

**Welcome** to our final printed issue of *intouch*, as we begin to move our news and stories online to our website.

You'll soon be able to receive regular intouch news updates straight to your inbox, so please make sure we have your email address, by visiting [www.pah.org.uk/email-news](http://www.pah.org.uk/email-news). We're moving online so we can give you more regular updates about what's happening at the Hospice. You'll be able to read all the latest stories and filter the articles to search for news about your particular areas of interest.

Our Compassionate Neighbour programme allows us to reach people in our care area who are living with a life-limiting illness or experiencing loneliness or isolation. Jane's experiences as a Compassionate Neighbour are a wonderful reminder of the value of these relationships and how lucky we are to have such incredible support from our volunteers.

As we head into the second year of our strategic period, I'm proud to say we remain as focused, dedicated and passionate as ever about providing compassionate care to the people who need us most. We know we couldn't do it without people like you. As with all charities, the current rise in cost of living is having a significant impact on our fundraising, but we are immensely grateful that kind people continue to dig deep for us, emotionally, physically, financially and selflessly, to allow our services to continue. I hope this issue inspires you and reminds you of the value of your support. Thank you.

**Nicki Shaw,**  
Chief Executive



Photo: Tamra Caves

Ken hosted over 350 people at the Ember Big Band's event on Saturday 25 March. Strictly Come Dancing Live Tours Musical Director, Allan Rogers, conducted the band and Strictly judge, Anton Du Beke, contributed to the evening via Zoom.

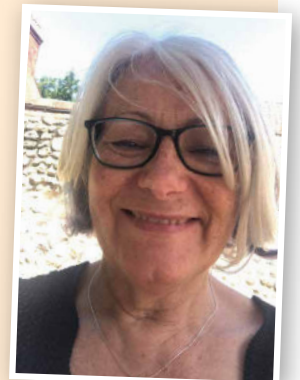
It was a fantastic night of big band sounds spanning six decades. The band is now in its eleventh year, and we are incredibly grateful for the support they have given us over the years, helping to raise vital funds to help us continue to provide compassionate care, free of charge.

Hospice Ambassador, Debi Oliver, whose daughter Emily received end of life care at the Hospice in 2019, spoke movingly about the support we provide to our local community and how her own family has been supported since.

**Ken  
Bruce  
helps  
raise the  
roof!**

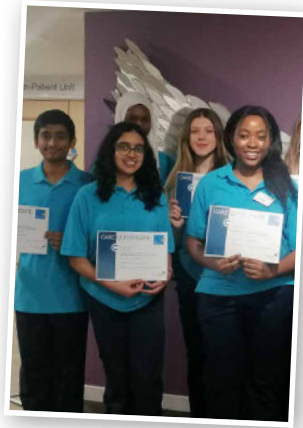
**'I'm better now you've arrived'**

Jane trained as a Compassionate Neighbour after retiring in 2021 and was matched to Jean, a lady in her 90s who received our end of life care at home and then at her care home until she died. The pair's friendship was cemented over homemade scones and sharing childhood memories. Jane remembers a visit by a Hospice community nurse, when he took time to reassure and talk to Jean's visiting granddaughter and son, too. On her volunteering role, Jane says: 'How awful it must be not to look forward to anything, to be sat on your own. For you, it was only two hours, but for that person it might be the only break in their week.' Jane is now matched with Dennis; when she asks how he is, he always replies: 'I'm better now you've arrived' and they enjoy chatting about local history. Find out about Compassionate Neighbours at [pah.org.uk/compassionate-communities](http://pah.org.uk/compassionate-communities).



## Be a young volunteer

At the Hospice we run a successful ward support programme for 17 and 18 year olds who are keen to develop their skills and learn more about healthcare. Young people volunteer, in pairs, one evening a week for six months.



It's a really hands-on role. Our young volunteers support at meal times – either by assisting with feeding or supporting staff with the repositioning of patients; talking to patients and families; sitting with nervous or agitated patients, restocking cupboards, and answering call bells.

Alongside their volunteering they also work towards a care certificate which reinforces their learning. Every March and September we celebrate the achievements of our outgoing group and welcome our newest recruits. We will be advertising again soon for group 14 so if you, or anyone you know, might be interested please get in touch: [volunteering@pah.org.uk](mailto:volunteering@pah.org.uk)

A small selection of the lovely feedback we've received recently:

*... Our hearts are broken but we feel overwhelmed with gratitude that she was able to pass with such dignity and peace... we will never forget how kind you were to us too...*

*...Thank you so much for your care of our Dad in his last week. You were so welcoming, caring and considerate to all of us. You made our worst week slightly more bearable. Thank you for all you do and we are forever grateful.*

*I just wanted to say a big thank you to you on behalf of myself and family for all your help and care in looking after my husband. You were a tower of strength, so calm and kind gentle and caring. We thought you were quite the bees knees!*

*I feel at last someone who cares and has my best interests at heart, I think one of the best things is my family know there is someone who knows what is going on, so they relax and leave my care to the experts.*

## A beautiful handmade donation

Colleagues on our In-Patient Unit (IPU) are very often in receipt of thank you gifts from the friends and families of people we have cared for. Recently, we were kindly donated a beautiful quilt by Peggy, wife of patient Mike, who stayed with us in 2018.

Peggy and her friend made the quilt by hand, and it was made especially for us in Mike's memory. Each square tells the story of his life including a love of sailing, the seaside, playing golf and the theatre.

It is beautifully made and wonderful that Peggy has been thinking of our patients, the IPU and the care that both she and Mike received from us.

This beautiful quilt is now being used on the IPU.



## Our Wellbeing Centre has introduced a new series of sessions for patients struggling with breathlessness.

The updated Breathlessness Programme is designed to enable patients to manage their breathlessness more effectively.

As well as focussing on their breathing (including techniques and strategies to ease breathlessness), it examines how their symptoms can be improved through the way they think, and the way they function.

The programme consists of three sessions: two online, delivered by a nurse, a physiotherapist and an occupational therapist, (although they can attend these sessions in person if this is easier) and one face-to-face session in the Wellbeing Centre, which will include having access to Complementary Therapy.

Staff training took place with the University of Cambridge and Senior Staff Nurse in the Wellbeing Centre, Heather Phillips told us: "The training has helped us make it simpler for patients. We've been able to break up the sessions and make it easier for them to digest."







Lizzie Leigh from Princess Alice Hospice and Sylwia Indycka from Birtley House Nursing Home, who took part in our Share & Learn Network

## ‘Everyone a teacher, everyone a learner’

Our Education and Research team has launched a new Share and Learn Network to support care home workers. It's been designed to share education, information, advice, peer support and learning about various aspects of End Of Life Care. The one-hour sessions

are run online every six weeks and so far we have covered topics such as reflective practice time, how to care for someone who's dying, and saying goodbye rituals.

Our members have told us how valuable they have found the network and the opportunity it provides to share learnings, ideas and support with other care home workers. We are particularly pleased to be offering the membership at a fixed annual cost that allows unlimited numbers of people from each care home to join the sessions. You can find out more at [pah.org.uk/share-and-learn](http://pah.org.uk/share-and-learn)

## New role introduced

The Hospice is always looking for ways we can improve the way we deliver care to our patients and this has led to us creating a new role in our Community team. We receive calls from patients, family members, carers and other healthcare professionals who would like to speak to a nurse who might be on leave or out in the community on visits.

We now have two Duty Clinical Nurse Specialists who will be able to offer quicker support at what, for some, may be a distressing time.

The new role will mean patients families and healthcare professionals are receiving advice and support in a timely manner. It will also alleviate pressure on a busy nursing team who would normally respond to those calls after their visits.



Jo Lambert, Duty Clinical Nurse Specialist

## Let's talk Wills

Gifts in Wills account for around a third of our income and we must thank you for your generous support and for thinking of us, when writing your Will.

However, we do realise that due to the very personal nature of Will writing, it can be a challenge to talk about.



Our hope is that by encouraging conversations about Will writing, no matter how large or small the gift, the results will have a lasting effect in contributing to the care and services we provide: both at the Hospice and out in our community.

Gifts in Wills enable Princess Alice Hospice to be there to support local people and to continue to do so for generations to come.

For information on how to leave a gift in your Will, please visit: [pah.org.uk/gifts-in-wills](http://pah.org.uk/gifts-in-wills)

## We talked the walk

Despite the cold and wet weather, our second Talk The Walk event organised to highlight how many men don't ask for help with bereavement, went very well. Over 80 men, women and children walked 10 miles in aid of the Hospice.

Here are a few images of the smiling faces we encountered.



For Excellence

## Summer at Sandown

This year's Hospice Summer Fete and Dog Show is one not to be missed.

It's a lovely way to spend a summer Sunday and this year the Fete will be held at Sandown Racecourse, Esher, on Sunday 25 June between 11am and 3pm. There's something for everyone at the Fete: food and drink, music, entertainment, stalls, a dog show and plenty more.

Parking won't be an issue either, as there is a huge free parking facility at the venue.

The Fete helps to raise vital funds for the Hospice, and is a wonderful way to bring our local and wider community together. If you haven't been before, then you're in for a treat. The day is always popular, so come along and see for yourself!

For more information on how to register your dog for the Dog Show and what categories are available, please visit [pah.org.uk/fete](http://pah.org.uk/fete)



## Seeking summer stock

Lighter evenings and warmer temperatures are a welcome reminder that summer is finally on the way.

Our Retail colleagues are always one step ahead of the seasons, which means they're now planning their summer stock and would love to fill their shops with everything needed to enjoy the warmer temperatures: long flowing summer dresses, wide brimmed hats, lightweight trousers, sandals, beach bags...!

If you or your family or friends are planning on having a bit of a wardrobe declutter then please do consider donating to your local Princess Alice Hospice Shop. We'd be so grateful to receive your items.

We're immensely proud of the good-quality items we're able to sell in our local community, thanks to the generosity of supporters like you.

To find your local shop visit: [pah.org.uk/find-local-shop](http://pah.org.uk/find-local-shop)



## How can you help support Princess Alice Hospice?

Running our Hospice and services in the community costs £10 million a year. 76% of our income comes from generous supporters like you. There are several ways you can help us reach this target.

**Regular Gift** – make an ongoing difference to the lives of patients and their families by setting up a regular gift: [pah.org.uk/intouch](http://pah.org.uk/intouch)

**Events** – join one of our fundraising events (see [pah.org.uk/events](http://pah.org.uk/events)) or host your own!

**Legacy** – help us keep compassion alive by leaving a gift in your Will. To find out more or request a brochure: [pah.org.uk/gift-in-wills](http://pah.org.uk/gift-in-wills)

**Give as you Live** – help us with donations from your favourite shops: [giveasyoulive.com/](http://giveasyoulive.com/)

**Donate online** – you can make a one-off donation from the comfort of your home: [pah.org.uk/intouch](http://pah.org.uk/intouch)

## Loud and Proud

June is Pride month and we'll be celebrating loud and proud at the Hospice, with a range of enjoyable and educational activities.

We're working hard to develop our inclusive culture where everybody feels they belong and we'll be using Pride to share stories and resources with our community.



## Remember – we'll be posting all our news on our website.

We'll be adding regular updates to our website from now on, so please do visit our news page soon. You'll be able to filter the articles to access the stories that interest you most, too.

Visit our website to find out more: [pah.org.uk/news](http://pah.org.uk/news)