

Spring 2019

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News and stories from Rowcroft Hospice



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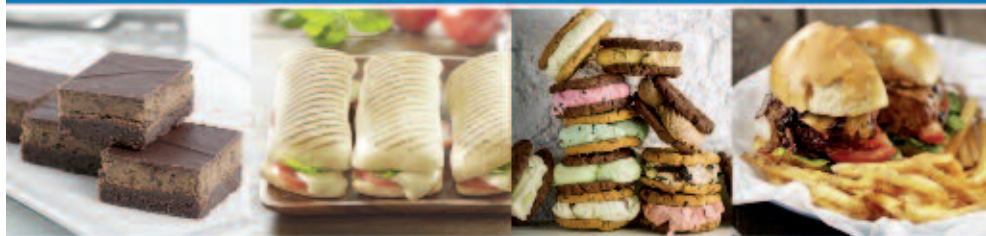
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Springtime at the hospice means that we start to see our beautiful grounds come into blossom. This is a special time that brings our community together, as our fundraising team prepare for our busy summer events season. Without the generous support we receive from the community, we simply would not be able to care for over 2000 people living with life-limiting illnesses across South Devon.

It takes a community to make a hospice'

In this issue, we celebrate our community support from our volunteers on page 22; we feature one of our Sleep Walk fundraising stars on page 9 and we showcase the generosity of our local business community on page 19.

On page 7, you can see for yourself the fantastic work of our education team who tirelessly ensure that end of life care reaches the most vulnerable people in our community.

In recent years, our organisation has shown we have the strength and determination to overcome testing times.



This wouldn't be possible without the kindness and support of our community.

But with an ageing population and the increasing complexities of symptoms in end of life care, we know there are greater challenges ahead. On pages 12-13 we highlight our future plans in continuing to care for the growing needs of our community. It is important to remember that as much as a community needs its hospice, a hospice needs its community.

Join us as we look forward to spring and summer and to the flourishing future of Rowcroft.

Dr George Walker,
Consultant in Palliative Medicine,
Rowcroft Hospice

Have you made a plan for the future?

One in five people are cared for thanks to the generosity of people who leave gifts to Rowcroft in their Will. Once your loved ones have been provided for, please consider leaving a gift to Rowcroft Hospice in your Will to ensure that more patients and their families can benefit from our services in the future.

If you have any further questions, or would like to discuss leaving a gift to Rowcroft in your Will, please call our Family and Friends Fundraising Manager, Daniela on 01803 217642.

Hospice news

Foreword from Mark Hawkins, CEO



It takes a community to make a hospice, and all of us to make a community.

With the support of our amazing community we have a hospice

that is caring for those in need at the end of their lives, across 300 square miles of South Devon and Torbay.

Our community is supporting us in so many inspirational ways, whether it's our fundraisers who endlessly raise money for our work through local activities and events; our volunteers who passionately dedicate their time and skills, and without whom our work would not be possible; our supporters who give so generously through donations, legacies, and playing our lottery and donating and buying goods in our shops; our big-hearted businesses who carry out incredible fundraising and who offer valuable sponsorship; and our expert healthcare colleagues who we work alongside in an integrated healthcare system. We are one team in the end.

As a hospice, we want to care for more patients whatever their circumstance or diagnosis. We know we cannot do that alone but with the ongoing support of

our fabulous community we feel confident we can and will be there for generations to come.

We are here for our community and we are so thankful that our community has been here for us. Thank you.

Tech aware

Later this year we will be upgrading our clinical database. The benefit to our services will be more streamlined communication with GP practices across our community, helping to create the best possible bespoke care for our patients.

Trusts

We are so grateful to the trusts and foundations that provide Rowcroft with an important source of income. If you are involved with a trust or foundation, we would be delighted to hear from you. Please contact Rachael Bryett, Head of Fundraising on 01803 217629 or email: rachael.bryett@rowcrofthospice.org.uk

Special thanks to the following trusts and foundations for their support in 2018/19:

Richard Lawes Foundation
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D'Oyly Carte Charitable Trust
Helena's Hospice Foundation
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Ready, steady, bake!

Throughout June, friends, families and work colleagues are getting together to raise funds for Rowcroft. Simply share your favourite bakes and ask for a donation in return. Sign up on our website for a free Big Bake pack.



Do you want to tick skydiving off your bucket list?

Free-falling through the air is one of the most exhilarating experiences you'll ever have. The Rowcroft Skydives are held at Skydive Buzz in Dunkerswell and our dates for this year are 28 April, 27 July and 1 September. Contact us now to book your place: fundraising@rowcrofthospice.org.uk

The Male Trail

As we go to print, more than 400 men are getting ready to take part in Rowcroft's first ever men only event, The Male Trail. This eight-mile sponsored walk on 16 March 2019 finishes with a free pint and a pasty, and watching the final of the Six Nations rugby match.

Community fundraising stars



The Big Seaside Friends of Rowcroft have held some amazing events in recent years to raise funds for Rowcroft's vital work. The group of enthusiastic fundraisers is made up of seven friends: Rachael, Queenie, Zoe, Jacqui, Ruth, Carole and Kate.

"We all have personal experiences of the wonderful care Rowcroft provides to our community. We answered the call when Rowcroft put out an appeal nearly three years ago. In total we are delighted and very humbled to have raised over £45,000 in that time. We cannot adequately express our gratitude to our community and local businesses who have supported us, but mostly we are in awe of the staff at Rowcroft Hospice, we send them our love and thanks for the care that they provide for the patients and their families." Rachael Grainger, Rowcroft fundraiser.

Retail round-up

A taste of vintage — hitting the road

Our retail team is driving forward on a new exciting income stream in the form of a vintage Citroen H Van. Following the purchase of the vehicle, Retail Project Lead Shaunagh Hart has collaborated with a team of talented mechanical professionals in our community, including Yeomans Citroen, Salters Garage, Van-Formers, and the mechanical engineering students of South Devon college. This summer our H Van will start its Rowcroft life at local festivals and summer fayres across South Devon. The van team will serve hot and cold drinks and tasty treats, and will raise awareness of the hospice across our local community.

Caroline Wannell, Rowcroft's Head of Retail, said: *"This is such an exciting new venture for Rowcroft and we are thrilled to have so much community support with getting the van ready for summer."*



H Van prior to transformation

New boutique and café in Chelston!



Our new boutique and café is set to open in May on Walnut Road, Chelston. With trendy new visual concepts and our local community's

needs in mind, our team will be working hard to deliver a shop with exciting offers. Our café area will be serving delicious savoury snacks and hot drinks including a tantalising new range of alcoholic teas.

Celebrating 35 years on the high street

Thirty-five years ago, on 14 February 1984, we opened up our first Rowcroft shop at the Holden Precinct, Torquay. Since then we have seen many changes on our local high

streets and we are thrilled to say we are still thriving in a challenging retail environment. We wouldn't be here if it wasn't for the kindness of our community who donate goods, volunteer their time and choose to shop with Rowcroft. Thank you!

Step in to spring



We are so excited for our spring/summer stock to enter our shops this year. Fabulous high quality donations will be complemented by our brand new goods range which has proved to be a brilliant source of

income for patient care.

Sharing our knowledge and taking care further

At Rowcroft, we believe that no-one with a life-limiting illness should spend their final days alone, in pain or distress, and we are committed to helping as many people as possible in our community have the expert care needed at the end of their lives.



Reaching out

In South Devon, 30 per cent of people die in care homes, so we work alongside the 170 care homes in our community to provide training in end of life care. A recent initiative requested by one care home to run a seminar for relatives of patients with end stage dementia has been very successful.

Our education team has also helped us to reach out to healthcare professionals specialising in caring for people with learning disabilities who need access to end of life care, through the support of our Advanced Care Planning workshop.

To help make this a reality we offer diverse and specialist training to health and social care professionals outside of the hospice.

Caring for homeless people

Homeless people are often on the fringes of society and they are among the most vulnerable people in our community. Our education team has carried out remarkable work to open up conversations and reach out to homeless people, helping to overcome the challenges that prevent homeless people from receiving end of life care. We are increasing referrals to our Inpatient Unit and Hospice at Home team and we are working alongside hostels to offer the same compassionate and patient-centred care that is available to all of our patients.

"Rowcroft's training prompted us to adopt a more open culture surrounding end of life care for our residents who have learning disabilities, enabling residents to have more choice and control within the latter stages of their lives ensuring they have the best quality of life and dignity right to the very end. The fact that the training provided is free makes this even more amazing, not only is the fundraising for Rowcroft vital but it also benefits so many more people within the community through education."

Aymi Brown, Manager at Meadows Residential Home

For Rowcroft course details please visit www.rowcrofthospice.org.uk/education

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Here come the girls!

The Rowcroft Sleep Walk, Saturday 6 July 2019

We are busy getting ready for one of the biggest nights in the Rowcroft event calendar as we invite the ladies of South Devon to shimmer and shine in Torbay on the night of Saturday 6 July — The Sleep Walk is back!



Photo credit Rob Elford

As well as some exciting new surprises along the way for this year's five or ten-mile Sleep Walk, ladies familiar to the event will again see the much-loved Lights of Love candlelit display.

This offers an opportunity to remember that special person while making new moonlit memories with family and friends.

Jeanette Blanchard has taken part in The Sleep Walk for the last seven years and has helped to raise over £5000 to support patients and families across our community.

"I am passionate about raising money for Rowcroft as my son spent about ten weeks in the hospice during the last year of his life. He died there in April 2010 when he was 28. Everyone and everything about the care and support we received was the best we could have had at that time of Pete's life, and death. I will never be able to repay the kindness shown to us. In my small way, I do what I can to give something back. Keeping connected to Rowcroft and helping is my little way of thanking them for what they did for us. Rowcroft is an amazing place."

We would like to say a huge thank you to all the ladies who have already signed up to step out together and raise vital funds for Rowcroft's patient care. There is still time to sign up to the event at: www.rowcroftsleeppwalk.org.uk



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For more information:

rowcrofthospice.org.uk/will-week

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The future of Hospice at Home

By Bev Stevenson, Rowcroft's Hospice at Home Manager



Rowcroft specialises in the delivery of specialist care for people living with life-limiting illnesses. Our teams provide active holistic care for people with an advanced progressive illness. This involves managing pain and other symptoms, and offering spiritual, psychological and social support. Our diverse, specialist and dedicated services include a 12-bedded Inpatient Unit, community services, outpatient services and a 24/7 Hospice at Home service to care for people at home in the last two weeks of life.

About Hospice at Home

Hospice at Home staff are experienced registered nurses and senior healthcare assistants who are specially trained in end of life care, particularly for the last days of life. We support patients and families 24

hours a day, either by phone or with face-to-face visits, working closely with GPs, district nurses and other health and social care professionals. Where appropriate, we can place a member of staff in the home for a period of time during the day or night. Our staff get to know and understand the individual needs and concerns of our patients and their families. Hospice at Home nurses work with patients in their own homes, as well as in residential or care homes.

While patients are in our care at Rowcroft, our specialist teams work alongside patients and families to plan ahead for the end of life. We endeavour to understand what is important, that patients' choices are listened to and their rights and diverse circumstances are respected. At what can be a very distressing time, our Hospice at Home nurses support patients and families with compassion, kindness, dignity and respect. We treat every patient as unique and value their wishes; we believe that everyone matters.

No place like home

For most of us, home is a sanctuary where we feel most secure and relaxed. There are lots of reasons why people choose to and expect to be able to die at home. We are surrounded by memories, photographs, home comforts and familiar smells and sounds. We can have as many visitors as we like at any hour of the day, and of course pets are welcome! Quite simply, it's home.

Three years ago, a survey carried out by the NHS found out that 80 per cent of people said that when the time came, they would choose to die at home. However, 50 per cent of people die in hospital and not at home if this is their preferred choice. In Devon in 2015, 80 per cent of patients wished to die at home or at a hospice and only 26 per cent achieved this.

“Our elderly mother was diagnosed with pancreatic cancer in July 2014. Her wish was to remain at home for the duration of her illness, and to be independent for as long as possible. Despite living alone, the Rowcroft team enabled her to do this. When her health deteriorated markedly, Rowcroft were on call to provide immediate help and support not only for her, but the family. They were a calm, kind, capable and professional presence at an extremely sad time, and ensured our mother’s passing was peaceful and dignified, precisely what she hoped and wished for. We can’t thank them enough.”

Relative of a Hospice at Home patient

We are an ageing population

The UK population is forecast to grow to 72 million by 2035 with a doubling population of those aged 85 and over. Nationally, hospices are being called upon to help meet additional demand in end of

life care. We need to ensure that we can cater to this. Our challenge is to build a sustainable future, so that we can continue to deliver outstanding care in our community for generations to come.

Our vision for the future

As you can imagine, every day and night is precious for our patients and their families, and we want to ensure that dying at home is an option for more people in our community. Part of Rowcroft’s strategic plan is to extend the reach of our care to one in two adults needing end of life care in South Devon by 2023 and two in three by 2030. To help achieve this goal, we will expand our Hospice at Home service over a five-year period and double the amount of patients we care for. This vision will only be possible through fundraising and partnership working with our health and social care colleagues across South Devon. Our education team will provide end of life training to GPs, care homes, district nurses, and acute hospitals and by working together, we will provide a stronger, more sustainable community of care.

Moving forward as a community

I feel truly humbled by the support we receive from our community through donations and fundraising. Yes, we have big challenges ahead, but I feel that our passionate community will support people’s choices to die at home for generations to come.

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Urgent syringe driver appeal

We need your support to fund urgently needed syringe drivers for our patients. Please can you help?



"Syringe drivers are essential pieces of kit for a hospice. They are small battery powered pumps that deliver medication at a constant rate

throughout the day and night. For a patient who is finding it difficult to swallow tablets or liquid medicines, or if they can't absorb medicines properly, a syringe driver is vital. Syringe drivers are often used to give medicines to treat pain, sickness, seizures, agitation and breathlessness. Having syringe drivers for use in patients' homes often makes it possible for our patients to receive care in their own homes from our Community or Hospice at Home teams.

"The total cost of each syringe driver is £1100 which includes the pump, casing, battery and bag. We urgently need to raise £17,600 to fund the replacement of 16 syringes. This is an enormous challenge. We are asking the local community if they can help us raise the money needed to fund this equipment by donating whatever they can. We are confident that once replaced, the syringes will again see us through the next seven to eight years, enabling us to care for and support many thousands of patients during that time."

"Please support this urgent syringe driver appeal to help us bring comfort and care to Rowcroft's patients. For more information call our fundraising team on 01803 217416 or make a donation at www.rowcrofthospice.org.uk/make-a-donation".

"Thank you."

Dr Gill Horne, Director of Patient Care, Rowcroft Hospice



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Working profile

At Rowcroft, we endeavour to make every day the best it can be for our patients and families. Living with a life-limiting illness can mean that everyday tasks become incredibly challenging. However, physiotherapy can provide a positive improvement to patients' quality of life.

Rowcroft physiotherapists not only help to relieve symptoms such as pain, stress, nausea, and shortness of breath, but they also enable patients to maintain their dignity and independence. This helps families to spend precious moments together during some of the hardest times imaginable. Jennifer Wakelin is a Specialist Physiotherapist Team Leader, caring for patients predominantly in the Inpatient Unit and also as part of the community team.

I have always had a passion for end of life care. The difference physiotherapy can make to patients' physical and mental wellbeing makes this a really fulfilling job. Listening and responding is just as much a part of the care as the physical support.

Physiotherapy can support a patient to complete their wishes. Sometimes the small things lead to big moments, like showing a patient arm-strengthening exercises in order to help them hold their new-born grandchild for the first time. We recently supported a patient with mobility practice to get her home for Christmas. She later shared with us that it was best Christmas she had ever had. Helping patients share precious moments like this with their loved ones is what Rowcroft's care is all about.

Rowcroft believes that nobody should be living with preventable discomfort. Our team of physiotherapists work as part of a multi-disciplinary team of doctors, nurses, social workers and therapists to provide comfort to our patients. Managing pain is a top priority of our care.

One of the biggest concerns that patients can feel is that they are a burden to their families. Assisting patients in prolonging their independence through mobility helps to alleviate this stress.

Rowcroft is a very special place to work. It is a very friendly and welcoming team. Everyone is so passionate about the hospice, and everyone goes the extra mile in patient care.



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Local business support

It takes a community to make a hospice, and we have the best community there is!

We are so grateful for the amazing warmth and generosity that we receive from our local business community who help with donations, fundraising, volunteering and raising awareness. Here are some glittering examples of community spirit in support of Rowcroft.



The Rowcroft team are highly organised, supportive of their corporate sponsors and always answer any queries we may have."



The Imperial Hotel in Torquay has chosen Rowcroft as its 'Charity of Choice'. Staff have created a Rowcroft cocktail and we receive £1 from every cocktail sold. In October 2018, the hotel's management team organised and participated in a 31.6 mile walk from Sidmouth to Torquay harbour, along with an in-house triathlon at their leisure club.

Bishop Fleming has supported the hospice's Ride for Rowcroft event for the last two years. Tim Godfrey, partner at Bishop Fleming says:

"Supporting a local hospice such as Rowcroft has many benefits including a sense of achievement for staff by taking part in their organised events.

The Devon-based tea and coffee supplier, The Coffee Company, became supporters of Rowcroft when one of its founders, Robert Stephenson, was cared for in 2016 by Rowcroft's community team. Richard Stephenson, Robert's eldest son and one of the directors of The Coffee Company, said: *"Rowcroft's help and support through our family's difficult time made each day the best it could have been."* The Coffee Company has created its own blend of coffee, 'Frank's Roast', to raise money for Rowcroft.

With less than a third of its funding from the NHS, Rowcroft relies on the support of its community to fund its patient care. If you would like to know more about how you can support Rowcroft as a local business, please get in contact with our fundraising team on 01803 217416 or email: fundraising@rowcrofthospice.org.uk

Diary

Get involved!



Every donation of every size helps fund specialist care and support for South Devon patients and families who are facing some of the hardest days imaginable. Your generosity helps them to enjoy precious moments with their loved ones in comfort, surrounded by support. To get involved or find out more about any of the campaigns and events listed below, simply call our fundraising team today on 01803 217450 or visit www.rowcrofthospice.org.uk

May

Make a Will Week, 13 – 17 May

Make or update your Will with one of our local supporting solicitors who waive 100 per cent of their fee in return for a donation to Rowcroft.



June

The Big Bake

Are you ready to make 'dough' for Rowcroft throughout the month of June? Get your mixing bowls ready because now it's your turn to be a 'star baker'.



9 June

Rowcroft's Summer Garden Party

Rowcroft will once again open up its grounds to the public for a day of fun, food, live music and stalls at our annual Garden Party. Join us on Sunday 9 June as we celebrate all that's good about our community.



23 June

Torbay Half Marathon

We have free places available for anyone that would like to run for Rowcroft, all you need to do is raise £100 in sponsorship. To join Team Rowcroft call Lauren on 01803 217419.



6 July

The Rowcroft Sleep Walk

Put some sparkle in your step this July by taking part in this year's 'girls' night out'



themed Rowcroft Sleep Walk! Choose the five or ten mile route, starting and finishing at the English Riviera Centre, Torquay. Gather the girls, glitter up and get ready to make moonlit memories.

31 August

Three Peaks Challenge

If adventure is your thing, sign up to walk, jog or run this 25km or 50km challenge in one of the UK's most beautiful national parks – the Peak District, Derbyshire or the Brecon Beacons, South Wales. Do it solo or create a team to take part in this ultimate sponsored trek.

1 September

Skydive

Want to raise money for Rowcroft in a really dramatic way? For an adrenaline rush like no other, skydiving is an unforgettable experience, providing you with a thrilling opportunity to conquer your fears!



13 October

Ride for Rowcroft

Saddle up and crank your fundraising into the highest gear possible by taking on Rowcroft's popular cycling event, Ride for Rowcroft.



A young boy with short brown hair, wearing a red hoodie, is looking down at a digital display. He is standing in a classroom with purple walls. On the wall behind him is a chalkboard with a list of items and prices, including 'Cappuccino', 'Latte', 'Mocha', 'Ice Cream', 'Americano', 'Fruiter', 'Espresso', 'Banana', 'Ice Cream', 'Specialty Trays', and 'and Combos'. There is also a sign on the wall that says 'How many can share it to make a whole, or how many to make a set of four parts?'

22 | Rowcroft Hospice Matters

Spring 2019

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