Our inpatient unit refurbishment brings many benefits

Memory Tree
Memorial opportunities at the Hospice

Ward Helper Jordan Barrow and Healthcare Assistant Claire Kearns in the refurbished inpatient unit

Also in this issue:
Hospice AGM 2011 | Focus on... Saxmundham shop volunteers
Hospice Care Week 2011 | Fundraising & Events
Hospice AGM 2011

This year’s AGM is taking place on Thursday 29th September at Trinity Park in Ipswich. You should have received a letter inviting you to the event with this edition of The Volunteer. During the evening we will review last year’s achievements, present Hospice plans for the future and conclude with an address from our keynote speaker Tom Hughes-Hallett, Chair of the Palliative Care Funding Review and Chief Executive of Marie Curie Cancer Care. The Hospice catering team will be providing refreshments.

If you would like to attend, please RSVP to Leanne Thorndyke on 01473 707018 or email leanne.thorndyke@stelizabethhospice.org.uk

Jane Petit | Chief Executive

Look out for Hospice News

The Hospice’s annual newsletter will be posted to all Hospice supporters mid September. This year’s edition features articles about our service developments, a focus on the refurbished inpatient unit and case studies of patients and families who have benefited from the Hospice.

Let us know what you think

If you have a great idea for an article for The Volunteer or have a suggestion as to how we could improve the newsletter, please get in touch. Email volunteer@stelizabethhospice.org.uk or call 01473 707016.

contents

03 Inpatient unit refurbishment brings many benefits
04 Focus on... Saxmundham shop volunteers
06 Hospice talks | Hospice hair salon | Join our Facebook page
07 Memory Tree | Hospice Care Week 2011
08 Fundraising & Events
The new-look inpatient unit has now been used for just over two months and feedback has been extremely positive.

**Patient feedback**
Carol Cutler, 42, of Hadleigh, was one of the first patients to be cared for on the new-look inpatient unit. She said: “It is so spacious and open. I like having a television at the bedside that is very useful. The lights are bright in here but I can dim them myself using the controls on the bed panel, so that is useful.

“I love the cleanliness, the thought that has gone into the colour schemes and the soft furnishings. It is quite homely. The garden is beautiful and I can look out onto it from my bed and I like that. There is also lots of space for the family to sit around the bed which is nice.”

**Volunteer feedback**
Maintenance volunteer John Edwards said: “I think the new inpatient unit is very homely, colourful and patient friendly. The new office for staff is 110% better than it was.”

Jimmy Glennon, chaplaincy and gardening volunteer, helped on the ward as part of his chaplaincy role on the first Sunday after patients moved back. He said: “All of the patients and visitors seemed very happy with the surroundings on that first weekend. It’s very visitor friendly and looks a lot more spacious. The carpeted corridor is nice as are the big windows looking out to the garden. The kitchen is a lot better and the bathroom facilities are great.”

**Staff feedback**
Staff are also enjoying working in the new environment. Inpatient Unit Manager Linda Laisure said: “It is wonderful and exciting to be back on our newly refurbished inpatient unit, the facilities were good at the Hospice but after 20 years they were dated and didn’t adequately meet the changing needs of the Hospice, the patients and families we care for.

“The environment is very homely and there is great attention to detail. I feel very privileged to work at the Hospice and manage such a fabulous new unit.”

The Corporate Services team and Income Generation and Marketing team returned to the Hospice from their temporary offices at Ransomes Europark in August, marking the completion of the project.

**Refurbishment factfile**

- more modern lighting and homely soft furnishings
- installing wireless internet
- a Freeview flatscreen TV and DVD player by each bed
- replacing the brickwork on the walls in the corridor with vibrant anti-bacterial paint
- a bigger room for relatives to stay overnight with a sofa bed and ensuite wet room
- a panel above each beds pace with individual controls for lighting, heating and ventilation
- full length windows allowing patients to see the garden and have their beds wheeled out directly on to the patio

**Improvements to the inpatient unit included:**

Patients, staff and volunteers benefit from inpatient unit refurbishment

(From left to right) Inpatient Unit Manager Linda Laisure with Registered Nurses Jackie Ducker and Julie Herber

The Volunteer | 03

Improvements to the inpatient unit included:
FOCUS ON
Saxmundham shop volunteers

The Hospice has thirteen shops across East Suffolk including one in the historic market town of Saxmundham.

Doris has been volunteering in the shop for five years and wanted to give something back to the community. She also has an attachment to the hospice movement as her mother died in a hospice in London.

Doris said “I volunteer on a Wednesday and Saturday morning and fill in whenever else they might need me. I love the atmosphere in the shop, socialising and meeting the public. You get to know people that come in regularly. It’s a nice way to give my time and I enjoy working with my colleagues. I really enjoy volunteering here”.

Brenda, who has been volunteering in the shop for three years, moved to Saxmundham from Lincolnshire when she retired. “I volunteered because I wanted to make friends and I missed working,” she said. “I was advised to work with...
“Volunteering at the shop has changed my life.”

Volunteer Brenda McCardle

Doris as that way I would get to know everyone! I have never been bored when I have volunteered here. We have such a laugh, with each other, with our Shop Manager Tracey, with the van drivers. It really is such a tremendous social life. Volunteering at the shop has changed my life.”

Many of the customers in the Saxmundham shop are people on holiday in the area. Brenda said: “There are lots of holidaymakers particularly in the school summer holidays as there are two holiday parks, one at either end of town. They come to visit our small market town as well as places on the coast such as Aldeburgh and Southwold. We sell out of beachwear in the summer and fleeces and jumpers if it turns cold. The Waitrose store in town has also proved very popular in bringing people to Saxmundham from around the area.”

“On Saturdays customers come in especially to look for designer and high street goods rather than going to somewhere like Ipswich. We have sold a Radley handbag recently and a Jaeger bag which was brand new with the original price tag still on it.” she added.

Regular volunteer Maureen Holmes is responsible for the beautiful window displays which attract people’s attention as they walk down High Street. She dresses the windows on a Friday afternoon and often local people walk past the shop just to see the new display.

Brenda said: “Maureen picks the colours and the pieces for the window. She has a real eye for it and adds the right finishing touches. When the shop is closed, often notes are put through the door asking us to reserve items in the window.”

“People always say that it doesn’t look or feel like a charity shop. Often people ask us when they are in the shop, ‘is this a charity shop?’, as you wouldn’t know and the window displays are so good. Our Manager Tracey Wright and Assistant Manager Bridget Berry set a very high standard.

It is so clean and tidy and the prices are just right and very competitive with other shops in town,” added Doris.

Tracey Wright is the Manager of the Saxmundham and Leiston Hospice shops and has Assistant Managers in both who work three days a week each. “All of the volunteers are fantastic,” she said. “They are invaluable; we could not run the shop without them. Most are regulars and come in on set days. Everyone knows when Brenda and Doris are in the shop! They are very dedicated volunteers.”

“All of the volunteers are fantastic. They are invaluable; we could not run the shop without them.”

Tracey Wright, Manager of the Saxmundham and Leiston shops
Spreading the word about the Hospice

Giving talks to groups such as the Rotary and WI as well as local companies and schools is an extremely important way to ensure people in Suffolk are aware of our services and what we do.

If you are part of a group or organisation which would be interested in having a talk about the Hospice, please call 01473 723600 or email fundraising@stelizabethhospice.org.uk

Hospice hair salon gets a makeover

The salon used by patients, which is situated in the Day Unit, has been modernised as part of the Hospice refurbishment. The work was finished in July and the salon now has a new adjustable basin making it easier to wash patients’ hair, modern chairs which move up and down, a display cabinet for wigs and hair scarves, a heated towel rail, an up to date sit-under hairdryer as well as better equipment and storage. There is also a gorgeous Southwold beach hut mural on the back wall.

Any Hospice patients can have their hair washed, cut or set at the salon and the hairdressers are all professionals who volunteer in their spare time. They can also visit an inpatient’s bedside.

Volunteer hairdresser Jenny Flory said: “The patients’ eyes light up when you ask them if they would like their hair done. And I feel as though I have made a difference to their day.”

As well as the feel-good factor, the salon offers privacy and dignity and some patients may not be able to access their local hair salon nor feel at ease going there.

To enable more patients to benefit we are appealing for extra volunteer hairdressers. If you are interested please call Claire Lansley on 01473 707016 or email volunteer@stelizabethhospice.org.uk

Have you joined the Hospice Facebook page?

Our page on Facebook is a popular forum for patients, relatives, volunteers, supporters and staff to find out more about our services and fundraising as well as sharing their experiences. You can get up to date and current Hospice news and information, interact with other supporters, post your own messages and see what people are saying about the Hospice.

We have around 1,200 members at the moment and we would love to have 2,000 by the end of the year. That would enable us to raise awareness of the Hospice to a lot more people, who in turn can share it with their Facebook friends.

Search for St Elizabeth Hospice on Facebook. It’s easy to join the group - just press the Like thumbs up icon.

If Twitter is more your thing you can follow us there too and get daily updates @StElizabethHosp
If you volunteer at the Hospice or if you came to one of the open days in May, you would have seen the Memory Tree on the wall in the main corridor.

Relatives and friends can make a donation towards a leaf or rock and have their loved-one’s name engraved on it.

The idea for the tree was agreed following many requests from relatives over the years for lasting membranes such as rose bushes or benches and allows families to have a memorial opportunity at the Hospice.

Prices start from £85 and engraved leaves and rocks are displayed for one year. Supporters then have the opportunity to pay for their leaf or rock to be displayed for another year or have it sent to them to keep.

Memory Tree provides memorial opportunity at the Hospice

If you would like to find out more, call the fundraising team on 01473 723600 or visit www.stelizabethhospice.org.uk/memorytree

Hospice Care Week 2011

Hospice Care Week is taking place this year between 8th – 14th October.

The campaign this year – hospice care, be surprised – aims to build awareness of hospice care and to encourage people to support their local hospice. The week coincides with World Hospice and Palliative Care Day, a day to celebrate and support hospice and palliative care around the world.

We will be working with St Nicholas Hospice Care based in Bury St Edmunds to let people know how the two hospices help the Suffolk community and how the community can help us.
For more information about any aspect of volunteering, please call 01473 707016 or email volunteer@stelizabethhospice.org.uk

Look out for the Hospice’s Community Fundraisers in your neighbourhood
Each of the Hospice’s Community Fundraisers is now responsible for a dedicated area of Suffolk.

Mid Suffolk including Stowmarket and Framlingham:
Rachael Maidment, Senior Community Fundraiser

Suffolk Coastal including Woodbridge and Felixstowe: Andrea Chupacova, Community Fundraiser

Babergh: Emily Sullivan, Community Fundraiser

Waveney: David Wing, Community Fundraising Manager

Ipswich: Any member of the team will be able to support fundraisers in Ipswich.

The Community Fundraising team can help and support people wanting to raise money for the Hospice as well as giving talks, visiting schools and helping people fundraise at work.

To get in touch with your local Community Fundraiser call 01473 723600 or email fundraising@stelizabethhospice.org.uk

Here are a few examples of people who have supported the Hospice recently:

• Volunteer drivers Ron Markwell and Alex Shulver, together with The Colneys Singers, raised £300 for the Hospice by organising a concert at the Trimley Memorial Hall.

• Ronnie Dawson organised the eighth annual Garage Sale in Brantham raising over £2,000 towards her daughter Carla’s Tribute Fund. The Hospice cared for 19-year-old Carla before she died in 2003 from bone cancer.

• Family and friends joined Rebecca Biggs for her 40th birthday party in July raising £110 for the Hospice. Instead of gifts Rebecca asked people to make a donation to her two chosen charities, one of which was St Elizabeth Hospice.

Fundraising update

Suffolk Santas
Friday 9th December
Be a Suffolk Santa for the day and collect donations – all in a good claus! Give up as much time as you can on Friday 9th December and collect donations from friends, colleagues, neighbours, relatives and community groups. Registration is just £5 and you will be given a Santa suit, collection bucket and identity badge.

Events

Halloween Firewalk
Saturday 29th October
Are you a fearless fundraiser? Do you dare walk up to 20ft over hot coals for the Hospice?
Our second Halloween Firewalk is taking place on Saturday 29th October at the Kesgrave Conference and Community Centre. Last year’s event proved a great success and raised over £7,000. There will also be a Halloween Party on the night for the whole family to enjoy. To register online, visit www.stelizabethhospice.org.uk