



Princess Alice
Hospice

Princess Alice
Hospice

Your impact

2025-26

Compassionate care
made possible **by you**



Welcome

from Nigel Seymour,
Chief Executive

I'm constantly inspired by the extraordinary commitment of our community. Every day, your support helps us be there for people at the most difficult time in their lives, offering care, dignity and compassion when it matters most.

We know more people than ever will need our support in the years ahead. Families are facing complex needs, and too many are still missing out on the care they deserve. We are determined to change that by working alongside other healthcare colleagues, reaching further into underserved communities, supporting more people earlier, and ensuring no one faces the end of life alone.

This vision is only possible because of you. Whether you donate, volunteer, speak up for us or share our story, you are key to the difference we make every day.

Together, we can reach more people, provide more comfort, and build a future where everyone gets the care they need, when they need it.

A sincere thank you.

Everything we do is thanks to you

We are so grateful for the generous support you give to make our care possible. Here are a few of the heartfelt messages we've received recently – and they're all thanks to you.

"I honestly can't thank you enough! Such an amazing support whilst my father was in his final days, at the time of his passing and for myself personally afterwards. You do an amazing job and are truly wonderful people. Amazingly supportive, you made it possible for my father to pass at home as he wished without pain. All I can keep saying is thank you!"

"We have been both stunned and humbled by the dedication, care, empathy and respect from each and every member of the hospice team we have had contact with. Profound thanks and please be assured of our ongoing support and commitment to you."

"There are no other ways that my Dad or any family members could have been helped more. We were helped with things we hadn't even thought about ourselves and in such a kind, caring, sensitive way. Dad had complete dignity throughout. Thank you."

"The nurse who supported us was kind and understanding and I felt reassured when I phoned asking for help particularly during the night, the help was immediate. My husband died at home peacefully. It was the right place for him and having the family around him."

Thank you

Thank you for being there for Kay and Larry

Larry and Kay were married in 1968, both aged 20, and were together until Kay sadly died in February this year. Your support was there when it mattered most and continues to be a lifeline to Larry. This is their story.

In 2022, Kay was diagnosed with dementia and breast cancer at Kingston Hospital and was given a prognosis of just five years to live. Despite the challenges, the couple were sometimes able to visit the Princess Alice Hospice Wellbeing Centre on Tuesday mornings, meeting other local people for valuable connection and support.

They were also referred to the Princess Alice Hospice Compassionate Neighbours scheme and Kay was matched with a volunteer called Diane, who would visit each Thursday. Larry treasures the memory he has of Diane and Kay and says: 'Kay was always happy to see her'.

One day, Kay's legs gave way and she was admitted to Kingston



Larry's story

Hospital. Larry remembers being given a 'stark choice': Kay could go into a care home or return home, bedbound. Despite the challenges, he 'leapt at the chance for Kay to come home.'

A hospital bed was delivered to their flat in Esher but the full realisation of Kay's condition hit Larry: 'She could do absolutely nothing for herself. She had carers four times a day and she hated it. It was so stressful, I would try to reassure her, but it didn't help, but they were kind and had a job to do.'

On a home visit by Hospice community nurse, Katy, Larry remembers a conversation about Kay coming into the Hospice. Soon after, Larry received a call to say a bed had become available.

During Kay's time at the Hospice, Larry and his daughter could stay overnight in her room. On the night she died, Kay was surrounded by her family and died peacefully at 10.30pm. Larry says: *'All I can say, Kay could not have been in better hands. There was so much dignity in the way she was cared for. Nurses would come into her room and talk to her, they explained what they were doing and would make her comfortable.'*

Since Kay died, Larry has continued to visit the Hospice and regularly pops in for a cooked breakfast in the dining room. A bereavement talk by Steve, the Hospice's Bereavement and Spiritual Care Lead, proved particularly poignant: *'I found it very sensible, but it also gave me a Winnie-the-Pooh quote that I used when I spoke at Kay's funeral':*

"How lucky am I to have something that makes saying goodbye so hard."



Kay on Brighton beach

Larry is in the early stages of bereavement and misses Kay terribly:

"It was a wonderful marriage; she was a wonderful girl. I've never been an adult without Kay."

He continues to be supported by our Hospice teams, which he describes as *'absolutely wonderful, peaceful – the whole atmosphere and everybody here.'*

With your continued support we can be there for more people like Larry and Kay.

Together, we're building a caring community

Doug grew our fundraising pot

Here, supporter Doug talks about opening his garden in aid of Princess Alice Hospice.

'This June, I opened my garden for the second time in aid of Princess Alice Hospice. My late wife, Marie, loved our garden, and we spent hours together enjoying it. Being able to share the garden that meant so much to us was very special.

The day was wonderful, with many visitors, including people I hadn't met before. It was wonderful to see neighbours meeting for the first time, despite having lived locally for years.

My daughter baked cupcakes and served teas and coffees all day. My granddaughter created a nature trail for the children. It truly felt like a family and community occasion.

We raised an amazing amount – almost £3,500



It gave me such pride to know that our garden, which Marie loved so much, could help others who need the Hospice's support.

If you are thinking about opening your garden, my advice is: plan ahead and decide which parts you'd like to showcase; ask friends to spread the word; and approach local shops for raffle prizes. You will feel so proud, not only of your garden, but also for the funds you raise for such an important cause.'

If you'd like to join our Open Gardens community, visit **www.pah.org.uk/events/open-gardens** to find out more.

Free six-week programme

We recently launched ‘Your wellbeing, your way’, a wellbeing programme at the Malden Centre in New Malden.

Designed for adults living with a life-limiting illness and those close to them, the six-week programme is free, open to all, and doesn't require a referral. You can book one session or come along every week.

Delivered in partnership with Places Leisure, the sessions run most Wednesdays, 2pm to 3.30pm and everyone is welcome.

For more information please email **wellbeing@pah.org.uk** or phone on **0300 10 20 100** (option 3).



Raising funds with fashion

Kingston is home to three of our charity shops and they are particularly popular with the town's student population.

We are proud to have worked with Kingston College to promote sustainable fashion – upcycling pre-loved items from our shops. Earlier in the year we introduced the project to BTEC Level 3 Fashion, Textiles & Costume students at Kingston College. We presented them with donated clothing items and tasked them with creating fashion designs.

Anita from Kingston College, said: *‘A huge thank you to the Princess Alice Hospice team for providing students with the opportunity to work to industry expectations and deadlines.’*



See the life-changing difference **you make!**

Here are a few highlights from the past year.

4,122

people were supported by
our clinical teams in 2025/26

(17% more than the previous year)

100%

of our care is
delivered

without charge



Thanks to supporters like you:

290

people were cared for
on our **In-Patient Unit**

3,814

people were cared for by
our **Hospice at Home** teams

1,395

people were supported
by our **Bereavement** teams



We supported

151

local children and family
members through
loss and bereavement

Our **Wellbeing team**
were there for

775

patients and carers

Our **Night Response
team** made

1,525

visits to local people

We now have

267

Talk, Listen, Connect
(TLC) connectors.

TLC helps people feel more
confident to support others
when times are tough, covering
topics such as loneliness, active
listening, and how to support
someone who is grieving.

To find out more visit
www.pah.org.uk/tlc



These numbers reflect
real lives; comforted
and supported because
of people like you.

A lasting connection



Allan's story

Allan is the kind of person who makes connections last a lifetime.

When his wife, Marie, was cared for on our In-Patient Unit, he experienced first-hand the compassion and kindness that meant so much to them both. Marie spent her final weeks there, giving them precious time together as a family – including a very special visit from their twin granddaughters, just six months old at the time. This is time Allan still holds close to his heart.

After Marie died, Allan made a promise. Each year, he returns to the Hospice to write her a letter in the visitors' book – sharing family news, milestones, and everyday moments. From their two sons to their now seven grandchildren, from university graduations to life in Claygate, even to finally getting around to decorating the living room – nothing is too big or too small to tell Marie.

And, 25 years on, Allan still keeps that promise, returning every April.

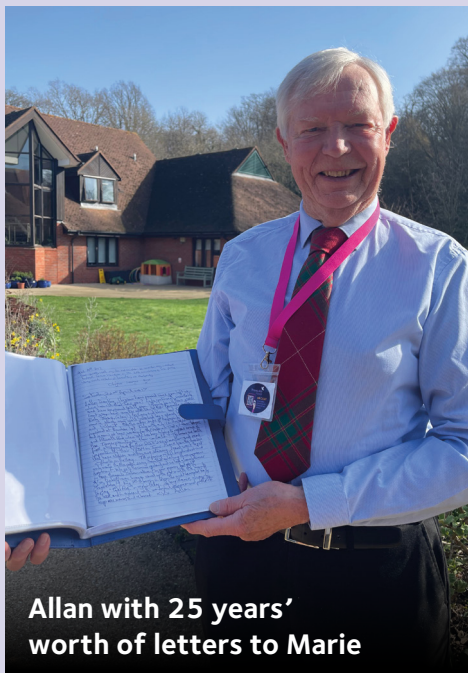
Allan's warmth and loyalty shine through in everything he does. He remains closely connected to our Hospice community, taking part in events and attending Light up a Life each year. On one memorable occasion, the 1st Claygate Scout and Guide Band – where Allan was Vice President – played at the service, a moment that brought together two parts of his life.

We were delighted to welcome Allan back to the Hospice this year, where our Spiritual Care Lead, Steve Nolan, presented him with a folder of his letters from the past 25 years – a special event for us all and memories he has proudly shared with his family.

In gratitude for the care Marie received, Allan has chosen to leave a gift in his Will to Princess Alice Hospice – something he



Allan and his wife, Marie



Allan with 25 years' worth of letters to Marie

describes as a simple and natural decision, to help ensure other families can receive the same kindness and support.

We are so grateful to Allan, and to everyone who chooses to remember the Hospice in this special way.

If you would like more information please contact Jo or Imogen in our Legacy Team on **01372 461808** or **giftsinwills@pah.org.uk**

**THIS IS
HOSPICE
CARE** 

Here's to **your** fabulous fundraising

It costs over £12 million a year to provide our free services, and with just 20% funded by the NHS, we rely on our community – people like you – to help raise the rest.

Whether you've donated, fundraised, volunteered or shopped with us, your support is what makes this possible.

Here are a few examples of the wonderful ways people got involved last year:

1,500+

incredible people volunteered their time, energy and compassion – helping to keep our care running day in, day out.



Nearly 4,000 of you played the Local Hospice Lottery in support of us, helping raise over

£305,000

to support our care – thank you for making every ticket count.

**LOCAL
HOSPICE
LOTTERY**



1,100+

people supported our action challenges, like skydives and marathons, and helped raise **£234,000**.

Gifts in Wills helped fund over
1/3 **of our vital care** –
 a lasting legacy of
 love from supporters
 who wanted to
 give back to their community.



Over 200 businesses supported our work during the last two years – raising almost

£200,000

in aid of Princess Alice Hospice.

We are incredibly grateful for the generosity of our **philanthropic supporters**. Earlier this year we launched our Community Impact Fund, which is a way to make larger, longer-term gifts that will help Princess Alice Hospice reach more local people. For more information please email **philanthropy@pah.org.uk**



Geraint's Garden

A shed load of support

Your support helped give Andy, Louise and their family precious extra time together. And when Louise died, The Shed provided Andy and his sons friendship, understanding and a safe place to talk. This is their story.

While receiving treatment for leukaemia at Kingston Hospital in 2012, Andy met a kind nurse in A&E called Hayley. Three years later, Andy's wife Louise was admitted to Princess Alice Hospice and was glad to see Hayley, who was, by then, working on the In-Patient Unit at the Hospice. Sadly, Louise had been diagnosed with stage 4 lung cancer and the district nurse did not expect her to return home from the Hospice. But, after two weeks of care and pain management, Andy recalls how *'Louise left her room, walked to the car, we drove home and she walked into the living room.'*

"Princess Alice Hospice gave us an extra 15 months."

Once back home, Andy started to take Louise to the Princess Alice Day Hospice (latterly the Wellbeing



Andy's story

Centre) each week: *'Louise loved to talk, I'd use the time to wash her bedding, do a food shop and then go and collect her. She really loved the nurses – Sharon, Branca, Mary and Kim.'* Louise felt safe in the Hospice and when she became self-conscious of how steroids had altered her appearance, she always felt comfortable coming to the Hospice café; she found that nobody stared at her and she could chat comfortably to the nurses she knew. Today, Andy and his sons, the 'Wilson team', continue to look at it as being a safe space, as did Louise.

In February 2016, Louise received the devastating news that there

were no more treatment options available and was advised to make the most of the remaining time she had left. She had told Andy that she would prefer to die at Princess Alice Hospice, because she knew her family would be looked after, too. Louise was taken by ambulance to Princess Alice Hospice on Saturday 18 June and died peacefully at 7.56am on Monday 20 June 2016. Andy and the couple's three sons, then aged 25, 23 and 20, were with her.

At 2pm that same day, The Shed was opened officially in the Hospice gardens. Nurse Cathy from the Day Hospice had invited Andy and his sons to attend a few weeks earlier, and four weeks later they arrived for their first session as 'Shedders'. Andy says:

“Cathy knew we needed it. Talking about feelings was something we’d never do.”



Andy and his son Chris

Andy and his sons continued attending weekly sessions at The Shed and gradually found themselves starting to talk about things.

After deciding not to return to his previous job, Andy chose to retire early. Session leaders Miles and Ken then offered to train him as a Shed session leader, and he took on the role in 2017.

As a session leader, Andy began attending events, fetes and fairs, talking to the local community. He is proud of the meaningful connections he's made over the years and says he is *'happy to share my experiences to help others understand what Hospice care is.'*

The Shed runs Tuesday to Friday and is open to patients, carers and anyone who has recently been bereaved, with or without a prior connection to the Hospice.

To find out more, please email shed@pah.org.uk



Every day, your kindness helps make something extraordinary happen – expert, compassionate care, delivered free of charge to local families who need it most.

A heartfelt thank you for all you do.


Princess Alice
Hospice



01372 461808



www.pah.org.uk/yourimpact



**Princess Alice Hospice,
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