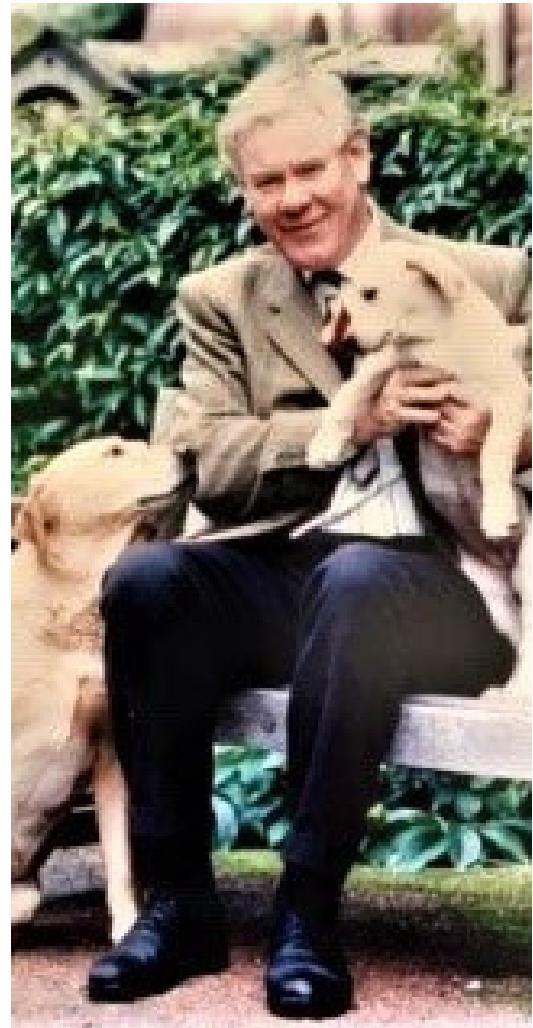
Sally Nelson shares her experience with Much Loved

I learned about Much Loved from our undertaker, Ian Blair, following the death of my husband, Roger Nelson in May. In the absence of all fund-raising events for my chosen charity, Hospice at Home, Much Loved offered a superb system allowing those unable to attend his funeral due to COVID restrictions to donate money online plus their personal tributes, anonymously if wished.

I have been involved with fund raising for Hospice at Home for over twenty years in the course of which I have met many families with whom our nurses have been involved. There is no shadow of doubt that the most over-riding feeling is that "they could not have managed without those wonderful nurses". I now know from our recent experience that we, Roger's family, most emphatically share that same sentiment, so a million thanks to Much Loved for helping this most wonderful service to continue.

**To create a online tribute page visit
www.hospiceathome.co.uk/in-memory/**

muchloved
The Online Tribute Charity



Gifts for Giving Auction

As the festive season approaches, so does our Gifts for Giving online auction. We are looking for donations of good quality gifts for the auction to help raise vital funds for Hospice at Home.

Ideas include: Vouchers, Experiences, Luxury Hampers, Handmade Items, Festive items the list is endless!



**To offer an item, please visit
www.hospiceathome.co.uk/event/gifts-for-giving/ or call 01768 210719 for a donation entry form**

Do your Christmas Shopping with us this year!

**The Online Auction will take place from
24th October 2021**





LET US COLLECT AND RECYCLE YOUR REAL CHRISTMAS TREE

Registrations for the January 2022 Collection will open in mid-November.

Pop up shop

Following the kindness of the community and the huge amount of donations received the charity will be opening a pop up shop in Carlisle City Centre in The Lanes shopping centre 13th-26th September. Thank you in advance to the volunteers who are managing this retail initiative. We look forward to welcoming you soon.



Dates For Your Diary

- Step Up To The Plate sponsored walking event, Saturday, 11th September
- Beaumont coffee morning & Christmas card sales, Monday, 1st October, Beaumont village hall
- London Marathon and Virtual London Marathon, Sunday, 3rd October
- Coffee Morning, Saturday 9th October, Victory Hall Dalston
- Gifts for Giving auction, 24th October – 8th November
- Big Abba Party, Saturday, 6th November, The Auctioneer, Carlisle
- Light up a Life service, Sunday, 19th December, St Andrews Church, Penrith
- Christmas tree collection, Wednesday, 12th January

Contact us:

Post: Hospice at Home, Valley Court, Barras Lane, Dalston, Carlisle, CA5 7NY

Visit: www.hospiceathome.co.uk

Clinical Enquiries: 01228 608942

Company Limited by Guarantee in England and Wales No: 4609579 Registered Charity No. 1095708



Step Up To The

Plate



Hadrian's Wall Path

Second Course: The Roman Route

We challenge you to walk with us along the Hadrian's Wall Path this September and celebrate all things Cumbrian in aid of Hospice at Home on Saturday 11th September 2021. Featuring a range of local eateries, sample Cumbrian delicacies along the route as you enjoy the breath-taking views of our local countryside.

Approx. Distance: 8.5 (Greenhead - Lanercost) or 21 miles (Greenhead - Carlisle)

Registration Fee: Adult £30, Junior (11-17 years) £10, Under 11 Free

Fundraising Aim: £75 for Adults

To sign up or for more information visit:
www.hospiceathome.co.uk
01768 210719

Hospice at Home
Carlisle and North Lakeland

Registered Charity Number 1095708 VAT Registration No 100983927

How did we do?

- How likely are you to recommend Hospice at Home to friends and family?
- Which of our services have you used?
- Did you receive good care?
- Do you have any suggestions on how we can improve our service?
- Is there anything we don't offer that you think would be of benefit?

Could you please take a minute to complete our Friends and Family Test on our website?

This information will help us to improve our services. Thank you!

Change of Details? Please Tell Us!

We hope you enjoy reading Contact. If for any reason you would like to be removed from our mailing list, please call us on 01768 210719. If you move home please inform us of your new address, or if you have previously ticked a Gift Aid declaration but your circumstances have changed, please let us know so we can keep our records up to date. Thank you.



Registered with
**FUNDRAISING
REGULATOR**

