

Events • News • Information



# Together

Supporter newsletter - Spring 2021



Thinking of Moving in Ipswich  
or the surrounding area?

Contact Your Local Independent Estate & Letting Agent

# St Elizabeth Hospice

Reg. Charity No. 289154



**St Elizabeth Hospice improves life for people in east Suffolk living with a progressive or life-limiting illness. Our work is centred on an individual's needs, which means specialist support, whenever and wherever it is needed, whether at home, in the community or at the hospice. Through medicine and therapy we ease pain; we give life purpose and make life liveable.**

Established in 1989, the independent charity and hospice has built a reputation for delivering high-level care to patients and the community it serves.

Support is provided to patients and their families via the Inpatient Unit, the Community Unit including outpatient clinics, home visits from the community nursing, medical or therapy team, the OneCall 24/7 telephone helpline and bereavement support.



**St Elizabeth Hospice,  
565 Foxhall Road,  
Ipswich, IP3 8LX**

**Tel: 01473 723600**

**Email: [fundraising@stelizabethhospice.org.uk](mailto:fundraising@stelizabethhospice.org.uk)**



**[www.stelizabethhospice.org.uk](http://www.stelizabethhospice.org.uk)**

# Welcome

from *Chairman of the Board of Trustees*

**Ian Turner**

**It brings me great pleasure to welcome you to the first issue of 'Together'. It has been a while since we have produced a newsletter and I am delighted to introduce you to news from around the hospice.**

It has been a most challenging time for everyone and inside you can read how we have adapted and worked through the ongoing global pandemic. I am so proud of the way that our staff and volunteers step up and ensure that patient care remains the priority throughout.

Of course, there have also been some recent highlights including the Ed Sheeran: Made in Suffolk auction which was driven by Gina Long from GeeWizz and John & Imogen Sheeran. The auction helped to raise awareness and vital funds for Zest, our young adult service.

In this edition, you can also read how we have continued to develop our services in Great Yarmouth and Waveney, working in partnership with East Coast Community Healthcare as the number of people we are helping in this area is increasing.

The hospice is ever evolving and we continue to grow relationships and work closely with our partners to meet the needs



of the local community. One new area for us, covered on page 21, is the development of Compassionate Communities which is a project aimed at helping people support one another through the experience of dying and grief.

As we move through 2021, we face new challenges for our fundraising and retail teams on the back of a difficult year of shop closures and event cancellations. We thank you for your generosity and understanding over recent months. There are so many ways that you can continue to support the hospice and we can only do what we do because of you.

Thank you

A handwritten signature in black ink, appearing to be 'Ian Turner'. The signature is fluid and cursive, with a large loop at the end.

**Ian Turner**

# What's in this issue?



**Page 4**  
**Hospice care during a global pandemic**  
**COVID-19 response case study**

Here Together - Page 6

Events - Page 7

Retail - Page 8

Zest - Page 12

Corporate - Page 17



**Page 18**  
**Community Healthcare Assistant**  
**Q&A**

Legacies - Page 20

Compassionate Communities - Page 21



**Page 24**  
**OneCall appeal**  
**One Number | 24hr Advice**

Donation form on back cover

Tell us what you think about this newsletter or anything else about our services or fundraising. Your comments might be included in our next edition.

You could include a comment on the donation form at the end of this newsletter or email:

[fundraising@stelizabethhospice.org.uk](mailto:fundraising@stelizabethhospice.org.uk)

Your feedback  
is important  
to us!

1,708  
volunteers give  
their time to  
undertake a variety  
of roles across the  
hospice.

# Volunteering

Do something amazing in 2021...

Here's what our volunteers had to say about why they give their time...

To give  
back to the charity  
that has helped  
care for people I  
loved.

It gives  
me company  
and keeps me  
busy.

Because  
I can!

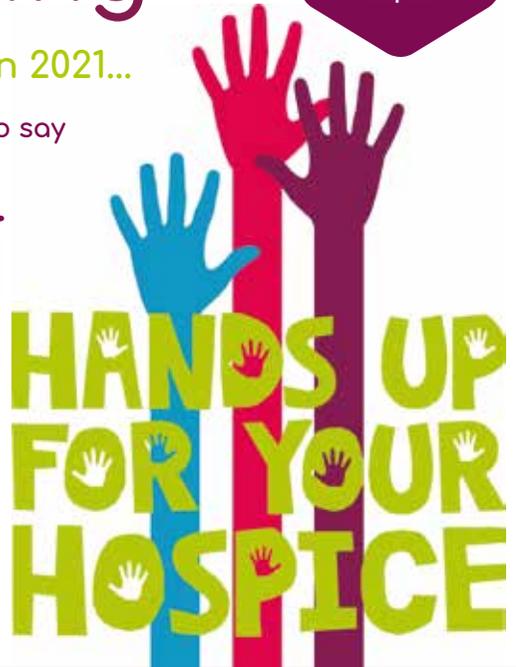
It's a  
privilege to be  
part of the  
team.

Join us, please visit:

[www.stelizabethhospice.org.uk](http://www.stelizabethhospice.org.uk)

Call 01473 707939

or for full details email the team:  
[volunteer@stelizabethhospice.org.uk](mailto:volunteer@stelizabethhospice.org.uk)



We'd like to say a special thank you to the corporate supporters that have helped to produce this newsletter:

**Beagle Property Management • Park View Care Home  
Pretty's Solicitors • Donnelly Watson Flooring**

Being able to offset our marketing costs ensures that as much money as possible goes directly to support our clinical services.

# Hospice care during a global pandemic

## COVID-19 response case study

**Every year UK hospices support more than 225,000 people with incurable and life-limiting conditions.**

This serves to alleviate strains on the NHS, both in service demand and financially, with on average 30% of hospice funding coming from Government while the rest is generated through community fundraising, retail revenue streams and legacy donations.

With the outbreak of COVID-19, the importance of hospices is greater than ever; however, government guidelines in response to the pandemic pose obstacles to all hospice service provisions and income channels.

*How have hospices adapted to meet the challenges of COVID-19 and adjust to the 'new normal' while still providing first-class care and clinical services?*

Verity Jolly, Director of Patient Services at St Elizabeth Hospice who led the hospice's COVID-19 contingency planning, said: "We knew we could raise our capability and responsibility to support the healthcare system, ensuring patients and families continued to receive dignified and personalised palliative and end-of-life care.



“Collaborating with Ipswich and East Suffolk Clinical Commissioning Group, GPs, district nurses, Marie Curie and other healthcare partners, we developed a plan for the hospice and wider healthcare sector to protect the needs of patients.”

Featuring such targets, as the expansion of St Elizabeth Hospice’s OneCall service and increased bed capacity at the hospice’s Ipswich base, this plan enabled the hospice to offer care to more people throughout the pandemic and increased service demand.

A key element was the creation of The Hub. Established within a week, it is an expansion of the hospice’s OneCall service. Since April, more than 11,400 calls have come into The Hub for advice and guidance, representing an increase of 18% in comparison to its predecessor service, OneCall, during the same period in 2019.

The Hub also serves as a logistics centre, to co-ordinate end-of-life community care and to receive and distribute extra PPE to healthcare providers.

Through discussions with the CCG and East Suffolk and North Essex NHS Foundation Trust, it became clear there would be higher demand for beds across community health services, in particular for end-of-life patients. St Elizabeth Hospice purchased additional emergency equipment to care for more people in the hospice and at home, while widening its geographical scope to accept more patients to its Inpatient Unit and accommodating additional beds.

*St Elizabeth Hospice’s care is not limited to its Ipswich base or Beccles Hospital, as 66% of its services are delivered by 31 clinical nurse specialists visiting patients in their homes.*



Elise and Andy

**To reduce COVID-19’s impact, the hospice created a Virtual Ward, which provided tailored visits to people at home depending on need. This could be single or multiple visits by carers and nurses, to support people wishing to remain at home.**

Sue Hedger experienced first-hand the service provided by St Elizabeth Hospice during the pandemic, when her son, Andy Hedger received care from the hospice’s Virtual Ward at his home until he died aged 33-years-old from bowel cancer in July.

“From Andy’s first contact with the hospice and throughout being under the hospice’s care Andy said to me ‘I am now being treated like a person and not just as a set of symptoms’,” she explained.

“He said the nurses, who cared for him, were fabulous and understood him and made sure he felt comfortable. It was important to him that he was cared for at home and that he would be able to die at home and this is exactly what the hospice enabled to happen.

“He passed away surrounded by Mum and Dad, Elise his partner, Carl a close friend and Axle the cat in an environment that was familiar to him, which during such a difficult time was a comfort to us all.”

# Here Together

**COVID-19 fundraising  
campaign reaches  
£250,000 target**



**#HereTogether aimed to counteract the financial impact of coronavirus. Lockdown saw the closure of our 31 retail shops and the postponement of all fundraising activities, which are vital income sources needed to support the provision of our end-of-life care and bereavement services.**

Hannah Bloom, Director of Income Generation at St Elizabeth Hospice, said: “We are so grateful for the support we received from the community, local radio and press in helping us reach this fantastic sum.

“Following the pandemic outbreak, and subsequent lockdown, we knew income would be impacted and we needed to act quickly.

“It wasn’t an emergency appeal, #HereTogether was a campaign to ask people to be here for us today so we could be there for them in the future and that is

exactly what the public did. From East Anglia to across the country and further afield, the response has been amazing.”

Government funding for hospices is currently £350 million per year, but this represents a small portion of funds required to provide hospice care, with 70% of St Elizabeth Hospice’s income generated via retail shops, donations and fundraising activities.

From virtual competitions and endurance challenges, such as Georgie Veale raising £13,750 for the hospice with a 200-mile coastal horse ride in memory of her late father, the community and businesses rallied behind the charity and #HereTogether, with the Virtual Midnight Walk 2020 in September taking the hospice over its fundraising target.





# Events & challenges 2021



**Midnight  
Walk 2021  
Saturday 2  
October**



2020 was a difficult year for events and challenges, so we are changing the way we are planning our calendar of events this year. With there still being uncertainty around when we will be getting back to 'our normal' we shall plan our events hopeful that they will go ahead.

However, we will always have a contingency plan so you can sign up with confidence.

There is some good news, alongside some of our annual events like the Midnight Walk, we have some really exciting new events in our calendar where we hope to see you. These include Car Park Bingo, a three day UK cycle challenge and there is even a challenge that you can take part in with your dog if you have one or a few.

We have missed welcoming you to all of our events in 2020 and we hope that we get to see you again this year for some much needed fun, laughter and fundraising.

*Jo & Becky - Events team*

Keep updated on our events and challenges on the hospice website throughout the year:

[www.stelizabethhospice.org.uk/support-us/events](http://www.stelizabethhospice.org.uk/support-us/events)

# Retail

Even when our shops are forced to close, you can still support us...

The income generated by our 31 charity shops is vital to help fund our hospice care. Although this last year has been difficult with periods of closure, when we have been able to open or accept donated goods we have been overwhelmed with the generosity of our supporters – thank you.

One area that has continued to thrive is online shopping. Customers can purchase a range of products, including flowers, Imogen Sheeran jewellery and stationery through our website shop. Perfect for gifting to loved ones or treating yourself.

You can also visit our eBay store for one-off fashion items, vintage vinyl and unique finds you won't find anywhere else.

St Elizabeth Hospice's Amazon store has a range of books available to buy too.

Money raised from our online outlets goes back to St Elizabeth Hospice to continue our



*We are reliant on our brilliant volunteer team to keep our shops open, and we are always looking for more help. If you are interested in joining us we would love to hear from you.*

vital care in the community, at the hospice in Ipswich and our services in Great Yarmouth and Waveney.

We would like to thank all our supporters for your patience and co-operation during these difficult times. Our retail staff and volunteers are committed to keeping customers and workers safe with face masks, one way systems, screens at the till and plenty of hand sanitiser.

We look forward to welcoming you back into our refreshed shops with new products available as soon as possible!

***The Stowmarket Sugarcraft Club raised over £8,000 by selling homemade decorated Christmas cakes in our Stowmarket Shop – a terrific sum!***

To find all the links, visit the *Shop with Us* page on our website.

[www.stelizabethhospice.org.uk/support-us/support-us/visit-our-shops](http://www.stelizabethhospice.org.uk/support-us/support-us/visit-our-shops)

# Name chosen for the new addition to our Elmer herd

**Following a public competition, the latest addition to St Elizabeth Hospice's much-loved herd of Elmer elephants has been named.**

After lots of suggestions were sent into the competition, staff chose **'Elizabeth'** as the winning entry as the name and design encompass the many elements of the hospice.

The winning entrant was Ceri Pilcher, whose daughter Katie was cared for by the hospice before she passed away aged 27 in 2012.

Now new addition, Elizabeth, will take residence in the hospice's garden for all to enjoy.



## News Flash -

Our next Wild in Art trail will be in 2022. Visit our website to sign up to be kept updated on our plans:

[www.stelizabethhospice.org.uk](http://www.stelizabethhospice.org.uk)



## PRETTYS

FOR PEACE OF MIND

Prettys are there for you and your family. With a personal approach and expert legal advice.

- Wills, estates, trusts and tax
- Family law
- Residential property
- Personal injury and insurance services
- Family businesses
- Court of Protection

Give yourself the best chance possible with first-class legal support from Prettys.



01473 232121

[enquiry@prettys.co.uk](mailto:enquiry@prettys.co.uk)

Elm House, Ipswich, Suffolk, IP1 2AD

[prettys.co.uk](http://prettys.co.uk)



## St Elizabeth Hospice and East Coast Community Healthcare (ECCH) celebrate a year of success in Great Yarmouth and Waveney

Since launching in April 2019, more than 1,000 patients, living with conditions such as cancer, heart failure, pulmonary hypertension and neurological disorder, have received free care through the partnership's varied specialist care provision. An average of 365 people per month have been supported by the service's 24 hour advice line, OneCall.

The partnership between the two organisations has resulted in the hospice providing specialist consultant support to six palliative care beds in Beccles Hospital, which is run by ECCH. The service also offers day care facilities, and sees 11 clinical nurse specialists visiting patients in their own homes.

A year after launching, the two organisations are reflecting on the positive impact their service has brought to the coastal communities of Great Yarmouth, Lowestoft and the surrounding area, while also outlining their ambition to help more people living with life-limiting conditions in these communities.

Hanna McDowell, Head of Therapy at St Elizabeth Hospice, said: "We are encouraging everyone in the region diagnosed with a life-limiting condition, including family members affected, to get in touch as soon as possible so we can help you with guidance, care or support.

"We have made great progress but there is still work to do, and we want to continue expanding this service to enable us to help more patients and their families."



*Erika and her  
Mum, Rebecca.*

"After mum's passing, the care from St Elizabeth Hospice didn't stop there. They contacted me within a few days to see how I had been and to advise of further support the hospice could offer if I required, such as counselling and bereavement support."

- Erika



# Daisy day

## New for 2021

What better time  
to rethink and  
refresh!

**We felt it was time for a change and Daisy Day seemed the perfect new name for our memorial event, formally known as Sunflower Memories.**

We are offering supporters the exciting opportunity to be involved in something truly spectacular and extremely unique.

What nicer way to remember your loved one than to be able to include a hand written message, which can be inserted into

the stem of a beautiful 'limited edition' Daisy, along with a photo of your loved one as the centrepiece of the flower to represent and remember them. Situations permitting, each unique Daisy will be displayed in glorious formation along with hundreds more to create a breath-taking scene in a stunning rural Suffolk setting.\*

Your Daisy will be returned to you for you to remember your loved one forever more and to be reminded of them among the beautiful scents of your own garden.

**The memorial will be free to attend, just register your interest by contacting:**

**[fundraising@stelizabethospice.org.uk](mailto:fundraising@stelizabethospice.org.uk)**

\* We have a limited number of Daisies to offer. The date and venue will be released in due course. We would like nothing more than to be able to come together as we normally would and if possible this will be arranged. However, due to the ongoing pandemic and changing restrictions we are unable to plan for this unfortunately.



**Part of St Elizabeth Hospice, Zest is a pioneering programme that supports young adults aged 14 and upwards with progressive and incurable illnesses to ensure that they get the specialist care, tailored treatment and services they need to be able to enjoy life to the full.**

Thanks to progress in medical care, young people with incurable conditions are living longer but adult hospice services are not always suitable to fulfil their needs.



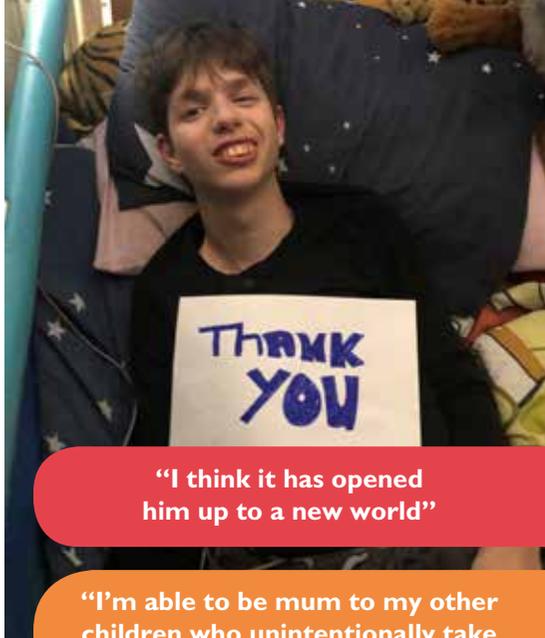
Support is given to local families via:

- Short breaks for young adults (18+) held over a weekend at the hospice enabling them to meet and have fun with friends.
- Zest X-Change - a monthly evening social group for patients.
- Regular clinical reviews and access to the hospice multi-disciplinary team.
- A parent support group.
- Monthly Saturday whole family drop-in session.
- Transition coordination support.

Zest currently supports 36 young people and 124 family members but we know the demand is much higher.

As a growing service with short breaks starting only two years ago in 2019, we are always looking for more support. Families feedback has been positive and we know there are more young adults who would benefit from Zest.

There are lots of ways to get involved including volunteering, fundraising or shopping on our Depop site for some unique fashion items.



**“I think it has opened him up to a new world”**

**“I’m able to be mum to my other children who unintentionally take a backseat too often”**

**£15**

**could fund a take away meal for young adults whilst enjoying a short break.**

ED SHEERAN  
MADE IN  
SUFFOLK



LEGACY  
AUCTION  
22 Oct - 8 Nov 2020

[www.edsheeranmadeinsuffolklegacyauction.com](http://www.edsheeranmadeinsuffolklegacyauction.com)

Portrait of Ed Sheeran by Colin Davidson

In November 2020, the Ed Sheeran: Made in Suffolk Legacy Auction raised an incredible £406,000 in bids plus an additional £100,000 donation, all for projects helping local children and young people with disabilities and life-limiting illness including Zest.

The auction was organised by Gina Long, founder of GeeWizz children’s charity, working closely with Ed’s parents John and Imogen Sheeran, who wanted to create a lasting legacy from the Ed Sheeran: Made in Suffolk Exhibition in Ipswich, which opened last year.

Over 220 highly collectable items of memorabilia, artworks and experiences went under the virtual online hammer, attracting bids from around the world. The auction featured personal items donated by Ed and his family, and was supported by international musicians, artists and sports legends.

Thank you to Gina, John, Imogen and everyone who supported the auction – it has been a terrific boost for Zest and provided money to pay for learning disability and palliative care nurses to work with young people to improve their lives.

# Handle with care

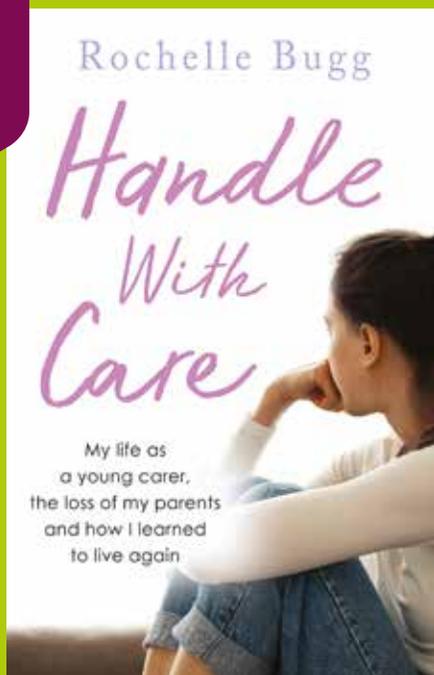
**A daughter's story of love, loss and life caring for her incurably ill parent**

**A Suffolk woman has penned a book detailing her experiences as a young carer while she helped nurse her mum through treatment for an incurable brain tumour.**

Handle With Care is a part-diary and part-guide written by Rochelle Bugg which describes how at the age of 25-years-old, alongside the support of St Elizabeth Hospice, she cared for her mother Shirley after she was diagnosed with an incurable brain tumour.

Before passing away aged 56, in 2012, Shirley and her family had utilised St Elizabeth Hospice's day care services, respite care and its 24 hour support phone line, OneCall.

Rochelle explained: "St Elizabeth Hospice meant the world to us. The hospice was bright and welcoming and their emphasis was about helping us to live with mum's illness, rather than focussing on the fact she was one day going to die from her illness.



"They understood that in order for mum to get the best care, I needed to be looked after too - because it was me that was looking after her most of the time. The hospice really provided the perfect blend of emotional and practical support and my book explains how this was of real benefit."

*To order the book visit:*

[www.rochellebugg.com/read-the-book](http://www.rochellebugg.com/read-the-book)

## LIVINGGRIEF

Let's talk about grief..

**We are here to help open up conversations about grief and support you and loved ones throughout bereavement. Together, we can talk about grief.**

LivingGrief is available to anyone affected by grief from a progressive, life-limiting illness or from COVID-19, including our 565 Service for children and families. You do not need to have had previous contact with the hospice to access some of our bereavement services.

Find out more by visiting: [www.stelizabethhospice.org.uk/LivingGrief](http://www.stelizabethhospice.org.uk/LivingGrief)



**Suffolk Remembers has become such an iconic event for the people of beautiful Suffolk. Now coming up to its fifth year, we may find our plans for a traditional event along the glorious Felixstowe seafront becomes a virtual one once again. Whether this is the case or not, we invite you to reflect and remember a lost loved one by dedicating a candle and allowing a moment to look back over the past year with peace in your hearts.**

Everyone is welcome to dedicate a candle, not just those who have used the services of the hospice, but everyone in Suffolk who may have lost someone dear to them due to COVID-19 or other illnesses. It is so important to us that we include the whole community and in doing so we remind ourselves we are not alone.

Every dedication and donation helps us to continue looking after patients in the hospice and wider community, particularly during difficult times.



If you would like to support St Elizabeth Hospice by dedicating a candle please do so by visiting:

[www.suffolkremembers.stelizabethhospice.org.uk](http://www.suffolkremembers.stelizabethhospice.org.uk)



Donnelly Watson  
CARPETS & FLOORING SPECIALISTS

## Supporting Our Local Community and Care Homes



Quality Carpets and Flooring for Domestic and  
Commercial Use in Ipswich & Suffolk



**01473 717 171**

[www.donnelywatson.co.uk](http://www.donnelywatson.co.uk)

Donnelly Watson | 413 Foxhall Road | Ipswich | Suffolk, IP3 8LJ



# Corporate partnerships

Working together to achieve shared value and impact

**St Elizabeth Hospice has been building successful and meaningful partnerships with the local business community for the last 30 years.**

Whether you're looking to engage employees, or perhaps boost morale, uplift your marketing opportunities to increase your brand awareness, we will work with you to create a partnership with us that achieves shared value and impact.

We offer a wide range of opportunities for your business to get to know the hospice and help support the work we do. It's not just about fundraising - partnering with the hospice will bring lasting benefits to your company.

Perhaps your employer operates a Charity of the Year scheme selected via staff nominations - we would be more than happy to assist with your application. Have you considered whether your employer may offer match funding for any fundraising activity that

you choose to do? Perhaps you have heard that your company offers volunteering days, but you don't know where to start. **If so, we would love to hear from you.**

We will offer you the opportunity to create a bespoke partnership to meet the aims and objectives of both your business and your staff development.

We look forward to hearing from you, for more information please contact us on:

[corporateteam@stelizabethhospice.org.uk](mailto:corporateteam@stelizabethhospice.org.uk)  
**01473 707933**

*"St Elizabeth Hospice has helped and supported many of our staff and their families. Our team is offered the opportunity to choose which charity we support each year and given the impact of the hospice's work, there was an overwhelming response to assist and support where we can."*

*Alister Broadberry -  
Area Director, Morgan Sindall Construction*



# Community Healthcare Assistant

## Q&A

### **What is your name?**

Sarah Brewster

### **What is your job?**

Community Healthcare Assistant

### **What does your job entail?**

Every day I work with different patients and their families in their homes and at the Inpatient Unit at the hospice. The majority of the hospice's work takes place in the community and it is vitally important to help patients and their families who may wish to spend their last days at home.

### **How has COVID-19 impacted your work in the community?**

I've had to adapt the way I work so patients can remain at home. It's so important that I take precautions; wear protective clothing at all times, maintain a high level of hygiene and change equipment on a regular basis to keep patients safe as well as making sure they receive the best care possible, at the correct time. To know I have helped a family spend precious time with their loved one is one of the reasons I do my job.



*You may recognise Sarah from our 'Be a Star' Christmas Appeal, we've asked her a few questions to see how things are going in the New Year.*

“We cannot provide outstanding care without the support of fundraising.”

**Throughout the pandemic, The Hub has seen St Elizabeth Hospice work with partners and volunteers to help provide care in the community. How has The Hub impacted you?**

The formation of The Hub at the hospice has allowed specialist nurses and other nurses like me in the community to work much more closely together to provide a coordinated approach during the coronavirus pandemic. Together with colleagues, we make caring for patients in their homes possible, ensuring they are comfortable and pain free. Over Christmas and the third lockdown, I have visited many more patients at home who need our specialist care and support. The Hub has made our work much easier and more collaborative.

**How are you keeping safe?**

Of course, wearing PPE is essential to our work in the community. Thankfully, 2021 has already seen many staff, including myself, being vaccinated.

We are also regularly testing for COVID-19. This will help protect patients, colleagues and my own family. It is still important however, that even if you are vaccinated, people keep their social distance, wear face masks and wash hands regularly. Everyone should do their part to keep safe.

**Fundraising is essential to providing vital care in the community. Tell our supporters what their donations mean to you, the team and patients.**

We cannot provide outstanding care without the support of fundraising. By donating anything from a £1 in the lottery to £1,000 through virtual events, any amount will help teams across the hospice and patients in the community. Your donation could help to support a family member through bereavement, help us provide comfort for a patient in their final days or uniform for a Community Healthcare Assistant, like myself. We thank everyone for their support throughout the pandemic - your gifts and kindness have really kept us going.

**70%**

**of our clinical care is provided in patients place of residence whether that's their home or care home.**

# Do you have a Will?

New research has found that 54% of UK adults do not...



Last year living through the pandemic has made people realise just how important having a Will is. You can leave gifts to specific family members, friends or even charities. Wills are not just for elderly people or sick people, they are important for many adults as it is always best to be prepared for whatever the future holds.

## If the cost is something that is putting you off; then this is the offer for you.

If you already have a Will and circumstances have changed in your life, such as children, grandchildren, new home, married or divorced, these are all reasons to update your Will with either a new Will or a Codicil.

Once again in **May 2021**, St Elizabeth Hospice will be holding our annual Wills Month campaign where some local solicitors and Will writers will be kindly giving up their time to support the hospice by taking appointments to write a Will in exchange for a suggested donation of £125 for a single Will, £165 for a mirror Will and £50 for a Codicil, all donated to St Elizabeth Hospice. For more complex Wills fees are to be agreed with the solicitor.

## Call from the 1 April to book:

### **Barker Gotelee Solicitors**

Caroline Stevens - 01473 611211

### **Christchurch Solicitors**

Julia Wilson - 01473 355160

### **Fairstep Solicitors**

Tina Dennison-Wiggins - 01394 277941

### **Fairweather Law**

Helen Geldart - 01728 635836

### **Haywards Solicitors**

Louise Goodenough - 01449 613631

### **Prettys Solicitors**

Mary Felgate - 01473 298364

### **Ross Coates Solicitors**

Stephen Broughton - 01473 621800

### **Smith & Co Solicitors**

Michelle Hosking - 01473 228013

### **Donna Taylor Consultant for Nexa Law**

Donna Taylor - 07725 736833

### **Watkins, Stewart & Ross**

Daniel Ager - 01473 226266

### **Wills Plans Ltd**

Rob Adams - 07910 019745

# Compassionate Communities



**Compassionate Communities is a new initiative that aims to make a positive impact on end-of-life care and bereavement support by promoting and supporting kindness, friendship and a collaborative approach to caring for one another at times of health crisis and personal loss.**

Led by St Elizabeth Hospice in partnership with local residents, groups, organisations, businesses, schools and services, Compassionate Communities will help develop a collaborative public health approach to dying, loss and bereavement in Ipswich, East Suffolk, Great Yarmouth and Waveney.

We know that the demand for end of life services will increase significantly in years to come due to an ageing population. By building resilience within communities, and by ensuring that people have the skills, knowledge and networks to support each other before and after end of life, we will be better able to cope with the social, psychological and medical impacts of serious illness, caregiving and bereavement.

## **We can make a difference together**

To find out more and get involved visit the webpage below or call:

Ipswich & East Suffolk  
**01473 932492**

Great Yarmouth & Waveney  
**07568 428265**



**Visit:**

**[stelizabethhospice.org.uk/compassion](https://stelizabethhospice.org.uk/compassion)**



# Community

**We couldn't do it without  
your community  
support...**



**Throughout the year local communities have given amazing support for our work and we thank you for making us your charity of choice.**

From nurseries, schools and universities, to sports and special interest groups - such as Lions, Women's Institute, Rotary and Freemasons, you have all helped us to continue our vital care services with your creative fundraising over the past year.

**We look forward to hearing about any forthcoming activity and supporting you with your fundraising.**

## **2021 community events for you to join and support:**



Further details can be found on our website. Please get in touch if you want to find out more or if you need any help and support with your fundraising:

**fundraising@stelizabethhospice.org.uk • Tel: 01473 723600**



# Ambassadors

**Our link to local businesses,  
community groups,  
schools and  
clubs...**

**Our Ambassadors are part of the community, they help us in many ways. From spreading the word about the work we do here at the hospice to attending events, speaking at events and giving their time and raising money to support the care we provide.**

They are happy to come and speak to groups and at events, represent the hospice, attend cheque presentations and much more, so if you are interested in one of our ambassadors coming to talk or assist then get in touch.

Email: [fundraising@stelizabethhospice.org.uk](mailto:fundraising@stelizabethhospice.org.uk)



**To everyone who has  
supported us with a  
donation, gift in kind,  
took on a challenge  
or fundraised.**

**We couldn't do any  
of it without you.**

Each year it costs around £12.9 million to deliver all our care services and run the organisation, including support in Great Yarmouth and Waveney.

*70% of our hospice costs have to be raised by us, 30% comes from services commissioned by the NHS.*

# OneCall

One Number | 24hr Advice

**0800 567 0111**

Calls are free from a BT landline.

*20,000 calls per year answered by OneCall from families, patients and healthcare professionals.*

**Ros Jam and family used OneCall during the coronavirus pandemic and it proved to be a lifeline when her mother was receiving end of life care at home.**

“OneCall was there for us in July 2020 when my mother, Gladys, was very ill. In the evenings, Mum would become particularly confused about her situation. We could contact OneCall directly for advice and the team were always able to quickly offer advice or arrange immediate nursing support in the home to review medication.

“The nurses who came in were really experienced, helping Mum with pain and keeping her settled. For myself, OneCall were amazing. They were incredibly professional, kind, caring and supportive to us all. I felt very comfortable reaching out to them.

“I would 100% recommend OneCall. I am a healthcare professional myself but had never experienced end of life care before.

“The OneCall team were there to reassure and explain things well to our family. We felt more secure knowing that someone was at the end of the phone 24/7 who had the expertise to help at such a difficult, emotional time.

“OneCall enabled us to respect and fulfil dear Mum’s last wish to be at home surrounded by the love and support of the family. Thank you OneCall.”



Ros and her Mum, Gladys

**Whether it's for a patient facing a new symptom, a carer worried about giving the correct dosage of pain relief or a doctor with a query, OneCall is there to support everyone in our catchment area.**

It was almost a year ago when the pandemic struck and the hospice had to adapt quickly to absorb the demand for coordinated care and respond effectively. One service where demand significantly increased was our 24 hour, 7 days a week specialist advice line – OneCall.

At the height of the pandemic, the increase in phone calls shows us just how important this service was and why we still need your help to ensure this crucial service continues in the future.

In 2020, calls between April and October alone increased by 58%.

On average we received one call every five minutes during the day (between 8am and 5pm).

Just one phone call can result in a multidisciplinary team agreeing the right treatment at the right time, to ensure a patient is looked after in the best possible way.

***Support us now to help our dedicated team of specialists:***

**£8** could fund a Care Co-ordinator receiving a call; that first point of contact for someone seeking support, sometimes at a time of crisis.

**£40** could provide a visit from a therapist who will be able to provide support and equipment enabling the patient to remain at home. Often this is their preferred place of care.

**£74** could fund a visit by a Clinical Nurse Specialist (CNS). Often following a call received to OneCall, a CNS will visit a patient at home. This can be for a variety of reasons where a clinical intervention is required.

*If you feel able to contribute to this vital service, please complete the form attached and send back to us using the pre-paid envelope enclosed.*

*Your support, kindness, compassion and generosity have never mattered more.*

***Thank you.***



# PARK VIEW

– CARE HOME –

**Are you taking steps to look for care  
for your loved one?**

**Take the next step to Park View Care Home**

**Park View is a state of the art, luxurious care home overlooking the magnificent gardens and grounds of Chantry Park near Ipswich.**

Our philosophy is quite simple; to provide the very highest standard of care and quality of life to each person at Park View.

We provide residential, nursing and specialist dementia care to elderly ladies and gentlemen, this full complement of services means that elderly residents changing needs can be met throughout their stay with us.

- State of the Art Development
- Residential, Nursing & Dementia Care
- Private Dining/Hospitality Services
- Short & Long Term Care
- Beautiful Accommodation Throughout
- Individualised Care Plans
- Specialist Care Design Features
- Internet Wifi
- Activities, Hobbies and Clubs
- Stunning Landscaped Gardens

Please contact Sharon Bowen  
Customer Relations

**Telephone 01473 228 890**



**FIRST CARE HOMES**  
WHERE CARE COMES FIRST



