



Arthur Rank Hospice Charity

# News

Issue 129 Summer 2023

## Bridge the Gap Charity Walk date set

Join us on Sunday 10 September.  
This special route features a selection of stunning colleges and gardens, some of which have not been visited before or included for many years. The walk, marshalled by colleagues and volunteers, and sponsored by The Cambridge Building



Society, raises funds for Arthur Rank Hospice Charity and Romsey Mill. Visit [arhc.org.uk/btg](http://arhc.org.uk/btg) or call **01223 675888** for more details.

## Contact us

### ADDRESS

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<b>Your Hospice Lottery</b>	<b>0800 2851390</b>
<b>Voluntary Services</b>	<b>01223 675871</b>
<b>Finance Team</b>	<b>01223 675901</b>
<b>Retail Hub</b>	<b>01223 242684</b>

For information about all our shops, go to [arhc.org.uk/shops](http://arhc.org.uk/shops)

Registered Charity No. **1133354**

Follow us on     

## Dates for your diary

**TBC: Chariots of Fire cheque presentation** - look out on our social media channels or in the local press to find out how much was raised.

### June

**Thurs 22: ARHC Golf Day**, sponsored by Peasgood and Skeates and hosted at the Gog Magog Golf Club.

### July

**Sat 15, 11.00am-1.00pm: Hospice Open Day**, visit [arhc.org.uk/openday](http://arhc.org.uk/openday)

### August

**Sat 19, 2.00-4.00pm: Sunflower Memories.** Dedicate a sunflower to remember loved ones and have the option to attend our special non-faith event.

### September

**Sun 10: Bridge The Gap** (see above)

**Sat 23, 7.00pm-12.00am: Charity Ball**, The Racing Centre, Fred Archer Way, Newmarket. £50 per ticket.

### November

**Sat 18, 5.30pm: Firewalk, Arthur Rank Hospice.** Will you brave the heat?

**For more information about any of our events, please visit [arhc.org.uk](http://arhc.org.uk) or call 01223 675888.**



**'The simple act of someone caring for you is very uplifting'** - Tamsin and Oscar Olney share their story

## Welcome to our Summer Newsletter

We've had a busy few months and we hope this edition of News demonstrates the importance of your support. As a local charity, we rely on our community to share information about our services and help others understand the difference hospice care can make to people living with an advanced serious illness or other life-limiting condition and to those who care for them. We also rely on our community to help us to raise money to ensure our care can continue.

We receive lots of wonderful feedback; however, these compliments do not belong to us, they belong to you. You are the people that help us do what we do. I wanted to share some lovely words recently sent to us: "The care that Jo, and indeed we, received from everyone at Arthur Rank Hospice Charity was incredible and we will forever be so grateful that she was with you at the end".

We recognise not everyone is cared for at our Hospice in Cambridge or our Alan Hudson Day Treatment Centre in Wisbech; the majority of patients are now

supported in their own home. However, these words illustrate how our care is a team effort, which touches far more people than those initially referred into our services, and how your generous support provides people with the most magical gift - a gift which results in positive memories, a legacy that is recalled with fondness rather than doubt or regret. Thank you for caring about the people in your community and helping us to be there when people need us most.

Best wishes



**Sharon Allen OBE** Chief Executive  
 @sharonallenarhc  
 sharon.allen@arhc.org.uk



## Football legend Ian Wright makes Edie's day

For those not active on social media, we wanted to share a special moment that took place at the Hospice. Ardent Arsenal fan Edie Huddlestone was overcome with emotion when she received a personal video message from football legend Ian Wright. Edie wept with joy as she watched it from her bed on our In-patient Unit - under her Arsenal blanket, lifting it up and down as she shouted "Up the Arsenal, up the Arsenal!"

Nurses providing end-of-life care for Edie swung into action when they realised how much Ian Wright meant to her and made an approach. The popular pundit replied with a heartening message and ended by sending "loads of love". Edie said: "I am so thrilled to have met Ian at last! All my life I have wanted to meet Ian Wright and now I have. I am so happy. He is such a lovely man, he is my favourite on the telly".



Jenny Oakes, Ward Manager, added:

"Our lovely patient Edie had been asking numerous times if staff could arrange for Ian Wright to visit her. They made it their mission to try to contact him via social media, special credit to Registered Nurse Gemma Richardson for getting Ian's attention! We are so touched by his support and Edie's emotional reaction says it all. We provide care which helps make every moment count for patients and their loved ones. It's safe to say Edie and my team of wonderful staff will not forget this moment!"

## What one thing could we improve?

We have introduced postcards to help attract feedback from those who have used our services or facilities. For many years we have invited feedback on our website; however, we recognise not all people are comfortable or confident online, so this is a way of ensuring we can reach a larger number of people and attract a wider range of views.

Once received, colleagues and members of our Hospice User Group discuss the feedback and look at ways to address the points raised. We have seen many positive developments following feedback provided and we strive to keep improving. If you have noticed something we could do better, please let us know by using a card at the Hospice, calling **01223**

**675777**, emailing [feedback@arhc.org.uk](mailto:feedback@arhc.org.uk) or visiting [arhc.org.uk](http://arhc.org.uk) and clicking on share your feedback. If you are passionate about helping to shape the improvements we are making, we would welcome the opportunity to talk to you about joining our Hospice User Group please contact us.

### What ONE thing could we do to improve?

Dad would have loved some bed socks to keep him warm at night



I wish I had known more about the grieving process



Your name badges could be easier to read for people like me with poor sight



A handheld fan could make patients more comfortable on hot days



If we can improve we want to hear about it. Your feedback helps us to Make Every Moment Count.





## My son Oscar is the bravest person I know

**His needs have not gone away just because he is now an adult.**

Oscar loves music, playing with his toys and, when he is well enough, getting hydrotherapy. He is a cheeky young man with a fabulous sense of humour and is the bravest person I know.

Oscar is 19 years old. He was born with a brain condition called hydrocephalus in which fluid accumulates in the brain. It caused significant brain damage and subsequent disabilities. He is severely sight-impaired, a wheelchair user and has cerebral palsy and hemiplegia. He has a learning disability and is non-verbal. He also has epilepsy.

He has been through so many operations and illnesses, and his stamina is now significantly reduced. Every challenge, such as a cold, is utterly exhausting.

Oscar needs to be at home most of the time, so we really make the most of it when he is well enough to venture out. Trips out are close to home but they will always involve chocolate cake or crisps, two of Oscar's favourite snacks!

My husband Paul and I are Oscar's main carers. He has a younger brother Zack and we have a dog called Bertie and live in Huntingdon. We try to get away on a family holiday when we can. These are hard work, but really worth it - we all need quality time together.

Adult hospice care is very different from children's hospice care. Transitioning a young adult with complex needs and a big team of professionals is a stressful and complicated task. You're not only meeting

new people but adult services often work differently. It is daunting and definitely a time when you need someone on the end of the phone!

The transition service really helped to ease our stress levels. The Young Person's Transition Coordinator answered all my questions and signposted me to further information and services.

We attended the Young Person events at Arthur Rank Hospice. It's really lovely to meet other families as Oscar and I are quite isolated being at home most of the time.

I have been offered complementary therapies at the Hospice. They have been a useful reminder to take some time out for myself. The role of a carer is relentless and gruelling. The simple act of someone caring for you is very uplifting.

As a family, nothing has changed; those needs haven't gone away just because Oscar is now under adult care. Caring for a young adult with complex needs and severe disabilities is really tough and we need this support to be able to do it.

*Shared by Tamsin Olney, Oscar's mum*



## Are you caring for a teenager or young adult with complex needs?

Jane Lines is our Young Person's Transition Coordinator and works closely with EACH (East Anglia's Children's Hospices) and Sue Ryder Thorpe Hall Hospice.

Jane runs a monthly Parent and Carer hub for families caring for a teenager or young adult with complex needs, to discuss transitioning from children's to adult hospice services in Cambridgeshire and Peterborough. These sessions are also opportunities to find out about other resources available, meet other parents and carers, and benefit from self-care support.

Jane is typically introduced to young people and their families through EACH and paediatric services. However, we recognise that we don't always reach everyone applicable. If you feel Jane could help you or someone you know, please visit [arhc.org.uk/youngpeople](http://arhc.org.uk/youngpeople) or contact Jane on **07770 934828** or **nee.yptransitioncoordinator@nhs.net**



## Spotlight on living with Motor Neurone Disease (MND)

As highlighted in Sharon's welcome, hospice care is available to people with different types of life-limiting conditions. Recently we have been helping raise awareness of people living with Motor Neurone Disease, often referred to as MND.

Stephen Hawking and rugby players Doddie Weir and Rob Burrows have all played a crucial role in raising awareness of this complex condition. MND is also the subject of a storyline on Coronation Street.

Lee Taylor, of St Neots, who featured in our 2022 Annual Lecture (available on our YouTube channel) continues to receive our support. Lee's family and friends have embarked on a series of fundraising activities to help raise awareness and funds.

The most recent event, a charity ball hosted by Lee and his friend John, was attended by Sharon and our Medical Director Lorraine Petersen.

Sharon said *"An important part of our work is to support people like Lee to live well for as long as they can. Money raised from John and Lee's Charity Ball will help us provide holistic care for more people"*. So far more than £20,000 has been raised, which will be split between our Charity and the Motor Neurone Disease Association (MNDA).

Sharon was also invited to speak at the Cambridge branch of the MNDA in March. *"It was heartening to hear that people appreciated our presence and the ability encourage difficult conversations. If you would like us to talk at other events or to community groups, please do get in touch."*



## Sponsor a Nurse...



### Prestigious Queen's Nurse title for Sarah

**Join us in congratulating Clinical Nurse Specialist Sarah Pake on her Queen's Award for Outstanding Service.**

**The award is given to community nurses who provide exceptional care to their patients and demonstrate a continuing passion and enthusiasm for nursing. It recognises a nurse's very exceptional individual contribution to patient care and the nursing profession.**

Sarah, who works in our Specialist Palliative Care Home Team, explained why she was recognised for the award:

*My career in nursing began when I was 18 years old. In my final year at University my Granny was diagnosed with metastatic cancer. She received palliative care over a number of months before she died at home. This experience was the most significant in steering me towards community palliative care nursing. I am incredibly privileged to be able to give time and individualised care to our patients and their loved ones when they need it the most.*

*The holistic patient-centred care is what caught my attention the most. It refers to care that is based on a mutual understanding of a patient's physical, psychological, emotional and spiritual dimensions. Focusing on the whole person, not just their condition, resonates with me and underpins the values I have as a nurse.*

*Making a move into community nursing allowed me to support my patients and their loved ones through their most difficult time in a place where they feel most secure - at home. Every day is very different in palliative care and that's because every*

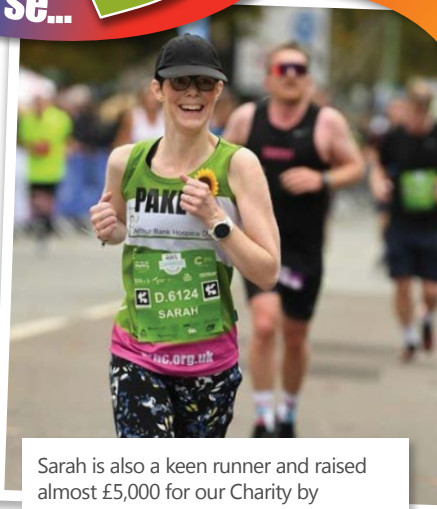
*patient and their family are different. In my 23 years of nursing, I have had the opportunity to learn about lots of other cultures and beliefs, and I have developed a better and deeper understanding of the similarities and differences that exist between us. We visit patients in a variety of settings; houses, houseboats, care homes and traveller sites to name just a few. We also provide outreach to those who do not have a secure home. More recently I have also worked closely with the children's hospice, helping transition young adults.*

*In my role I am constantly helping the patients in my care to live well, to live in the moment, to live alongside their illness instead of living in fear of it and to live with the uncertainty it brings.*

*I help patients to talk about their wishes and preferences especially when it comes to end-of-life care. I support the whole family and the patient's loved ones so bereavement support is also a big part of my role.*

*It is often said that as a nurse you inspire your patients. More often than not, it is the patients and their families who inspire me. To be recognised as a Queen's Nurse and to become part of such a historic institute is an incredible honour and something I've aspired to for many years. My love and passion for nursing is as resolute today as it was 23 years ago, and I remain dedicated to my profession.*

*The title of Queen's Nurse is for my family who have instilled values in me imperative to community palliative care nursing, my colleagues who have supported me, and my patients who have welcomed me into their worlds to work alongside them and their families through the toughest of times.*



Sarah is also a keen runner and raised almost £5,000 for our Charity by completing the 2018 London Marathon.

*It is because of all of these people that I am the nurse I am today.*

During the last year as we celebrated our 40th anniversary, we launched a Sponsor a Nurse appeal to recognise the fantastic work of Sarah and her colleagues who are responsible for delivering care.

As of April 2023, £19,952 plus gift aid has been raised. Alongside NHS funding your donations are crucial in helping more than 70 nurses and an even greater number of healthcare professionals, support people during some of the most difficult time in their lives.

If you already sponsor a nurse, thank you. If you would like to recognise the work of Sarah and her colleagues and want to ensure more people in our county receive our outstanding care, please visit [arhc.org.uk/SAN](https://arhc.org.uk/SAN) or contact us (see page 12).

### Capturing a life story

Capturing someone's life story can be incredibly powerful for those we support. We provide opportunities for patients to record their story and a team of special volunteers then write these up for them. Some people choose to share their story with their family straightaway while others leave it for them as a lasting legacy, so that life experiences are not lost and can be gifted to future generations.

When Madeleine Bird first started visiting the Living Well Service (LWS), she wanted to give something back and asked if she could get involved. She is very creative and has a talent for sewing, and so she agreed to make some special bags to store the voice-recording machines in. They even had a little pocket to store spare batteries.

We are very thankful to our volunteers for their contributions. If you're interested in finding out more about our life celebration work, our creative activities, or have the skills that we have highlighted here to become a volunteer, please visit [arhc.org.uk](https://arhc.org.uk) or call **01223 675777**. Currently we would also be keen to hear from anyone who can help with compiling scrapbooks.





## Our very own shining stars!

By the time you receive our newsletter, around 400 people will have completed our Star Shine Night Walk. We would like to thank our sponsors Price Bailey and Drinkstuff, our media partners Star Radio, all those who took part and our incredible army of volunteers. Together, hundreds of people will be able to benefit from the care and support you have helped to fund. Here's a few words from one family who were inspired to sign up:

*The Arthur Rank Hospice Charity means the world to our family. Because of them our loved ones were able to pass away peacefully in their own homes, surrounded by their loved ones. They not only provide the nurses to care for your loved ones but they also provide support for the families as well.*

**Price Bailey**  
CHARTERED ACCOUNTANTS

**DRINK STUFF**  
Serving Inspiration

**STAR**  
RADIO



**STAR SHINE**  
NIGHT WALK  
SETTING THE CITY AGLOW  
FOR HOSPICE CARE



## Thank you to all our runners!

A grand total will be shared in our Autumn edition as funds are still coming in; however, we wanted to take this opportunity to thank the 180 plus people who have embarked on running challenges since April 2022. The money raised, often in memory

of someone who has benefited from our care, will enable others to receive our vital support. You've encountered blisters, run in all weathers, pushed through the pain barrier and made special moments possible for our patients - you're terrific! Thank you.

## Going the extra mile

We are delighted to see an increasing interest in our marathon and half marathon places. We secure places called Bond places for the TCS London Marathon and TTP Cambridge Half Marathon and we welcome applications for these. However, the greatest number of people who run and raise money for us have applied directly through the ballot.

Tony Tarrant has run several half marathons and during April he completed the Manchester Half, raising more than £5,000. Tony said: "Arthur Rank Hospice Charity were amazing at looking after my dad and us in his final hours after being told he



*had just three weeks to live due to having advanced lung cancer. I want to raise as much as I can for the Charity".*

If you are interested in doing your first marathon or maybe you're an experienced runner but have never raised money for a charity before, please do get in touch. 2024 could be the year you surprise yourself!

## Thank you, thank you, thank you

**£1,700:** 14-year-old Jasper recently climbed the height of Mount Everest, raising £350 to add to funds raised from several difficult challenges already completed.

**£1,100:** Sixth Formers of The Leys School, Bisseker House, carried out a 'Bissekeverest' stairway walk in March.

**£522:** Kevin, the close friend of talented artist Jack Melville, who was cared for by the Hospice, printed and sold T-shirts displaying some of his favourite pieces of art. Thank you to Jack's friends and family for their support.

**£1,605:** The Three Horseshoes Pub held a New Year's Eve event bringing the total raised by the pub and their supporters to over **£3,200**.

**£5,667:** Vince and Chris both trekked to Base Camp Everest in memory of Vince's sister/Chris's aunt, Teresa.

And finally, thanks to The Rotary Club of Cambridge Sawston for making us so welcome at the **Sawston Fun Run** on 7 May. It was a tremendous day and we can't wait to hear how much has been raised by the wonderful people who took part.

Thank you to our **#TeamArthur** community.



## Di smashes one of world's toughest challenges

Congratulations to Di Farrell-Thomas who has just completed the Marathon des Sables. The challenge is six marathons, run over five days across the Sahara Desert in Morocco. The care her father Myrddin 'Taffy' Thomas, a jockey, received from Arthur Rank Hospice Charity inspired her to tackle one of the world's toughest races. She smashed her £4,000 fundraising target weeks before the challenge began, upping it to £8,000, which she also exceeded before the race even started. Thank you.





## Cuppa and cake anyone? Or perhaps a G&T!

**Why not host your own event your way.  
A coffee morning, afternoon tea or  
even a G&T evening?**

It's a great excuse to get together and help ensure care is available for future patients and their loved ones. For further information, or to request a fundraising pack, please contact Sarah or Vic on **01223 675888** or **cf@arhc.org.uk**

## Preloved and reloved!

If you shop with us or donate your preloved items, thank you! Our shops and Retail Hub play a huge part in raising the profile of hospice care in our community, whilst generating much needed income. They are also good for the environment. Our retail team help find your donated items a second home and ensure that any unsaleable items are recycled with a reputable rag merchant or specialist. We have recently secured a new unit to complement our Retail Hub on the Eastern Counties Leather Industrial Estate in Pampisford. Look out for more details in our next edition. We are also working hard to expand into new locations, so we can be closer to more of you. Once the total raised from this year's



**Chariots of Fire relay race** is known, we will be using these funds to open a new shop and cover the operating costs for its first year. Retail is a growing team, and if you are interested in working in one of our shops, helping with our deliveries and collections, or becoming a volunteer, please get in touch - see page 12.

**Check out this recent five-star review for our Retail Hub:**



Great **place** to go and get some **bargains**. **Friendly** and **helpful staff** and all money goes to a **great charity**!

## Ignite a talent or rediscover a skill

Arthur's Shed can be found within the landscaped grounds of the Hospice. With a view of the gardens, volunteers deliver sessions such as arts and crafts, astronomy and mindfulness. These are open to anyone and free of charge (although donations are welcome). To book, pop into our reception, email **arhurs.shed@arhc.org.uk** or call **01223 675777**. You may even be tempted to stop off at our Bistro for coffee and cake whilst you are there! Forthcoming sessions can be viewed at **arhc.org.uk/arthurshed**



## Summer Super Draw!

**Summer is almost here, and a top prize of £2,000 could be yours!**

Our popular Summer Cash Raffle gives all who enter a chance to make their summer extra special with eight pots of cash available: £2,000, £500, £250 or five chances at £50.

It's £1 per ticket, and if you're not a winner, you'll have helped make every moment count for someone needing our care!



**Want extra chances? Head to [arhc.org.uk/raffle](http://arhc.org.uk/raffle) for additional tickets.** Over-18s only, we support responsible gambling. T&Cs apply.

## Supporting bereavement in the workplace

Did you know 57% of employees in the UK will have experienced a bereavement in the last five years, and every day, more than 600 people quit work to look after older and disabled relatives? And yet, fewer than one in five managers feel very confident supporting someone they manage with a bereavement.

This is why we were involved in May's Dying Matters Awareness Week.

We encouraged conversations that could enable workplaces to better support people who are ill, who are caring for those around them, or who have lost someone close to them.

To find out more about this national campaign, and check out resources available for your workplace, please visit **[hospiceuk.org/our-campaigns/dying-matters](http://hospiceuk.org/our-campaigns/dying-matters)**