

# CONTACT

## AUTUMN / WINTER 2025



### Dear Supporters,

Welcome to the Autumn/Winter 2025 edition of Contact. As the seasons change, we reflect on the incredible impact your support has made over the past year. Thanks to your generosity, we were able to provide an astounding 12,300 hours of care to individuals and families across our community. Every hour represents support with compassion, respect and dignity - made possible by you.

In this issue, we'll be showcasing the stories behind those hours, highlighting the difference that your contributions make in enabling our care teams to be there for our community, every step of the way. Whether you support us through donations, fundraising, volunteering, or buying our Christmas cards, you are part of a vital network that ensures no-one faces the end of life alone.

Support comes in many forms. Financial gifts help us reach more families, while volunteers keep our shops open, our events raise money, and bring warmth, companionship, and the practical help that makes remaining at home possible.

Hospice at Home Carlisle and North Lakeland is a real community of supporters, with the sole focus of providing free care and support at home, when it is needed the most.

By joining us on this journey, you make it possible for us to be there for patients and their families, every step of the way.



**Shirley Reveley**  
Chair of Trustees



**Debbie McKenna**  
Chief Executive Officer

### Turn your tree into a gift of care

Our team of volunteers and business partners will collect your Christmas tree in January, in exchange for a donation and dispose of it in a sustainable way.

Register your tree from 15<sup>th</sup> November. Find out which areas we'll be collecting from, and how to book a collection at [www.hospiceathome.co.uk/contact](http://www.hospiceathome.co.uk/contact)



### Receive contact by email

Help us to save money and reduce our carbon footprint, by updating your preferences online to receive Contact magazine by email.

[See back page for more info](#)



**Scan for more info**  
on any article in this edition or find links at  
 [www.hospiceathome.co.uk/contact](http://www.hospiceathome.co.uk/contact)

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

# Care in every step - a year in review

At Hospice at Home Carlisle and North Lakeland, care is not just what we do — it's who we are

Last year, patients in Carlisle and North Lakeland were supported with

# 12,300 hours of care.

Patients and their families were reached in their home, in crisis, and in moments of quiet need. This issue of Contact celebrates the breadth and depth of that care, across all our services — from nursing and clinical support, to emotional wellbeing, bereavement care, and volunteer companionship.

Each service plays a vital role in our holistic approach. Our nurses provide expert care at home, allowing patients to remain in familiar surroundings. Our clinical team offers guidance and reassurance to families navigating complex decisions. Volunteers bring warmth and humanity, whether through a friendly visit or practical help. And our bereavement support ensures that care continues, even after loss.

Our campaign, Every Step of the Way, captures the journey that YOU share with every patient and family, and highlights the many ways you can walk alongside them. Just as our care is tailored to each individual, your support can be personal too — whether through fundraising, volunteering, or donating. Every step taken, every hour given, and every act of kindness contributes to the compassionate care we provide. It's a powerful reminder that together, we make every moment count.



total referrals



nights of care



Refer to our services

01228 608942

[www.hospiceathome.co.uk/contact](http://www.hospiceathome.co.uk/contact)





## Step by step

Last year, thanks to our incredible supporters, patients and families across our community received 12,300 hours of care from Hospice at Home Carlisle and North Lakeland, free of charge. It is only with your ongoing support that we can continue to deliver this. By committing to an affordable gift every month, you will make a huge difference to a patient or family facing an end of life journey, joining them every step of the way.

For each step, we ask you donate £12.30 per month. Your monthly gift quickly adds up to significant support, and it will go even further if you Gift Aid your donation:

 **12 steps a year would provide 2 periods of respite care**

 **36 steps a year would fund 17 hours of nursing care**

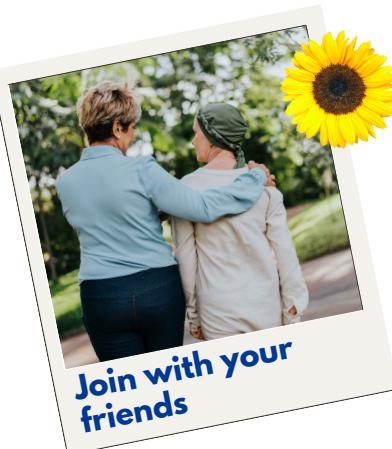
 **72 steps a year would enable 3 full nights of respite care**

[NB these examples demonstrate the level of impact that your support could give if your donation includes gift aid, and is based upon average costs of service delivery]

### Why monthly giving matters

Monthly pledges help us to plan ahead and respond quickly, knowing we have committed support to ensure that no-one faces the end-of-life journey alone. It is a really impactful way to bring comfort, dignity and care when people need it the most and to show the support of a whole community, every step of the way.

**Take your step today by scanning the QR code below or visiting our website.**



## Step into 2026

Kickstart your new year with an exercise challenge that will provide care to your community. We invite you to walk 12,300 steps every day for a month, and in doing so, join our patients, families and nurses every step of the way. Whether you walk in memory of someone, in support of a loved one, or to celebrate the power of care, every step tells a story. Join with your family, friends, colleagues and pets and share your stories through a dedicated Facebook page.

**Its free to sign up and everyone is welcome to take part. There's no fundraising target, but if you'd like to raise money for us through this challenge, take your step today by scanning the QR code below or visiting our website.**



**Ready to take your first step?  
Find out more**

 [www.hospiceathome.co.uk/contact](http://www.hospiceathome.co.uk/contact)

# The journey of care: a pathway of support

No two end-of-life journeys are the same. Each patient and carer faces their own unique challenges, emotions and needs. That's why we offer a wide range of services - designed to provide comfort, dignity, and support at every stage.

From the first referral to ongoing bereavement care, our team is here to walk alongside you. Our services can be accessed individually or combined to create a personalised pathway of care that fits your life, offering the right care at the right time.



Thanks to a generous grant from Hospice UK and the Masonic Charity Foundation, patients with progressive neurological conditions can now access nurse-led respite care. This new service is designed to provide expert care at home, giving families much-needed rest while ensuring patients receive expert support.

## Alan's story

Take Alan's story, for example, diagnosed with Progressive Supranuclear Palsy (PSP), a rare condition affecting movement, speech, and swallowing. Alan became increasingly dependent on his wife. As his condition progressed, she faced exhaustion and was unable to leave his side due to the complexity of his care.

Thanks to this funding, a Hospice at Home Carlisle and North Lakeland nurse was able to take over medication administration, allowing Alan's wife to reconnect with family and recharge. Over time, both Alan and his wife built trust with our team and expressed a wish to continue receiving support as his condition changes.

## Learning to be myself - Irene's story

Grief can be lonely. By attending our bereavement together group, connections and friendships have been made.

“ I came to the first Bereavement Group in February 2024 when it first started and attended 8 group meetings.

Being with others experiencing grief, where I could just be me and could express myself without the fear of upsetting others was so valuable. I felt I had the freedom of expression in the group. There were four great benefits for me attending the group:

- Making new friends
- Group support
- The group taught me that I can just be myself
- Professional support

The group is still ongoing, which is testament in itself and shows the enormous benefit for people. It was a brilliant idea to set the group up.



### Patient support group

- ⌚ Held monthly
- 📍 Hospice at Home, Dalston

### Bereavement together group

- ⌚ Last Thursday of every month
- 📍 Penrith Leisure Centre

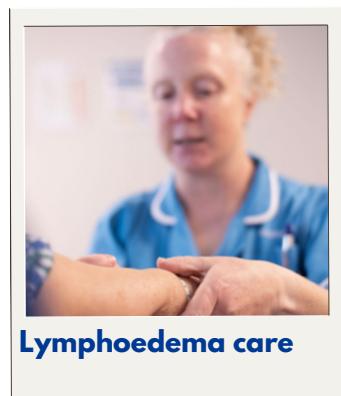
### Bereavement and family support

Anyone can access bereavement and family support, even if Hospice at Home Carlisle and North Lakeland haven't been previously involved in the care. If you or someone you know needs help, please contact us.



### Contact our family support team

- 📞 01768 245985
- 🌐 [www.hospiceathome.co.uk/contact](http://www.hospiceathome.co.uk/contact)



### A pathway built on compassion

From the first referral to ongoing bereavement support, Hospice at Home Carlisle and North Lakeland walks alongside patients and families every step of the way. This pathway of care is only possible thanks to the generosity of our community.

# Young hearts, big impact: how you can help

No matter what age you are, you can make a difference to people in our community



Our younger supporters bring energy, creativity, and compassion to our cause. Whether you are fundraising through school events, taking on a challenge, volunteering your time, or simply spreading the word, your support helps us provide vital care to those who need it most. From bake sales to sponsored walks, every action counts. Discover fun, meaningful ways to get involved and become part of a community that cares — every step of the way.

## Freya's new role

### What it's like being a business admin apprentice

When I first started my apprenticeship at the charity in May this year, I felt nervous about changing career and learning lots of completely new skills in business administration. But everyone was so kind and welcoming, which helped me settle in quickly. Since then, my confidence has grown and I now feel comfortable working on reception, making and taking calls, helping with donations and supporting my team. At work, it feels like I'm part of a big family, dedicated to giving people dignity and compassion in their own homes — and I'm so proud to be part of it.



## Percy - age 11

Nine determined swimmers recently completed the 777 Lakes Swim Challenge — seven miles across seven Cumbrian lakes in just seven days. Special recognition goes to the youngest swimmers, including Percy.

I did it because I like swimming. We have some good outdoor places in Cumbria to swim and doing it for charity made me want to do it more. I felt proud of myself raising money for two charities which were local and some of the other swimmers have needed these charities in the past. This made me more determined to finish the challenge and raise as much money for the charities as possible.

## Upcoming events

We offer engaging, year-round events for young supporters

**November/December** - Penguin waddle  
**December** - Christmas jumper day  
**March/April** - Bunny hop  
**Spring/Summer** - Colour run

SCAN ME



Scan to see how young supporters can help

[www.hospiceathome.co.uk/contact](http://www.hospiceathome.co.uk/contact)



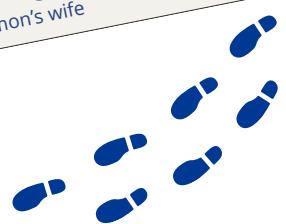
## Make a difference: how adults can support us

Whether you are looking to honour a loved one, or simply make a meaningful impact in your community, there are many ways that everyone can support us. From regular giving and fundraising events to volunteering your time or skills, every contribution helps us deliver compassionate care to those who need it most. You don't need medical experience — just a willingness to help. Join us in walking Every Step of the Way and discover how your support can bring comfort, dignity, and hope to families across our region.

### Business partner support

#### Warwick Mill

This year's Charity Race Day was made extra special thanks to the generous support of Warwick Mill, led by Simon Long. Following the compassionate care they received during his wife Margaret's last months, Simon and his family felt so moved they wanted to give back. Their support is a heartfelt tribute to the vital work of our clinical teams, who provide support in moments of heartbreak, offering comfort when it's needed most. Warwick Mill has pledged ongoing support, helping ensure no-one in our community faces loss alone.



### Julia's challenge

**A huge well done to Julia, who completed an incredible challenge in memory of her mum, raising an outstanding £2,967.**

Julia was inspired to take part in the Great North Swim after the care and compassion her family received, and she has turned her gratitude into an amazing achievement that will help others facing similar circumstances.

### Fancy a sporting challenge in 2026?

**Feeling inspired by Julia's journey? Discover your own challenge and turn every step, pedal or plunge into vital support for Hospice at Home!**



**Find out about our upcoming events & read full stories**

 [www.hospiceathome.co.uk/contact](http://www.hospiceathome.co.uk/contact)

# Your legacy of care to your community

At-home hospice care means that people get to experience an end-of-life journey that they and their families would want. It ensures that, for as long as is practical, people get to stay at home, surrounded by the people that they love and in an environment that is familiar and feels safe. It ensures that dignity, care and compassion are at the heart of palliative care.

Every year, for 28 years (and counting), our community has funded the majority of the free care that is provided to patients and their families. It ensures that people get to live their final days, weeks and months in the place of their choice, respecting their wishes and providing a dignified end-of-life journey.

As a supporter of Hospice at Home Carlisle and North Lakeland, you already understand the huge impact that the care we provide has on people's lives and it matters to you that we continue to be here for the future.

## 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.



Cumbria has an ageing population and it is predicted that demand for our services will increase by 30% over the next decade. We're up for the challenge to provide this care and ask you to consider joining us on that journey.

Leaving a gift in your will to Hospice at Home Carlisle and North Lakeland, means that you get to make a significant impact on the future of at-home hospice care long into the future. You will be helping to ensure that we keep offering free, at-home hospice care for everyone in our community, when they

need it. Your personal legacy will be one of care, compassion and dignity for others.



SCAN ME



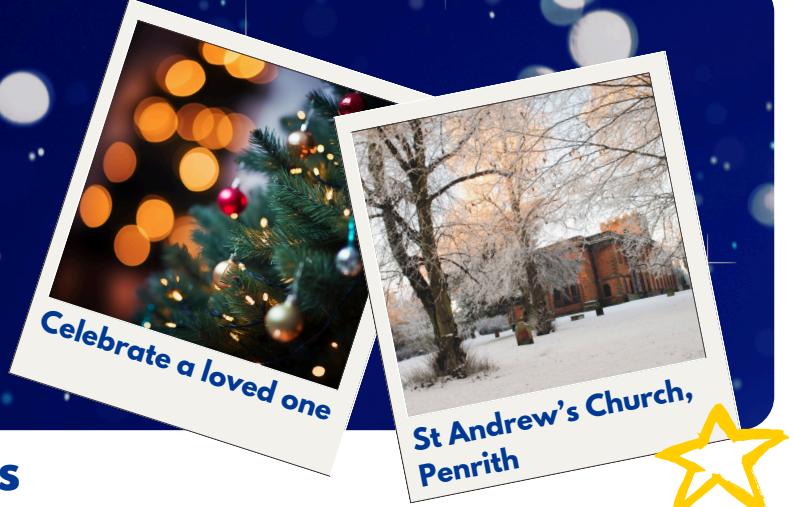
## Support us in the future

by leaving a gift in your will

 [www.hospiceathome.co.uk/contact](http://www.hospiceathome.co.uk/contact)



# Light up a Life



## Remembering our loved ones

Light up a Life is a very special occasion where our community gathers together to remember and celebrate the lives of those we love, who are no longer with us. It is a moment to pause during the festive season and reflect on those who continue to live on in our hearts and memories.

This December, Hospice at Home Carlisle and North Lakeland warmly invites you to join us for our annual light up a life service:

⌚ **10am, Sunday 14<sup>th</sup> December 2025**  
📍 **St Andrew's Church, Penrith, CA11 7XX**

The service itself will feature moving readings, heartfelt performances, and reflective prayers, offering both comfort and hope. During the service, the lights on the Christmas tree will be switched on, each one representing the love and memory of those being honoured. We would be privileged to welcome you to this meaningful service.

## Dedicate a light to someone special

Each light shines in honour of a loved one, celebrating their life and cherished memories.

As part of your Light up a Life tribute:

- A light will be placed on our remembrance tree.
- You'll receive a personalised card.
- Their name will be included in our book of remembrance, displayed at the service and available to view afterwards at our fundraising office or online.



### Printing kindly supported by:

Richardsons Funeral Directors, Penrith & George Hudson & Sons Funeral Directors, Carlisle



**Dedicate a light on page 11**  
online or call 01228 475025  
[www.hospiceathome.co.uk/contact](http://www.hospiceathome.co.uk/contact)

# Christmas Cards

To order by post, use the form on the next page



1

## Flying Through the Night

Size: 125mm x 125mm  
£3.75



2

## Christmas Post

Size: 150mm x 150mm  
£4.25



3

## Woodland Fir

Size: 150mm x 150mm  
£4.25



4

## The Last of the Christmas Shopping

by Jim Taylor  
Size: 120mm x 170mm  
£4.25



5

## Animals at the Crib

Size: 150mm x 150mm  
Blank inside  
£4.00



6

## It's Snowing

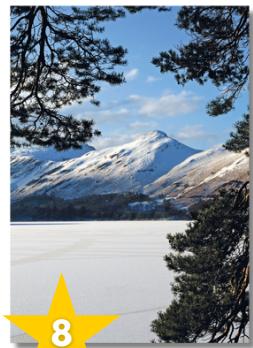
Size: 125mm x 125mm  
£3.75



7

## Keeping Watch

Size: 150mm x 150mm  
£4.00



8

## Derwentwater from Friars Crag

by Val Corbett Photography  
Size: 120mm x 170mm  
£4.25



9



10



11

## Everyday cards

Size: 120mm x 170mm  
Pack of 5  
£2.50



12

Everyday cards are sold with envelopes and are blank inside for your own message.



13

## Every day card mixed pack

Size: 120mm x 170mm  
5 designs 2 of each design  
£6.00



14

## 2026 Calendar

£6.00

Our Calendar features 12 beautiful local scenes, taken by supporters with space to note appointments.

SCAN ME



**Shop online, find a outlet**

or call to order 01228 475025

[www.hospiceathome.co.uk/contact](http://www.hospiceathome.co.uk/contact)

## Christmas order form

Item	Price	Quantity	Cost
1. Flying Through the Night	£3.75		
2. Christmas Post	£4.25		
3. Woodland Fir	£4.25		
4. The last of the Christmas Shopping	£4.25		
5. Animals at the Crib	£4.00		
6. It's Snowing	£3.75		
7. Keeping Watch	£4.00		
8. Derwentwater from Friars Crag	£4.25		
9. Foxgloves	£2.50		
10. Keswick	£2.50		
11. Thirlmere	£2.50		
12. Rainbow & Sunflowers	£2.50		
13. Everyday card mixed pack	£6.00		
14. 2026 Calendar	£6.00		
<b>Postage and packing costs (UK only)</b>		Total of the above	£
Order value up to £20.00: £4.00		Postage and packing price (based on above total only)	£
Order value over £20.01: £6.50		To add a donation please add the amount here	£
<input type="checkbox"/> To collect your order from Valley Court, Dalston please tick this box and ignore postage costs.		<b>TOTAL</b>	£

### Delivery/collection Information

We aim to send your order within 10 days, but please allow up 14 days for delivery or 10 days for collection. All items are subject to availability — if any designs are out of stock, we'll contact you directly. If you have any questions about your order, please call us on 01228 475025.

## Light up a Life dedication

I wish to dedicate a light/lights to celebrate the life/lives of:

Example: My Dearly loved Husband £20.30

1 \_\_\_\_\_ £ \_\_\_\_\_  
2 \_\_\_\_\_ £ \_\_\_\_\_  
3 \_\_\_\_\_ £ \_\_\_\_\_  
4 \_\_\_\_\_ £ \_\_\_\_\_

## Your details

Title: \_\_\_\_\_ First name: \_\_\_\_\_ Surname: \_\_\_\_\_ Address: \_\_\_\_\_  
Postcode: \_\_\_\_\_

Telephone number: \_\_\_\_\_ Email: \_\_\_\_\_

## Payment by cheque

I enclose a cheque payable to 'Hospice at Home Carlisle and North Lakeland' for £ \_\_\_\_\_

**Payment by card** I authorise you to debit my credit card with the total price on this form.

Name (as it appears on the card) \_\_\_\_\_

Card number \_\_\_\_\_

Valid from date \_\_\_\_\_ Expiry date \_\_\_\_\_ 3 Digit security code \_\_\_\_\_

## Keeping in touch

So that we can process your order, we'll need to include you on our secure database. Visit [www.hospiceathome.co.uk/privacy](http://www.hospiceathome.co.uk/privacy) for further info.

We'd love to keep in touch with you about the work of Hospice at Home Carlisle and North Lakeland, how your support has made a difference to patients and their families, volunteering opportunities and to let you know about fundraising activities that are coming up. Let us know how you'd like us to communicate with you:

Email  Post  Phone

## Gift Aid your donation

Boost your donation by 25p for every £1 you donate.

(Please tick) I want to Gift Aid this donation and any donations I make in the future or have made in the past 4 years. I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in the tax year it is my responsibility to pay any difference.

# Christmas cards and Light up a Life – now inside!

This year, everything's in one place!

Browse our beautiful card range and discover how you can dedicate a light in memory of a loved one — all inside this magazine.



LIGHT UP A  
*Life*®  
2025

## Change of details?

If any of your details have changed, please let us know so we can keep our records up to date.

If you'd prefer not to hear from us anymore, we completely understand. Just let us know and we'll update your communication preferences. We hope you continue to enjoy reading Contact. Thank you!

**Scan the QR code, visit [www.hospiceathome.co.uk/contact](http://www.hospiceathome.co.uk/contact) or call 01228 475025**



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

📞 Fundraising: 01228 475025 Clinical: 01228 608942

🌐 [www.hospiceathome.co.uk](http://www.hospiceathome.co.uk)

✉️ [admin@hospiceathome.co.uk](mailto:admin@hospiceathome.co.uk)

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Inspected and rated

Good



Care Quality  
Commission

Registered with

