### Hospice at Home Carlisle and North Lakeland Local Care for Local People

### WELCOME TO THE SPRING/SUMMER 2023 ISSUE OI

# Royal Visit Ends 25th Year

It was a great honour to welcome HRH, The Duke of Gloucester, to our 25th Anniversary Celebration at Askham Hall in March. This was a unique opportunity to commemorate 25 years of care and was also a chance to thank all those who work hard for the Charity as Staff and Volunteers.

HRH, accompanied by the Lord Lieutenant of Cumbria, Claire Hensman, was introduced to CEO, Debbie McKenna, Chair of Trustees, David Wood, Founder and Former CEO Fiona Stobart, and Former Trustee and Representative of Askham Hall, Debbie Slater. Lady Elizabeth Leeming, President of Hospice at Home was also present. HRH also met local dignitaries, and Staff and Volunteers from various arms of the Charity including Trustees past and present, Clinical and Fundraising Staff and Volunteers, Volunteers from the Charity's five Shops and Business Partner representatives. Speeches of thanks were given, HRH unveiled a commemorative plaque kindly provided by Carlisle Glass, and a special Anniversary Cake was cut. Music by the Brass Belles added to the ambiance of the day. Thank you to Lady Marie-Louisa Raeburn, Charles Lowther and all at Askham Hall for kindly hosting this event and to everyone involved with this momentous occasion. To view photos from the day please visit https://bit.ly/3Jk4YDC.



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Photo above: HRH, The Duke of Gloucester and David Wood, Chair of Trustees

Photo below: Fiona Stobart (Founder and Former CEO) and HRH cut the Anniversary Cake

Photos below left: Staff and Volunteers meet HRH



# **Our 25th Anniversary Year**

With the nature of our work, each year in the life of Hospice at Home Carlisle & North Lakeland encompasses joys and sorrows. Our 25th anniversary year, now drawing to a close, was no different, and life has thrown up many challenges both in our own country and in the wider world.

As I reflect on this milestone year for the Charity and all those gone before, uppermost in my mind is gratitude. How fortunate we are in our local area that the founders (and a special cheer for Fiona Stobart here), had the bravery and tenacity to get that first pilot project off the ground and then to carry the Charity forward.



I recently spoke to Tina Walker, Vice President of Hospice at Home, who remembers with gratitude and fondness those volunteers who gathered round her kitchen table in the early days, working hard to get the Charity set up. I give my thanks to Tina for helping to establish Hospice at Home and for her continued support to this day.

From those early days, the Charity has been taken to the hearts of those in the local area. The events of the last year have illustrated once again just how much support there is. Hospice at Home Carlisle & North Lakeland is a beacon of light in an often troubling world, and I look forward with confidence to the next 25 years.



### **Tree-mendous!**

Thank you to everyone involved with the annual Christmas Tree Collection, sponsored by Lloyd Motor Group.

This year we collected 1,300 trees and raised almost £15,000. Over 100 volunteers helped with this mammoth collection, including new helpers, Amazon, pictured above. Registration for the 2024 collection will open mid-November!

#### Lady Elizabeth Leeming, President of Hospice at Home

### **Flower Power**

Did you visit Farmer Neil's Sunflower Field at Crummock Bank Farm in the summer? Visitors were encouraged to pick a bunch of Sunflowers and make a donation to Hospice at Home or The Great North Air Ambulance Service. A tuckshop also raised further funds and we were delighted to receive £3,594 from this fantastic, floral fundraiser.

Julie Blundell, Head of Income Generation and Marketing, *pictured below right,* visited the field and added "I thoroughly enjoyed my visit, huge thanks to Neil, *pictured below left,* and his late mother, Gillian, who showed great generosity, support and kindness to the Charity. Thank you for helping to make a difference within our local community."

### **Our Experience: The Irving Family**

My name is Nicola, I have two children, Alfie and Lily (nearly 19 and 16 respectively), work 24 hours a week and also volunteer for Hospice at Home Carlisle and North Lakeland. Paul, my husband, died in December 2017 and since August 2018 I've been a volunteer within the Dalston office. I work Friday afternoons to carry out reception duties, but also help with fundraising events, pack Christmas card orders, put up promotional banners/boards for our Christmas tree collection service and basically do anything I'm asked to do. Why do I do this..... well.....



#### How it started:

Paul was diagnosed with Motor Neurone Disease in April 2016 aged 39. By May 2017, Paul was finding it difficult to eat, so had an operation to fit a PEG (a small tube which helps with food/drink when swallowing is difficult). Whilst in hospital, Paul's breathing became affected and his condition deteriorated, so he was admitted to the High Dependency Unit.

After two weeks, Paul's condition improved, but medics were reluctant to let Paul home due to the complex nature of his condition. At first they suggested a transfer to Eden Valley Hospice, but Paul was keen to get home to the children (aged 12 and 10 at the time) so Hospice at Home were mentioned as a possible solution.

#### What made the difference:

From June 2017 (when Paul was discharged from the RVI) the Hospice at Home team visited us each day. Janet and Emma visited us that first day - and from then on became part of our family routine.

Each night someone from the team came to see Paul. Although the team were there to offer practical help, the main thing they offered Paul (and us as a family) was friendship and a sense of normality. To most people death isn't something they have to deal with day-to-day, and most people struggle to know how to behave around someone who is dying, more so when that person is younger. I guess as the team are used to seeing terminal illness on a daily basis, it's their norm. It felt like they treated us as normal people – which was a good thing. The team took their lead from Paul and they joined in with his fun and teasing. Paul's speech was affected and he did struggle to speak, but we found ways to communicate and the team worked with us so they could understand what Paul was saying – sometimes that wasn't something to be repeated, but nearly always something which made us laugh.

Towards the end of his life, Paul became dependant on a breathing machine and at this stage the visits increased to twice a day (morning and evening) meaning someone could be with Paul when I took the children to school.

The team were professional and caring, but most of all they were fun and during those 5 months, Janet, Diane, Emma and Clare became part of our family. They gave us what no one else could, that sense of being normal and their help meant Paul could come home and we could spend time together as a family.

#### I'll always remember:

The support we got from Hospice at Home. The genuine care and attention, the willingness to do whatever they could to make things easier. That's why I feel it's so important to support your local charity – when we were in a difficult situation, that's where the help came from. I often think about how that contrasts with big national charities. That's why I give my time as a volunteer, to try to repay the support they gave our family, the normality they brought to an impossible situation and to help that support continue.





### **Keith's Wreaths**

In December, Keith Bell at Crofton Plants collected a mass of spikey green holly kindly donated from local businesses and large garden owners, to make and donate into over 160 wreaths!

The wreaths were sold at the Victoriana Fayre by our Keswick volunteers, at Usedcars4less.co.uk premises at Cargo and at John Richardson & Sons Timber Merchants in Penrith. An incredible £1,700 has been raised for Hospice at Home. We would like to thank the whole community for raising this fantastic figure, with special thanks to Keith for his generosity and time. If you would like to donate holly in Winter 2023, please email fundraising@hospiceathome.co.uk.





# Thank You!

The Charity would like to thank Director Steven Atkinson of Atkinson Building Contractors, Penrith, for his generous donation towards the production of this issue of Contact Magazine. Receiving support like this greatly reduces our costs and enables us to use our resources to fund more vital patient care for local people.

Steven and the team at Atkinsons have been committed supporters of the Charity for many years, attending events such as the Dawn Walk, *pictured above*, making donations, and giving their own time to help with our Christmas Tree Collections and Light Up A Life services at St Andrews Church, to name a few. We would like to thank Steven for his continued kindness and generosity.

Steven added "We are delighted to support in our small way the valued work of this great local charity"

### Our Plea for 2023

Does your company select a Charity of the Year? If so, we would be honoured if we could apply.

#### **Benefits of partnering with a Charity:**

- Increased visibility and revenue
- Positive brand recognition
- New networking opportunities
- Encourages teambuilding and boosts morale
- Supports your CSR policy

Another factor to consider is that donations or financial support to a Charity are tax deductible!

#### To show our appreciation we will give you:

- A framed membership certificate
- A listing on a dedicated Business Partners page of the Hospice at Home website with a link to your own website
- Networking opportunities
- Tags on our social media pages
- Space within publications

We greatly appreciate all support given by local businesses and organisations, regardless of size or sector.

Any contribution, small or large, really does make a huge difference.

To find out more about working with us, please contact: Kylie Palmer: 01768 210719, 07773 814112 or corporate@hospiceathome.co.uk



### **A Time For Reflection**

The 25th anniversary has been a time to celebrate and reflect. Over the 25 years we have supported so many patients/clients and their families and we constantly receive humbling and heart felt feedback about our services. The clinical teams are working every day to provide high quality care and the feedback is proof of that.

Recently we received comments from two relatives who used the service 25 years and 21 years ago. Both saying that they still remember us to this day and remember the care and dignity afforded to their loved ones enabling them to die at home, and that they will never forget the support they themselves received. That is indeed a testament to be proud of.

Fiona Stobart, Founder and Former CEO



Hospice at Home recently appointed Ashley McCauley, *pictured above*, as the new Clinical Lead for the organisation. Here Ashley tells us a little bit about herself...

"I trained as a nurse in Addenbrookes Hospital in Cambridge before relocating to Cumbria. I have worked as a nurse in Penrith for the last 10 years and latterly managed the inpatient ward at community hospital, recently seeing the ward through a major refurbishment period.

Since moving to Cumbria, I have been impressed by the way our communities support each other, from the floods in 2015 to the response through Covid.

I am very proud to be joining an organisation that has supported this community for over 25 years. I have been very impressed by the wealth of knowledge and experience that is held here at Hospice at Home through all of the staff teams, board and volunteers that contribute also.

I have been passionate about quality palliative care in the hospital environment throughout my career. I am now privileged to be part of a team that is providing a variety of services, encompassing holistic palliative care to the community."

### Thank you Fiona

Fiona Stobart has recently retired as Chief Executive Officer of Hospice at Home. We would like to take this opportunity to thank Fiona very much for her commitment, vision and devotion to the Charity.

Fiona founded the Charity in 1997 following a successful two-year pilot project that identified the need for such a service in our area. Hospice at Home has significantly expanded over the last 25 years - both in the services offered and the geographical area covered. Two key aspects have remained the same however - our aim to provide a peaceful and dignified death for patients within their own home, and the unwavering support we are fortunate to receive from the community - two things Fiona was very passionate about.



### Your Feedback

Have you benefitted from one of Hospice at Home's clinical services? if so, could you please take a minute to complete our Friends and Family Test on our website? Alternatively, please call 01228 608942.

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

# Walking In Memory

We would like to thank Shaun, Liam, Natasha, and Jack, *pictured below,* who walked 54 miles in memory of Judith on what would have been her 54th birthday. So far, they have raised almost £4,000.

On the Much Loved page, set up in memory of Judith, it said "Whilst Judith was ill Hospice at Home were a huge support and helped keep her at home with her family, to thank them for this and ensure they can continue to help other families we will be fundraising for them. Thank you so much to everyone who has donated so far." Shaun added "I picked Hospice at Home (as beneficiary) as they were brilliant when I needed any equipment or help for Judith. And I am still using their services to help me. It's such a great cause and hope by raising the sponsorship it helps someone else"



### **Swimmers' Success**

It was great to meet with members from the 777 Lakes Swim Challenge Team in December, *pictured below*, when they visited the Fundraising Office to present an amazing £3,075 to Hospice at Home. This fantastic figure was raised by the team who swam the length of 13 lakes in the Lake District over the course of the summer, finishing in September by swimming the length of Windermere.

Thank you to everyone who supported their events and fundraising efforts, we greatly appreciate this phenomenal donation. Thank you and well done to everyone who completed this amazing challenge!



### **Can We Help You?**

Are you organising your own event in aid of Hospice at Home? Or do you have a place on a run, cycle, trek or other organised event and want to raise sponsorship for the Charity? If so, we would love to hear from you. You can set your own fundraising target and we will help you to reach it! Every penny helps and can make a huge difference to the lives of local patients and their families. Call 01768 210719 to chat with us!

# **Challenge Yourself**

Fancy taking on an epic challenge in 2023? We work in partnership with Global Adventure Challenges, who offer fantastic events to test your stamina! Would you like to take part in:

- **3 Peaks Challenge (23rd-25th June).** Conquer Ben Nevis (1,344m), Scafell Pike (978m) and Mount Snowdon (1,085m) in under 15 hours!
- London to Paris Cycle Challenge (19th-23rd July), which includes watching the finale of the Tour de France!
- 24 Peaks Challenge (8th 10th September) Climb 24 peaks in the Lake District, all over 2,400ft with a target trekking time of just 24 hours!
- The Hadrian's Wall Trek (15th 17th September) Cover 25 miles of this stunning landmark.

For more information please visit our website



### A 'Great' Day Out!

Would you like to take on the iconic Great North Run, whilst supporting Hospice at Home? If so, we have guaranteed places for the event on Sunday 10th September 2023. To find out more please visit www.hospiceathome.co.uk or call 01768 210719. Our fantastic 36 runners in 2022, *including Robin and Tim, pictured above,* collectively raised almost £22,000, which will provide many hours of vital care.

### Working Remotely - the Hospice at Home Way!

It never ceases to amaze me, the places we settle and make our homes. Our patch has everything, towns, villages, mountains, lakes, remote moors and the sea. Over the years we have provided care in all of these areas.

It reminded me just how remote our beautiful area is when I gave a talk recently. I was chatting to one of the organisers afterwards who had cared for her husband. This lady lived on the very edge of our patch in what could be described as a 'remote country idyll' by a glossy magazine.

When the person she loved the most in the world became ill and then started to die, that rural idyll became a problem. Access to 24/7 healthcare services in the community is very limited, accessing healthcare when living remotely can be even more limited.

The lady I spoke to had weighed all this in her mind, her husband wanted to die at home, she was exhausted, he was relatively asymptomatic (meaning he didn't experience great pain, nausea, vomiting, diarrhoea or excessive secretions). Their Clinical Nurse Specialised (CNS) had offered them a place in a local nursing home; in the back of her mind though, she wanted to care for her husband at home.

District Nurses provided as much support as they could, no care agencies would provide care, not viable due to the rural location. Then the CNS offered another option and called Hospice at Home.

Hospice at Home provided a nurse for two nights before the patient died. The lady describes these two nurses as 'angels in uniform'. She felt safe and cared for, confident in their professional knowledge and their abilities, she was able to sleep knowing her husband was cared for. The following afternoon after the second night, her husband died.

The thing that struck me was the lady I spoke to could describe the two nurses accurately, even though years had passed since she met them. She recounted word for word conversations she had with them, I knew who she was talking about because the words she used were words and phrases they use. She described the weather conditions of the two nights and her immense relief of the nurses that stayed throughout those two nights.

The overall effect those nurses had on her was profound, it meant that her memory of her husband's death was a 'good' one, which is as it should be.

Julie Boothman, Nurse Team Lead





### We Are Here

Following the diagnosis of a lifelimiting illness or bereavement, the aim of the Family Support Service is to provide those involved with an opportunity to explore their feelings in a safe and supportive way. Helen Ritchie shares her thoughts with us here...

"I used your Bereavement Service two years ago after my mum passed away and did find it very helpful. My counsellor was very understanding and really helped cope with my loss and gave me support.

I received excellent care from Hospice at Home and would highly recommend them to my friends and family too. From my first phone call when I was very upset to my last counselling session I can't thank you all enough for the kindness I was shown at a very difficult time."

Thank you Helen for sharing this with us.

### **Great Grants**

Hospice at Home would like to sincerely thank **The ScrewFix Foundation, Hospice Aid UK, The Albert Hunt Trust and The Mulberry Trust** for the generous Grants they have awarded to the Charity. With the support of Trusts and Foundations the Charity can continue to provide cost free end of life support to local patients, whilst supporting their family and carers through incredibly difficult times

## Our Shops Celebrate 25 Years of Care





Above: Brampton Shop Volunteers with Elizabeth Leeming Left: Penrith Shop Volunteers

During the Charity's 25th Anniversary Year, the Shop Teams have held thank you events for volunteers. We hope everyone has enjoyed the opportunity to come together, celebrate this special milestone year, hear Charity updates from Fiona Stobart, Debbie McKenna and Elizabeth Leeming and eat a piece of birthday cake!



To find out more about volunteering in our Shops, please contact your local store. Thank you to everyone who supports our Shops!

Left: Keswick Shop Volunteers Below: Wigton Shop Volunteers Bottom: Carlisle Shop Volunteers



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



**Our Brampton Shop** 28 Market Place, Brampton, CA8 1NW. 016974 24700



Please follow us on Facebook, Twitter, Linked In and Instagram



### Amazon Wishlist

Did you know that Hospice at Home has an Amazon Wishlist? Please help us by purchasing equipment, stationery and necessary items for our staff, patients, families and carers.

By doing this, you will be helping us to reduce costs and ensure that more funds are spent providing local care for local people. Please visit our Amazon Wishlist today: https://amzn.to/3FMP57I

#### Pictured above: Items kindly purchased by Eden Housing Association in 2021





### **New Merchandise**

To help raise funds, we have recently added four new Greeting Card designs to our range of merchandise.

Herdwick Sheep by Tim Hill, Wildflower Meadow by and Sunflower Field, *pictured*, are now all available The cards come in packs of 5 and are blank inside



### **Pixies of Greenwel**

The Pixies of Greenwell books are now £10. This beautiful set of three stories tell of a group of displaced pixies who need to find a new home and, aided by migrating swallows, end up in Greenwell which is a magical little hamlet in north Cumbria. There they get settled and have various adventures.

The first book is about their arrival, the second their return the following year having wintered in Cornwall and the third follows them back to Cornwall for Christmas.

The books would make an ideal gift. To purchase your copies please visit the Brampton Book Shop or visit www.hospiceathome.co.uk/pixie-books-the-pixies-ofgreenwell/





THE PIXIES OF GREENWELL

THE PIXIES OF GREEN

# **Festive** Fundraising

Thank you to everyone who purchased Christmas Cards, Gift Wrap and Diaries from us in 2022. Thank you also to the outlets who continue to sell cards on our behalf. We appreciate each and every sale. Our 2023 range of cards will be available from September.



ES OF GREENWELL



We have new Hessian Bags on sale at our Shops and on our website, priced £5 each. Help to promote your local charity and save the planet, whilst you do your shopping!



### Supporting Education

Hospice at Home has a long history of providing people with the environment where they can gain valuable workplace experience whilst they continue with their education. We support work placements and have also employed Apprentices over the years.

Lisa Alderson, *pictured above*, has recently completed a 12week placement with Hospice at Home as part of her BSc (Hons) Adult Nursing degree at the University of Cumbria.

Lisa said: "Thank you so much for welcoming me over the past 12 weeks! Coming into this placement I didn't know what to expect, but with such a supportive and caring team those fears were soon put to bed.

I have learnt more than I thought I would and thank you for that. I want to especially thank Anita, Diane, Ashley, Emma, Julie J, Alison and Phil. Hope to see you in the future!"

We wish Lisa all the best with the rest of her degree, and wish her well for the future.

### **Night Nursing**

Did you know that Hospice at Home provide nursing care overnight, as well as during the day?

Overnight support allows the patient's family and carers to rest. This is an extremely important part of our core service. Night time can amplify people fears and tensions. Being able to rest safe in the knowledge that their loved ones can be kept safe and comfortable is vital to allow family and carers to continue to support their loved ones.

Should a problem arise it is reassuring for a carer or family member to know that someone else is there to guide and assist them. For some it's also having that special time to be a family member and not a carer, having conversations instead of undertaking personal care like washing, dressing etc.

Spending time with family during end of life care can be very difficult, trying to balance care and love, so having a little respite care to be a family member is so important.

To find out more about our Nursing Care Service, please visit www.hospiceathome.co.uk/about-us/nursing-care/ or call 01228 608942.

# Could you make a difference in your local community?



If you're a Registered Nurse or have an NVQ (or equivalent) Level 2/3 in Health and Social Care then you can.

Join us at Hospice at Home and you'll be making a difference by providing 1 to 1 care for people who are approaching end of life.

Visit www.hospiceathome.co.uk/work-with-us/ or call Julie Boothman on 01228 608942 for more information or to apply. **f ⊡ y in** 



# SUMMITAT SUNSET Experience Blencathra at Sunset

### **Summit at Sunset**

Hospice at Home are very excited to launch their flagship event for 2023, supported by Lakeland Mountain Guides. We invite you to take part in our 10km 'Summit at Sunset' and experience an evening walk up Blencathra. Standing at 868m above sea level and also known as Saddleback due to the shape of the mountain, this is one of the finest and most iconic mountains in the Northern Lake District.

The ascent on Friday 18th August will be via Doddick Fell, and walkers will set off late afternoon. Once supporters reach the summit, the most fabulous views will be seen which will include the mountains of Galloway, the Southern Uplands and Border Regions, the Pennines and also many Lakeland Peaks. On a clear day the Isle of Man and Mourne Mountains in County Down Ireland can also be seen.

The sunset at approx. 8.30pm will be a time of reflection and accomplishment as Supporters are privy to the most magical picturesque views in the Lake District. Once the sun disappears from below the horizon, walkers will be guided down, descending via Blease Fell.

This 10km route will not only be the most wonderful experience, but whilst conquering this route participants will be in the knowledge that they are helping local patients receive hospice care in the home, with support also provided for their loved ones.

Registration for this event will be £39 per person and supporters are asked to raise £75 each in sponsorship. Full support will be provided by Lakeland Mountain Guides to ensure your safety on the fells, and participants will also receive fundraising support, branded merchandise, snack and a special sunflower badge from the Hospice at Home team.

We encourage our community to support this important fundraising event on our 2023 calendar and know that every step walked will be making a difference within our local community.

For more information and to register please visit www.hospiceathome.co.uk /summit-at-sunset/, call us on 01768 210719 or scan the QR code here. We hope you can join us!



### Leave A Lasting Footprint

Leaving a legacy to Hospice at Home means that our Clinical Team can be there for local patients who need support during the end stages of life.

Giving a gift in your Will will ensure we can continue to grow and train our Clinical Team so that both now and in the future we can make a real difference to more local people who need us.

Please visit www.hospiceathome.co.uk/legacies-help-our-work-live-on or call us on 01768 210719 for further information. Thank you.

# **Dates For Your Diary**



#### **Marmalade Festival and Awards**

Dalemain. For more information please visit www.dalemain.com/marmaladefestival-2023



#### **Wigton Street Collection**

Volunteers required, please call 01768 210719 to help!

### **Vintage Market**

27 - 29 May

### Waverton Village Hall. Raffle, plants, coffee,

tea and cakes available

**Tebay Services Collection** 



**Tebay Services** 



**National 3 Peaks Challenge** Organised by Global Adventure Challenges.



**Stainton Garden Gadabout** from Stainton Village Hall

**Michael Batey Art Exhibition** The Pencil Factory, Keswick

24 - 25 June

25

**Companion Dog Show** Ullswater Country Fair

June 30 June

**Carlisle Street Collection** Volunteers required, please call 01768 210719 to help!



Afternoon Tea with Musical Accompaniment The Victory Hall, Dalston

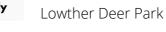
#### London to Paris Cycle Challenge



Organised Global Adventure bv Challenges.



#### **Kendal Calling Sunflower Awareness** Gazebo



### Summit at Sunset



Threlkeld Village Hall. Sponsored walk up Blencathra



Volunteers required, please call 01768 210719 to help!



#### **Sunflower Surprises Raffle Draw** Please make sure you send your ticket

stubs to us by Friday 24th August.

Penrith Street Collection



### **24 Peaks Challenge**

The Lake District. Organised by Global Adventure Challenges.



#### The Hadrian's Wall Trek Organised bv Global Adventure Challenges.



**Craft Day** Thursby Parish Hall



#### **Coffee Morning** The Victory Hall, Dalston

October

For more information please visit our website or call 01768 210719

### **Change of Details?**

### **Contact us:**

Post: Hospice at Home, Valley Court, Barras Lane, Dalston, Carlisle, CA5 7NY **Visit**: www.hospiceathome.co.uk **Email:** admin@hospiceathome.co.uk Clinical Enguiries: 01228 608942 Fundraising Enquiries: 01768 210719 Company Limited by Guarantee in England and Wales No: 4609579 Registered Charity No. 1095708



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