

HospiceMatters

AUTUMN / WINTER 2022

NEWS AND STORIES FROM ROWCROFT HOSPICE



INSIDE

SHINE A LIGHT
FOR A LOVED ONE
A YEAR OF
CELEBRATION

Our ruby year

rowcrofthospice.org.uk



rowcroft
hospice



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Welcome

Welcome to the autumn/winter edition of *Hospice Matters* magazine, proudly sharing news and stories from Rowcroft Hospice.



As we approach the end of 2022, I look back on a year of brilliant celebrations for our 40th anniversary and I'm aware that it is thanks to the

inspirational foresight and dedication of a few – including the Chair of the Lions Club, the late Richard Brinsley, and Rowcroft's first Medical Director, Dr Margaret McKerrow – that Rowcroft was born in 1982. Little did they know then that the hospice would blossom into the organisation it is today that's much-loved and cherished by thousands.

Since our humble beginnings, we've travelled so far, touching the lives of so many and helping to make every day the best day possible. As a charity, this has only been achievable thanks to the

remarkable and never-ending support of our local community, and I am forever grateful.

“I'm overwhelmed with pride for our staff and volunteers – past and present – who have gone above and beyond in supporting our patients and their loved ones.”

It is with confidence that I look ahead to our next 40 years where we will seek to expand and enhance our care so that we can continue to meet our community's ever-increasing needs.

Thank you so much for your valued contribution and support.

Sally Scott-Bryant

Chair of Rowcroft's Board of Trustees

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Keep in touch  @RowcroftHospice  'Rowcroft Hospice'  @RowcroftHospice

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Rowcroft Hospice, Avenue Road, Torquay TQ2 5LS, Registered Charity No: 282723 © 2022 Rowcroft Hospice.

Hospice news

News in brief from around Rowcroft



▲ King Charles III (the then Prince of Wales) was briefed on the expert care that the hospice has delivered to the local community since 1982.

A right royal visit

In July, a small team of staff and volunteers from the hospice were honoured to meet King Charles III (at the time The Prince of Wales) and The Queen Consort (at the time The Duchess of Cornwall), during an official royal visit to Torquay. This was a wonderful opportunity to recognise and celebrate all of those hospice people who have contributed to caring for our community over the last 40 years.

Service to the community award

In June, Rowcroft was thrilled to be presented with the Torbay Weekly 'Service to the Community' award at the Naturally Inspiring Business awards. This is superb recognition of the Rowcroft team's hard work, courage and commitment in caring for local patients and families.

Leave a legacy of love

Leaving a gift to Rowcroft Hospice in your Will is a powerful way of leaving a positive legacy for the future – a legacy to care for people with life-limiting illnesses and their families in South Devon for generations to come. Your kindness will live on past your lifetime; you will always be there caring for the people of South Devon. To find out more, please call 01803 217405.

Lucky lottery winner from Chudleigh scoops £4,000!

Thanks to all our fabulous lottery players who support the hospice by playing Rowcroft's lottery each week, and congratulations to our superdraw winner who won our top prize of £4,000 in May. She said:

"I was so surprised and delighted to win Rowcroft's first 40th anniversary superdraw! Rowcroft has been a part of so many people's lives in South Devon, and none of us know when we might need to call upon them for help. So by continuing to participate in their lottery, I feel it goes a little way in supporting this great local charity."

Join our lottery at:
www.rowcrofthospice.org.uk/lottery
or call 01803 210842.



▲ The Rowcroft delegation presented The Queen Consort (the then Duchess of Cornwall) with a beautiful homegrown bouquet of flowers as a gift for her 75th birthday.

Planning our care for the future

Thanks so much to everyone who fed back on Rowcroft's initial ideas for the future development of our site with regard to enhancing and expanding our care. We're now in the process of finalising our plans and we look forward to updating you next spring. For further information, please see: www.rowcroftcare.co.uk

Flower power

We'd like to say a huge thank you to everyone who generously opened up their beautiful gardens to the public during spring and summer to raise a sun-shiny £12,000 to care for our patients and families! Visitors enjoyed charming classic country gardens, vegetable allotments, orchards and grand formal gardens among others. If you're interested in opening your garden next year, we'd love to hear from you – please call Debbi on 01803 210833 or email debbi.shotton@rowcrofthospice.org.uk





Wendy's love will live on

Before she passed away earlier this year, our hospice patient Wendy discovered a way to communicate some important personal messages to her grandchildren (aged five and three) enabling her love to live on in her grandchildren's future lives. With Rowcroft's support and through 'memory cards' and pairs of knitted hearts, Wendy expressed her love for her grandchildren while also conveying some poignant and inspirational life messages, so that her voice would continue to guide them into the future.

"Rowcroft gave me two pairs of small knitted hearts," said Wendy. "I took these hearts to my grandchildren and I explained that I would be leaving soon to go and live with God. I gave my grandchildren each a heart and I said 'whenever you look at this heart, you can think of me and know that I love you and whenever I look at my heart, I will think of you and know that you love me'.

"And then I was given some of Rowcroft's 'memory cards', so that

I could write on these cards little messages for my grandchildren for them to have after I've died. The cards have titles like: 'I hope that in tough times you remember that...'; 'You make me so proud because...'; and 'A special memory of you is...'

"Through writing these cards, it's really given me some peace of mind – it's made a huge difference. I've written down everything I wanted to say – to my grandchildren, to my children and to my husband. I feel I'm at peace now.



▲ Nicky Monks and Kayleigh Hines from the Rowcroft social work team.

"The care here in the hospice has been amazing – it's a happy place, very caring."

"The closer you get to dying, the more you realise what's important and how absurd so many things are in life. As you near the end, you can shine a light on what's important."

Kayleigh Hines from the Rowcroft social work team was one of the members of staff who supported Wendy while she was in the Inpatient Unit.

"We try to hold people's hands through the process and help them honour and support their relationships throughout their journey, whether

it's a mum with a young family who wants to leave lasting memories for her children, or a grandparent who has a special relationship with their grandchild," says Kayleigh.

"Before time runs out, we always ask the question, 'What is the most important thing to you right now?'" says Rowcroft's social worker Nicky Monks. "Sometimes the answer is about being pain-free or symptom-free; other times it's about achieving a last wish, such as finding a daughter they've not spoken to in a long time, or finding out what's happened to a child who was adopted. Where we can, we help patients to achieve their last wishes."

With thanks to Wendy and her family for sharing this story.

The gift that keeps on giving

To support this amazing work, please would you consider making a regular donation to Rowcroft? Regular giving is the very best way to support the hospice as it enables us to plan our care to support patients and families for the future. Go to: www.rowcrofthospice.org.uk/donate or call 01803 217642.





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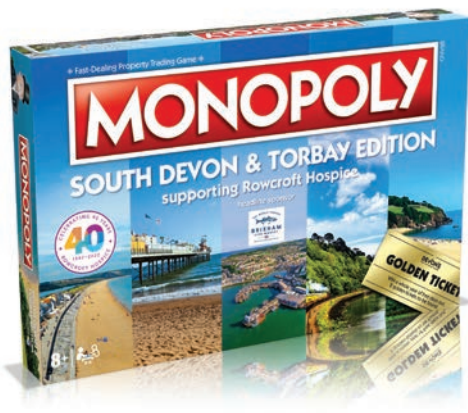
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Great gifts for Christmas

News from Rowcroft's shops

The wonderful thing about shopping with Rowcroft is that every penny of profit from your purchase goes to care for patients and families across South Devon. We have so many marvellous Christmas gifts in store, including sustainable preloved clothing and beautiful accessories, homeware, books, toys, furniture and so much more. We also have gift vouchers to be redeemed in our shops or used to treat loved ones to a delicious meal in one of our local cafés. And don't forget to check out Ella's Vintage Online at: www.rowcrofthospice.org.uk/ellas-vintage if you're looking for something a bit quirky.



Rowcroft's brand new MONOPOLY South Devon & Torbay Edition makes a fantastic Christmas gift that your friends and family will adore! Produced in partnership with Winning Moves (a subsidiary of Hasbro) for our 40th anniversary year, this unique MONOPOLY is an exciting twist of the original game. With just a few shakes of the dice you can trailblaze your way around the local area, visiting dozens of stunning attractions. Priced at just £30, the game is available in Rowcroft's shops across South Devon and online at: www.rowcrofthospice.org.uk/monopoly



Be sure to jingle all the way to Rowcroft's shiny new Christmas pop-up shop in Torquay Road, Preston! The shop will be stocked entirely with our new range featuring all things festive from beautiful gift ideas and stocking fillers through to Christmas cards and seasonal decorations, with all profits from your purchases going to care for local patients.

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A year of celebration



Our 40th anniversary year has given us the opportunity to celebrate our four decades of care, to recognise the remarkable dedication, hard work and achievements of Rowcroft's people – both past and present – and to thank all our supporters and volunteers who have helped to make this possible.

Our whirlwind of celebrations included a royal visit, a fabulous heart painted in the sky by The Blades aerobatic team at the air show in Torbay, the unveiling of a plaque by Richard and Anthony Brinsley (whose father helped to establish the hospice in 1982), and tributes from celebrities such as Georgia Toffolo. We've rejoiced at a wide range of exciting events across the region including a fashion show in Bovey Tracey, a high tea in our Churston café, an 80s themed party day in our Wellswood Boutique and at corporate events to share our story with local companies.



We'd like to thank everyone who sent in photos for our magnificent '40 Years of Care' exhibition in May. It was a wonderful opportunity to celebrate the lives of the people who have been cared for by the hospice over four decades.

With our Ruby Ball at The Grand Hotel in Torquay on 9 December fast-approaching, we're looking forward to ending our momentous year on a glittering high!

Light in a time of darkness

James Waring was diagnosed with a brain tumour in 2009, just weeks after getting married. Aged 38 and father to little Harriet, he and his wife Janie leaned into family and friends for support, as despite seven rounds of surgery the tumours kept recurring. It was in January 2012 that the family's goalposts moved dramatically when James' active treatment was stopped, and it was then that they were introduced to Rowcroft.



"Having lost his speech and the control of the right side of his body in October 2009, James did regain the ability to walk again but life was incredibly challenging and he needed round the clock care," says Janie. "At first it was all about what Rowcroft

could do to make life a little easier and more pleasurable. As a man resistant to outside help, it wasn't easy and the Rowcroft team hit gold with reflexology! Not only did James love the sessions, but the therapist happened to be the mum of one of Harriet's first school teachers which gave her a lovely connection to what her Daddy was doing.

"Towards the end of 2012, when a hospital bed and hoist entered our world and the physical and emotional demands on me increased, Rowcroft stepped up. Sleeping on a mattress by James' bedside, I wasn't getting much



sleep, but there was one Rowcroft lady who James and Harriet were particularly fond of. She would sit by his bed so I could go off to the spare room, and I would wake to find Harriet curled up on her knee in the morning playing games; everyone happy, rested and reassured.

"Rowcroft was always on the end of the phone when things felt a bit frightening, and a team of absolute angels would descend when I just couldn't manage on my own. Always happy and smiling and putting everyone at ease, bringing light into the house.

"No one can ever prepare you for such difficult times, but when things got tough, Rowcroft was there for us all. I'm forever grateful for all that Rowcroft do and so privileged to be given the opportunity to tell our story and support the Light up a Life campaign 2022, so that James' light can keep on shining."

"It was James' favourite Rowcroft nurse who sat with James the night when he passed away on 7 December 2012. She made space for the family and held my hand in those final hours and beyond. No one could have timed it better, it was as though it was meant to be."

Light up a Life this Christmas

This festive season, dedicate a light on our 'Tree of Light' in memory of your loved ones. Everyone who makes a dedication will be invited to a wonderful 'Light up a Life' celebration on Sunday 4 December in the grounds of the hospice, where the Tree of light will be illuminated to remember and honour the people we love and miss. Dedicate your light at: www.rowcrofthospice.org.uk/ light or call 01803 217450.



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Feast your eyes on the new menu



Deliciously Satisfying

- ◀ Creamy chicken cobbler is one of Devon Farm Kitchen's delicious new dishes.

Devon Farm Kitchen – the social enterprise that delivers ‘deliciously satisfying’ frozen meals to people in their homes across Devon with all profits going to support the hospice – has recently launched a new, lighter range of meals in ceramic bowls.

The menu boasts 24 new dishes with main meals priced from just £3.99. You can treat yourself to a tantalising selection including chunky beef stroganoff, creamy chicken cobbler, Catalan fish stew, moussaka, pork and chorizo stew, and mixed bean chilli. There's also a fabulous choice of healthy side dishes and luscious desserts.

Devon Farm Kitchen has much to celebrate having recently scooped three prestigious gold awards from Taste of the West! Two awards were won for delicious meals – namely roast

“We use the finest ingredients sourced directly from Devon's farmers, fishing communities and other local producers”

turkey with all the trimmings, and lemon curd sponge – and the third gold was awarded in the online retailer category.

Take a look at the exciting new menu at: www.devonfarmkitchen.co.uk or call 01803 217477.

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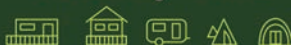
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Compassion without burnout

“In compassionate care, the patient is made to feel at ease, to be heard and helped to take control.”



Compassion is a vital ingredient in caring for our patients and families. It's a quality that's intrinsic to our care teams; something that they never-endingly radiate despite the pressures of their roles.

“Along with competence and commitment, compassion epitomises the values of nursing,” says Dr Gill Horne, Rowcroft's Programme Director, Care Services. “It is defined as the sensitivity shown to understand another person's suffering, combined with a willingness to help and promote the wellbeing of that person.

“Compassion is considered an extremely valuable tool in nursing because it supplies patients with emotional support, reduces misery, sadness and anxiety and helps patients to feel better about themselves.

“At Rowcroft we run a ‘Compassion Without Burnout’ course aimed at

Rowcroft staff, volunteers, and local health and social care professionals. This course recognises the stresses and strains of the medical world and the challenges brought about by the pandemic. It highlights how burnout can be avoided through several techniques that include investing in your own wellbeing through time immersed in nature, exercise, spending quality time with loved ones, getting a good night's sleep, having the ability to love yourself, and seeking support. Self-compassion is a key theme, with the underlying premise that you need to take care of yourself before you can take care of others.”



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Doris' story

Doris Dawe was born and bred in Torquay, and grew up to be a true and proud Torquinian. At 88, when she was approaching the end of her life due to liver cancer, it was her greatest wish to pass away peacefully in her Torquay apartment, overlooking the bay. She had been cared for by the hospice as an outpatient for some time, so it was with no hesitation that she asked the Hospice at Home team to help her achieve her final wish.



"Mum was a quiet, gentle, private person who felt happiest at home," says Doris' son Kevin. "The Hospice at Home team worked so hard with true

dedication and positivity to ensure Mum had all the equipment she needed at home and were really excellent in providing support to all of us.

"They were all working together to make Mum's journey comfortable, and they did that. She was content and at ease, and overlooking the beauty of Torbay.

"The care Mum received at home was inspirational and gave Mum the opportunity to die at home with dignity, feeling at peace and quietly accepting of all she had journeyed through. We got to spend quality time with her, and to create and share happy family memories with her which would not have been possible without the support of the Hospice at Home Team."

"They offered much-needed respite to us as well as emotional support throughout those final weeks of Mum's life. "



Get involved!

We're delighted to offer a fabulous choice of fundraising events listed here, or if you have your own ideas, then we'd love to hear from you. To get involved or to find out more, please call our Fundraising Team today on 01803 217450 or visit: www.rowcrofthospice.org.uk

DECEMBER

RUDOLPH RUN

We're asking all local primary schools to sign up for the Rudolph Run to raise vital funds for the hospice. Children will get the chance to don their free antlers and then jingle all the way in a fun sponsored run or walk.



4 December

LIGHT UP A LIFE

Dedicate a light on our 'Tree of Light' to remember and honour a loved one. And join us on Sunday 4 December at a special 'Light up a Life' celebration in the grounds of the hospice. Dedicate a light at: www.rowcrofthospice.org.uk/light

SANTA'S GROTTO

This year, Marldon Christmas Tree Farm have kindly allowed Rowcroft to take over its grotto with all proceeds coming directly to the charity! For just £16, children can visit Santa, get a present and enjoy the magic of Christmas at Marldon – including seeing a real reindeer! Book early at: www.rowcrofthospice.org.uk/grotto



MARCH

18 March

THE BIG TACKLE

The Male Trail is back for 2023 with a new name: 'The Big Tackle'! Starting and finishing at Torquay Rugby Club, our fabulous fundraising folk will take on an eight-mile walk around Torquay and will be welcomed back with a pint and a pasty to watch The Six Nations Rugby.





APRIL

OPEN GARDENS

Our generous fundraising community will be hosting a wonderful season of beautiful open gardens to enjoy throughout spring and summer 2023. If you'd like to open your garden to the public to raise funds for Rowcroft, then please get in touch.

JULY

7–9 July

JURASSIC COAST TREK

Join us as we hike the Jurassic Coast, one of the best cliff walks in the UK! This two-day weekend adventure starts from Peveril Point and finishes up at the iconic Durdle Door. Dramatic coastal views and world-famous landmarks await.



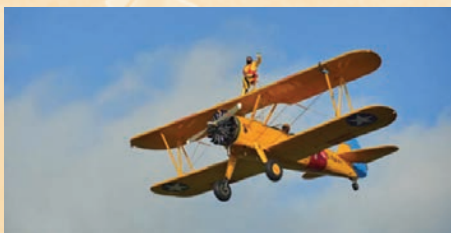
MEADOW OF MEMORIES

Each year, a beautiful wildflower meadow is sown in the grounds of the hospice to celebrate the lives of the people we love and miss. Visit: www.rowcrofthospice.org.uk/meadow in the new year to dedicate a flower in memory of a loved one in 2023.

AUGUST

5 August WINGWALK

Take to the skies on the wings of a 1940s Boeing Stearman biplane for an experience of a lifetime.



Dates throughout 2023

SKYDIVE

Experience the exhilarating thrill of skydiving as you soar through the skies on a ten-minute ride.

Volunteer news

Introducing our new Volunteering Manager, Fiona Ward

"I'm delighted to be joining Rowcroft at this exciting time," says Fiona. "Rowcroft has already given 40 years of great service and has ambitious plans to do much more."

"I am bringing with me a deep appreciation for the importance of the work of our volunteers and a curiosity about how they can make an even bigger impact in and around Rowcroft. I have learned some useful things about the rewards and challenges of volunteering, including from my own experiences as a volunteer – and there is always more to learn."



Myles went the extra mile for the hospice!

Filling jugs of water. Serving hot dinners. Helping patients with their televisions. Just a few of the jobs on Myles' list when he volunteered at the Inpatient Unit each Thursday evening earlier this year. With his warm and friendly approach, he gained crucial skills and experience between finishing at Torbay Boys Grammar School and studying for a degree in medicine at Newcastle University.



"I chose to volunteer as I knew the work experience would be a great advantage for university interviews," says Myles.

"I have thoroughly enjoyed my role at Rowcroft. At one point, I had the opportunity to shadow the doctors, and I found the whole experience very interesting. Learning about patients' conditions in a more in-depth manner was fascinating to me, and the whole team was willing to go out of their way to help me learn as much as possible.

"I really enjoyed working in the team as everyone is incredibly friendly and willing to support you in any way needed."

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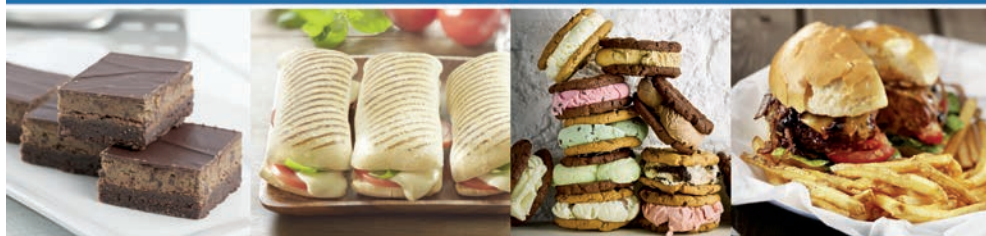
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