



Virtual and 'hybrid' events now available!

Did you know our Education and Conference Centre can now facilitate video conferences and streaming, to provide virtual and hybrid events?

We benefitted from a COVID-support fund set up by Citrix, a global technology company whose research and development arm is based at Cambridge Science Park. Their support has enabled us to install high-tech video-conferencing equipment to cater for delegates attending both in-person and virtually. Hybrid and video-streaming packages are available, including seamless technical support for clients, in association with Venue AV.

The venue is COVID-19 safe, having made all the necessary changes for keeping you safe, and has been awarded Visit England



Good to Go accreditation; and provides in-house hospitality and catering, if required.

It is hoped that the centre will raise £50K through venue bookings in this financial year, making a significant contribution to the £10.5 million it will cost to deliver the Charity's outstanding care across its frontline services.

To enquire about booking the facility, contact the Conference Team at venuehire@arhc.org.uk or find out more at arhc.org.uk/venue-hire

Light up a Life

On Sunday 5 December at 5pm we will be holding a 25-minute service including readings, music, and time to remember loved ones who are no longer here. We very much hope to be able to invite you to attend the service, to watch it online shortly afterwards, or possibly a combination of the two.

We are so grateful for all the donations we've received so far, along with special names which will be remembered in our Commemorative Booklet. If you haven't yet received a letter detailing our plans for Light up a Life from Victoria

Montgomery in our Patient and Family Support Team, please let us know and we can share the information with you. After 17 November, any names we receive will be included in our digital addendum, which will be updated weekly at arhc.org.uk/lual

For more information, visit arhc.org.uk/lual or call our fundraising team on **01223 675888**.



News

Issue 123 Winter 2021



Saying thanks to our volunteers (page 3)

Welcome to our Winter Newsletter

It is no secret how proud I am of all my colleagues, including our wonderful volunteers, affectionately referred to as #TeamArthur. It is a pleasure and a privilege to continually hear positive feedback from those we care for and their loved ones. Given how difficult the past 18 months have been, I was delighted to join my Leadership Team colleagues and Trustees, by serving special Afternoon Teas to say 'thank you' to our amazing team. A small token of our gratitude to them all for ensuring that all our services continued, and new services were established, backed up by our essential resource teams who always make sure everything runs smoothly.

Listening to our colleagues and understanding what we can do, to make their experience of working for our charity as positive as possible, is extremely important to us. We were very pleased that over 70% of our colleagues responded to the staff survey undertaken over the summer. We are delighted that colleague feedback showed that our scores in every category have increased from the last time the survey was completed. We have also received confirmation that we are among just a select number of organisations who have been awarded a Gold Accreditation which provides further reason for celebration. There is no room for complacency however and we have put together an action plan to address those areas where suggestions for continued improvement have been made. This has been shared with our colleagues and Trustees and will be implemented during the rest of this year and throughout 2022.

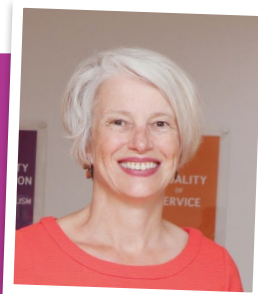
Listening to our community is equally important and we are grateful to those who contributed to our engagement activity to help shape our next long-term strategy. We were given much valuable feedback and ideas which are now being translated into our strategy to inform our priorities and activity from April 2022. Once finalised, the strategy will be available on our website. Other key documents on our website include Quality Accounts for the past two years, Trustees Annual Report and Accounts, and our Annual Review. I recommend all of these to you as informative reads about what we have achieved, and our plans for the future.

As we head towards the end of another year, which for many has been difficult and distressing, we are grateful for the continued support of you, our community. We cannot do what we do without you. We look forward to continuing to work together to ensure that we can make every moment count for people, and their loved ones, with an advanced serious illness or other life-limiting condition and those who are at the end of life.

Best wishes



Sharon Allen OBE Chief Executive
 @sharonallenarhc



Saying thanks

We were delighted to resume face-to-face events recently and to offer our fabulous volunteers and their families the opportunity to join us at one of four different Thank You Afternoon Teas. Previously we have hosted one large party of up to 100 volunteers at an external venue but the smaller, more intimate groups in our Bistro and at the Alan Hudson Day Treatment Centre were well received, particularly during COVID times. This was the perfect occasion

to present long-service awards, ranging from 5-35 years to several of our incredible volunteers and celebrate their contributions whilst giving thanks. Rosemary Hall was also recognised with an extra special award which marked more than 35 years of generous volunteer support.

Hannah Touhey, Voluntary Services Manager, explained:

"After a year of virtual events, it was lovely to come together once again to celebrate our volunteers' achievements and thank them for their continued support. Our volunteers have gone above and beyond, as they always do. Whether that's been trying a new role, volunteering from home, or even staying with us on this journey until they can return to volunteering, they have all been amazing. As a Team we feel privileged to work alongside such a wonderful community of people."

Retail therapy

As demonstrated by our CEO Sharon in her welcome, we always love to receive feedback so we were delighted to receive this from a happy customer:

"I went to the ARHC Charity shop in Cottenham looking for something to wear to a funeral. Vivien, who works there, found a black M&S smart dress in my size, which fitted very well, and this was confirmed by the other ladies there who checked if it looked OK. As I was going to pay, Vivien also found a pretty scarf to lift it a bit. There were some smart shoes and she showed me a selection of unopened M&S tights, so I bought 2 pairs of them as well!"



I was kitted out totally in your shop, all the staff I have seen there are helpful and friendly, and today they did a really excellent job."

There are lots of ways you can share your feedback with us including Google business reviews, email, via our website or face to face.

Step a Million is simple... you have 100 days to walk a million steps!



As we approach the new year, this is the perfect way to get 2022 started on the right foot. In order to reach your million steps between January and April, you need to

accumulate an average of 10,000 steps every day. Encourage your friends, family and colleagues to get involved and keep each other motivated in the depths of winter and into the spring.

The entry fee is £12 per person and includes support and encouragement from a member of our Fundraising Team throughout the 100 days.

To find out more information and to register, visit our website arhc.org.uk/stepamillion, email fundraising@arhc.org.uk or call our Fundraising Team on 01223 675888.



Kick off the holiday season

This year's Festive Run will be held remotely for a second time on Sunday 28 November. Last year's event raised over £22,000 - making it our most successful year! We heard from supporters that the freedom to run from a location of their choice at a time which worked for them was really valued and so, to add to the excitement, we're raising the bar even further, by adding a second distance option!

The Festive Run can be completed as a 5km or 10km route wherever and whenever is most convenient for you. It can be enjoyed solo, with friends, as teams of colleagues pitted against each other, or as an all-age family fundraising effort.

Everyone who signs up before Sunday 21 November will receive a specially made Festive Run pack including a Santa hat and

runner number. We'd like to also extend our thanks to our sponsors, Busy Bee Recruitment and Price Bailey, for helping to make the event possible. Register or find out more at arhc.org.uk/festiverun



Will you leave a gift in your Will? #IWill

Thank you, thank you, thank you!



Community thank you

Thank you to the friends, family and relatives who helped to raise over £7,000 at a recent charity football match in memory of Ian (Angry) Anderson. All the teams that Ian had played for were featured in the match.

Thank you to David Martin who raised over £500 at a recent Veterans Breakfast in Ely by shaving his head.

A huge thank you to the team at Toucan Harriers who raised £9,554 by running 8,640km virtually from Shelford to Colombia in memory of their friend Will.

Raffle books at the ready

Good news! Our Winter Raffle is now on sale; with a chance to win a selection of fantastic prizes including VIP tickets to see Diana Ross, a luxury glamping experience courtesy of Cambridge Bell Tents & Tipis, and a Land Rover Evoque driving experience. Every ticket sold is helping to ensure that patients and their loved ones are well supported over the Christmas period and in the time beyond. The winning tickets will be drawn on Wednesday 15 December. Tickets are £1 each and books can be ordered by calling the team on 01223 675888 or emailing fundraising@arhc.org.uk.



For full terms and conditions, visit arhc.org.uk/winter-affle. If you, or your workplace, would like to support us by donating a prize to any of our draws, please contact fundraising@arhc.org.uk

thank you thank you thank you thank you thank you

What's new in Wisbech

The Alan Hudson Day Treatment Centre were delighted to welcome the Mayor of Wisbech, Cllr Andrew Lynn, along with his wife and baby son who took the time to tour the facilities.

Further to community support and generous donations, the garden is in the process of being transformed to improve access and to provide a sensory garden for our patients, their families and carers. We'd like to thank Kim Flint who has designed the garden with guidance from Adam Frost. A name some of you may recognise from the BBC's Gardeners' World.

The team also enjoyed the Wisbech Rock Festival and a Fun Day over the summer which saw Carol Storey, patient and fundraiser, shave her head (for the second time!) to raise vital funds to support our care. Jane Clarke, one of our amazing nurses, also joined us at the end of her 100-mile cycling tour of Cambridge. In May, Jane took on a challenge to complete two marathons, two half marathons and a 100-mile bike ride



in the space of six months! We are pleased to report that Jane has now completed all challenges, including her dream to compete in the London Marathon, which she achieved in just three hours and 46 minutes! She even added an extra challenge and took part in her 1st Round Norfolk Relay. Jane has raised over £4,000 for the Charity, in memory of her husband Andy, and we are all so proud of her.

And finally, Emma Warner, our Community Specialist Palliative Nurse, celebrated one year in her post offering support to our patients in the community, assisting with symptom management and future planning. Emma loves making a difference to the patients she visits.

Over £15,000 raised

During August and September, over 800 supporters took part in our charity walk, Bridge the Gap, which was once again held remotely to the delight of participants. Choosing the day and time suited them as they explored overlooked corners of Cambridge at their own pace. Over **£15,000** was raised! The funds will be shared equally between our Charity and Romsey Mill.



Laine shares her experience

Laine has Idiopathic Pulmonary Fibrosis (IPF). She, and her husband Geoff, are supported by our Living Well Service. Laine is a photographer and creator, and immediately developed a lovely bond with Faith, our Life Celebration and Creative Activities Coordinator. She expressed her desire to share how positive the sessions have been for her and decided to take photos of, and write about, her experience. Here's a short excerpt from 'Eight Weeks - Walk Beside Me', which you can read in full at arhc.org.uk/laine

"Such kind people that become friends and second family. Yet if I want or need to be quiet that is recognised and respected too. Medical needs or disabilities are attended to by our lovely nurses with discretion and empathy.

There is a nice gym that caters for our physical fitness. I fight the good fight daily, with my oxygen needs increasing, but I'm encouraged to do what I can do. I love all the complementary therapies: reflexology, shoulder and head massage. I can relax or talk, my choice; of course... I talk too much! She is so interesting. This is therapy too.



Hand massages from the volunteers, oh how important is touch. As we get older touch gets less and I miss it. We British are so stoic. Oh, what a lovely cup of coffee (or tea) and the volunteers who make it. Nothing is too much trouble:

'You want drinking chocolate? We haven't got any in the cupboard, but I'll get you some'.

'What photo do you want for your story I'll take it for you?' (Physically it's getting harder for me to take different angles).

'You want a gold beach bag? I can lend you one to put your oxygen in for your family wedding'.

I've never been so spoilt in my life!"

What's on our wish list?

Did you know that we have an Amazon Wishlist?

Currently we would love family hand-casting kits to allow loved ones to have a keepsake to treasure. We would also appreciate some therapy putty which is a marvellous aid for patients experiencing anxiety and stress. If you would like to help cover some of the Hospice's regular costs, you can purchase something off the list found here arhc.org.uk/amazonwishlist



Welcome to the team, Graham

Our Estates, Facilities and Health and Safety Manager started with us in 2020 and his feet haven't touched the ground since!

Where and when do you work?

I can usually be found in and around the Hospice, but I also travel around to all the Charity's sites including our Charity Shops, the Retail Hub, and the Alan Hudson Day Treatment Centre in Wisbech.

I manage our small, friendly Facilities Team and take the lead in the management of Health and Safety for the organisation; ensuring locations are kept safe, secure and meet the statutory requirements. We maintain our sites and grounds to a high standard and ensure all regulations are adhered to; I implement processes and monitor contractors.

Our team is always busy and we deal with everything from the planned maintenance checks, to day-to-day issues like clearing blocked toilets or ensuring medical oxygen is always available to patients. We also work hard to ensure the grounds and gardens are kept at their best with the assistance of an excellent and dedicated team of volunteer gardeners.

What's the best thing about what you do?

The variety of work and challenges we receive each day. It is a good feeling to know that I am not only contributing to keeping patients and visitors safe, but also supporting fantastic colleagues and maintaining our beautiful properties and estates.



Since joining I have had the pleasure of meeting and working with lots of friendly, very hard-working individuals. Each person is so caring and passionate about making a difference to patients and their loved ones' lives.

Working in such a peaceful and tranquil setting is another huge benefit; helping to look after and further develop the settings and grounds is a real pleasure.

What has surprised you with how you and colleagues have adapted since the pandemic hit?

Starting a new role during a pandemic has been challenging. Getting to know new people and to recognise faces when they are wearing face coverings is not easy!

I have been surprised at how the use of technology, such as video conferencing, has really taken off both in the working

environment and at home using mobile devices. I really think that this has improved communication across organisations and in some instances has helped to bring families together during the pandemic. Working from home for those who can, or using video conferencing, also has a positive environmental impact as it has reduced the need for the fuel to travel to the office or to attend some meetings.

Tell us an interesting fact about yourself that people might not know or be surprised to learn.

I am very much a family man and have four lovely children, two older boys who are now just into their 20's and two beautiful identical twin girls aged 10. As a family we are all quite creative, my wife and girls love to cook and we all love art and crafts. I am also keen on DIY and enjoy creating things out of wood.

Tree Recycling Scheme

It will soon be the season of goodwill and we are pleased to announce the return of our Christmas Tree Recycling Scheme from 6-9 January 2022.

We are inviting residents of CB1, CB2, CB3, CB4, CB5, CB21, CB22, CB23 and CB24 to make a donation in exchange for having your Christmas tree collected.

NEW THIS YEAR - we have added Waterbeach to our list!

We have a team of volunteers ready to save you the hassle of needles in the car and waiting for a place at the tip. We can also help reduce your fuel costs by collecting your real tree and disposing

of it for you. All trees will be chipped and donated for composting.

If you would like your tree to be collected or you can spare a few hours to volunteer, visit arhc.org.uk/tree-recycling or call the Fundraising Team on **01223 675888**.

After costs, 90% of the monies raised will go towards patient care with the remaining 10% going to support the great work of the Rotary Club of Cambridge.



Last year volunteers collected 2,900 trees and raised in excess of **£54,000!** So, this year feel good about saving yourself the hassle of disposing of your tree and take part in this fantastic initiative. Registrations will close at 10am on Monday 3 January 2022 unless capacity is reached in advance of this date.

24 hours behind our doors

Our '24 Hours at the Hospice' video series, on YouTube, gives you a small glimpse of what goes on behind our doors in one day.

In each of the five short (2-4 minute) videos, you meet a different team: the Bistro at 8am, the Alan Hudson Day Treatment Centre at 10am, an afternoon volunteer sharing Afternoon Tea on the In-patient Unit at 3pm, the Palliative Care Hub at 7pm and our Hospice at Home team at 10pm.

If you have 15 minutes to spare, grab a cuppa and take a look at arhc.org.uk/24videos (this will direct you to our YouTube channel).

A special open day!

On a gloriously sunny day in August, we welcomed young people and their families to the Hospice for a joint Open Day working alongside East Anglia's Children's Hospices (EACH) and Sue Ryder Thorpe Hall Hospice.

Kristie Foreman, Young Persons' Transition Coordinator, explained the purpose of the afternoon:

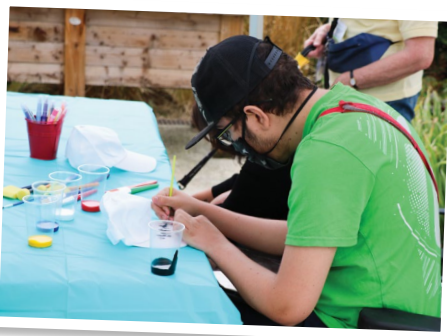
"Transitioning from child to adult hospice care can be quite an anxious time for young people and their families, especially now, as we navigate the pandemic. Open Days like this - and the online version we have held previously - have been designed to make that change as seamless as possible.

We put on activities, introduce young people and their families to the adult hospice care teams and provide a much-needed opportunity to ask questions. It is also a good opportunity for us to get feedback on what else we could be doing to support families now and in the future. For example, as a result of feedback, a young person has

requested movie and pizza nights, which we hope to introduce in the near future."

Families enjoyed the colourful gardens and enjoyed burgers and ice-cream, accessible sports like seated curling, basketball and volleyball and Boccia, a Qigong session, arts and crafts, relaxing head, hand and foot massages, met PAT (Pets as Therapy) dog Millie and miniature donkeys Tom and Ted!

It was, in the words of one family member, a 'really lovely, friendly, social afternoon'. For more information about this service, visit arhc.org.uk/yp



A Roman adventure in the North of England!

Join #TeamArthur on this exciting and strenuous marathon-distance challenge of 26.2 miles, along Hadrian's Wall on 25-26 March 2022.

This stunning world-famous historic landscape runs across the north of the UK from coast to coast and is one of the largest ancient monuments in Northern Europe. It is a remarkable feat of construction and now a UNESCO World Heritage Site cutting through the beautiful Northumberland National Park.

For more information or to secure your place, visit arhc.org.uk/hadrianswall or call our Fundraising Team on **01223 675888**.

Neville Mizen's Winter Quiz

Our seasonal quiz is back! Thanks to Neville Mizen and Marion Stringer, this year's quiz is available for just £1. To download the quiz, please visit arhc.org.uk/nevillemizenquiz

Contact us

ADDRESS

ARHC, Cherry Hinton Road, Shelford Bottom, Cambridge, CB22 3FB

WEB ADDRESS arhc.org.uk

EMAIL

fundraising@arhc.org.uk

lottery@yourhospicelottery.org.uk

retailhub@arhc.org.uk

reception@arhc.org.uk

Chief Executive - Sharon Allen OBE

sharon.allen@arhc.org.uk

Education and Conference Centre

venuehire@arhc.org.uk **01223 675780**

TELEPHONE NUMBERS

Hospice Reception **01223 675777**

Fundraising Team **01223 675888**

Your Hospice Lottery **0800 2851390**

Voluntary Services **01223 675871**

Finance Team **01223 675901**

Alan Hudson Day Treatment Centre **01945 669620**

RETAIL

Mill Rd, Cambridge **01223 214253**

Regent St, Cambridge **01223 462452**

Burleigh St, Cambridge **01223 367037**

High St, Cottenham **01954 716233**

Woollards Ln, Great Shelford **01223 842241**

Retail Hub, Sawston **01223 242684**

Please check our website for opening hours

Registered Charity No. **1133354**

Follow us on



Summer success

Our Summer Super Draw raised **£31,926** and we had eight lucky winners! Thank you to everyone who took part and sold extra tickets; you all contributed to this tremendous total which will help to fund our vital care.



Dates for your diary

November

Sat 13: Firewalk postponed until March 2022

Sun 21: Festive 5k (see page 4)

December

Sun 5: Light up a Life 5pm

After many months apart we look forward to bringing together family and friends to remember loved ones over the festive season arhc.org.uk/lual

Sat 11: Hospice Open Day, 11am-1pm, see arhc.org.uk/opendays

Wed 15: Drawing the Winter Raffle (see page 5)

January

Thurs 6-Sun 9: Christmas Tree Recycling (see pages 8-9)

March

Fri 25-Sat 26: Hadrian's Wall walk (see opposite)

For more information, head to our events diary on our website at arhc.org.uk/calendar, or call 01223 675777.