



nottinghamshire hospice
adding life to days



HOSPICE LIFE

Autumn/Winter 2020



New outreach service brings patients home

- 24-hours in Care
- Appeal nets £60K
- Hospice at 40: reflections from our founder
- Shops reopen for business

Foreword

The last six months has seen momentous change across the world, and at the hospice! But I'm pleased to say that despite huge challenges, and with your wonderful support, we have weathered the storm so far, although of course we will feel the impacts of COVID-19 for some time to come.

We needed to adapt fast once the pandemic hit. Going into lockdown – with all the restrictions on gatherings, events, and shielding of vulnerable people – meant we could no longer have patients coming to the hospice, so we redeployed our teams in the best ways possible to deliver our services in other ways.

We set up two new services since lockdown, the Hospice Outreach and Discharge Support service, which has been hugely successful, and our dedicated GriefLine set up to help those affected by grief during the pandemic. We now offer round-the-clock care across Nottinghamshire, tailored to the needs of patients and their families.

We recently hit a big milestone – marking our 40th birthday in the summer. Sadly, our planned events had to be postponed, but we plan to celebrate with you all

next year – watch this space!

We did mark the occasion virtually, and this issue contains an interview with our founder member and President Bernard Brady, who was there at the start and is still involved with the hospice.

Although our shops were closed for three months during lockdown, they have now re-opened with robust measures for social distancing to keep our customers, staff and volunteers safe.

We're very grateful to all our wonderful supporters who got behind our Forget Us Not appeal, finding exciting and innovative ways of raising money for us during lockdown. You can read about some of their creative fundraising challenges in this issue.



Looking to the future, after seven fantastic years I will be leaving the Hospice at the end of the year. I am confident with your support we will continue to be there for families across Nottinghamshire when they need it most. The hospice has been here for 40 years and we intend to be here for the next 40!



R. J. M. Mance

Thank you once again for your amazing support in these strange times.

GriefLine fast-tracks support



Early on in lockdown the hospice was approached to set up a dedicated phone helpline for those experiencing grief during the pandemic.

GriefLine provides a sympathetic ear then signposts callers to its own bereavement counsellors or other appropriate services, guaranteeing a call back within two hours.

Stephen, 34, phoned the GriefLine after his wife Ruth died of Covid-19, aged just 38, leaving him traumatised, grief-stricken and angry.

His feelings were exacerbated by the fact he could only have 10 people at the funeral, could not hug his parents or fulfil Ruth's wish of having the coffin carried high by pallbearers.

"It's hard enough to be suddenly widowed, but to lose someone so young to Covid I'd say is the worst position you'll ever find yourself in," said Stephen.

"Calling the GriefLine definitely helped. It was good to have someone compassionately talk me through the service. The lady listened to me non-judgmentally then signposted

a call to Wellness in Mind."

Since GriefLine went live the team of trained advisers have linked callers with agencies including a helpline supporting former coalmining communities, various mental health services, and practical support including food parcels. It has also organised ongoing support with the hospice's own bereavement counsellors.

Nottinghamshire Hospice Chief Executive Rowena Naylor-Morrell said: "It's a rapid in-the-moment service to help people in that moment of crisis. While support may be out there, it can be disparate and hard to find in that moment. GriefLine triages and connects those who need help with those able to give it."

GriefLine is currently staffed from 8am to 8pm and those calling in the night will receive a call back the following morning.

**Call 0800 111 4451
for support**



GriefLine advisor Clair Marshall

New outreach service brings patients home

When the pandemic hit, the hospice adapted fast, aware that the care it provides to terminally ill patients in their own homes is more important than ever.

It set up its Hospice Outreach and Discharge Support service (HODS) in April, which provides visits to patients with urgent care needs. The service helps patients stay at home, keeping NHS beds free, and fast-tracks people out of hospital to spend their last days with family around them.

George, 80, was diagnosed with lung cancer earlier this year and recently learnt the cancer had spread to his brain. He was taken into hospital where he stayed a week before Nottinghamshire Hospice stepped in with help from the HODS service.

This enabled him to be at home in familiar surroundings with family around him which is where he wanted to be.

His daughter Tracey, who moved into his home to care for him full time, said: "It was awful not being allowed to visit him in hospital because of the Covid situation. It was such a relief to have him home where relatives could see him and he knew we hadn't abandoned him. He cried with relief when he came home to his own room with photos of mum by his bed.

"Without the support from the hospice we wouldn't have been able to get him home. I could not have coped on my own.

"The people who came were very friendly, professional and respectful to my dad and they helped me too. When someone gets to this point you don't know what to expect as it's all new. They reassured me that I was doing a



Healthcare Assistants Debbie and Amanda heading out on shift.

"Without the support from the hospice we wouldn't have been able to get him home. I could not have coped on my own."

good job. As well as caring for my dad they also checked on me as the carer to make sure I was ok."

Jo Polkey, Director of Care at Nottinghamshire Hospice, said: "This service allows us to be flexible to the care needs of patients and their carers. It's been busy since the day we set it up and it complements our other services to provide a complete round-the-clock package of care in people's homes.

"We're delighted that the service has been so successful in keeping patients like George at home and enabling discharge from hospital during the pandemic."

Matt's story

Matt McGuire is head of complementary therapy at the hospice where he has worked with patients for 16 years, delivering massage and acupuncture.

When the pandemic hit and it was no longer safe to bring patients into the building, or to deliver hands-on therapies, Matt transferred his skills to become a healthcare assistant – working with the HODS team delivering crucial personal care to patients at home in the last weeks, days and hours of their lives.

Matt, who spent a few weeks working from home when lockdown was first announced, welcomed the chance to work with patients again and to go out in a pair with another team member.

"I've turned into a carer. It's nice to learn new things through watching people who've done personal care more than I have – it's been a learning experience. It's good to work in pairs too, you develop a strong bond," he said.

A former social worker, Matt adapted easily to going into patients' homes and managing family situations.



"Although in my complementary therapy role I might go and assess people, most of my work is carried out from the hospice itself and I don't go into people's homes. It's nice to see more of the whole picture of a patient's journey," he added.

Matt takes a laminated photo of himself when visiting a patient for the first time so they can see what he looks like without a mask on. He feels the individualised care Nottinghamshire Hospice provides has been more important than ever during the Covid-19 situation.

"Hospice work is about giving people the respect they're due and enabling them to die in their preferred place. It's important that in a pandemic this should continue, because it means we can hold on to very acute patients and care for them in tune with the ethos of the hospice and it frees up hospital beds."



24 hours with Care

Ever wondered what happens at the hospice hour-by-hour?
Here's a snapshot of what 24 hours in care looks like.



8:00 – Nursing Team One start bright and early and go straight out to look after our patients in their homes.

Our GriefLine also opens from 8am – providing 12 hours of signposting and support for bereaved people across Notts on 0800 111 4451

9:00 – Nursing Team 2 start now and get out to our patients in the community. It's tough going as key workers out there at the moment!

10:00 – During the morning our teams go from home-to-home, supporting patients, giving practical care including washing, pressure care, ensuring medication is taken and making sure everyone is as comfortable as possible. Our teams answer questions and make sure that families

know what they can expect and what future support might be available.

11:00 – Our nurses check patient notes throughout the day. They work with GPs and district nurses and liaise with other support services to ensure optimum care is reached via collaboration across these networks. They'll be organising care plans for tomorrow too. Round-the-clock care takes a lot of planning!

12:00 – Everyone reconvenes and discusses the morning briefly. Once a week we have an in-depth case conference.

13:00 – Team 1 and 2 head back out to continue assisting families and patients.

14:00 – Throughout the day our care coordinators are taking referrals, talking to families and sorting out visits by our nursing teams.
Hi Sonia!



15:00 – Our nurses and healthcare assistants are working really hard on outreach right now to care for our families and patients. They are giving personal and hygiene care, ensuring medication is taken and giving advice and care to reduce mental and physical distress.

16:00 – Team 1 are finishing their day. Before they go they complete handover notes, ensuring the right information is passed to the next team, check the capacity of the service and ensure that we're up to date with any new referrals. Thanks for your work today everyone!!

17:00 – Team 2 are finishing after a long day. Thanks for your work today Team 2! See you soon!! Time to put your feet up, stick the kettle on and get some well-deserved rest.

19:00 – Our twilight healthcare team assembles at the hospice – ready for a long and often unpredictable night but they are trained, prepped with PPE and ready! Hi Kayleigh!



20:00 – Sarah is the lead nurse directing our Night Support Team. She was a registered nurse for 38 years and had retired from service. She re-registered as Lead Nurse of the Night Support Team after the NHS called for retired nurses to return to work. Good luck on shift and thanks for all you and your team do!



21:00 – Our Hospice Night Support Team is starting their shift. They'll be responsive until 07:00.

22:00 – The Night Support teams will work right through tonight and spend 30 minutes – 1.5 hr with each patient. How are you feeling about your shift tonight?

"It's hard to say what's helped us through the pandemic to this point. It has been an enormous effort. Our team have done and are doing everything possible to work diligently through this extremely testing time. That's all we can do for now."

23:00 – The team are in and out visiting patients at the end of life who need them, but also provide emotional support and practical advice over the phone to family members who are anxious. Shifts can be draining both physically, mentally and emotionally. Patients' needs change rapidly and the anxiety felt by the nation during the pandemic is shared by staff, patients and families alike.

00:00 – Are you still awake? We are. It may look quiet but we're working every moment at the hospice. Demand for our services is extremely high, staff are all doing extra shifts and this way of working requires a lot of goodwill and hard work.

02:00 – At night we see 90–100 people a week. Tonight, like most nights, we'll make repeat visits to patients where necessary to ensure people are as comfortable as possible and the care they are receiving suits their rapidly changing needs.

04:00 – The early hours can be a very difficult time. Our teams allow families and carers to rest while they know their loved one is in safe hands.

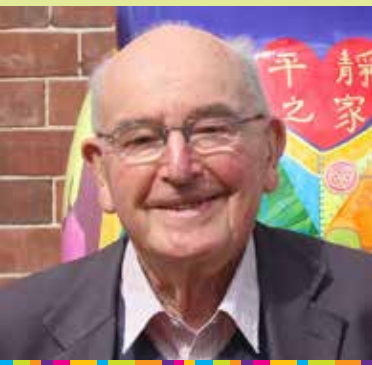
06:00 – The sun is now up, and it's almost time for our night team to hand over to the day team. It has been a long night of ensuring that our patients have the right support in place, that practical care and personal hygiene are taken care of and that everyone is as comfortable as possible. See you soon Glyn!



07:00 – Good morning! Have you started your day? We certainly have! Our handover and day shift starts and 24 hours of care starts all over again!

Hospice turns 40

Nottinghamshire Hospice marked a major milestone this summer when it reached its 40th birthday. Sadly our celebrations had to be postponed, but supporters made us cards, sent us videos, and showed their appreciation. One of our patients even wrote and performed a song for us!



Our honorary president and founder member Bernard Brady, now 88, was there from the start. Inspired by St Christopher's House hospice in London, Bernard had a vision for a similar project in Nottingham – a place of light and life for those approaching the end of their lives.

With his friend Stuart Burgess, Bernard, then a Chaplain at University of Nottingham, put out feelers among influential people in the city, driven by

the conviction that this dream could become reality.

"Setting up the hospice was an act of faith. We had no money, no premises, no patients. But right from those early days we had tremendous support," he said.

After chatting to a council official, Bernard discovered Fernleigh House was available. Despite its grand history, the building was in a dilapidated state with a hole in the roof. The council funded repairs, but Bernard needed money for the £3,000 a year rent.

"I went out raising money, talking to churches, talking to mothers' unions, talking to anyone. Everyone was incredibly generous. Then a former associate stepped forward with £1,000 and promised to double everything we raised. That was a lifeline," he added.

Bernard recruited people with financial and management expertise and other much needed skills to form a board of directors. Initially GPs were sceptical about getting involved, so he approached an order of nursing nuns and recruited a nun to run the clinical side of the hospice. "That lovely nun who was our first matron gave us the medical credibility we needed for the local doctors to support us. After that we were able to bring other medics."

When the hospice opened it had a tiny facility of just three beds, which became a day centre for 15 people. From those humble beginnings, it has grown into what it is today, a leading provider of palliative care across Nottinghamshire.

Bernard has been actively involved in the life of the hospice throughout. "It's always been a project very close to my heart and it's an honour to be your honorary president," he said. "Nottinghamshire Hospice is a special place. A place of life. It has a special energy about it. Everyone who's been involved with it says the same.

"You have helped so many people over the years. So, thanks again to all the supporters and to our wonderful staff."



Felicity



Sarah



Hannah

International Year of the Nurse

International Year of the Nurse:
Celebrating our nurses



This year is International Year of the Nurse and our nursing teams have proved their worth more than ever, adapting fast to the Coronavirus crisis. Some have been redeployed into Hospice in your Home teams, one came out of retirement to re-join the nursing team and others stepped straight into front-line roles as new starters.

Here we feature four recruits who joined the team at a time when calls on hospice services have increased due to the pandemic.

Hospice at Home Lead Nurse Felicity joined straight from a COVID-19 ward at Nottingham's City Hospital which gave her an excellent grounding in end of life care.

"When patients were nearing the end of their lives I spent a lot of time with them. That gave me a deeper understanding of how precious those last days are and the importance of the care we provide at the hospice."

Hannah first came to the hospice as a volunteer in 2011, later studying nursing at university. She returned on placement before joining the team as a qualified nurse. She now leads the Hospice Outreach and Discharge Support team.

"The hospice motto 'adding life to days' really stuck with me. I am passionate about providing quality end of life care."

Sarah reactivated her nursing registration to work nights and twilight shifts at the hospice.

"I returned to register under the Covid-19 regulations so I could help out. Working nights and twilight shifts suits me fine and it means we're getting out to more people."

Director of Care Jo Polkey says: "We're very fortunate to have all our registered nurses on board at this time. Being able to cope in a crisis is part and parcel of being a nurse and their skills and experience are shining through at a time like this."

Care at Christmas

All through the festive period, our Hospice in your Home teams will be out in your community providing crucial round-the-clock care to people with life-limiting illness and support for their families and loved ones in the comfort of their own homes.

The care and emotional support we provide will enable people who might otherwise spend Christmas in hospital to be at home with their loved ones.

We're all too aware of the added pressures on families at Christmas, so the practical and emotional support our teams provide is especially important at this time of year.

On Christmas day there will be a nurse in your neighbourhood caring for someone in the last days, weeks or hours of their life.

Christine's story

Last Christmas, hospice support enabled Christine to be at home with family and friends around her after learning she had incurable lung cancer.

When she was diagnosed in November, the cancer had already spread to her spine and ribs and her family were told she had only had around a month to live.

After a spell in hospital, Christine – who really wanted to be at home – was discharged and her daughter Cathy moved into the family home to care for her. Nottinghamshire Hospice stepped in with Hospice at Home care, supporting the family and helping Cathy get some much needed rest.

"Mum degenerated very quickly after he diagnosis," said Cathy. "She knew she was approaching the end of her life and she wanted to be at home. She was a very private person and it took a lot to accept personal care, but it was much better to be at home where her many friends could visit her.



Christine and Cathy

"Things picked up once the hospice got involved. It's a brilliant service. It helped us keep going. Without the support we wouldn't have known where to turn. It was so reassuring having them there and it gave me a chance to get a night's sleep."

Christine – who had four children, five grandchildren and five great grandchildren – was at home all through the holiday period, with family and friends around her. She died early in the new year, aged 76.

This Christmas, we need your help to ensure that more people like Christine are able to be at home with their families and have time together for those cherished festive moments.

How you can help

Support our events!

Events

Light up a Life

Join us to remember your special someone by dedicating a light in their memory at our community Light up a Life event in Nottingham where we will light our Christmas tree. Our tree will shine bright with hundreds of lights in memory of your loved ones over the festive period.

We'll also be switching on the lights at the tree in the hospice grounds, followed by readings and carol singing. This event is for family and carers of those we've cared for.

Both events are part of the hospice's annual 'Light Up A Life' appeal, which aims to raise money to help support the hospice's work over the Christmas period by inviting families to leave a dedication to their loved one in return for a donation.

This year both events will be socially distanced and there will be an opportunity to take part online. If you would like to dedicate a light on our tree, please fill in the donation form at the back of this newsletter.

Dedicate a light on our virtual tree!

Not everyone can get to one of our Light up a Life events but you can still remember a loved one by dedicating a light on our online tree in return for a small donation.

Light up a Night

Throughout December we're inviting communities to club together to light up our historic cupola tower for a night, turning it into a beacon of hope that shines out across the city. Why not set up a crowd-funder with friends, family or members of your local community to donate £350 – the cost of providing a nurse to care for a patient overnight at home – to light up the tower for a night?

Hold a collection for us!

If you're a member of a faith community, we'd love it if you held a collection for Nottinghamshire Hospice at one of your services during December.

Donate in lieu of Christmas cards!

Instead of sending Christmas cards this year, why not make a donation to Nottinghamshire Hospice instead?

By supporting our events, dedicating a light on our tree or simply by donating, you will give families across Nottinghamshire one of the greatest gifts of all, time together at Christmas.



Our Christmas campaign will be live from 1 November. To find out more go to www.nottshospice.org, email fundraising@nottshospice.org or telephone 0115 910 1008



@nottshospice



/nottshospice

Volunteers support patients with welfare calls

During lockdown, a team of volunteers stepped up to support frontline staff by carrying out welfare calls to isolated patients.

The team make weekly calls where they run through a set of questions to check on patients' emotional and physical wellbeing and report back to the hospice for further support if needed.

Volunteer Jenny Baptist said: "The patients I phone appreciate us being in touch and feel reassured knowing they can call on the hospice if they need to. Some struggle with being in isolation and they all miss coming into the hospice. They say it's comforting to get a call once a week."

Jenny finds making the calls rewarding as she missed coming into the hospice as a Day Therapy volunteer.

"When we went into lockdown I missed my hospice work so was pleased when I was asked to do something. It's good to feel that in some small way I can make life a little bit better for our patients and to continue to give something back which was the reason I joined the hospice in the first place."

The Hospice Outreach and Discharge Support team uses the information fed in by volunteers to arrange counselling for patients in self-isolation, contact GPs when patients need medication, refer to District Nursing services for support and arrange home visits by the hospice physiotherapist.

Annette Adams, Day Services Manager, said "The information the volunteers bring back is invaluable. We could not have provided this service without the help of our very competent, professional volunteers who have supported the staff and the patients during this pandemic."



"The patients I phone appreciate us being in touch and feel reassured knowing they can call on the hospice if they need to."



Bereavement support goes virtual

Counselling and emotional support volunteers turned their services remote after lockdown was announced earlier this year, delivering support by telephone or using video technology.

The hospice provides one to one emotional support to those newly bereaved, counselling to those with more complex grief and group sessions – all of which are now being delivered remotely.

Lelia Bratt is one of eight emotional support volunteers who has been supporting people by phone and through virtual group sessions.

Lelia, a former Hospice at Home nurse who has run bereavement support groups for 10 years, said: “Over the phone can be more challenging than face to face as 65 per cent of communication is non-verbal. You can’t see them and you can’t hold their hand.

“Lockdown has made loneliness far worse. It’s affected people because they haven’t been able to get out, see their friends and hug each other.”

Lelia has also run virtual bereavement group sessions using Zoom which she says are working well. “Although a lot of the people who come to the groups are older, they’ve

“Lockdown has made loneliness far worse. It’s affected people because they haven’t been able to get out, see their friends and hug each other.”

responded well to the technology as many of them have been Zooming family,” she said.

Support Services Development Manager Debbie Hastings said the volunteers had adapted well to providing their services virtually.

“It’s not been easy but they’ve all taken it on board and are doing it really well,” she said.

“It has meant we’ve been able to continue to support people at a time when people would be feeling especially isolated and grief and bereavement must be extra hard to bear.”



Appeal raises £60K+

Nottinghamshire Hospice's Forget Us Not appeal raised more than £60,000 over the summer through sales of commemorative hand-painted forget-me-not flowers, donations and fundraising activity.

Supporters aged from two to 81 threw themselves into challenges including an all-day danceathon, a board game extravaganza, a 24-hour gaming marathon and a 26-km walk in a back garden, plus numerous other running and walking activities.

Sheila Hollingsworth, 70, of Arnold, ordered seven flowers in memory of her late husband Brian, who was cared for by the hospice in his final days. She has kept one flower for her garden and sent the others to neighbours and friends.

Brian, who developed brain tumours after having treatment for bowel cancer, came to Day Therapy at the hospice and later received Hospice at Home care which enabled him to be discharged from hospital and spend his last days at home.

Sheila said: "Brian loved going to the hospice. He really looked forward to it. Later, when he got really poorly we had Hospice at Home nurses. He felt comfortable as he knew them all. The hospice was a lifeline. There are no words to describe how much it helped."

After Brian died Sheila and her grandchildren created a memorial for him in her garden including a holly tree surrounded by gladioli, his favourite flowers. She placed the Forget-Me-Not among the flowers to complete the piece.

"I love my forget-me-not. It looks absolutely

stunning with the holly tree and gladioli in a beautiful blue pot. It's a fitting memorial and makes me think of Brian," she said.

Gemma Taylor-Mahon, Fundraising and Marketing Manager at Nottinghamshire Hospice, said: "We're so grateful for the fabulous donations we've received and for all those wonderful supporters who have thrown themselves into fundraising for us. They have all risen to the challenge and it's heart-warming to know they've not forgotten us."

"Of course our work is far from over with a considerable gap in funding still to tackle, so please keep spreading the word and doing what you can to help."

To purchase a flower, go to **www.nottshospice.org** or phone the fundraising team on **0115 910 1008 ext 209**



Fundraiser spotlight

Family fundraiser nets £4.5K

A two-year-old completed 26 jigsaws and her cousins danced all day as three generations of a Lowdham family got behind the hospice's 2.6 challenge in memory of a much loved great-grandma.

Jane Streeter galvanised her whole family to devise fun, creative ways of supporting the campaign. Between them they raised a phenomenal £4,500 to say thank you for the care the hospice gave to Jane's mum Nellie who died aged 90 in 2018.

The youngest family member to take part was two-year-old Nellie – named after her great grandma – who completed 26 jigsaws in a day. Nellie's jigsaw marathon, which was featured on BBC Radio Nottingham, included 13 Peppa Pig puzzles.

Nellie's cousins Abigail and Emilia (aged six and three) did 26 dance routines with their mum Catherine, and Jane and her husband walked 2.6 miles a day for 26 days.

Jane looked after her mother at home but struggled until the hospice stepped in. Jane said: "The hospice helped us give her the end she deserved in her own home. We will never be able to express how much that meant. Mum was a very brave and beautiful person. I know she would have wanted us to support the hospice."



Book sales boost for hospice funds

Nottinghamshire author Beverley Fairbanks has published her debut novel despite being diagnosed with a debilitating progressive illness. She is donating some of the proceeds to Nottinghamshire Hospice.

After learning last year that she has motor neurone disease, which affects her mobility and speech, Beverley was determined to see her children's novel, *The Mystery of the Old Orphanage*, in print. Beverley, who came regularly to Day Therapy at the hospice before lockdown said: "I'm thrilled and proud to see my book in print and delighted that I can raise funds for the hospice through book sales.

"The hospice is a magical place, full of warmth, laughter and amazing staff. From the moment you walk through the door you feel special and cared for. It really enhances our lives."

Set in Kingminster, a fictional village in Nottinghamshire, the novel tells the tale of 12-year-old Lewis, his dog Truffle and his friend Lupin who stumble across a historic mystery in a tumble-down rectory. The discovery leads them to unravel a story lost in time.

The Mystery of the Old Orphanage is available from Amazon at £8.99 for paperback and £3.99 for e-book. Proceeds will be split between Nottinghamshire Hospice and MND research.

Last year Beverley also raised over £1,200 for the hospice by holding a coffee morning.





Project focuses on inclusion

After the death of George Floyd in America and the groundswell of public opinion around the Black Lives Matter movement, Nottinghamshire Hospice's trustees issued a statement pledging positive action on racism and inclusion.

This sparked a three-stage project looking at inclusion and representation of black and minority ethnic people at the hospice, led by new Palliative Care Practice Lead Kate Martin.

The first step is to look at data to assess what percentage of staff, volunteers and service users are from BAME communities.

Next step will be to invite BAME staff and volunteers to a series of sessions to discuss openly how they find working for the hospice, whether they have ever experienced racism at

work, and how they feel about their own personal Covid-19 risk, given the disproportionate impact of the virus on BAME communities.

The team will then work with these focus groups on ways of making the hospice a more inclusive place for colleagues, volunteers, and those who use the services.

Kate Martin, who set up the project, said: "The aim of the focus groups is to give people the freedom to speak up and a safe space to do so. We can

then look at ways of addressing any issues that come up and making the hospice a truly inclusive place."

The hospice will also seek to reach into communities who don't currently use its services to encourage them to do so.



Trustee Shahnaz Aziz

Board Member Shahnaz Aziz who is working with Kate on the project said: "As a Trustee, I'm here to support the organisation to deliver best practice in Equality, Diversity and Inclusion. We want to ensure our service is accessible to our diverse communities. We are dedicated to addressing and eradicating all forms of hatred and discrimination.

"We want to foster a culture where all people bring their authentic selves to work and where our services are inclusive. This starts with the Board of Trustees and permeates throughout the whole organisation, to every member of staff, volunteer and patient."

Shops reopen for business



The hospice has put in place the following measures to ensure safety according to government guidelines.

- Customer numbers are limited, depending on the square footage of the shop.
- Hand sanitiser is available on entry, and customers are required to use it.
- Perspex screens have been installed around tills.
- Floors are marked out in two metre sections with a one-way system in operation.
- Fitting rooms are closed but customers can return items within 14 days.
- Each shop has a holding cage inside for customers to place their donations. Donations are collected daily and cleaned before they are put out on sale.
- Customers should wear masks unless they have an exemption.
- The hospice is not able to collect donations (including furniture) at the current time.

After a three-month closure, most of Nottinghamshire Hospice's ten shops have now reopened, with new measures for social distancing to ensure the safety of shoppers, staff and volunteers.

First to reopen was the newly refurbished Radcliffe on Trent premises, closely followed by Burton Joyce, Calverton and Wollaton, with others following during July and August.

The Ruddington shop was also refurbished but suffered flood damage due to heavy rain early in the summer, so required further work before it could reopen.

Penny Cooper, Head of Retail at Nottinghamshire Hospice, said:

"We're very grateful to our loyal supporters who held onto their donations for us. We are currently limited in the number of donations we can take at any one time, so please bear with us."

Hospices Unite to launch Forever Fund

Nottinghamshire Hospice and Beaumont House Community Hospice in Newark joined forces in August to launch the Forever Fund appeal for ongoing support in the wake of the Coronavirus pandemic. Both hospices took a substantial hit and the appeal encourages people to pledge a regular amount to keep care free into the future.

To sign up as a regular giver, go to www.nottshospice.org/forever



Pictured: (L-R) Rowena Naylor Morrell – Chief Executive Nottinghamshire Hospice, Felicity Morgan – Nurse at Nottinghamshire Hospice, Debbie Abrams – Chief Executive, Beaumont House.

Make your Will month

Protect your loved ones and leave a legacy of care, comfort and compassion by having your Will written or updated during Make Your Will Month.

Have you been meaning to make a Will but keep finding a reason to put it off? Then why not take advantage of our Make Your Will campaign?

Start date: **1 October 2020**
End date: **31 October 2020**

Without a Will there is no guarantee your loved ones will be provided for when you die.

Writing a Will is very important as it makes sure the things you leave behind go to the people and causes you care about.

More than half the UK population don't have an up to date Will – don't let this be you!

Writing a Will doesn't have to be difficult or expensive and Nottinghamshire Hospice can help.

During October you will be able to update or write your Will with a participating local solicitor who will waive their normal fee in return for a voluntary donation to Nottinghamshire Hospice.

The suggested donation for a basic Will is £100 – £120 or for mirrored Wills £180 – £250.

All the money you donate will come directly to Nottinghamshire Hospice to provide crucial end of life care for people across Nottinghamshire and support for their carers.

**Protect your loved ones
– book your appointment now**

To book an appointment go to www.nottshospice.org/wills or for an informal chat, email aga.kelly@nottshospice.org.

Thank you to the participating solicitors:
Rotheras, Buckles and Etherington's Wills & Probate*

*List correct at the time of going to print

Light Up a Life – Donation Form

To dedicate a light to someone special, please complete and return this form with any donation you wish to make. Donations can be made in one of the following ways:

- Donate by debit/credit card at www.nottshospice.org/light (live from 1 November) or by calling us on **01 15 910 1008 ext 295**.
- Return this form to Nottinghamshire Hospice, 384 Woodborough Road, Nottingham, NG3 4JF along with a cheque made payable to 'Nottinghamshire Hospice'.
- Donate using cash in person at one of our shops or at the hospice.

Your light can be in memory of anyone you choose – they don't have to have been cared for by the hospice.

Title	Name
Address	
Postcode	
Tel	
Email	

Please light ____ light(s) in dedication. My light(s) will shine in dedication to:
(please leave blank if you prefer not to write a dedication)

Your keepsake card will include the name(s) of the special person(s) you are remembering. If you'd prefer not to receive a card, please tick here ☐

giftaid it

I am a UK taxpayer and will pay tax on an amount equal to all my donations in this year. Please claim Gift Aid at 25% on all donations I make or have made to Nottinghamshire Hospice for the past 4 years until further notice. ☐

Signature

Date

From time to time we would like to send you information about our news and activities. We will only use your information for the purpose it was collected, or for similar/related purposes. Click here to view our full privacy policy and to update your mailing preferences – www.nottshospice.org/privacy-policy/

Please tick to give consent to receive these by: Email: ☐ SMS: ☐



About us

Founded in 1980, Nottinghamshire Hospice aims to add life to days for people who have been told their illness cannot be cured. We help people who are thought to be in the last year of their life to live as actively and well as possible with care that puts the highest value on dignity, choice and respect.

We provide holistic care to patients and their carers. We offer compassionate nursing care to help meet physical needs, social support to help tackle loneliness or isolation and counselling and chaplaincy to support spiritual and emotional needs.

Each year we need to raise £2.7 million to make sure people across Nottinghamshire are not alone during the most difficult time of their lives. All our care is provided free of charge, thanks to the generosity of our local community.

How you can help

A simple way to help is to make a donation, perhaps in memory of a loved one, or you might remember us in your Will. You can make a donation online, or find out about other ways to support us at www.nottshospice.org, or call us on 0115 910 1008

Contact Us

Nottinghamshire Hospice
384 Woodborough Road
Nottingham
NG3 4JF

www.nottshospice.org



0115 910 1008



info@nottshospice.org



[/nottshospice](https://www.facebook.com/nottshospice)



[@nottshospice](https://twitter.com/nottshospice)



nottinghamshire hospice

adding life to days

Registered Charity Number: 509759