

CONTACT

SPRING / SUMMER 2025



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☺☺ ...that first night I slept through for the first time in weeks. All of your nursing staff are 'Angels'. ☺☺

Barry's Story

☺☺ Their unwavering support and dedication during Sheena's final journey left an indelible mark on our lives. ☺☺

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☺☺ A story about a difficult time that was made special in the comfort of home with the things most important to Simon, mainly his family. ☺☺

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20 Years of Marmalade

The Dalemmain World Marmalade Awards and Festival has reached a remarkable milestone, celebrating 20 years of unwavering support for Hospice at Home. This unique partnership has not only brought joy to marmalade enthusiasts worldwide but has also raised over £320,000 to support vital hospice care.

Founded by Jane Hasell-McCosh, one of our valued patrons, the awards have grown into an internationally recognised event, attracting marmalade makers from all corners of the globe. Each year, participants contribute homemade marmalade entries, with proceeds going directly to Hospice at Home Carlisle and North Lakeland. The 2024 awards alone raised £18,575, showcasing the generosity of entrants and sponsors alike.



Maz our Penrith Shop Manager with Paddington

The awards have become a beacon of community spirit, with local judges, volunteers, and sponsors such as Fortnum & Mason, Rathbones, Lycetts and the Westmorland Family playing a pivotal role in their success. The partnership has not only provided financial support but has also highlighted the importance of hospice care, ensuring patients and families receive compassionate assistance during challenging times.

As the awards enter their 20th year, new categories like "A Taste From Home" for refugees and expats continue to expand their reach and inclusivity.

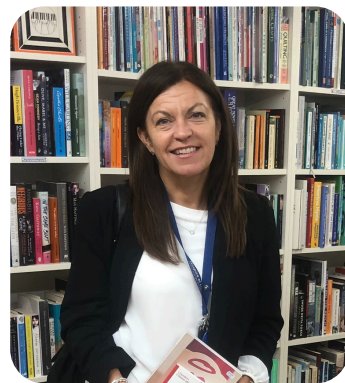
The Dalemmain World Marmalade Awards and Festival stands as a testament to the power of community, creativity, and compassion, proving that even something as simple as marmalade can make a profound difference.



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

Dear Supporters

In this edition of Contact Magazine, we take a moment to reflect on the extraordinary generosity of our community and the profound impact it has had on the lives of those we support. Since our hospice began in 1997, your kindness and commitment have ensured that we can provide free care and support to patients, their families, and their carers during some of life's most challenging times. Your contributions have been nothing short of remarkable.



As you will see, successful events like the Marmalade Festival continue to highlight the power of community and the dedication of individuals who rally together for a common cause. Thanks to these efforts, we've been able to bring comfort, dignity, and hope to thousands of families over the years. At the heart of our work lies a strong and mutual bond with the community we serve. You inspire us daily with your unwavering support, whether through volunteering, donating, or sharing your stories with us. In return, we remain steadfast in our commitment to providing care and compassion when you or your loved ones need it most and I congratulate our dedicated team in feedback we receive affirming this.

As a charity, we rely on the support of our community to sustain our services. Each year, we must raise £2.2 Million to meet the needs of those who turn to us in times of need. It is through your fundraising, volunteering, and ongoing generosity that we continue to serve. Every single event, marathon run, collection tin, and quiet act of giving helps us to reach our goals.

Your continued support provides so much more than funding—it gives hope to families, brings solace to carers, and reminds us all of what can be achieved when a community comes together. On behalf of everyone at Hospice at Home Carlisle and North Lakeland, thank you for believing in our mission and for helping us to make a difference.

With heartfelt gratitude

Debbie McKenna

Chief Executive Hospice at Home Carlisle and North Lakeland



How your money helps

All services to patients, their families, and carers are completely free of charge

By choosing to donate regularly you are enabling us to plan our care and support for patients and their families more effectively. As referrals for palliative care and support in the home continue to increase, it is essential that we plan for the future to ensure that we know, day in day out, that we will have a steady income stream that we can rely upon, to provide vital support to patients, their families and carers.

Regular gifts small or large really do make a difference, across a year:



per month

Supports two relaxing complementary therapy sessions for a patient or carer.



per month

Contributes towards 4 hours of respite care, giving carers the opportunity to rest and recharge.



per month

Contributes to a night of specialised care and support from a Registered Nurse.





John and Tim's Story

“In my eulogy for my partner Tim (pictured), I wrote, **"It isn't fair to try to condense the love you have for someone into a few words. Mere words are not sufficient to describe the deep love you had for someone or your breaking heart when they are so cruelly taken from you far too early."** I find myself in the same position writing to thank you and your team for all the support and help they gave Tim and me; mere words are not sufficient.

Tim and I were both police officers in London when we met over 30 years ago and had been together ever since. When I retired in 2013, we moved to Cumbria and bought what was to be our forever home. Sadly, in September 2015 Tim caught Meningitis and six weeks later he was released from intensive care with an acquired brain injury. The main result of this was a complete loss of his memory regarding everyone and everything his life had consisted of, and worse an inability to make new memories which lasted more than three days. But we struggled through with the 'new normal'. Sadly, Tim was also in the top three patients with the worst sinus issues in the country, but he fought through everything, frequently leaving me in awe of his resilience. Alas, in August 2022 while in hospital for a sinus operation it was discovered that Tim had untreatable and inoperable kidney cancer.

It was about this time as my own mental state began to deteriorate that my doctor recommended me to your bereavement team in spite of my reluctance. Police officers, even retired ones, don't need help; how wrong I was. I suppose my letter should be split into two parts. The first is to thank Alison, the bereavement counsellor who has been supporting me since Tim received his terminal cancer diagnosis. All I can say now is that without her support and advice, I doubt I would still be here. How she did it, I am not sure, I was not the most receptive person to start with. But, Alison stuck with me, both comforting and challenging my perceptions at the same time. I am eternally grateful to her. As I said, mere words are not sufficient.

Secondly, I would like to thank the palliative nursing team members who came out to care for Tim during the last week of his life. Again, I was convinced I could cope and was resistant to Alison's suggestion to involve them. I could care for Tim, I didn't need strangers helping. Weeks passed before I finally relented as it dawned on me, I was not coping, caring for Tim's growing need and getting enough sleep to recharge my own batteries. My unexpected emotion of relief at being able to hand over to someone else took me by surprise. But that first night I slept through for the first time in weeks. All of your nursing staff are 'Angels'. They didn't know Tim at all, and yet, their compassion and the care they provided to Tim and I was beyond anything I was expecting. Again, mere words are not sufficient to thank them.

Tim died on the morning of Saturday the 16th of November, with me by his side holding his hand. Few people really appreciate that their actions can impact so much on other people. It is not the big things we do that are important in life, it is the small unsung ones that impact the most. ”

In lieu of flowers John asked for donations to Hospice at Home through a MuchLoved page.



Find out more about
in memory giving

 www.hospiceathome.co.uk/in-memory



The Difference a Gift in your Will can Make

Gifts in Wills make a huge difference to all those who need us here at Hospice at Home Carlisle and North Lakeland, helping to provide end of life care at home now and in the future, too.

We need to raise around £2.2 million every year. 85% of this comes from charitable donations of which 21% comes from kind donations in wills. A gift in your Will can help us to make life a little easier for those facing a difficult and uncertain time in the future.

Next steps

Leave a gift in your will to us and help ensure that patients and their families will receive free care and support at home.

If you have a Will and need to update your wishes, you need to give your solicitor the following information: Name of our charity - Hospice at Home Carlisle and North Lakeland. Registered Charity Number - 1095708

Whatever the amount, your gift has a huge impact and we're so grateful to have your support.

Protect Hospice Care
For all, for now, forever



www.hospiceathome.co.uk/gifts-in-wills

SCAN ME



**THIS IS
HOSPICE
CARE** ♥

We're proud to be joining a coalition of hospices across England, Scotland and Wales to protect the future of hospice care.

Leave a Gift in your Will and help protect Hospice Care for all, for now, forever.



Write your Will for Free

Making your will can seem like a daunting job – but it doesn't have to be. We've partnered with FreeWills.co.uk to provide all our supporters with the opportunity to make their own fully comprehensive Will for free. You can make your personalised Will online in three simple steps, from the comfort of your own home and with live support from their Will specialists.



Type

Tell Free Wills about you and your wishes



Print

Print your personalised will



Sign

Sign with two witnesses to make it official

There is no obligation to leave a gift to Hospice at Home in the Will that you write through this scheme, but, after caring for your loved ones, we would be extremely grateful if you would consider supporting us in this special way.



**Write your free Will in
only 15 minutes!**



www.hospiceathome.co.uk/free-wills

Barry's Story

Barry kindly shares why he has a deep connection to Hospice at Home and why he has made a decision to leave a Gift in his Will

Back in 2011, after years of battling illness and undergoing numerous treatments and surgeries, my family and I were delivered the devastating news that Sheena, my beloved wife aged just 45, was to enter palliative care. This was an earth-shattering moment for all of us. **Sheena expressed her wish to spend her final days at home, surrounded by our family, including our daughters, Lauren and Stephanie.**



Initially, everything seemed manageable until Sheena's medical needs began to surpass my capacity to care for her alone, particularly during the night. Our GP recommended Hospice at Home, and from that moment onward, they became our lifeline. They provided incredible support, tending to Sheena through the night, offering hand and foot massages, and even providing bereavement counselling. They helped us come to terms with our present reality and understand the road ahead.

I recall one sleepless night when I went downstairs to make a cup of tea and was startled to find a nurse calmly knitting in my living room. It took me a moment to remember she was there to care for Sheena. During our chat, she revealed that over three-quarters of the services we were receiving were funded by charitable donations. I was completely gobsmacked, and even now, in 2025, that revelation still resonates deeply with me.



The level of professionalism and compassion we received from Hospice at Home was beyond anything I could have imagined. It was truly overwhelming, and it's one of the reasons I've dedicated myself to raising funds through various sporting challenges like cycling across Cuba, California, and the Coast to Coast route, as well as participating in the Great North Run. I've also volunteered my time, collecting Christmas trees and taking part in charity collections in the centre of Carlisle.

As I approach my 60th year, I've recently updated my will and made a significant decision to leave a legacy gift to Hospice at Home Carlisle and North Lakeland.

Their unwavering support and dedication during Sheena's final journey left an indelible mark on our lives. I urge you to consider leaving a gift in your will to Hospice at Home, so they can continue providing this invaluable service to other families in need. Your legacy can help ensure that future generations receive the same level of care and compassion that Sheena and our family experienced.



1 in 4 patients are cared for by Gifts left in wills



Leave the greatest gift of all



www.hospiceathome.co.uk/gifts-in-wills

Collaborating for Patient Independence

Eden Valley Hospice and Our Occupational Therapists

Since July 2024, we have been proud to collaborate with Eden Valley Hospice to share an Occupational Therapist role, further enhancing the care and support offered to our community. Twice a week, funded by both charities, our community Occupational Therapists visit the hospice, contributing their expertise to the multi-disciplinary team. Staff from both organisations work together to manage complex moving and handling needs, playing a vital role in supporting patients as they transition between the hospices inpatient unit and their homes.



Occupational Therapists source essential equipment and adaptations like wheelchairs and stair lifts. By our charities working closely together, along with statutory services, this results in a smoother discharge process and helps patients regain independence in their homes.

Beyond practical support, our Occupational Therapists collaborate with carers, identifying additional services through Hospice at Home. This can include complementary therapies, respite care, or simply offering a listening ear. Often, the greatest gift is providing patients and carers the space to share their concerns, knowing they have someone to turn to when the time feels right. This partnership has fostered continuity, offering patients the comfort of a familiar face and ongoing support for those with complex needs. With the majority of funding coming from community fundraising efforts, we've already been able to assist 81 patients since the collaboration began.



Occupational Therapy

Independence means different things to different people. For most, it's about being able to do the activities that matter to them.

Occupational Therapy helps people stay as independent as possible for as long as they can. It focuses on making life enjoyable and productive, even with a life limiting illness. Staying active can improve mood, well-being, and quality of life.

Illnesses can cause symptoms like breathlessness or anxiety. These or other symptoms can get in the way of daily life. Occupational Therapists teach techniques to manage these symptoms, helping people stay more active.

Who can refer to us?

With the patient's consent, referrals to Hospice at Home Carlisle and North Lakeland can be made by:



Any health or social care professional



Family member, carer, friend or neighbour



Patients may also self refer

How to make a referral

If you would like to discuss a potential referral with a member of the team, or would like any further advice about our services please contact the clinical team where someone will be available to help you. Our Clinical team can be contacted Monday to Friday 9am to 5pm.



Contact us: 01228 608942

Tessa and her Dad, Simon's Story

This is a love story. About A dad. A friend. A husband. A Legend. A story about a difficult time that was made special in the comfort of home with the things most important to Simon, mainly his family.



Dad was diagnosed with pulmonary fibrosis in the March of 2020. Being a man who grafted and worked all his life – he continued to do this right up until he couldn't any longer. Even taking his mobile oxygen tanks with him walking across fields and driving all around his beloved Eden Valley and beyond.



He had to stop working in November 2022. I took him for the final appointment with his consultant where he was then sent home for best supportive care, at home.

I took that wording very seriously. This would be the BEST of the BEST supportive care and I knew I had to involve the right people to help us with this. The support we had from the community teams was invaluable.

Being a district nurse myself I had a lot of knowledge about what we needed putting in place. The last few months we had with dad at home were filled with all things family. Dad was always the chef in our family until he could no longer manage these exhausting tasks. Mum and I took over the cooking. Dad was a lover of Eastern and Asian foods, knowing that I was visiting Manchester he sent me on a trip to one of his favourite Chinese Supermarkets to get supplies for making spring rolls. Dad gave me the recipe for a filling which I made and then we all sat at the table as a family rolling our homemade spring rolls after Dad showing us how, then enjoyed eating them together. We also had a few other birthday celebrations at home in that time and put together an afternoon tea at the table which meant Dad was able to be part of it.

I took some time off work to care for Dad which allowed my mum to continue working. It was when I was thinking about going back to work that Dad agreed for the district nurses to refer him to Hospice at Home. Dad had a few visits from the girls which allowed me to go back to work and mum to focus on her special time to be with him as his wife. They brought us the shampoo caps which were so useful. I was happy to know that the team was involved so that my family could look to them for support and any questions when I wasn't there.

We enjoyed time with Dad listening to music, watching old films, seeing old friends and just as the spring came along with the bluebells Dad passed away at home on 2nd April 2023 with the love of his life holding his hand and our family there moments after. The times we had with Dad at home were so special and it is something I am so grateful for, that I saw first-hand what a good death looks like.

I have always had an interest in working within palliative care and I was glad to know that losing dad pushed me even further to strive for others to experience special, comfortable and memorable moments in their last months...weeks...days.



When a role came up at Hospice at Home, I felt this was right and have enjoyed working as Deputy Head of Clinical Services since September last year. It is a privilege and a pleasure to get to know our patients and families and see the rewarding work that the nursing team provide on a daily basis. My favourite part of my job is hearing the feedback and stories from families about how the services we are able to provide, have made a difficult time just that little bit easier.



A Heartfelt Thank You to Pioneer

A Pillar of Support for Hospice at Home

Pioneer is a local family-owned business and a longstanding supporter of Hospice at Home Carlisle and North Lakeland. As a valued business partner for many years, they have donated over £34,000, making a significant impact on the lives of many patients and their families during the most challenging times.



Kylie our Corporate Fundraiser with the team at Pioneer

Pioneer's generosity is evident in countless ways. Their donations, sponsorship of events, and provision of raffle prizes have been instrumental in our fundraising efforts. They have also kindly donated food for events, provided meeting rooms, and served as an official outlet for our charity's Christmas cards each year. Additionally, Pioneer has hosted their own in-store events to further support our cause.

Thanks to Pioneer's support, we can continue to offer essential at-home care and support for patients and their families within our community. Their contributions ensure that compassionate care remains accessible to those who need it most. We extend our deepest gratitude to Pioneer for their invaluable partnership. Their dedication and generosity have made them a cherished household name and a vital part of our mission.

**Find out more about our
business partners**



www.hospiceathome.co.uk/our-business-partners/

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How can your business help?

Hospice at Home Carlisle and North Lakeland offers businesses a unique opportunity to make a meaningful impact through corporate support.



**patients are cared
for by corporate
support**

By partnering with Hospice at Home, companies can contribute to providing essential palliative care services to patients and their families, ensuring comfort and dignity during challenging times.

- **Choose us as charity of the year**
- **Donate a prize for our raffles**
- **Host a Fundraising Event**
- **Offer Paid Volunteering Time**
- **Become a Regular Giver**
- **Buy a Gift from our Amazon Wishlist**
- **Sponsor a Nurse**
- **Raise awareness and Support our Campaigns**

Our charity needs to raise 86% of our funding locally, without the support of local businesses, volunteers and our wonderful community we simply wouldn't be here.

**Together we can make
a Lasting Difference**



www.hospiceathome.co.uk/corporate-support/

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A Warm Welcome from Faye

Hello everyone!

I'm now a few months into my new role, and I have to say, I'm absolutely loving it! One of the best parts has been meeting so many of our amazing volunteers. I'm trying my best to get to as many events, meetings, shops, and anything volunteer-related as possible. It's quite the mammoth task to meet everyone, so if I haven't had the pleasure of meeting you yet—my sincerest apologies! I hope to meet you soon. And if you're ever passing by our Dalston office, please do pop in for a cuppa and a catch-up. We'd love to see you!

As times change, so too does the way people volunteer, and we're embracing that evolution. Over the past few months, I've been out in the community, spreading the word about volunteering opportunities with Hospice at Home. It's been such a rewarding experience attending CVS volunteer fairs at places like Carlisle College, the University of Cumbria, and Volunteering Works events. These events have been inspiring—they encourage those out of work to volunteer, helping them gain confidence and valuable experience to re-enter the workplace.

I'm thrilled to share a recent success story from one of these events: we've welcomed a fundraising and events volunteer who's been joining us in the office once a week. They're gaining hands-on experience while contributing meaningfully to our team's efforts.

On top of that, we've had a Carlisle College student volunteering at our Carlisle shop. This fantastic opportunity is helping them gain work experience for their course, develop new skills, and build their CV—all invaluable assets for impressing future employers.

Our volunteers are truly the heart of Hospice at Home, and ensuring that you enjoy your time with us is something we hold dear. To support this, I recently sent out a message to everyone on our volunteer database asking for updated details. This helps us understand how you prefer to volunteer and explore your areas of interest. It's also a chance for you to let us know if you'd like to try something new, as your passions and availability might have changed since you first signed up.

If you haven't received the communication, don't worry—you can update your details anytime by filling out the form at hospiceathome.co.uk/update-your-details-volunteering, or just drop me an email at faye@hospiceathome, and I'll send you the link.

Thank you all for being such a vital part of Hospice at Home. Your dedication, kindness, and support make all the difference.



Ready to make a difference?
Volunteers Needed!



www.hospiceathome.co.uk/volunteering/

Update from our Chair

Sarah Dunning OBE DL joins us as Patron. Sarah is chair of Westmorland Limited – her second-generation family business which operates motorway services in Cumbria, Scotland and Gloucestershire, as well as Rheged and Junction 38 Truckstop. The business originally grew out of their hill farm in Cumbria and the business seeks to celebrate its local communities by working with local farmers and food producers. Sarah also sits on the Board of family business Timpson, Raby Estates and is a Trustee of Francis Scott Trust.'



Sarah says: 'I am so pleased to become a Patron of Hospice at Home, Carlisle and North Lakeland. It does such important work in our area and touches the lives of so many families.'

Ian Milburn joins us as our first Charity Ambassador. Ian's connection to Hospice at Home stems from the vital care his family received during his late father's illness. Ian's involvement will help us extend our reach to local businesses and individuals in our locality, encouraging them to get involved in helping us make a positive difference to our patients.



Ian says: "I am honoured to be named a Charity Ambassador for Hospice at Home Carlisle and North Lakeland. Their work in the community is invaluable, providing care and comfort to families when they need it most. This charity means a great deal to me personally, and I'm committed to raising awareness and encouraging others to support their vital services."

We say farewell and thank you to **Claire Hensman CVO** who has been a Patron of Hospice at Home for 17 years and with us for several years before that. Claire has been involved in various local organisations and was appointed High Sheriff of Cumbria in 2007/8. In 2013 she was appointed Lord-Lieutenant of Cumbria and in 2023 in recognition of her outstanding contribution to charity, community, and service to the Monarchy in the county Claire was bestowed with an Honorary Fellowship at the University of Cumbria.



We extend our thanks and best wishes to **Belinda Hill** who has stepped down from her role as Patron. Belinda produced a wonderful 'At Home in Cumbria' cookery book that includes over 100 recipes, many which have been created using products from local food producers and growers. All proceeds from the book go to Hospice at Home Carlisle and North Lakeland.

Thank you also to **Lady Elizabeth Leeming, Tina Walker, Jane Hassell-McCosh DL** and **Juliet Westoll MBE, DL** for their continued valuable work. Over many years they have raised our profile nationally and internationally and raised a great deal of money through their fund-raising activities. We are extremely grateful for their loyalty and commitment and look forward to working together in 2025 and beyond.



Shirley Reveley

Chair of Hospice at Home Carlisle and North Lakeland

IC: Lucien Xavier

We exist because of you!

We are grateful to be a part of such a wonderful community. Your donations big or small, make a difference and we deeply appreciate them. Hospice at Home looks forward to hearing all your ideas to fundraise for us and support our cause.



Help raise funds in 2025
funded by the
community



www.hospiceathome.co.uk/your-fundraising-event

Shops & Volunteering Opportunities

Our shops have been buzzing with activity, thanks to the incredible support and energy of our community! Brampton's 'A Novel Gift' is celebrating its first year of trading, and we've been overwhelmed by the fantastic feedback—it's truly heartwarming to see how much it's been embraced. Penrith has had a lovely mini makeover, creating more space for our cherished customers to enjoy. Meanwhile, Carlisle and Keswick have undergone major transformations, with much-needed new flooring, lighting, and layouts that make the shops shine brighter than ever.

As we step into a busy and exciting spring and summer season, we're calling on passionate individuals to join us as retail volunteers. Whether you're looking for a meaningful way to give back or hoping to meet like-minded people, there's a role waiting for you in every corner of our shops. Your time and enthusiasm can make all the difference.



We are looking for volunteers

- Customer service
- Sorting donations
- Preparing stock
- Merchandising
- Photography and more.....



If you're interested:

✉ faye@hospiceathome.co.uk

🌐 www.hospiceathome.co.uk/our-shops

Love what we do? Here's how you can help

Upcoming events and dates for your diary

- 30th May** - Racecourse, Shania Twain Tribute (VR) **16th October** - Hospice at Home Raceday (VR)
31st May - Carlisle Cricket Club, Charity Match (VR) **25th October** - Christmas Card Sale, Burgh by Sands
13th June - Great North Swim
21st June - Gelt Gladiator
25th June - Racecourse, Bell & Plate (VR)
5th July - Racecourse, Ladies Night (VR)
10th July - Racecourse, Rachel Bell (VR)
31st July- 3rd August - Kendal Calling
6th September - Tesco Collection (VR)
7th September - Great North Run
14th September - Sup, Bike, Run
5th October - Great Cumbrian Run
- (VR) - Volunteers required**

Find out more and how you can volunteer



www.hospiceathome.co.uk/events

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BLUES LOTTO

SUPPORTING

Hospice at Home

Carlisle and North Lakeland
Local Care for Local People



Over £1000 prizes to be won every week plus £10,000 summer jackpot draw!!

Your contribution from the Blues Lotto via our sign up, will make a considerable difference within the community and we thank you for your support.

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Why not join now for just £1 per week

www.hospiceathome.co.uk/blues-lotto

Share your story

At Hospice at Home Carlisle and North Lakeland, every story matters. Your journey, whether as a patient, carer, or someone who has experienced loss, is unique and powerful.

By sharing your story, you can offer hope and comfort to others, showing them they don't have to face their challenges alone. Your words could inspire someone to seek our support or even help sustain our care through donations and fundraising.

Whether you want to honour a loved one, express gratitude, or make a difference, your voice has the power to create lasting impact. It may feel difficult to open up but your story could change lives. Please reach out and share your experience with us.

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www.hospiceathome.co.uk/share-your-story

Change of Details?

We hope you enjoy reading Contact. If for any reason you don't want to hear from us anymore or if any of your details have changed, please let us know so we can keep our records up to date. Thank you.

SCAN ME



Valley Court, Barras Lane, Dalston, Cumbria, CA5 7NY

📞 Fundraising: 01228 475025 Clinical: 01228 608942

🌐 www.hospiceathome.co.uk

✉ admin@hospiceathome.co.uk

Registered as a charity in England and Wales (1095708)

Inspected and rated

Good



Care Quality
Commission

Registered with



FUNDRAISING
REGULATOR