

HospiceMatters

AUTUMN/WINTER 2020

NEWS AND STORIES FROM ROWCROFT HOSPICE

INSIDE
HOSPICE
AT HOME –
REACHING
FAR AND WIDE
LIGHT UP
A LIFE THIS
CHRISTMAS

Coping through COVID

rowcrofthospice.org.uk

Telephone

01803 210800

rowcroft
hospice





For all your catering needs



Non Food . Ambient . Chilled . Frozen

Telephone: 01803 664422 | www.caterfood.co.uk

Caterfood are proud to support Rowcroft Hospice



Spirent is proud to support Rowcroft Hospice and thank them for all the wonderful work, compassion and care they provide to the local community

spirent.com

Welcome

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



Over the last six months, the COVID-19 pandemic has made life very difficult for everyone in so many different ways.

us in so many diverse ways — through donations, fundraising, volunteering, shopping and through all the fabulous acts of kind-heartedness and the endless messages of encouragement. While we have been hit badly by the economic repercussions of the pandemic, our community has moved mountains to raise money for us — and to keep us going. Words are not enough to describe how eternally thankful we are.

At Rowcroft, we've had to cope with so many new challenges that have pushed us to the limits and beyond. However, during the dark days of this crisis, I have been acutely aware of how our community has shone brightly for us throughout. Thanks to unwavering support from the amazing people of South Devon, we have been able to continue providing expert care to local people with life-limiting illnesses and their families. Our wonderful community has supported

“Thank you so much for your support”

Despite the tidal wave of community support, I know that our journey ahead is not an easy one.

I also know that together — with our community by our side, nothing will stop us from caring for our patients and families — not even a global pandemic. We will forge the path together, and we will come through this stronger.

Mark Hawkins, Chief Executive

Contents

Hospice news	4	The bedrock of our care.....	15
Home is where the heart is	6	Spiritual care.....	17
Style and sustainability.....	9	Work life.....	19
A Rowcroft Christmas ditty	11	Reaching far and wide.....	20
Christmas comfort.....	12	Our volunteers.....	22

Keep in touch  @RowcroftHospice  'Rowcroft Hospice'  @RowcroftHospice
blog: rowcrofthospice.org.uk/blog **email:** info@rowcrofthospice.org.uk

Rowcroft Hospice, Avenue Road, Torquay TQ2 5LS, Registered Charity Number: 282723
© 2020 Rowcroft Hospice. This issue contains images captured prior to COVID-19 restrictions.

Hospice news

News in brief from around Rowcroft

Going virtual with patient care

Despite the challenges posed by the COVID-19 national emergency, Rowcroft has continued to care for our community by providing specialist end-of-life nursing care, advice and emotional support to patients in their own homes and in the hospice's Inpatient Unit in Torquay. To keep our patients, families and clinical teams safe, we have embraced new ways of working and innovative technology. One example has been Rowcroft's use of the video platform AccuRX to carry out remote consultations with patients and families, enabling our care teams to reach patients who are shielding from COVID-19, without compromising patients' safety. Rowcroft's care teams have found the video tool to be more effective in clinical assessments than purely telephone consultations, as Rowcroft's Director of Patient Care Dr Gill Horne explains:

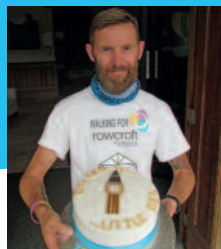
"Many of our patients are in the extremely vulnerable category and are shielding from COVID-19, so any visitors into their homes pose an element of risk for them. AccuRX is proving highly successful in enabling us to carry out virtual home visits to care for our patients, without any risk to them. Where appropriate, we are of course still visiting patients and families at home and those who cannot connect virtually.

"Video allows us to see the patient and to visually assess any signs and symptoms associated with an illness. For example, being able to assess someone's pallor (paleness of skin) or their use of accessory muscles in breathing can influence your management of that patient. Video provides us with important visual clues that we are unable to collect by telephone."



Sleep Walk – Your Way raised £61,000

It seems not even a global pandemic is capable of stopping Rowcroft's annual Sleep Walk! This year, we were unable to hold our usual mass participation event due to government restrictions, so instead we forged ahead with 'The Sleep Walk – Your Way', where participants walked for five or ten miles at any time that suited them over the course of a week. Abiding by social distancing guidelines and taking any route of their choice, over 700 Sleep Walkers took part, walking with friends or family, many in pyjamas or fancy dress. Thank you to everyone who took part – you are amazing!



Hospice Heroes 2021 challenges

Throughout the pandemic, we have been inspired by so many remarkable acts of courage, as people from across the region have rallied in support of their local hospice. We have seen sponsored head shaves, rowing marathons and even a walk from London's Big Ben to Torquay's Little Ben clock tower. Yes, that's right! Neil Thomas from Torquay walked almost 200 miles, raising over £28,000 in vital funds for Rowcroft's patient care.

2021 challenge dates

1 March, 7 Aug	Wingwalks
15–16 May	D2D
11–12 Sep	Dart 10K
6–13 Nov	Sahara Trek
See website	Skydives
See website	London to Paris cycle

If you want to make 2021 a year to remember, visit www.rowcrofthospice.org.uk/heroes

Above: Sleep Walkers do it their way

Top right: Hospice Hero, Neil Thomas

Right: A remote patient consultation

Rowcroft Education goes digital

Our award winning Education Team were delighted to return in September with a new digital course series based on the five Priorities for the Care of the Dying Person and their Family. The team were thrilled by the support of our clinical colleagues who are joining us to run further webinars about organ and tissue donation and loss and bereavement. We are excited by the prospect of improving access to our education and getting to know anyone new to our programme who shares our passion for palliative and end-of-life care. All our programme details and booking details can be accessed online at www.rowcrofthospice.org.uk/education

Home is where the heart is



Through the darkest days of the pandemic, Rowcroft's Hospice at Home care teams have battled with some of the greatest challenges of their lives; their world has been turned upside down. But despite all this, we have continued to provide much-needed end-of-life care and support to patients in their own homes across South Devon.

Whatever the diagnosis or circumstance, Rowcroft knows that most patients would rather be at home than in hospital. At home they can be surrounded by the people they love; everything's familiar to them. They can live out their final days in their most treasured place, and with expert care from Rowcroft, they can make those days the best they can be.

At Rowcroft, we believe in approaching end-of-life care with love, dignity and kindness. We feel that

everyone deserves the choice to be able to die at home. We know that 81% of people would prefer to die at home, but in Devon only 24% achieve this.

"Home is where the heart is," says Karenne Weaver, Rowcroft's Hospice at Home Manager. "The most rewarding part of working in the Hospice at Home Team is the fact that we are able to respect people's choices and enable them to die at home."

Last year Hospice at Home cared for 439 patients. We help by managing symptoms, providing effective pain relief, attending to personal needs, offering comfort and emotional support in patient's homes and through our 24 hour support phone line. Family members receive access to a 24/7 helpline where they can speak to a registered nurse whenever they need to. Sometimes just knowing that someone is there if you need them and that you are not alone can be a real source of comfort for a loved one.

“81% of people would prefer to die at home, but in Devon only 24% achieve this”

This year, our care teams have faced unprecedented challenges through the COVID-19 pandemic; and they have had to quickly get to grips with new ways of working to meet all the latest safety guidelines. In addition, the high level of demand for our services is sometimes outstripping our capacity to meet patients' needs.

“Sadly, at the moment there are times when we are not able to take on referrals, and patients are put onto a waiting list,” explains Karenne. “Time is so precious at the end of someone's life and sadly some patients die before they are able to have a place in the Hospice at Home service, meaning they are not able to realise their final wish of dying at home.”

Over the next 10 years, Rowcroft will experience even greater pressures on our end-of-life care services. Even before COVID-19 hit, the number of deaths was set to increase by 50% – due to a rise in our ageing population. Furthermore, as conditions such as dementia increase, where a patient's level of distress can escalate in

unfamiliar environments, supporting patients within their familiar home surroundings is vital.

To meet this massive growth in demand, Rowcroft has ambitious plans to extend the reach of our care to people in their homes. Rowcroft currently cares for one in three patients with life-limiting illnesses in South Devon; by 2023 we aim to care for one out of every two; and by 2030 we hope to reach two out of three.

“People often say that the hallmark of a community is how well they look after their most vulnerable people,” says Karenne. “The expansion of our care means that more people will be able to feel the love and support of Rowcroft's care in the place where they want it.”



How you can help with a small act of kindness

A donation of just £5 each month will ensure more local people can be cared for by Rowcroft's Hospice at Home nurses in the familiar surroundings of home, with their loved ones beside them. To set up a monthly donation please call 01803 217450 or visit the donation page on our website:

www.rowcrofthospice.org.uk/donate



STOCKMAN & LORAM

THE FAMILY RUN FUNERAL SERVICE



**Private
Service Chapels**



Funeral Flowers



**Burial, Crematorium
and Church Funerals**



**Non-Religious
Celebrations of Life**



**Pre Paid
Funeral Plans**



**Green Burials at
Torquay & Sharpham**



Ian, Vanessa, Dom & Seb Loram
with our funeral directors
**Elaine Harrison, Les Down,
Stuart Gayton, Robert Hunt
and Neil Edwards**

www.stockmanandloram.co.uk
01803 882385

230 Torquay Road, Preston, Paignton, TQ3 2HN
7 Churston Broadway, Paignton, TQ4 6LE
19 Holwell Road, Brixham, TQ5 9NE

Style and sustainability



In what has been an unbelievably tough year for many of the UK's retailers, Rowcroft's retail teams have battled bravely to cope with all the challenges of the pandemic including a devastating loss of income through lockdown.

As restrictions lifted and as we started to re-open many of our shops, we introduced a whole host of measures in line with government guidance to keep our customers, volunteers and employees safe. While we know that the path ahead is not an easy one, we are delighted to be once again getting back to the vital job of raising much-needed funds to care for people living with life-limiting illnesses in our community.

"We are so grateful to our amazing customers for supporting our shops and our hospice through these difficult times," says Caroline Wannell, Rowcroft's Head of Retail.

"I'm delighted to announce that you can now shop for pre-loved, plus-size and sustainable fashion online with Rowcroft at www.rowcrofthospiceretail.org.uk. Recently launched, our new shopping website offers a gorgeous range of vintage ladies and menswear, along with a wonderful selection of retro items, antiques, collectables, vintage artefacts, books, old tech and much more. Buying pre-loved items from Rowcroft is a fantastic way to shop sustainably, reducing the environmental impact of your shopping habits and

supporting families in your community at the same time.

"The beauty of our online shop is that we are now able to reach new, vintage fashion and collectable shoppers; this enables us to sell these rare and beautiful items at a price point reflective of their true market value. At a time when the hospice is facing many challenges, it is our responsibility to ensure we can support the funding of patient care in the best ways we can. We are thrilled to be able to add this to our offering, whilst we continue to stock items across all our outlets to suit every style and pocket."

For details of Rowcroft's shops that are open, please see our website at www.rowcrofthospice.org.uk.



HEATCARE Central Heating Maintenance Service Contract...

- Annual Boiler service and safety check
- Breakdown cover
- Unlimited number of repairs during each contract year
- Replacement of a boiler



And much more. Monthly contracts of **£5.99, £11.99 and £19.50**



South West Plumbing Services Ltd.

The White House, Broomhill Way, Torquay. TQ2 7QL

T: 01803 615000 www.swpsl.co.uk

Pop in for more details
or call **01803 615000**
www.swpsl.co.uk

Need a New Boiler? Relax... and take advantage of our flexible payment options

- Flexible payment options to suit your budget - over a maximum of ten years
- We can offer up to 24 months Interest Free Credit
- Buy now, Pay later - pay nothing for 12 months



South West Plumbing Services Ltd.

The White House, Broomhill Way, Torquay. TQ2 7QL

T: 01803 615000 www.swpsl.co.uk

Pop in for more details
or call **01803 615000**
www.swpsl.co.uk

A Rowcroft Christmas ditty



Christmas is always a special time on the Inpatient Unit with our staff going above and beyond to help patients and families create precious memories. Nurse Maria Raes reflects poetically on Rowcroft Christmas moments of years gone by and looks ahead to celebrating in a very different way this year.

It's Christmas time at Rowcroft,
But we don't want doom and gloom,
So we're putting up the Christmas trees,
To brighten up our rooms.

For Christmas is a special time,
From your first until your last,
We recall on lots of memories,
From our todays and times gone past.

Our volunteers, they give their time,
To decorate our trees,
With fairy lights and baubles,
And some tinsel, if you please.

The children come to sing to us,
From schools around the bay,
Our patients love to see them,
It's the highlight of their day.

The hand bell ringers ring their bells,
They chime out Christmas cheer,
We'll sit and hold our patients' hands,
If they should shed a tear.

There's carols at Buckfast Abbey,
For all to come and see,
Where we can raise some money,
For our Rowcroft charity.

Our tree of light shines bold and bright,
Helping families to remember,
Their loved ones who are no longer here,
In Light up a Life this December.

On Christmas Eve the staff all gather,
With candles burning bright,
To sing more Christmas carols,
On a cold, dark frosty night.

Our patients and their families,
Love to hear us sing,
But there's an element of sadness,
To what Christmas morn may bring.

But if they're really lucky,
They'll awake on Christmas morn,
To the snow that may have fallen,
On the patio and lawn.

But if that doesn't happen,
We'll make patients' dreams come true,
Because we've got a snow machine,
To make it snow for you.

Here's hoping that this Christmas,
Isn't going to be too weird,
For we'll have to do things differently,
Until COVID's disappeared.

We'll still eat Christmas dinner,
Some cake and mince pies too,
Making lots more precious memories,
For your loved ones and for you.

We'll try to make it special,
With or without COVID here,
For our families and their loved ones,
And for those they hold most dear.

Christmas comfort

After Dawn Stirk's husband Eric died at Rowcroft Hospice on Christmas Eve, Dawn started her volunteering journey with Rowcroft. She subsequently became employed as Rowcroft's Bereavement and Listening Support Administrator, helping to provide comfort and support to others. In this moving story, Dawn reflects on Eric's time at Rowcroft ten years ago.

"Eric's final deterioration came a few days before Christmas. I honestly believe that once Eric knew that Rowcroft was taking care of him, he could let go and slip peacefully away. That belief has allowed me to have only good memories of his last few days. I know how different it could have been without Rowcroft.

"One evening, people were singing Christmas carols in the gardens outside the hospice ward. Everything inside was still and quiet and the familiar Christmas tunes floating through the air were comforting. It felt like they were singing just for us.

"For Eric and I, Christmas was our favourite time of year. When people find out that he died on Christmas Eve, their usual reaction is 'how awful for you – Christmas must be really difficult now'. But I say quite the opposite: the combination of the care shown by Rowcroft and the memory of those carols mean that far from Christmas being difficult,



I can still say that Christmas is my favourite time of year and for that, I am eternally grateful to Rowcroft.

"Every year, I take part in Rowcroft's 'Light up a Life' celebration and I am always struck by its powerful effect: it can stir deep emotions, but the overwhelming feeling is one of comfort."

Light up a Life

this Christmas

As Christmas fast approaches, we look back on a year that's been unimaginably hard for so many people, and particularly for those who have lost loved ones. For families bereaved, Rowcroft Hospice teams have been helping to make the darkest of days just that little bit brighter, by offering much-needed care, comfort and emotional support.

Bereavement and grief touch us all, and we often feel our loss more at Christmas-time. That's why, every December, Rowcroft holds an annual 'Light up a Life' event, whereby we as a community have the opportunity to honour, remember and celebrate the lives of our loved ones lost.

Dedicate a light to celebrate your loved ones

As part of our Light up a Life celebration, we invite you to dedicate a light on our 'Tree of Light' in memory of those special people who shine brightly in your heart, and who are truly missed every day, especially at Christmas-time. Your dedication will help Rowcroft to care for local patients with life-limiting illnesses and their families – people who are facing the darkest and most difficult days on earth.

On Sunday 6 December at 5pm, as part of our Light up a Life celebration, your light will be illuminated on our spectacular 25 foot Tree of Light situated in Rowcroft Hospice's beautiful, peaceful grounds. You can view the illumination online at www.rowcrofthospice.org.uk/light and you are warmly invited to watch our virtual celebration.

Light up a Life is for everyone wishing to remember a loved one, not just those touched by Rowcroft's care – so please let others know about this special celebration.

www.rowcrofthospice.org.uk/light Tel: 01803 217450





Sundial Lodge
INDEPENDENT LIVING, TOTAL CARE

At Sundial Lodge we have created a residential care home with a unique difference. To help retain your independence, you have your own self-contained apartment with kitchen and bathroom. You have the freedom to come and go as you please, yet at the same time having 24 hour care on hand should you need it. We provide freshly prepared meals, cooked in our own kitchens, and delivered to your door, or you may wish to use the dining room. We will do your laundry, cleaning and even provide transport.

Telephone: **01803 292889** Website: **sundial-lodge.co.uk** Email: **sundial.lodge.care.home@gmail.com**
Sundial Lodge, Parkhill Road, Meadfoot, Torquay, TQ1 2EA



The Blue Sea
Food Company

We're Crazy about Crab

Devon Crab is some of the finest in the world and we at The Blue Sea Food Company are proud to bring this West Country delicacy to your table.

Every day come rain or shine our fishing boats deliver their sustainable catch to be lovingly prepared. Ensuring only the very finest crab arrives with you, straight from the sea.

Blue Sea Crab is healthy, sustainable and above all delicious.

Tel: **01803 229911** Web: **www.devoncrab.com**
Unit 20, Torbay Business Park, Paignton, Devon, TQ4 7HP



proud to support
rowcroft
hospice

The bedrock of our care

Rowcroft offers the very best level of care and comfort to our patients, but we are in need of new beds. Please can you help?

After 20 years of constant use, Rowcroft's 13 specialist beds in our Inpatient Unit are now reaching the end of their lives. While the beds are still in reasonable working order, the parts for these beds are no longer manufactured and are becoming increasingly difficult and expensive to source. We won't risk patient comfort, so we need to raise £50,000 to fund new beds, as Bev Stevenson, Rowcroft's IPU Matron explains:

"In order to continue delivering outstanding care, we need to make sure that we've got the best equipment. A bed may sound relatively simple, but it is one of the main sources of physical support and comfort. Many of our patients spend most of their time in bed, so it is vital that we do everything we can to make them as comfortable as possible."

We are seeking funding to purchase 12 replacement beds (plus one spare bed for when a ward bed is unavailable). We are asking for support from community groups, local companies and trusts, and we'd also like to invite all our supporters to help with a donation towards this large cost – which has come at a time



"A bed may sound relatively simple, but it is one of the main sources of physical support and comfort"

when the hospice is already facing financial challenges due to the impact of the pandemic.

We also hope to raise enough funds to purchase some additional pull-out beds, which will offer patients the opportunity to share their bed with a loved one. For a partner who is losing their loved one, or for a child who is losing a parent, the chance to lie next to each other one last time can create precious memories to cherish forever. One pull-out bed alone costs £10,000 and the standard beds are £2,000 each.

If you can support the hospice with a donation, please see www.rowcrofthospice.org.uk/beds or call 01803 217450

Sci

MASONRY

Hand Crafted Granite & Quartz Worktops

"We are proud to be supporting Rowcroft Hospice and the wonderful service & care that they provide."

01626 332033

www.scimasonry.co.uk

masonry@sciltd.com

- 2 Silverhills Road - Decoy Industrial Estate - Newton Abbot - Devon - TQ12 5ND -

Helping you to achieve
your personal goals



Planning for your future is imperative. Whether you are planning for your retirement or looking to protect you and your loved ones, our financial advisers can offer independent advice and tailored solutions.

- Pensions, Savings & Investments
- Life Assurance & Critical Illness Cover
- Mortgages & Equity Release
- Inheritance Tax Planning

PAVEY
group

FINANCIAL SERVICES

www.paveygroupfs.co.uk

To arrange a review contact us on

01803 652030

Authorised and regulated by the Financial Conduct Authority

Spiritual care

Bringing hope, comfort and strength

Spiritual care is about showing someone that they matter and helping them to draw upon whatever matters most to them. It involves being supportive, listening and encouraging someone to be true to themselves in whatever situation they are facing. Delivered with great skill and sensitivity, at Rowcroft we aim for our spiritual care to be shaped by the person we are caring for. Andy Barton, our Spiritual Care Specialist, provides a fascinating insight into this vital aspect of caring for others:

"Patients and their families benefit from our spiritual care through being connected to whatever brings them hope, comfort and strength. We aim to help patients remain grounded and true to themselves throughout the illness and especially when approaching the end of life.

"We do not see spiritual care as a separate activity, but instead as something that we can all do every day in our various roles and relationships; we are all spiritual care givers.

"We believe that the best end-of life-care is patient-centred. Rowcroft's approach asks the question 'What matters most to you?' In this way, all that we do for our patients and their families is shaped by what they tell us they need or desire.

"People of all faiths and those with no faith are equally supported in Rowcroft's approach to spiritual care. For those whose faith is something trusted to hold on to, we are working with local faith and belief leaders to help us support our patients and their families, as well as our employees and



volunteers. Rowcroft's Sanctuary can be used for rest, reflection or worship, according to individual need by everyone.

"Our individual spirituality, who we are deep down, will have been at play during 2020. Each of us will have found our own ways to keep going through the pandemic. As this year ends and 2021 starts, I hope that we can all enjoy relationships, find meaning in life and hold on to hope."

Kitsons

the way solicitors should be



Proud Sponsors of Rowcroft Hospice

Minerva House
Orchard Way
Edginswell Park
Torquay
TQ2 7FA
01803 202020



www.kitsons-solicitors.co.uk



advice@kitsons-solicitors.co.uk



K.J. Lack

INDEPENDENT FAMILY FUNERAL SERVICE

A funeral service tailored for each family,
with a personal and compassionate service
to assist you at your time of need

01803 313200

- Covering Torbay and surrounding areas
- Dedicated Chapel of Rest
- 24-Hour Availability

Golden Charter Funeral Plans available



Golden Charter

Smart Planning for Later Life

153 St Marychurch Road, Torquay, TQ1 3HW
www.kjlackfuneralservice.co.uk

Are you sitting, standing
& reclining comfortably?

HOME
DEMONSTRATIONS
AVAILABLE

RECLINERS
FROM
£395



CAVENDISH
HEALTHCARE & MOBILITY
SUPERSTORE

Specialist in Riser Recliner chairs
and beds for sale and hire

TORQUAY 01803 220 378
www.cavendishhealthcare.co.uk

Babbacombe Business Park, Nr Palace Hotel,
Babbacombe Road, TQ1 3UP

LARGE SHOWROOMS • HUGE RANGE
AMPLE & EASY FREE PARKING



Total Produce

Let's grow together

At Total Devon we've been working with the
region's finest growers for over sixty years.

We're fruit and vegetable suppliers with
a real local flavour.

Total Produce Devon

Heathfield Industrial Estate, Nr Newton Abbot, TQ12 6RY

Tel: 01626 832848 Fax: 01626 834452

www.totalproducelocal.co.uk/depot/devon

Work life

Meet junior doctor Carlos Pereirachilma from Rowcroft's Inpatient Unit. Read Carlos' full interview at rowcrofthospice.org.uk/blog



The COVID-19 crisis has thrown junior doctors in at the deep end: they've had to get to grips with the enormous challenge of caring for their patients through an unprecedented national emergency. When the pandemic first hit, there was no text-book to follow; even many of the most experienced doctors were overwhelmed. During lockdown, when local COVID-19 cases were escalating, Rowcroft's junior doctors relocated to Torbay Hospital to offer assistance and care to patients there. The junior doctors have now returned to Rowcroft. We feel so very proud of them all, and incredibly lucky to have them with us once again.

Carlos was working as a junior doctor in Rowcroft's Inpatient Unit before the pandemic broke out – a time of calm before the storm. Here he describes

"There isn't a single day when I don't appreciate how lucky I am to work here"

his experience with Rowcroft, and explains how the small, everyday acts of kindness – such as truly listening to a patient – can make all the difference to the quality of care that a patient experiences.

"It's just a wonderful place to work. Being able to really get to know your patients and to focus on what is important to them adds a sense of connection and purpose that highlights how important the care we provide is and how rewarding it is to be in this profession. The team is also incredible! It's quite a unique collection of inspiring, insightful, and deeply caring people.

"It's been an amazing experience. It's an enormous privilege being in a position to make a big difference at a crucial point in someone's life.

"The greatest lesson I have learnt is the importance of truly listening and making no assumptions when trying to understand what is important to patients and their families. I've encountered such a wide range of beliefs, perspectives, and attitudes from patients. It has demonstrated to me that without understanding people, we are limited in the ways we can help."

Reaching far and wide

Caring for families from the moors to the sea

Rowcroft's Hospice at Home Team provides end-of-life care for people in their own homes across 300 square miles of South Devon, from the rugged hills of Dartmoor to the sandy beaches of the coast. Throughout the early summer months, one of Rowcroft's Senior Healthcare Assistants, Sara Colley, took selfies to show how far and wide she travelled in her role, even in the midst of the global pandemic. Her 'patch' is a vast and challenging area, with dense traffic in the holiday periods and often snow and ice on the moors in the winter. We asked Sara to tell us more about her work in caring for families and how she's been getting on through the pandemic.



Dartmoor

"The COVID-19 pandemic meant that our world changed overnight. Initially it was all very frightening. There was lots of uncertainty and concern and I worried that we would not be able to deliver our usual excellent service. Decisions regarding personal protective equipment (PPE) and safety procedures changed daily, and there was a pressure to keep-up-to-date with all the latest guidance and advice.

"There were a number of particular challenges facing our care teams. Families were understandably concerned about the number of people entering their homes; face masks made communication very awkward and difficult, particularly for patients with issues such as dementia or hearing impairments; other support services that affected our patients were impacted, such as GPs and pharmacies; and we were worried for our own health and for that of our families too.

"The one positive thing was the lack of traffic on the road and I loved the peace and quiet!

"Working as a Senior Healthcare Assistant with the Hospice at Home Team has been one of the highlights of my career. Being welcomed into a stranger's home at such an emotional time is an honour. It is essential that we use all forms of communication to immediately assess the situation we are entering, as well as initially obtaining consent to stay and provide care and support. I have the luxury of time and I can provide excellence in end-of-life care. I can get to know people and gain their trust, carrying out the small tasks that make a difference and preparing the family for what they may expect to happen, thereby hopefully allaying some of their fears of the unknown. Symptom control is critical at the end of life, so it is important to observe and report as necessary. Sharing our knowledge and experience with other carers is also part of our role.

"Being welcomed into a stranger's home at such an emotional time is an honour"

"Fundraising has been a huge challenge for Rowcroft, and I would like to say a massive thank you to every individual out there who has raised money, whatever amount, in order to help us to provide what I feel is a unique service – where we go above and beyond whenever possible because we are passionate about what we do."



Teignmouth



Ashburton



Torquay



Paignton



Totnes

Our volunteers

Supporting bereaved people through the COVID-19 crisis

Losing someone you love is devastating enough even in 'normal' times. But the past several months have been anything but normal and the isolation that has resulted from lockdown measures, shielding and social distancing has made it one of the toughest times in recent history to be bereaved. Support networks and social activities have been made less accessible, exactly at the time when they have been most needed. Jenny Hall, Rowcroft's Bereavement Coordinator, "thanks her lucky stars" for the support that Rowcroft has had from the incredible volunteers in our Bereavement and Listening and Support Services (LASS) teams.

"When lockdown was announced we had to change our ways of working overnight – previously we had offered face-to-face support sessions but, as this was no longer possible, all of our

bereavement and LASS volunteers switched to offering support by telephone to relatives and patients.

"I would never have thought telephone support would be so effective and that, for some of our clients, it would prove to be a more comfortable mode of supporting them than in-person support. There is something about telephone support – speaking with a faceless voice at the other end of the line – which has enabled clients to open up more readily than I suspect they otherwise would have.

"I thank my lucky stars daily for having such an amazingly dedicated team of volunteers. Despite the lockdown, they continued to demonstrate incredible generosity of spirit, flexibility, and commitment to providing high-quality emotional support to the bereaved and pre-bereaved in our community."

Thank you to all our wonderful volunteers

"I'd like to say a huge thank you to all our amazing reception and hospitality volunteers who have continued to support our patients, visitors, nurses and catering team and our gardeners through such a challenging time. We are very much looking forward to brighter days ahead when all our volunteers can return to their many varied roles, providing their sterling support and service in our shops and cafés, at our events, in our offices and here at the hospice. Thank you to you all for your patience."

Gilli Pattie, Rowcroft's Volunteer Coordinator



WEMCo

T 01626 363668 W www.wemco.co.uk

Facilities management services covering mechanical and electrical maintenance, repair and installations

- Commercial Heating Systems
- Water Hygiene Risk Assessments, Monitoring & Disinfection
- Plumbing Services
- Air Conditioning



Funeral Directors in Torbay

We create every funeral individually, just for you.

Call us for immediate support, advice or to arrange a home visit.
We are here to help 24 hours a day.

Torbay & District
Funeral Service

Drakes of Torbay
Funeral Service

Mauders
Funeral Service

Torquay

Torquay

Paignton

01803 315 005
11 Babbscombe Road,
TQ1 3SB

torbayfunerals.co.uk

01803 329 866
Hele Road,
TQ2 7QG

drakesfunerals.co.uk

01803 556 581
27 Well Street,
TQ3 3AW

maundersfuneralservice.co.uk

Funeral Partners



PA/ APRIL 2018

BRT

Removals • Storage • Self Storage
01803 665 535 • 01626 243 590



PROUD TO SUPPORT ROWCROFT HOSPICE

www.brtremovals-storage.co.uk

Email: info@brtremovalsandstorage.co.uk
Unit 12, Woodview Road, Torbay Business Park, Paignton TQ4 7HP

TORQUAY

TRANSMISSIONS

Clutch, manual and automatic gearbox specialists

Torquay Transmissions Ltd
21-27 Alexandra Lane, Torquay, Devon TQ1 1JD
Telephone: 01803 292 338
Email: torquaytransmissions@gmail.com
www.torquaytransmissions.co.uk

Majestic Publications Ltd

Tel: 01244 852360 | majesticpublications.co.uk

All rights reserved © 2020 | SBC



A big thank you to all our advertisers without whose kind support this publication could not have been produced at no cost to Rowcroft Hospice



IAW Accountancy Services

We work with clients to provide cost effective accountancy, business advice and support them with taxation, payroll and finance services

WE OFFER OUR EXPERT ADVICE ON:

- ACCOUNTANCY
- PAYROLL
- BUSINESS ADVICE
- FINANCE
- TAXATION
- VAT
- MAKING TAX DIGITAL (MTD)

Delivering business accounting success and taxation services over 30 years to local, regional and national companies

Contact us today and let's get started

Tel: 01803 855758

ianw@iawaccountancy.co.uk | www.iawaccountancy.co.uk

Grosvenor House, 1 New Road, Brixham, Devon, TQ5 8LZ