

Spring/Summer 2017

Hospice *matters*

News and stories from Rowcroft Hospice

Making every day
the best day possible



rowcroft
hospice

www.rowcrofthospice.org.uk



The journey from here

Last July, we announced that we were struggling to maintain our current levels of care to local families due to an increase in demand for our services and a shortfall in legacy income. As a result, to avoid closure, we had little option but to make substantial cuts to our services and to launch an urgent fundraising appeal.

Thanks to the incredible generosity of our supporters and the substantial cost-savings we have made, Rowcroft's services have been saved from closure. Now the challenge is to balance our finances by the end of March 2018 in order to fully safeguard the hospice's future.

Since we announced our major funding shortfall, individuals, community groups and businesses have rallied to our aid. A staggering £605,000 has been raised in response to our Urgent Appeal – surpassing the £585,000 target.

As well as the Appeal, we have delivered £1.1 million of cost-savings. Direct patient care has been protected

as much as possible, so that despite the cuts, we will continue to care for over 2,000 patients and their families every year. Sadly, what has been mostly lost are some of the additional services providing 'holistic' care.

Our efforts are now focussed on securing the future of hospice care for the people in South Devon. We must balance our finances by March 2018 by continuing to increase our existing levels of fundraised income. Only then can we begin to rebuild a hospice service that meets all of the local community's wishes.

By 2023 we would like to be caring for one in three people needing end of life care. That is our hope for tomorrow, but today we really need the continued help of the local community to provide the highest quality of care to as many patients and their families as we can. Together, we can make every day the best day possible.

News in brief

New leaders appointed

Earlier this year we announced the appointment of our new Chief Executive, Mark Hawkins, and Chairman of our Board of Trustees, Dr Cathryn Edwards. Mark is an experienced CEO with a breadth of experience across many UK and International markets and organisations. Dr Edwards is a full-time NHS Consultant Gastroenterologist and has been a member of the Board of Trustees since 2015.



 Rowcroft's Chief Executive, Mark Hawkins

Changing rooms

Beech Ward has been converted to a Family Room following changes to our Inpatient Unit. The re-designed room was created from items donated to our shops and is now a comfortable, peaceful and sociable space for families and friends to spend time together.

Music Therapy saved

Despite cuts to our services, Music Therapy is still open and running thanks to the Towersey Foundation, a local charity that supports the therapy in palliative care. The Foundation successfully raised more than £16,000 through fundraising, including a crowdfunding campaign in February, enabling the service to continue for a further twelve months.

Helping the homeless

Funded by Health Education England, two new courses were delivered by our Education and Community teams for 19 local support service workers. The courses were designed to begin improving access to end of life care for the homeless. One key outcome was the compilation of a contacts list for all known services; copies of which have been sent to Commissioners and the Police.

Two's company

A number of volunteers have been recruited as Ward Attendants to offer companionship to patients. The volunteers join patients on walks in the gardens, play cards, or simply sit with those who would like some company.

Award-winning bees

Our volunteer team of beekeepers scooped two prizes in Torbay's British Beekeepers Association Awards; first place in the Best Beeswax category and second in Best Honey! The hives and bees were donated by volunteers Alan and Rob and Gardens Supervisor Richard. The aim is to sell the award-winning honey in the future.

The chance to talk freely

The Newton Abbot Hospital League of Friends and the Civil Service Insurance Society Charitable Fund have donated grants totalling £24,000 towards the development of a new service staffed by volunteers providing emotional support to patients and their families. Entitled the Rowcroft Listening and Support Service, it has, at its heart, the desire to provide a listening ear and the chance to talk freely during the final weeks of life.



 The Rowcroft Listening and Support Service team

Please help to secure the future of hospice care for people living in South Devon

Please complete the form below and return to Freepost RTKK-UJRJ-XBKS,
Hospice Matters, Rowcroft Hospice, Avenue Road, Torquay, TQ2 5LS

Mr / Mrs / Miss / Ms / Other Name:

Address:

Postcode:

Email:

By giving your email address, you are agreeing to us contacting you by this method. We would occasionally like to send you news about the hospice and details about other fundraising activities. If you'd rather not receive this then please tick this box ☐

Option 1: Make a monthly donation by direct debit

A regular monthly donation is one of the best ways to support Rowcroft's care, now and in the future.

I would like to make a monthly donation of: £ starting on: dd / mm / yyyy

Instruction to your bank or building society to pay by Direct Debit

Service User Number: 291078

To: The Manager

Bank/ building society name:

Address:

Postcode:

Name(s) of account holder(s):

Branch sort code:

Account number:

Reference: (for office use)

Instruction to your bank or Building Society

Please pay Rowcroft Hospice Direct Debit from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee.

I understand that this instruction may remain with Rowcroft Hospice and, if so, details will be passed electronically to my bank/Building Society.

Signature(s):

Date:

Banks and Building Societies may not accept Direct Debit for some types of account.

Option 2: Make a one-off donation by credit/debit card or cheque

I would like to make a donation of: £ Payment type: ☐ Visa ☐ Mastercard ☐ Maestro ☐ Cheque

16 digit card no:

Please make cheques payable to 'Rowcroft Hospice'

Start date: month / year Expiry date: month / year Issue no: 3 digit code:

Signed: Date:

Make your donation worth even more...without any added cost!

giftaid it

I wish to Gift Aid this donation and any donations I make in the future or in the past four years to Rowcroft Hospice. I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all donations (25p for each £1 given) in that tax year it is my responsibility to pay any difference. Please tick here: ☐

Name:

Signed: Date:

Katy's story



📷 Katy with her son, Philip, and daughter, Karen, who took part in Rowcroft's 100 foot sponsored abseil, Over the Edge – 'The Drop,' in April

Thank you for helping local people facing the hardest days imaginable to spend precious time with their family and friends. Thank you for offering your local hospice your continued support, ensuring this vital service is available for many years to come. Thank you for making the most incredible difference to families like Katy's ...

"When I moved to Devon fourteen years ago I noticed that South Devon had its own hospice, Rowcroft, and thought about how that was a wonderful thing. It wasn't until last year, when I had a sudden and unexpected diagnosis of cancer, that I began to understand what happens here. It became apparent, after my diagnosis, that despite my best efforts my outcome wasn't going to be good and I realised, as I became unwell, that I was going to need some help.

In a nutshell – being referred to Rowcroft has taken away all of that worry in a heartbeat. By nature I'm

a positive and happy person and sadly all that had been stripped away, but now I'm totally confident that whatever happens on this day that I have woken to, I will be well looked after. It is an amazing thing to wake up every morning and know that you're in good and safe hands. The feeling of tranquillity, the smiles on the faces of staff, the welcome they show to family, friends and my little granddaughter; all I can think is, if it ever comes to it, I will be happy to pass away here,"

Katy

It is with great sadness that we share the news that Katy died at Rowcroft on Sunday 23 April. Her family has kindly given us permission to continue sharing her story in this special edition of Hospice Matters.

You were there when
Rowcroft needed you
the most...

...thank you



Keep in touch

☎ 01803 210800

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🌐 blog.rowcrofthospice.org.uk

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