

Your Bridge the Gap Reminder

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 or call **01223 675888** for more details.



Contact us

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

Registered Charity No. **1133354**

Follow us on     

Dates for your diary

August

Sat 19: Sunflower Memories, there's still time to dedicate a sunflower in memory of a loved one

September

Sun 10: Bridge The Gap. Registration closes 6 September. Adult £20 increasing to £22.50 on the day. Up to three children per adult go free. Visit arhc.org.uk/btg

October

Fri 13, 3-5pm: Hospice Open Day, free of charge, come and meet the team for a tour of the Hospice.

November

Sat 18, 5.30pm: Firewalk (see page 4)

December

Sat 3, 5pm: Light up a Life, Hospice, Cambridge
Sun 10, 5pm: Light up a Life, St Peter's and St. Paul's Church, Wisbech

Wed 13, 2pm: Winter Raffle, drawn at the Hospice, Cambridge

More detail relating to our December events will be shared in the next edition of News.

Visit arhc.org.uk or call 01223 675888 for further information.



Arthur Rank Hospice Charity

News

Issue 130 Autumn 2023

Official Opening - see page 3



National Volunteers Week - see page 2



Welcome to our Autumn Newsletter

Welcome to our Autumn edition of News. As you read on, you'll see much has happened since our last update. It is a pleasure to provide another instalment and share lots of ways you can get involved. On page 8 you can read more about our Quality Account which reflects on the services we provided to 3,600 patients last year. Our patients and their families remain at the centre of our care and all the decisions we make. In our current financial year, it will cost £12.12 million to run our services; £7.33m has been budgeted from the NHS with a further £4.56m needing to be raised via gifts in wills, donations, fundraising activities, plus income from our shops, education centre, venue hire and bistro. Even with these ambitious goals, we will be drawing on our reserves to be able to bridge the £230k shortfall in our anticipated income. The care we

provide is tailored to the individual needs of the person but as an average, our care costs over £3,300 per patient. Hospices around the country share our challenges and we know that our care and support are priceless to our patients and their families (visit page 10 to read Bernie's story for just one example) so thank you for your kindness and generosity, we couldn't do it without you!

Best wishes



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



Tea, cake and conversation

We have over 500 incredible volunteers who support in a host of ways. From serving tea and cake on our in-patient unit and supporting at fundraising events or in our shops, to providing patient transport and helping at our Living Well sessions, the list is endless! As part of National Volunteers Week, it was our pleasure to invite them to join us and spend time with each other at our Centre in Wisbech or the Hospice in Cambridge on 1 and 6 June respectively. It was wonderful to hear the buzz of more than 40 voices and learn about people's skills, what motivated them to become volunteers and the enjoyment they get



from their important roles. If you would like to find out more about becoming a volunteer, please visit arhc.org.uk/join-us/volunteer-opportunities/ or call the team on **01223 675872**.

Retail Outlet opening success

On 15 July, along with our Head of Retail Joan Smyth, Sharon Allen our CEO was delighted to welcome Jenny Gawthrop Wood the Cambridge Mayor, Councillor Peter Fane Chair of South Cambridgeshire District Council and Lady Chadwyck-Healey our President to cut the ribbon and officially open our seventh retail premises. Our Retail Outlet, found opposite our Retail Hub on the Eastern Counties Leather Industrial Estate in Pampisford, is specialising in furniture £40 or less with bric-à-brac and many other items at less than £5. £477 was raised on the day so thank you to all our customers and if you haven't yet visited, we hope to see you soon!



Did someone say Walkies?



Join our new dog-walking challenge:
 By committing to walk your pooch 3 kilometres a day or 90 kilometres for the entire month of September, you can become a valuable supporter and contribute to our crucial services.

Here's a few reasons to sign up:

- Free dog bandana
- Promote mental and physical wellbeing
- Exciting prizes
- Connect with a community

So, grab your lead, and be part of "Lead On". Together, let's make September a month to remember, while having a tail-wagging good time! Find out more at arhc.org.uk/fundraising/fundraise-your-way/community-initiatives/lead-on-dog-walking-challenge

Step out of your comfort zone

Will you brave the heat?

Firewalk

Sign up for our exhilarating Firewalk event on 18 November. Be part of an incredible evening filled with courage, camaraderie, and the opportunity to make a meaningful difference in the lives of others. Early bird tickets available until 1 September for just £35; secure your space and get ready to ignite the night. As a participant, you'll be committing to raise £150. This extraordinary event will test your limits as you walk barefoot across scorching coals. Don't worry, our expert firewalking team will guide you every step of the way, ensuring your safety and making sure you have an unforgettable experience. Find out more at arhc.org.uk/events/detail/firewalk/

Sawston Coronation Weekend Celebrations

Sharon Allen and volunteer Sheila Pierre attended the Sawston Fun Run Coronation Cheque Presentation evening on Wednesday 5 July. The Coronation weekend, comprising a fun run welcoming a bumper crowd of over 1,300 people and a fete with numerous stalls, raised money for many worthy causes, of which we were one. We had high hopes of raising **£5,250**

to help us fund the replacement of 21 televisions on our in-patient unit and the Rotary Club of Sawston and the participants didn't disappoint as we were presented with the full amount plus an extra **£1,000** generously donated by a family who wanted to acknowledge the care our team has provided to their loved one. Huge thanks to everyone who got involved!



Thank you, thank you, thank you

A massive thank you to the **#KickCancerCup** committee who have continued the Sam Isaacson legacy and held another phenomenal match in memory of Charlene Martin and Samantha Isaacson. Arthur Bear attended their final match in May and their fundraising total is now over **£14,000**.

Home to Rome - four members of Cambridge cycling club rode to Rome in 18 days during June and raised over **£3,000**. A big thank you for taking on such an incredible journey.

Coast 2 Coast Walk - June also saw Tiina Rajamets (who you may remember as being the receptionist at the Charity in Cambridge) hike from St Bees on the west coast to Robin Hood's Bay on the east coast, a journey just short of 200 miles; Tiina raised over **£1,200**.

Chariots of Fire - on 5 June, HCR Hewitsons Charitable Trust presented funds totalling **£61,250** following the Chariots of Fire relay race which took place in March. Thank you to our volunteers and the 270 plus teams who got involved. These funds will allow us to fund a new charity shop and support its running costs for the first year.

Arthur Rank Hospice Charity Golf Day - over 100 golfers took part in our Golf Day in June. This special event was sponsored by Peasgood and Skeates, and organised by previous trustee Stephen Kay. The day was a huge success raising **£11,033** thanks to the generosity of the players, sponsors and the Gog Magog Golf Course for their kind use of the course. The winning teams of the day were Bidwells Under Par followed by the runners-up P & Ms. We would like to extend our appreciation to the Rotary Club of Cambridge Rutherford and TPPL who have also held successful golf days during this period.



Meet Alex Giasemidis

Alex Giasemidis, Palliative Social Worker at the Charity, has recently been presented with not one but two awards! Alex explains more about her role (and those very important awards) with us.

Where and when do you work?

I work full-time Monday to Friday, and you will find me based on the In-patient Unit and occasionally out and about in the community. This role brings me into contact with those with whom we work throughout the organisation to identify how best we can directly and indirectly support people around Cambridgeshire.

I am employed across two organisations - the Arthur Rank Hospice Charity and Adult Social Care for Cambridgeshire County Council.

What's the best thing about what you do?

Knowing that I make a meaningful difference to the lives of others, especially those disadvantaged by systems that create inequality. You cannot take the Social Worker out of me.

What has surprised you about working with your colleagues?

There are no surprises. I know that whatever actions the day presents, the team on the In-patient Unit are consistently enthusiastic, creative, reliable, persistent and expert in supporting the patients and their families, often with young children. Everything I achieve on the In-patient Unit is as a part of this team. As a team we are committed to fulfilling the final wishes of our patients whether it is organising a belated Christmas



celebration with family, organising the preparations for a family to renew their wedding vows or sourcing a tattooist, the list goes on...

Please tell us more about your awards

The Social Care Star Award and Employee Recognition Award recognise my role in improving the understanding of palliative care in social work. This is relevant because we are supporting an older and frailer population with life-limiting conditions.

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

I feed, by hand, live mealworms to my friend's robins when she goes away. This is a different take on house-sitting and a great way to start and finish the day.

If you are inspired by Alex's role and would like to find out more about clinical and supportive career opportunities, please visit our dedicated website careers.arhc.org.uk or call 01223 675799.

What is ReSPECT?

ReSPECT stands for Recommended Summary Plan for Emergency Care and Treatment. The ReSPECT process creates a personalised recommendation for a person's clinical care in emergency situations where they are not able to make decisions or express their wishes.

This plan can be for anyone but will have increasing relevance for people who have complex health needs, people who are likely to be nearing the end of their lives, and people who are at risk of sudden deterioration or cardiac arrest. Some people will want to record their care and treatment preferences for other reasons.

The plan is created through conversations between the person and their health professionals. The plan stays with the person and should be available immediately to health professionals called to help them in an emergency, whether they are at home or being cared for elsewhere. Professionals such as ambulance crews, out-of-hours doctors, care home staff and hospital staff

will be better able to make quick decisions about how best to help the person if they can see their ReSPECT plan in an emergency.

Arthur Rank Hospice Charity staff are working with Sue Ryder Thorpe Hall Hospice to design and deliver training on ReSPECT to all GP practices and care homes in the Cambridgeshire and Peterborough area on behalf of the Cambridgeshire and Peterborough Integrated Care System. So far, we have provided training to almost 1,000 healthcare professionals and care workers and have received great feedback. It's encouraging to see so much enthusiasm around ReSPECT and the positive impact it can have for patients and their families.

For more information on ReSPECT, please visit the Resus Council's website: resus.org.uk/respect/respect-patients-and-carers

In case you missed it!

Those of you with a keen eye may have spotted our conference centre feature on Your Body Uncovered on BBC Two on Monday 12 July. The programme, produced by Remarkable TV production company (Endemol Shine UK) with Kate Garraway as one of the presenters, first aired last year and we were delighted to see it pop up again.

The crew joined Louise Higgins, our Business Development Manager, and the team in September 2022 to film this special piece. We are delighted to be approached for

events of this type and for those less familiar with our facilities, we also host a range of meetings, conferences and training sessions. Food and drink can be ordered from our Bistro with Day Delegate packages including catering also provided by our in-house team. Free parking is available in the adjacent Park and Ride and the venue is accessible for all. We have everything you need under one roof, so please do take look, visit arhc.org.uk/venue-hire/

Quality of care remains our focus

We are registered with the Care Quality Commission (CQC) and therefore required to produce and circulate an annual Quality Account. This focuses on the progress our charity is making, celebrating its many successes whilst also recognising where we have more to do. Antoinette Jackson, Chair of Trustees, helps set the scene in her opening statement:

'Our five-year Strategy, agreed in 2021-22, is ambitious. We recognise there is more we need to do to improve the services we deliver and who we reach. This Quality Account outlines the progress we have made against the objectives in that strategy and how we are delivering compassionate and safe care for our service users. I am both proud and comforted by the assurance demonstrated in this report, that we have a charity that is focused on service quality and continuous improvement and that it continues to deliver on both. We have faced a number of challenges in 2022-23 in delivering on our priorities, particularly recruitment and retention, and financial pressures.'

Our people will always be at the heart of what makes us special, and each and every member of #TeamArthur plays a vital role in helping us reach the quality of service we strive for. We undertook a major review of staff terms and conditions to ensure that we continue to attract the staff we need to run our services effectively. We are very blessed to have skilled staff and volunteers who are passionate about what they do and that they are ably led by our talented CEO and strategic leadership team. We need to ensure that we continue to be an employer of choice.'

Financial sustainability remains an ongoing challenge and, in common with most organisations, the cost-of-living crisis has added to our cost pressures.

We rely on fundraising to deliver and enhance services that are not funded by the NHS. Approximately 40% of our costs are met by income from fundraising and the financial climate makes it harder for charities like ourselves to continue to maximise our income. We are very grateful to everyone who supports us, in so many different ways. Despite the challenges this report shows that we continue to evolve and innovate.

We are active partners in the Integrated Care System, recognising that a joined-up approach across the system is vital to tackling the health needs of our population and making best use of our collective resources. We can see the contribution the Palliative Care Hub has made to reducing hospital admissions, and are keen to contribute to the wider debate on the role the hospice charity can play in achieving better health outcomes and system efficiency.

As well as thanking our wonderful staff and volunteers I also want to pay tribute to the very able trustees who sit on the Board of the charity. They bring skills and enthusiasm to the charity and ensure we continue to focus on the future and what we need to ensure Arthur Rank Hospice Charity continues to thrive.'

We would also like to thank all those reading this edition of News as without



your support, we couldn't achieve all that we do. Antoinette writes a quarterly blog providing updates from Board meetings, so if you would like to read the Quality Account in full or view the blog, please visit arhc.org.uk/about-us/governance/annual-documents-reports/

Below is a small selection of the wonderful feedback received by our colleagues from our patients and their loved ones for you to read:

'Words can't really convey the gratitude felt by [the patient] for the time, love, care and attention you dedicated to my Mum. You are all such special people. I honestly do not know how you do it. You really did make her "end of life" the best it could possibly be. Thank you.'

Specialist Palliative Care Home Team

'Dear Arthur Rank Team, we can't thank you enough for the wonderful care you provided for [the patient]. Through what has been an incredibly difficult time, you provided support and were all so kind, always making time to chat and never feeling rushed. You all made a very scary thing for dad and us manageable. Thank you for everything you did for dad and continue to do for other families. We are so grateful.'

In-patient Unit
'My husband came home from Addenbrooke's Hospital - he wasn't responding to treatment and we had promised him he would not die in hospital or in a hospice. We would get him home. Thanks to Hospice at Home, we could keep that promise. Our two sons and I were with him when he passed away. We are devastated to be without him.'



We will never stop being grateful to the Team there - the kindest, most respectful people I have ever come across. They could not do enough for us all!'

Hospice at Home

'I just wanted to send you a proper thank you as I couldn't find the words in the card I wrote before. Now that life is starting to settle down, I realise just how on the edge I was. I don't think I would have coped without your gentle guidance and support. I am still finding it all hard to come to terms with but I am getting stronger again, I think. The fact that there was someone at the hospice who was there for me helped me feel that I mattered too. So many of the things you said to me stuck with me and helped me. Thank you for being so kind and supportive.'

Patient and Family Support

'Thank you so much. A really clear, concise and comprehensively delivered course. Very detailed and well delivered with good visual aids and discussion.'

Education

'Brilliant appointment. I feel cared for, informed, and helped hugely with my condition. Thank you very much.'

Lymphoedema

Meet Bernie

Whilst he was in the In-patient Unit, Bernie Michell, aged 44, from Rampton in Cambridgeshire, chatted to Faith about life's challenges and identified that one of his goals was to create a video of his life, which could be shared with his family.

Patients at the Hospice have the opportunity to join creative therapy sessions, which allows them to discover a new talent, enjoy a long-forgotten hobby or leave something for their family, as well as accessing the specialist team, who can provide support to help manage symptoms.

Life Celebration and Creative Activities Coordinator, Faith Macrow, explained:

'We encourage patients to talk about their lives and explore ways in which they might like to leave something which celebrates life-moments, for family or loved ones. Using the camera, we make patient videos, messages, videos of creative family sessions and family films set to music that patients choose.'

With thanks to a generous supporter who funded a large hybrid screen and equipment during COVID-19 to enable staff to stay in touch with patients, Bernie's video story was played to staff and patients during the Wellbeing group session at the Living Well Service at the Hospice in February 2023. Following this, fluid discussions about a variety of subjects, including planning at the end of life, living with a palliative care condition and experiences of care in clinical settings and at the Hospice, took place with patients and staff. Some of the positives that came out of those shared conversations included hope, how faith can be helpful to some patients and living life to the full, despite limitations that palliative conditions

create. Patients were also inspired to record their own life stories too.'

Faith added:

'Thank you to Bernie for sharing his life story on the big screen and inspiring others. I would also like to say thank you to our wonderful and committed volunteer, Jordan, who spends much time editing these videos for patients and families - his input is invaluable. He has worked hard on both Bernie's and many other family videos and is a great example of just one of our many unseen hospice volunteers, who play such a valuable role in making every moment count for our patients.'

Bernie said:

'My family are very supportive as they feel my story could inspire others with difficult situations in their life.'

Taking inspiration from this, Bernie hasn't stopped there and is in the middle of writing a book about his life story to accompany the video, which he plans to release later this year.'

Bernie added:

'I always remembered something my father once said to me: "Life is like a game of cards. No matter how bad your hand is that you have been dealt, it's about how you play that hand that counts!'

You can read Bernie's story in full and stories of other people we are or have supported at arhc.org.uk/supporting-you/personal-stories

Bernie also posts weekly videos on the Instagram page [dying_live](https://www.instagram.com/dying_live) on living with a terminal diagnosis if you wish to follow him.



Rudolph Run

Will your school, nursery or uniformed group earn their antlers? We are inviting children to join in and run, jog or walk for Hospice care. Held in your playground, all can participate (including teachers). It's the perfect event to have some festive fun and can also give children a small insight into how a Hospice is run.

To request a pack for your school, nursery or uniformed group, please email cf@arhc.org.uk

"Letters from Santa" is back!

Arthur Bear is once again teaming up with the North Pole to make Christmas extra magical this December, with "Letters from Santa", delivered from the North Pole to your door just in time for Christmas. Order a personalised letter from Santa for your little ones and support your local Hospice. Registration closes 8 December.

Fill in your registration form at arhc.org.uk/fundraising/fundraise-your-way/community-initiatives/letter-from-santa/



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 01223 675881.

Local scenes available

Our fantastic Christmas card range is now available in our shops and online. Our Retail team have been busy working on a wide range of popular local scenes and fabulous festive designs for you to pick from. All proceeds will help to fund patient care and support for their loved ones, so every pack of cards purchased makes a huge difference. See the full range online at arhc.org.uk/shops/ or pop into one of our shops, or visit our colleagues in Reception at our hospice in Cambridge, or the Alan Hudson Day Treatment Centre in Wisbech.