



40 Faces of Care

Four decades of Making Every Moment Count

Foreword from Chair of Trustees

Antoinette Jackson, (since May 2022), Arthur Rank Hospice Charity



As Arthur Rank Hospice Charity reflects on its 40th anniversary, this commemorative booklet shines a light on some of the many people who are part of our history.

We asked 40 people (and some other important characters!) if they would like to share their unique memories of how they have touched or been touched by the Charity. Here in their own words, they tell their stories alongside their photographic portraits.

This remarkable richness reflects the four decades of care that it has been a privilege to provide to people in Cambridgeshire.

Thank you to everyone who has contributed and trusted us with your personal, precious moments. Thank you to all those who have ever supported the Charity and to those, I hope, will do so in future.

In our 40th anniversary year more than 3,600 patients were cared for via services which cost the Charity over £11.4million to run. A Sponsor a Nurse anniversary appeal was launched. Funding for an expansion of our charity shops got off to a solid start thanks to the money raised from the renowned Chariots of Fire relay race, which too celebrated a milestone, in its 30th year.

As the needs of our community evolves, our Charity and its services evolve too. By embracing change and seizing opportunities, we aim to ensure everyone, wherever they live in Cambridgeshire, with any type of life-limiting illness or advanced condition, from all cultures, backgrounds and beliefs - knows we are here for them if they need us. To ensure everyone has equal opportunity to benefit from our care during the next 40 years and beyond.



Carly Wills

Matron of Clinical Services



A good death is what a patient wants it to be, and if we can help a patient to feel comfortable and support their family, that is a good death.

Sometimes symptoms can be hard to control, but if someone wants to be at home with family around and good music, so be it. If we can achieve what the patient wants, then that is a good death. Our teams go the extra mile to do

the best for their patients, recognising the importance of key moments, such as a patient's last birthday or anniversary.

I remember a patient who used to judge Shire horses. He was due to receive an award from Princess Anne, but was too ill. We managed to get someone to stand in for Princess Anne and get a Shire horse to the Hospice, so he could receive his award.

We had a patient, who wanted to see bluebells in the woods, but was too unwell. So, we brought some bluebells to her room so she could wake up to them every morning.

I will never forget how we helped a young patient mark Mother's Day; we got her a card and flowers from the hospice garden. It is the things like that that do make a difference - sometimes even just small things can help.

History Timeline

1970

Discussions start about hospice provision in Cambridge

1979

New Hospice site at Brookfields

Lee Taylor

Hospice supporter, fundraiser, dad and husband



With a diagnosis of Motor Neurone Disease (MND), you very quickly come to the conclusion that there is no cure and the outcome is death. I want to live. People say what is it like living with MND? I am not living with MND, MND chooses to live with me. I will take it the full 12 rounds. I will keep going.

I don't want a funeral; I don't want to be in the back of a hearse; I don't want a church gathering, that is simply not me. What I do want is a party, with fireworks, face painting, music, cakes etc. Death is always seen as a very dark event; it should be a celebration of life.

Death is nothing to be afraid of. I've found planning and arranging for my end of life extremely energising. I know that I want to be in my family home and I know I want to die there. I want people to be happy and I know what people I want there. I know I am going to die, so it's my responsibility to ensure everything is as easy and comfortable as possible for people around me.

Lee died at home in May 2023. His family wanted his story to be included.

Tasha Hills

PR and Communications Manager



I worked for the Hospice for several years before I experienced first-hand the wonderful care that the nurses, and healthcare assistants provided.

My husband's Nana was one of the first patients who was admitted for 'Nurse led care'. Joan's declining health was unexpected and her transfer to the Hospice was extraordinarily different from the care she'd had on a hospital ward. The atmosphere peaceful; the building homely; and the staff, my colleagues, were incredibly supportive and reassuring.

There were touches which I didn't expect, from afternoon tea trolleys to overnight beds provided for relatives. Nothing was too much trouble. The robins and the squirrels visited our private garden and offered a moment of calm. The large open bedroom housed our growing family visiting, as we sat together, we laughed, drank tea, and shared stories. The Hospice gave us a chance to say goodbye, together.

Barbara Sinclair

Healthcare Assistant



In July 1998, I came here on a late shift, and I thought, 'my goodness, this place is different, it's wonderful'. I was hooked. I support the trained nurses. I've been doing it for 20 years. I started in the Inpatient Unit and still work there. I now do two nights a week. I also used to work in the Day Therapy Unit, now the Living Well Service.

I consider myself a people person and this is the place to meet people, all types, well and unwell, and I just enjoy it. I'm calm. I don't flap! It helps in this environment.

Being able to help a person who is afraid, to talk to them gently, see them relax and release their fears, put them at ease – that is really rewarding. I hope my time here has helped me to approach the end of my life, when it comes, with grace and calmness.

1981

Dame Cicely Saunders gives a talk in Cambridge to mark the beginning of a new hospice presence

1981

Arthur Rank House opens on Mill Road – officially opened by the Duchess of Kent

1983

First newsletter for the Friends of Arthur Rank House & Brookfields Hospital published

Deanna Raven

Fundraising Supporter



My daughter and I went across the desert to raise funds for the Charity. It was worth every blister! I've done lots of events and fundraising for you. I've also been lucky enough to see you care for my Great Uncle Ron and godfather and other family members. for which we are enormously grateful.

It surprises me that people don't know about you, until they actually need you. As lovely as that is, it's also sad. They need to know about you. It's like a home from home. When I walked in with my uncle, I remember thinking, 'I'm good now I'm here, we're alright, you know, you've all got me, and it doesn't matter now'.

He was never in any discomfort, any pain or anything which was all because of you guys.

Graham Hambling

Volunteer Gardener



Each week, it's nice to see plants I've planted have grown and the different coloured flowers. In the summer some of the patients come and sit on the seats or their relatives bring them out in wheelchairs. They often say the gardens look lovely.

I've had two dear friends cared for in the Hospice. Their families were over the moon with how they were looked after in their last few days.

My wife and I try to do other things to support other than the gardening. We had a very successful garden party in my garden and raised £700. When we celebrated our Golden Wedding this year, instead of having presents, all the money went to Arthur Rank Hospice Charity. We thought it would do more good than us having ornaments hanging about in the house!

1985

Friends of Arthur Rank House logo introduced

1988

Community Nurse Specialist Team operate from Arthur Rank House (now part of the Specialist Palliative Care Home Team)

1992

Lymphoedema Clinic set up as pilot study

Brenda Evans

Living Well and cake baking volunteer



I've been a volunteer for over 20 years. It was a very small organisation when I joined - six members of staff and a few volunteers. I have stayed all this time because it's just a brilliant place to be; everyone is friendly, the patients are wonderful, the staff are great, all the volunteers are nice people. I volunteer in several different areas of the Charity; I wouldn't give it up at all.

I'd been a volunteer for a little while when my husband Stuart was asked to become a Trustee, then he became the Chair of Trustees. I remember the Chaplain at the time, Jonathan, saying, 'do we call you Mrs Chair now?' I was enraged! I certainly felt I had the prime position in this Charity, nothing to do with Stuart! At the last count, there were around 600 volunteers. So, good on you! People hang on because they like it, they get something out of volunteering.

Donna Talbot

Communications and Income Generation Director 2015-2023



Over the years it has become very apparent, that people don't typically donate or raise money because we ask them to. People find it a powerful and fulfilling way to say thank you, and because they want to give something back.

The way in which someone supports our Charity can look very different from person to person, which is interesting. We often talk about how unique the care programmes our clinical colleagues provide are, and this suggests our fundraising has the same ability to be tailored and meet the needs of that person, family or group.

What people choose to do is a response to how they feel about the Charity and we so often hear them say how they would want others to benefit from the same care that they or their family are receiving or have experienced.

When people leave a gift in their Will, it's incredible; it reaffirms the impact that our care has had on that person's life and it reinforces that our care is appreciated and valued. For all the support we receive from people across our community, we are ever grateful.

"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

Maya Angelou

1993

Hospice at Home set up and fundraising for Bernard Reiss Centre begins

1995

Regent Street shop opens

1995

Bernard Reiss Centre opened for Day Therapy

Les Rymer

Fundraising and Finance



My main role is fundraising. I help with street collections and also help people in the Finance Team, counting out the cash donations.

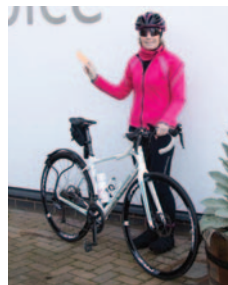
Recently, a lady came up to me and said, 'Oh, I've missed you through the pandemic. I've been trying to work out how much I would have given you'. She took two £10 notes out and put them in the tin.

It's nice that we get thank you letters, so we know that we're appreciated. That's worth its weight in gold and I get personal satisfaction for what I've done. It's an amazing feeling when people come up to us in the street and at the stall and tell us their little stories, how someone's been looked after.

When a donation in someone's memory is opened and I see the amount donated and the number of people donating it makes me realise just how much the Hospice is valued and what it means to people.

Chrissie Hunter

Fundraising volunteer



You may have noticed the Memory Tree in the main reception area at the Hospice, adorned with beautiful bronze, silver and gold coloured brass leaves. Each one has a loved one's name engraved on it.

As a volunteer cyclist (possibly the only volunteer cyclist the Charity has!) I pick up the blank Memory Tree leaves from the Hospice and cycle with them across to Timpsons in central

Cambridge, where they kindly engrave them free of charge for the Charity. I can get in and out of Cambridge very quickly on my bike, I don't sit in heavy traffic jams or have to pay parking fees.

I am aware of the difference Arthur Rank Hospice Charity has made to patients and their loved ones when they need it the most and wanted to help. It's a great incentive to get out on my bike.

1999

Prince Charles visits Alan Hudson Day Treatment Centre, Wisbech (known at that time as Macmillan & Hudson Palliative Care Centre)

2000

Friends of Arthur Rank House becomes Arthur Rank Hospice Charity

Emma Cunningham

Ward Clerk on the Inpatient Unit



My own family needed to use the Hospice for my younger sister Sally who sadly passed away in 2015. She was only 23. I knew what to expect. Even though I was their colleague, the team treated us like any other patient and family.

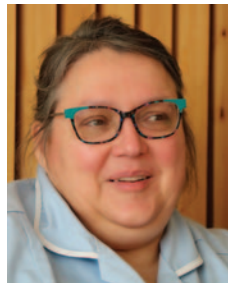
At the time Sally, was the youngest person that, as far as I'm aware, had died in the Hospice. These days we get quite a few young patients.

That's probably the hardest part of working here, seeing young people who've not really lived.

I get asked all the time, 'does everyone who comes here die?' and I say, 'no, that isn't the case. We have lots of different patients that come in for lots of different things.' There are a lot of tears, but also happy tears and fun times. It's really special when patients want to get married. We put in lots of effort to help them fulfil that one last wish.

Faith Macrow

Nurse and Life Celebration and Creative Activities Coordinator



My favourite place to work is Living Well. We have more time to spend with people than other organisations. I like the holistic nature of working with the hospice teams, and what they teach you about life.

What surprises me most is the resilience of people to keep going. We're not miserable in Living Well, patients often have a good laugh and it's a journey worth doing. It's lovely to hear people's stories. Everybody has compassion, understands and listens. Just being with someone, sitting with them, not necessarily speaking, is an absolute gift. But it took a long time for me to learn to do that. Working here has changed my attitude to life, it's about living life to the full. If I were to get a diagnosis, I wouldn't have any regrets at all.

2000

Jo Lustig garden opened by Sir Derek Jacobi (now a patron)

2001

First Bridge the Gap event takes place

2002

Prince Charles visits Hospice (now King Charles III)

Judith Chisholm

Ambassador and Author of 'Tears, Love, Laughter'



Being an ambassador is a very privileged role. I don't remember for how long I've been with the Charity. It's for more than ten years because I had the fantastic unexpected opportunity to write the book 'Tears, Love, Laughter'. It marked the 30th, give or take, anniversary of the Hospice and now it's already ten years later and we're marking the 40th which is wonderful.

I decided to tell the story of the Hospice through voices and short factual pieces. I think it's really important to try and get across to people that a hospice is not only a living body but a very complex organisation that it is both within the building and outside the building. Palliative care is about the whole care of the whole person, and that also encompasses, when it is appropriate, their family and their friends, and indeed their cats and dogs.

2004

Hospice Library opens

2006

Arthur Rank Hospice Charity launches Hospice at Home service

2008

First Star Shine Stroll event takes place

Mike Pocock

Garden Volunteer and Fundraising Tin Collector



I was a volunteer gardener at the old Hospice and then I had the pleasure of helping put the plants out at the new Hospice. I've been a volunteer gardener for seven years. I wanted to give something back to society that people would appreciate.

There's been occasions when I've actually known the relatives, which has been lovely, and it gives them comfort. It gives me comfort that I'm giving something back at a difficult time in their life.

When I started, I decided to donate 12 bird tables which were put on each terrace outside patients' rooms. We do get donations of birdseeds, but we are always looking for more because the birds at the Arthur Rank Hospice are always very hungry!

I also collect charity tins from shops and other places around Cambridge and bring them back to the Hospice. On the last count I had brought back £12,000.

PAT dogs (Pets As Therapy)



Spangles



Ruby



Milly



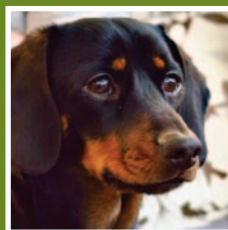
Lenny



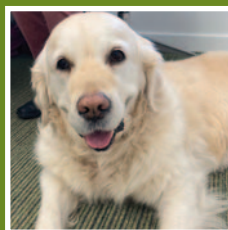
Hercules



Jet



Alfie



Darcy



Nelson

We visit the Hospice every week and we bring joy to the patients and their visitors. Some people we visit no longer have pets or are currently unable to spend as much time with their pets as they once did, so we get to receive lots of love and cuddles.

As you can see there are lots of us, of all shapes and sizes and during our visits we also pop in to see the busy teams who work behind the scenes. You often will find us in the HR office, with the admin teams or with our friends in finance. We are always made welcome, which is what happens to anyone who visits the Hospice. If you see us around, come and give us a stroke and if you have a treat or two for us, even better!

2008

New Hospice logo introduced, designed by Katie the Day Therapy Activities Coordinator

2009

Introduction of a Creative and Diversional Activity Co-ordinator

2010

Mill Road Charity Shop opens

John Bishop

Finance and IT Director



My father, Derek Bishop, was in the Hospice just over a year ago, I didn't know a lot about the Charity before then. So, when I saw the advert for Finance Director, it struck a chord with me. I thought, 'that's exactly what I want to be doing'.

My father had spent all his career in the Army, facing death was second nature to him. When he was told he was going to the Hospice, he just accepted it. He started to enjoy it because it was such a lovely atmosphere. My parents didn't want to leave! He held on until his 94th birthday. I was so impressed by the warmth and the care my father received. It really made me think, 'this is a great place to come and work'.

Michelle Knight

Matron and Alan Hudson Day Treatment Centre Registered Manager



I was born in Wisbech and still live there. As a local Fen resident, I am very aware of the inequalities and deprivation faced in this area.

I was delighted to be appointed lead nurse 16 years ago. The Centre officially became part of Arthur Rank Hospice Charity in 2015 and has developed steadily over the years.

I am proud to say we have a fantastic team that supports patients right from diagnosis to the end of their lives, whether this be for clinical treatment, living well and specialist palliative care services or Hospice at Home, all focussing on quality of life and ultimately dying 'well'.

My amazing colleagues work so hard, always demonstrating their care and compassion and we could not do this without our fantastic volunteers. In 2021, the Duchess of Gloucester visited and formerly opened our redeveloped unit and our sensory garden, which was created by volunteers. It has made such a difference to patients and colleagues. We have just unveiled a Memory Tree in it where people can remember and celebrate their loved one with a beautiful engraved dedication.

I am excited about what more we can achieve and the difference we can make as we fulfil our ambition for equal access to care no matter where you live.

2010

Arthur Rank Hospice Charity becomes a Company Limited by Guarantee

2010

Social worker reintroduced to the Patient and Family Support Team

2011

Furniture Shop opens

Rose Taylor

Clinical Nurse Specialist in the Community Team



A lot of my work involves planning with people. I talk to them about whether they would want to be admitted to hospital. I make sure that they and their families are aware of different options.

When I first meet my patients, I say to them, it's really good to be honest about things that might be on your mind. If they feel able to open up and voice their concerns, then hopefully we can add

that bit of reassurance about how we support people in different scenarios. It also helps discuss what to expect and what not to expect. A lot of people think things such as pain are inevitable but that's not necessarily the case.

We don't push conversations. I will talk to my patients about how far they want to go during our discussions and say, 'we don't have to talk about this today but if you want to, I'm here.'

Sue Nelms

Hospice supporter, Lay Minister and Wife/Carer of Patient



I come to the Hospice because my husband Rick has Motor Neurone Disease (MND) and he's been receiving Living Well therapy for about five years.

We didn't really know what to expect, walking through the door for the first time is the hardest part. Once you are through the door, it is such a lovely, friendly, welcoming place, it is just wonderful.

It's nice to be seen and feel part of it all. So often it's, 'is this the carer?' and Rick will always say, 'no, that's my wife'.

I had some counselling support at the beginning to get my head in gear, dealing with and adjusting to Rick's condition. I also had complementary therapies, the massages are lovely! It's too far to go home and come back so it's nice simply to step off the treadmill, sit in The Bistro, have a drink, talk to people, read my book, or possibly go for a walk. It's nice to have that little place of safety. That's what I always tend to call this, a place of safety.

2012

Rebrand to current Arthur Rank Hospice Charity logo

2013

New Hospice site announced at Shelford Bottom, Cambridge

2013

Received £1million legacy

Tsvety Marinova

Hospitality Manager



Hospitality and Hospice do not cross paths very often. I wasn't sure how I felt about working for a Hospice, so I decided to see for myself, sit in the Bistro, have a cup of coffee, see what the atmosphere was like and how people treated each other. I absolutely fell in love with what I saw. You could see the care and compassion shown by the volunteers and staff, that is very rare in the hospitality sector.

When providing food and refreshments to families going through difficult times there are moments of tears and moments of laughter. You've been a part of their journey and supporting them always makes a big, big difference. It's a very grounding experience. At the end of the day, whatever I witness or come across, I go home and say, 'thank you for what I have, what I've achieved, and what my day was like.'

Jane van de Peer

Ward Sister on the Inpatient Unit



We all think a lot about how to make every moment count for the people we care for. When a patient wanted peppermint cordial and their relatives could not visit for a couple of days, we bought a bottle for them from the supermarket.

I will never forget how we made a bride to be's wish come true by organising her wedding in 24 hours. It usually takes months to arrange a wedding, but we literally turned it around in a day. The whole Hospice helped.

We picked flowers from the garden and made a bouquet. We decorated the sitting room and her bed for the ceremony. We had catering from the kitchen, the fundraising team gave us some champagne they had from a previous event. It was a simple, informal ceremony but we made it happen.

The family were overwhelmed. It made such a huge difference to the bride and her family.

We made what was thought impossible, possible.

2014

Planning permission granted for new Hospice

2014

Furniture shop moves to former Romsey Mill Labour Club

2015

Dedication of the land for new Hospice by the Bishop of Ely

Kate Kirk

Chair of Trustees 2019-2022



My aunt was Dame Cicely Saunders, founder of the modern hospice movement, so I have known about hospices for as long as I can remember. When I moved with my family back to England (we'd been in the Philippines for 13 years), I decided to volunteer here at my local hospice, in her memory.

I was a volunteer, a Trustee, then latterly Chair of Trustees until I came to the end of my term in 2022.

I'm still amazed by the incredible work that hospices do.

Hospice care is about living, however that might look, and the many services that hospices provide all contribute towards living well but ultimately accepting the end when it is near, for patients and families.

As trustees, we took the big decisions to become an independent charity (almost all hospices in England are independent), to build the new Hospice, and to work with the Alan Hudson Day Treatment Centre in Wisbech to better provide the care that people all over Cambridgeshire need. Each of these was a major change in its own right. Now, not surprisingly, funding is a perpetual challenge and Arthur Rank Hospice Charity is lucky to have a fantastic and dedicated team working hard to ensure services can continue.

Revd. Keith Morrison

Chaplain 2013 – 2023



I have had many transformative conversations over the years with patients who have found the reassurance they needed and died a peaceful death as a consequence. For me, that has brought the greatest fulfilment in my work.

I have also been able to support some of their families at that time, and also following the patient's death, perhaps conducting the funeral or offering bereavement support. I have visited patients in their homes, on their 'turf', which I found often helps a deeper conversation, and facilitated many discussion sessions (called 'Blether') in the Living Well Service and even more times of reflection for those that want it.

I have loved this work; it has been my privilege to help patients, families and staff find the comfort and support they need.

2015

Work starts on building the new Hospice

2015

Alan Hudson Day Treatment Centre in Wisbech becomes an Arthur Rank Hospice managed service

2016

New Hospice in Shelford Bottom opens

Rick Nelms

Biologist, Educator and Artist



I have a life-limiting condition, a rare Motor Neurone Disease (MND), so I'm a patient. But I also train staff, volunteers and other patients how to use phones and tablets to turn photos into paintings.

Talking to people living with a life-limiting condition is just talking to people, so we laugh a lot, as we talk about all sorts of things, from Formula One to keeping chickens. One of my

happiest encounters was when a fellow Living Well patient said: 'Oh good, I'm glad you're here - I rang them up to make sure you would be!'

Arthur Rank Hospice Charity has given my family an immense amount of support. Wonderfully, it is a two way process, and, for example, through following up my suggestion for an air exchange system, they installed a virus filtration to keep everyone safe during and after the pandemic.

I'm a Christian so I'm not frightened about my own death but I was terrified of the process of dying, about which I knew nothing. One of the psychologists helped me to work through that fear and to find that dying is a peaceful, natural process so that when it happens I shall have no fear. That has given me the freedom to live the remainder of my life without fear – what a wonderful gift to have been given – thank you Arthur Rank Hospice Charity.

2016

Charity registers with the Fundraising Regulator

2017

Cottenham charity shop opens

2017

Motor Neurone Disease clinic locates at Arthur Rank Hospice Charity

Lorraine Petersen

Medical Director and Consultant in Palliative Medicine



I'm still surprised and amazed by how people respond to living with a life-threatening illness; how people respond to adversity, and just how amazing people really are.

As a doctor using my skills at this time of life can be very joyous but it's also very thoughtful and at times, complicated. Technology has changed, our services change and we have all these different treatments options; but people are still the same and our aims remain the same.

The difference we make is in our individual care for individual patients. We are different because we offer time. We're offering, I hope, our expertise but in a way that is very patient-focused, that we're not necessarily telling people what to do, instead we're making what we hope are wise and knowledgeable suggestions. Having experienced bereavement myself and also as a doctor, I think all of us are offering not only our skills in our roles - we're offering something of ourselves.

Paul Henry

Supporter and Volunteer



One of the Hospice volunteers popped up to my Uncle Peter while he was in a sort of coma, gave him a kiss on the forehead and said, 'I hope to see you tomorrow.' I realised then that the empathy shown can make the end-of-life experience less frightening.

We lost our youngest son, Andy, to cancer 20 years ago. The staff at Addenbrookes' Hospital were fantastic and shut a ward down for him. I

was trying to get him into the Hospice, but we couldn't. Dying with dignity is one of the greatest things that we can give to a fellow human being.

Over the years, as a Rotarian, I have helped raise money for Arthur Rank Hospice Charity. It's been a way of giving back and it's the same with the events volunteering I do. I've helped with the Bridge the Gap walk in Cambridge for about 22 years and more recently, the Christmas tree collection.

I'm lucky really because my other son, Steve, has the same values as me and has put a lot into volunteering as well. All our grandchildren have a good standard of life and don't take it for granted. They're always willing to come along, that ethos goes through our family. I get much pleasure out of volunteering. I feel, I'm the winner.

2017

Introduction of Nurse led-beds on the In Patient Unit

2018

HRH Prince Edward visits and opens the new Day Therapy

Arthur Bear

Charity Mascot



I was born in 2015 and I have been popping up all around the county at special events ever since. I enjoy going over to see the team at the Alan Hudson Day Treatment Centre in Wisbech. I often visit our shops and I love spending time at our Hospice in Cambridge.

I am at my happiest though when I am out in the community talking to people. People often know someone that we have cared for and people of all ages love a bear hug. When I visit schools, teachers and children alike, love it when I dance and join in with their activities – they say I'm, 'bearly good at dancing and that I make them smile'. It is my birthday on 21 June, and I love receiving presents, but I know how important the work is that my colleagues do so I also ask if people could make a donation in lieu of a gift and that warms my heart as I know the difference that makes to our patients and their families.

2018

Burleigh Street Charity shop opens

Lynne Hays

Finance Services Manager



I came to the Charity 24 years ago because I wanted to bring my commercial skills to a job that I felt would make a difference. I wondered if I could actually work at a hospice but I came for the interview and thought 'I love the place'. Over the years I've seen the difference that the service makes to everybody. I've talked to donors who have been so grateful and to patients receiving the care, hearing how much it means to them.

If I'm feeling down sometimes, I'll have a conversation with somebody and think, 'well, we're still making a difference' so really a hospice is a great place to work. I'm very proud to be part of this.

2018

Glass Sculpture 'The Journey' installed in the Bistro

2018

Memory Tree (Cambridge) launched

2019

Alan Hudson Day Treatment Centre starts Community Specialist Palliative Care

Robert Barnes

Ward Clerk Volunteer



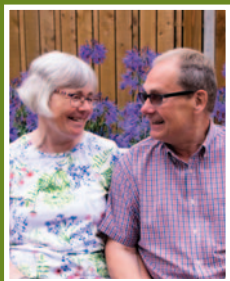
As the ward clerk I answer the phone, I deal with queries from the relatives of our patients, I order taxis to deliver drug boxes, and deal with pharmacy queries. I meet and greet patients, their families and friends. If they are coming for the first time, I will show them around the kitchen, sitting room, kids' play area and where our beautiful gardens are, places they can enjoy, and feel more relaxed. Sometimes family and friends simply don't want to leave their loved one's bedside, so I will make tea, coffee and provide biscuits and talk to them. I see this as part of my job, looking after the whole family.

My wife Lisa was cared for on the Brookfields' site in Mill Road. Lisa died on 15th September 2010, four days before her 57th birthday. On the 28th October 2010, I launched The Lisa Barnes Memorial Fund on local live radio, pledging to raise £100,000 for the Hospice charity. For four years we worked extremely hard, myself, my family, and my friends, managing to exceed the £100,000. I decided I would like to work in the Hospice, while still doing some fundraising. All this was completed while I was working full time. Lisa's fund at present stands at £168,000.

The staff working on the inpatient ward are angels, the way they conduct themselves while looking after their patients with so much dignity and empathy. I feel very privileged to be working amongst them.

Rosemary Hall

Volunteer of nearly 40 years



I started volunteering on the tea bar at the old Hospice. The volunteers would lay it up with cups and saucers and biscuits. People would come in if they were visiting their relatives and we would talk with them. Often patients would also come and sit at the tea bar and have a chat, we had newspapers and magazines on the coffee tables, lovely comfy chairs, it was nice for them as well, it was a bit of a relief and break from being on the wards and they seemed to like it.

Some of the older volunteers still talk about the tea bar because it was a special place. Now we have a Bistro where I volunteer. I also help with afternoon teas for the ward, a bit of fundraising and helping make up art packs for patients in Living Well.

I always feel good when I'm volunteering. If you can help somebody surely that's what life's about? I love seeing all the different people and chatting with them. It's better than sitting at home all the time watching TV! People can't always give money but we can give our time.

Sarah Pake

Queen's Nurse and Clinical Nurse Specialist,
Specialist Palliative Community Home Team



I help 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. Helping patients and their loved ones to find hope in an incredibly challenging set of circumstances, leaving them even just a little bit better than when I found them is what I truly love about being a palliative care nurse.

I step into patients' lives; I am a guest in their homes. I see people at their worst and at their best and I never cease to be amazed at people's capacity for love, courage and endurance. It is incredibly humbling and motivates me to continue to provide a high standard of palliative care in the community, while developing and always striving for excellence. After all, we only have one chance to get it right.

2019

First president, Lady Chadwyck-Healey is appointed

2019

Transitioning Young People's Service commenced

2019

Arthur Rank Hospice rated outstanding by the Care Quality Commission (CQC)

Sheetal Mahurkar

Team Lead at Hospice at Home



We deliver holistic care to patients within their home as per their needs. I enjoy working with the Hospice at Home team as I feel we make a difference by being with them when they approach end of life, ensuring they have a pain-free death. I always reassure them and say that we are with them until the end. We guide them step by step from the initial assessment until the journey of 'last breath'. We provide emotional and psychological support to the patient and their family.

One time I remember a man's wife had died aged 100 and he said he didn't know anyone who would come to the funeral. I said: 'I'll come'. I attended it on my day off representing Hospice at Home. When we arrived, the man was in tears. He said: 'I didn't expect you to come' and I replied: 'Well, I did tell you that I'd come.' I am in the team that covers North Cambridgeshire - Fenland, Huntingdon, St Ives, St Neots, Wisbech, Murrow, March, etc.

When we hear feedback from patients and their families, we know people in this area need us. They don't want to die in hospital, they don't want to die in a care home, they don't want to die in a hospice, they want to be at home surrounded by their family in their own environment. The peace that they should have when they take their last breath is very important.

2020

New Hospice website launched

2020

The Anglia Ruskin University Module in palliative and end of life care launches

2020

Stained glass tree displayed at the Evelyn Day Therapy Centre's activity room

Stephen Kay

Former Trustee (2013-2022) and a member of the Fundraising Committee for the new Hospice



During my ten years as a Trustee, I learned that all hospices treat people with a life-limiting illness in a completely different way to the rest of the health service. To be part of that is fantastic. Whenever I speak to people who work in the Hospice and especially those who give the care, it never ceases to amaze me that they give with such willingness.

When I began helping organise the Charity golf day, I decided all players would come back to the Hospice afterwards, for a barbecue in the Bistro, so they could see what a Hospice is like. You have to bring people here, otherwise they have a fixed picture of a hospice in their heads.

If you're given the chance to be a Trustee it is probably the most rewarding thing you can do as a volunteer in a charity. People hear the word 'Trustee' and it sounds very dry and dusty but in the meetings I have been in, there is nobody who is dry and dusty.

Emma Hartley

Joint Team Lead in the Living Well Service



Our service is about supporting patients to live well and help them feel more in control. We may see patients early on in their illness, they'll be with us for an eight-week programme, have a break from the service and then come back when they need further support. Being part of their journey is very special.

We do our best for them and their families, providing the support they need and want. After an initial discussion, they understand it is about them as an individual, a person. They set goals they want to achieve, things that are important to them. It might be learning to manage energy levels so they can enjoy a good chat with family and friends. It might be supporting them to initiate discussions with their families thinking about their future and wishes.

We often see nervous patients become more confident, realising that they can do things they thought they couldn't, realising they still have a lot to offer. Seeing the difference, the team makes to people's lives by supporting them when they feel most vulnerable is an honour to be part of.

2020

Caring Communities launched and Hospice at Home offers day time service in addition to night time service

2020

Retail Hub in Sawston opens to include 2nd hand furniture and household items

2021

Help at Hand community app launched and the Palliative Care Hub is created

Dame Cicely Saunders

Founder of the modern Hospice movement 1918-2005



Dame Cicely founded St Christopher's Hospice in 1967 as the first hospice linking expert pain and symptom control, compassionate care, teaching and clinical research.

Through her single-minded vision, and the clinical practice and dissemination of her work through St Christopher's teaching and outreach, Dame Cicely revolutionised the way in which society cares for the ill, the dying and the bereaved.

Dame Cicely is recognised as the founder of the modern hospice movement and received many honours and awards for her work. She held more than 25 honorary degrees, from the UK and overseas. Awards included the British Medical Association Gold Medal for services to medicine, the Templeton Prize for Progress in Religion, the Onassis Prize for Services to Humanity, The Raoul Wallenberg Humanitarian Award and the Franklin D. Roosevelt Four Freedoms for Worship Medal.

Dame Cicely was made a Dame of the British Empire in 1979 and awarded the Order of Merit in 1989.

Julie Fitzpatrick

Ward Assistant in the Inpatient Unit



When I joined 18 years ago, I worked as a 'domestic' and thought I should be very quiet when going around the patient areas.

'Don't talk to them. They don't need your company. They're dying, leave them alone,' I used to say to myself. I would tiptoe around and then I'd hear staff laughing and being noisy. I couldn't believe it; until one of the nurses told me to, 'just be normal.' I learned our patients didn't want silence.

I started talking to everyone. I realised they liked my company. I expected a solemn, sad atmosphere and it is not.

We try to keep it more of a home from home for patients. It's not too clinical, it's not like a hospital.

One patient hadn't eaten for a long time and suddenly decided he fancied scampi, just scampi. We got him a big bowl full and to everyone's surprise he ate the lot and really enjoyed it. It was lovely knowing that we were able to get him the one thing he wanted.

2021

Day Therapy rebranded to Living Well

2022

40th Anniversary and the Palliative Care Hub advice line becomes 24/7

Lady Chadwyck-Healey

Charity President



On entering the Hospice, one is immediately aware of a calm and caring atmosphere. There is also a lightness to it, the rooms are colourful and airy and every wish of the patient is catered for.

We rarely talk about death or dying. Therefore, a diagnosis of a terminal illness is terrifying, and in some cases the progression of disease is particularly frightening.

It is a wonderful relief for those that go to Arthur Rank Hospice, or receive care from the Hospice at Home team, to have the last stages of life made as pain-free as possible.

It is a great honour and privilege to be associated with this wonderful charity; it has been serving the people of Cambridge and Cambridgeshire for 40 years - a beacon offering comfort and light in the dark days of death.

2022

Alan Hudson Day Treatment Centre is officially opened by Her Royal Highness the Duchess of Gloucester

Denise Jackson

Supporter



My mum, Margaret, made crafts all her life and sold them for charity, but people didn't seem interested. Then around 2015, she met your fundraising ladies and decided to set up a stall to support Arthur Rank Hospice Charity. She loved it because people were now interested in her crafts. The staff, patients and visitors kept buying them. It gave her a new lease of life.

When she was diagnosed with bowel cancer, we asked her, 'what would you like to do with your time left?' She said: "All I want to do is make my crafts and sell them for Arthur Rank."

Because she was too ill to attend her stall for the Afternoon Tea in July 2018, her friends did this for her. We informed her of the progress and within 20 minutes of the event ending she passed away.

Though she wasn't cared for by the Hospice, it was my mum's life. She left a small gift in her Will and we purchased a gold leaf on the Memory Tree, we'll continue doing that for as long as we can. Arthur Rank Hospice Charity will always be important to me. If I raised any money or if I won the lottery, you'd get some money!

2022

Alan Hudson Day Treatment Centre receives CQC outstanding rating

2022

Launch of Sponsor a Nurse campaign

2023

New retail outlet at Sawston opened

Duchess of Gloucester



The Duchess met patients, staff, volunteers and dignitaries at the redeveloped Alan Hudson Day Treatment Centre in Wisbech in July 2022. The centre is run by Arthur Rank Hospice Charity (ARHC) and has been upgraded as part of our commitment to 'level up' hospice services for people across the Fens. HRH unveiled a plaque to mark the official opening of the beautiful new landscaped garden and upgraded Living Well facilities.

The Duchess was shown around by ARHC Matron, Michelle Knight, along with the Director of Clinical Services, Sara Robins, and Antoinette Jackson, Chair of Trustees. The Duchess praised the dedicated team for their vision and passion to expand services and support more people in the area.

Michelle said: "The Duchess was particularly delighted with our colourful new sensory garden. She recognised the huge difference it will make to patients, visitors and colleagues all year round."

Sharon Allen

Chief Executive



Our greatest collaboration and success is the relationship we have with our diverse community. People support us in so many ways, which is brilliant and means we can do all the things we do.

From people who volunteer with us in very specific roles to those who take part in our events and challenges, through to corporate partners and supporters who generously donate their money. That mass of commitment from the Cambridgeshire community is amazing.

The partnerships we have with the health and care system are really important. We partner with Addenbrooke's Hospital in the provision of nurse led beds and with Sue Ryder Hospice Thorpe Hall in providing Hospice at Home for the whole county. We have an amazing service in Wisbech at the Alan Hudson Day Treatment Centre, and I'm really pleased that we've been able to set up the Palliative Care Hub for the whole county thanks to funding from NHS Cambridgeshire and Peterborough. We work with children's hospices

and our colleagues at Thorpe Hall to help young people and their families with the move from children's to adult hospice care.

We know we still have a long way to go to help everyone understand what the modern hospice offers. A lot of people hear the word 'hospice' and immediately revert to thinking about people lying in a bed who are at the end of their life. That is part of what we do and what we do exceptionally well, but it's only a small part. I'm really keen that we can get the message out to our community about the range of services we provide, that most of our care takes place in the community in people's own homes and that we're here to support people live well with a life-limiting illness as well as provide outstanding end-of-life care.

I would love to be able to introduce specialist bereavement support for children and young people. We provide amazing pre and post bereavement support for adults and families, yet know there is a gap in our provision for specialist support for children and young people who are bereaved, to support their long-term mental wellbeing.

I also want to ensure everyone who needs our services knows that we are here for them. I still

hear from people who think that we only care for people with cancer, when in fact we provide care for people with all forms of life-limiting illness. We are working hard to encourage people from different ethnic minority communities to see us as a service that will meet their needs. We are very open to learning about how we may need to change if that's what's needed to provide culturally competent care.

Every day at the Hospice, I smile and laugh. I sometimes also cry, but more often I'm smiling because people are so wonderful. I love it when I hear feedback that it's our people that makes us so special, that everybody is warm, welcoming, and nothing is too much trouble. It's not what you get everywhere and it's one of the beautiful things about Arthur Rank Hospice Charity. It's like being part of a big friendship group, where we all do all we can to make sure what matters to you is what matters to us.

A handwritten signature in black ink that reads "Sharon Allen". The signature is fluid and cursive, with the first letters of "Sharon" and "Allen" being larger and more prominent.



Contact us

ADDRESS

Arthur Rank Hospice Charity,
Cherry Hinton Road, Shelford
Bottom, Cambridge, CB22 3FB

Alan Hudson Day Treatment Centre,
North Cambs Hospital, The Park,
Wisbech, Cambridgeshire, PE13 3AB

WEB ADDRESS arhc.org.uk

EMAIL

fundraising@arhc.org.uk

lottery@yourhospicelottery.org.uk

retailhub@arhc.org.uk

reception@arhc.org.uk

venuehire@arhc.org.uk

TELEPHONE NUMBERS

Hospice Reception 01223 675777

Alan Hudson Day

Treatment Centre 01945 669620

Fundraising Team 01223 675888

Your Hospice Lottery 0800 2851390

Voluntary Services 01223 675871

Finance Team 01223 675901

Retail Hub 01223 242684

Education and

Conference Centre 01223 675780

For information about all our shops,
go to arhc.org.uk/shops/

Registered Charity No. 1133354

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