



A free Will service for all

We have two opportunities to write your will for free!

- 1 Our recent partnership with Farewill offers free online and telephone Will writing to our supporters, staff and volunteers.

Farewill are the largest Will writer in the UK; they partner with over 200 charities and solicitors and check every online Will that is submitted. The process is easy to follow and Farewill are on hand to provide guidance should you need it, and there is also the option to complete a Will via the telephone.

- 2 In October we will be bringing back our Make a Will Month engaging with local solicitors to provide free Will writing.



We are grateful to the supporters, who by choosing to leave a gift in their Will (after providing for their loved ones) are helping to fund vital care for future generations.

To find out more about writing your Will, visit arhc.org.uk/Iwill or contact Rachael our Future Gifts Officer at r.brown@arhc.org.uk or telephone **07341 498299**.



Bridge the Gap 2021

You are invited to explore the beauty and uniqueness of Cambridge, through August and September, by taking part in a novel alternative to the traditional Bridge the Gap Walk. This family-friendly fundraiser can be completed in one day or over several days from 13 August - 10 September, raising funds for both Arthur Rank Hospice Charity and Romsey Mill.

The carefully crafted route, which covers a distance of about four miles, will be self-guided and can be completed at participants' own pace and convenience, over a time period and day of their own choosing. The route will include locations and highlights that have not previously featured on Bridge the Gap walks, as well as featuring details in familiar places that may have previously escaped participants' notice. To find out more and to register, visit arhc.org.uk/btg

News

Issue 122 Autumn 2021



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Welcome to our Autumn Newsletter

Our Autumn newsletter has given me the opportunity to reflect on what an amazing team we have at the Charity. The days since March 2020 have been difficult for so many in a variety of ways, yet we have known that our colleagues would continue doing their roles, to the best of their ability, to ensure people who need us could access our care. Thank you to all of them and to you, our community, whose unwavering support has kept our spirits up, in gratitude for your generosity in so many ways.

We are finalising plans to welcome colleagues who have been largely working from home back to work in our offices. Like many organisations, colleagues are opting for a blended approach where this is possible, spending some of their working week in the building and some working from home. We are carrying out a staff survey to find out what more we can do to make Arthur Rank Hospice Charity a great place to work and will share our findings and Action Plan once finalised.

Thanks also to those who have joined one of our engagement sessions or completed our online survey to help inform development of our next long-term strategy (see opposite page). You are our community, we are your hospice, and we want to ensure

that our next strategy reflects what you have told us matters to you. We are grateful for your contributions.

Thank you also to those people who give us feedback about our services, most of which is full of appreciation for the care and support provided. Occasionally we learn about something we could do differently that would be a small improvement and we are thankful for this information as we want to continually improve our services. If you have any comments, no matter how small you may think it is, we are always keen to hear from you.

Finally, thank you for taking the time to read this newsletter, I hope you find it full of informative and interesting items; do get in touch if you would like to know more about anything.

Hoping you all stay safe and well.

Best wishes

Sharon Allen

Sharon Allen OBE Chief Executive
@sharonallenarhc



Will you leave a gift in your Will? #IWill

After providing for your loved ones, did you know just 1% of your estate could help fund care for future generations.

For more information, contact Rachael Brown, our Future Gifts Officer on **07341 498299**.

Ready for the festive season?

Our Christmas cards, including iconic local scenes can be purchased from any of our six retail outlets, online at arhc.org.uk, at the Alan Hudson Day Treatment Centre and the Hospice in Cambridge. The proceeds from the sale of these cards help us to fund vital patient care.

Engaging with you

"I thought I knew what you did, I've learned so much about how much more you offer".

This has been a frequent comment from those who have joined our engagement sessions to help us develop our next long-term strategy. Although numbers have been small, the conversations and feedback have been rich; thank you to everyone who has contributed to these sessions or via our survey.

Communication and clear information have been consistent themes through these conversations and survey responses. How best do we describe our purpose, the range of services we offer, how to contact us so that everyone who needs our support can access us? Do people understand what palliative care means? Would we be better talking about care for people with a progressive (rather than life-limiting) illness?

How do we make sure that you can access the care and support you need no matter where you live in Cambridgeshire? What more do we have to do to ensure that communities who want to be confident their cultural needs will be met, for example people from minority ethnic communities, including the Gypsy and Traveller community, or those with particular needs (such as homeless people or people with a learning disability), can be secure in the knowledge that we will meet these needs?

These are some of the key points that have been raised that will now be turned into the first draft of the new strategy for consideration by our Board of Trustees. They will work through this draft at their strategy session in October. The final strategy will be signed off in March 2022 and will be published on our website:

arhc.org.uk



Pre-loved is thriving!

Our new Retail Hub in Sawston celebrated its grand opening with a fun Open Day in July and it was great to see so many of you there. Remember this is the place to get first pick at clothes, shoes, books and amazing furniture and household bargains too.

It has been lovely to meet face to face with our customers again in our retail shops and hub, and we thank you for donating your much needed, good quality, pre-loved items. Due to your generosity, sometimes we are unable to accept your donations on the day and so we would

always advise you to call ahead to your preferred location before making a special journey, to avoid disappointment.

Do check out our eBay page which now includes fashion items and our Amazon page for interesting books. Check our website for contact details and opening hours: arhc.org.uk/shops



Arthur Rank Hospice Charity Golf Day

Over 100 golfers took part in our Golf Day, sponsored by Rathbones, in June. The day was a huge success and raised over £11,000 thanks to the generosity of the players, sponsors and the Gog Magog Golf Course for their kind use of the course. The winners of the day were 3 Macs+1, followed by the runners-up - Barclays Bandits.

You stepped a million!

Two hundred determined supporters raised an astounding £28,000 for our essential frontline care by taking part in Step a Million. Walkers began to put their best foot forward in January, taking 10,000 steps a day, and were each challenged with accumulating a million steps in total by April. Well done and a big thank you to everyone who took part.



Festive 5k

It may still be the summer holidays for some, but our events team have been working away for months to bring you another special edition of our ever-popular Festive 5K Fun Run! In 2020, the event raised the equivalent of 100 nurses' shifts, enabling local people to receive our tailored care when they need it. Will you help us to continue to do so, and put the fun in fundraising by taking part this year? Get involved at arhc.org.uk/festive5k



Thank you, thank you, thank you!

We would like to thank an inspirational group of young supporters who recently took on their own challenges to raise over £3,800 for the Hospice.

Twelve-year old Jasper took part in a virtual Ironman Triathlon and completed it sooner than he hoped. A group of students from Hills Road Sixth Form College took part in the College's Social Action Week and between them raised £1,125. Siblings Daisy and Harry read 10 books which they completed on the anniversary of their grandpa's death and 13-year-old Leah bravely shaved all her hair off to commemorate the loss of her friend.

A group of sixth formers from the Leys School, Cambridge also took it upon themselves to raise awareness of our Star Shine Walk this year. The group not



only promoted the event to their school community but they also took part in the walk, although it was a couple of weeks after most others, as they were sitting exams when other participants were out doing their challenge. They still made it happen though and even finished the walk with a dip in the river!!

Thank you all so much, your support is truly appreciated.



Our 2021 Stars!

Congratulations to the 230 supporters who took part in Star Shine Walk, which proved to be a weekend to remember! Self-made routes were walked, run and in some cases swum. Generous communities of friends and family contributed sponsorship, raising over £30,000 for the Charity. A sparkling success! Thank you to everyone involved including our sponsors the Cambridgeshire Care Home.

Have you visited our website recently?

Head to arhc.org.uk to read our latest stories, including 'We are listening' responding to your feedback, and learn more about our Meeting and Conference room hire options.



Hospice at Home expansion - one year on

It's been a year since we expanded our Hospice at Home team both across Cambridgeshire and the Fens in reaction to the COVID-19 pandemic.

We caught up with Jane Carpenter, Hospice at Home Team Lead for Cambridge City, South and Huntingdon, as she gives us a glimpse into the world of the team and how things have developed and changed since the pandemic hit.

What is Hospice at Home?

Our team provide specialist hands-on care and support in people's own homes or usual place of residence when they are approaching the end of their life. The service is available day and night to people across Cambridgeshire.

The team operates out of our sites at the Hospice in Shelford Bottom and the Alan Hudson Day Treatment Centre in Wisbech. However, the healthcare assistants and nurses who physically deliver the care are based in people's homes across Cambridgeshire most of the time.

During their 11.5 hour daytime shift, our healthcare assistants visit a number of patients who are approaching the end of their lives in their own homes; they go where they are needed most. They travel from one person's home to another, always trying to do the very best they can for every patient and their loved ones who care about, and for, them.

We have the great privilege of meeting and looking after people when they can feel at their most frightened and vulnerable, helping them to cope with



what is happening to them and supporting their families and the people they love.

So, what do the team actually do?

Our healthcare assistants look after a patient's practical needs. For example, washing their hair or re-positioning them in bed and helping with things like administering prescribed medicines, or assisting them to have a drink of water or cup of tea.

Part of the care they provide is also for the patients' family; we support them by simply listening to their fears and worries or enabling them to have an uninterrupted night's sleep knowing that someone skilled and caring is looking after their loved one.

Additionally, we support with pre-and post-bereavement and can request further specialist support from our wider team. This may include organising for a patient, family member or loved one to receive psychological or spiritual support, or complementary therapy.

An expanding service

In October 2020 we were delighted to secure funding from the Clinical Commissioning Group for Cambridgeshire and Peterborough (CCG) which would allow us to fund both day and night Hospice at Home across the County. This significant development illustrated the importance of what had historically been a purely night-time service and we were delighted to expand the service to reach previously unmet needs. In April 2021, when the full impact of COVID-19 became clear, the planned expansion was fast-tracked.

However, changes couldn't be implemented immediately; we are still working hard to recruit the right people and reach the full capacity of the team. It takes a special sort of person to provide end-of-life care to someone in their own home.

During the period May 2020 - April 2021, the Hospice at Home service provided care to 636 people in their own homes all around Cambridgeshire and the Fens. In the previous year, we supported 483 people. Once we have the right people in place, the team will finally be fully staffed and at this point the number of people we can support will increase once again.

Even with the larger team we now have, we carefully assess every request for care to ensure our support is going where it is needed most. On average, during a 24-hour period, we provide care and support to around 22 patients and their families in their homes. This care is provided by a team of around 50, consisting of healthcare assistants, community sisters and registered nurses.

At the weekend, the Hospice at Home service runs just like any other day. We know people need kind compassionate skilled help every day of the week.

Making a difference

The team try to do everything they can to help make those last few days and weeks a bit less difficult, with more tailored and personal support. We might help a parent prepare to see their child get married, supporting them in that special moment of being Mother of the Bride; file someone's nails; listen to a story about the baby they lost decades ago but whose loss is still very real; or make someone laugh by sharing silly jokes as we wash their feet.

One family member recently shared their thoughts about the difference this made to them:

"Myself and my family would like to thank you for all your support and kindness you showed my husband in his final days. Without you we would have been unable to manage. You made a very stressful sad time easier with your help, kindness and knowledge. We thank you from the bottom of our hearts."



Meet our In-patient Unit Ward Manager, Jenny Oakes

Our In-patient Unit Ward Manager, Jenny Oakes, joined us in Autumn 2020. She took time out of her busy shift to share with us how she has been getting on.

Hi I am Jenny and I work on the In-patient Unit and manage 47 members of staff. I work 9.00am - 5.00pm, Monday to Friday.

I joined the Charity just as the second wave of COVID-19 was taking hold. I hit the ground running with the decision making and implementing ever-changing guidance, increasing bed availability (to assist Addenbrooke's Hospital) by creating interim beds and visitor testing to name a few! Coming from a large acute hospital I was delighted to find a supportive and inclusive #TeamArthur. I felt listened to and valued straight away.

The In-patient Unit has 21 commissioned beds currently split into two different patient groups:

We care for up to 12 specialist patients. These patients can have very complex needs including symptom control and/or psychological and social needs. Family support is a very important part of the holistic care we offer to patients and their loved ones. Our specialist patients can be admitted from the community or from a hospital setting, being referred by a healthcare professional.

We have 9 nurse-led bed patients, admitted from Addenbrooke's hospital for the last days of their lives.

I work closely with the Cambridge University Hospitals palliative care team to manage the smooth running of the service and



the collection of data to support evidencing the service.

Part of my role as a manager also includes line management of nurses, healthcare assistants, ward clerks and housekeepers - recruiting, managing sickness and leave, training and appraisals, overall management of PPE, data collection, audits and Sentinel reports to reflect, enhance and improve our future service. I also attend meetings with teams, such as finance, to represent the In-patient Unit team and help manage our budgets. I am never bored!

There have been so many changes that have happened and evolved over my first nine months with the Charity. I have been, and still am, in awe of the overall positive 'can do' attitude my team have had during the many many changes we have had to embrace.

I have been amazed at the rapid response of the volunteer support we have needed at different points in the pandemic journey.

The best thing about what I do is working with the wonderful team I have on the In-patient Unit, collectively making a difference to so many patients and their families. I wake up every morning looking forward to coming into work and knowing we are making a difference!

How about a random fact!? I have been trained by milliner Phillip Treacy how to wear a hat correctly!



#TeamArthur Firewalk

Throw caution to the wind and walk over hot wooden embers on 13 November as our charity firewalk returns! We are looking for a team of blazing firewalkers willing to brave the heat and embrace this unique challenge held at the Hospice. Led by Master Firewalking Instructor, Steve Consalvez, you will undertake a training session to prepare for the walk and help overcome any limiting beliefs you may be harbouring! No other training required!

"I feel absolutely amazing. It is so very empowering, I can do everything now!" words from Karin, who lives with MND, just as she stepped off the hot coals in 2019.

To sign up, visit arhc.org.uk/events/detail/firewalk/



Palliative Care Hub open seven days a week

We are proud to be working in partnership with Cambridgeshire and Peterborough Clinical Commissioning Group and Herts Urgent Care to provide a 24-hour helpline, ultimately seven days a week, for anyone across Cambridgeshire and Peterborough that has a life limiting illness. The phone line is unique in the way that it is hosted by 111. 111 option 3 is supported by Palliative Care Clinical Nurse Specialists who are trained and experienced in handling calls of this specific nature. Currently the line is running from 5.30pm to 9.30am Monday to Friday and 24 hours over the weekends and bank

holidays, with plans to go to 24 hours, seven days a week as soon as possible. In April, the phone line received 135 calls and in May 216 calls. Most of the calls received were from relatives of the patient asking for advice on symptom control. In the first three months of operation, April to the end of June, the phone line had already prevented 59 hospital admissions.



What is the Widening Access Group?

Members of the Widening Access Group (WAG) represent departments from across our organisation and include an external representative. The aim of the Group is to continue to embed equality, diversity and inclusion across the Charity, which better reflects our users, colleagues, volunteers and wider community. The group meets every couple of months and reports to the Board of Trustees.

We have been fortunate to have some interesting expert speakers to talk to us and advise us, for example, on how we can better provide hospice care to the local travelling and homeless communities.

At our June meeting we recognised that, although we are making positive progress, data showed that very few of our users are from diverse communities. Sharon Allen, our CEO, is actively working with other hospices, local hospitals and organisations who are reaching a wide population and we hope to

learn from their experience to engage with more people in our community.

We are looking forward to celebrating a wider mix of cultural festivities across the year, with themed menus, decorations and opportunities to join together in our Bistro and at our events.

Gemma Manning, our HR Director, is planning that the next staff survey will encourage staff to share openly, in a safe space, their personal experiences and ideas on inclusivity.

It is important that we continue to strive to be inclusive and diverse and to encourage all our community to use our services. **The group would be delighted to hear from hospice supporters and members of the local community who feel they would be able to contribute to our work.**



An Evening with Dr Kathryn Mannix

It will be a delight to welcome Dr Kathryn Mannix, bestselling author of **With the End in Mind**, to be our guest speaker for our Annual Lecture on 19 October. This will be an online event, open to anyone with an interest in end-of-life care, both medical and non-medical.

Dr Kathryn Mannix is a palliative care physician, passionate to get us all better acquainted with the idea of dying well. Her new book, **Listen: How to find the words for tender conversations**, will be released in September.

For more information and tickets visit arhc.org.uk/events/detail/kathryn-mannix/

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Please check our website for opening hours

Registered Charity No. 1133354

Follow us on



Lasting online remembrance pages

Tribute pages for loved ones have grown in importance and popularity since COVID-19 restrictions prevented family and friends physically coming together to grieve and celebrate a loved one's life in the traditional way. Our online Tribute Funds create a lasting remembrance page with photographs, videos and stories, which can be shared with friends and family. It is a wonderful way to remember your loved ones and you can also mark poignant dates with the lighting of a candle.

Some people have added a journal as this has helped them to navigate what can be a very difficult time. Others have arranged events and kindly chosen to raise funds for our Charity.

To find out more, or to create your page, visit arhc.org.uk/tribute or contact Rachael our Future Gifts Officer/Interim In Memory Giving Officer at r.brown@arhc.org.uk or 07341 498299.

