SPRINGHILL HOSPICE ANNUAL REVIEW 2019

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The opening of the Day Hospice

SPRINGHILL
HOSPICE 1989 - 2019
Celebrating 30 Years

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The Queen's Award for Voluntary Service

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Welcome

As I sit to write this, I have just seen an article in the Rochdale Observer celebrating 360 (the combined total of our volunteers who have been with us for the past 30 years) remarkable years of volunteering alongside a photo of 12 of the Hospice's Volunteers who have all been involved since day one or before.

This year has been a year of quiet celebration as we complete 30 years of service. Highlights have included receipt of the Queen's Award for Volunteering and a very successful Comfort for All campaign. What this review sets out to show is what we do best, day in day out, week in week out, and that is to provide a truly superlative palliative care end-of-life service to the people of the Borough and beyond.

On behalf of the Board of Trustees, I would like to thank everyone associated with the Hospice, whether staff, volunteers or supporters, for their continued commitment and endeavor to ensure that this vital work continues.

With best wishes.

Robert Clegg OBE
Chairman of Board of Trustees

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Chief Executive's Report

In this, our 30th year, I think it will become very clear reading through this 2019 Annual Review, that we have all been spending time reflecting on the changes we have seen throughout our time here at the Hospice.

Certainly since I started working at Springhill way back in 1994, I have witnessed significant change and growth, all of which has been to benefit our patients and their families.

The staff numbers totalling just 46 back in 1994 have now increased to 160 as our services have developed and grown. I am incredibly proud to have been involved in significant developments over the years, from the building of our Education Centre, a number of major refurbishments projects, introduction of an advice line, extension of our Bereavement Service, and more recently, the introduction of our Community Service. Overall, these developments have given us the utopia model we aspired for, but never fully believed we could achieve, and have significantly increased the numbers of patients and families we are able to support.

We are grateful to the Clinical Commissioning Group who have had the foresight to support the developments you will read about in this review, and particularly grateful to you, the reader of this review, who undoubtedly support us through either donating, fundraising, supporting our events, shopping in our charity shops, or working and volunteering with us.

It would be remiss of me not to mention the very firm foundations which were laid at the inception of the Hospice, by Margaret Geoghegan, the Hospice founder. I would also like to extend our gratitude to the first Trustees and managers, who developed the Hospice's ethos and mission statement which you will see on page 8. We have remained true to these foundations and beliefs over the 30 years we have been open, and they have given us a strong basis to build on, to achieve the wonderful establishment we have today.

During the past 12 months, we have seen a number of awards and accolades, which you will read of within this report. I think that is particularly fitting that our volunteers were nominated for The Queen's Award for Voluntary Service, which is a very prestigious award. I was delighted that this nomination came to fruition in this special anniversary year, rewarding volunteers who have selflessly given to the Hospice, many for over 30 years when the fundraising first began.

You will read of our partnership working with other organisations such as the Carers Hub, local schools, Adult Social Care, and our neighbouring Hospices. These partnerships serve to strengthen our organisation even further, by allowing us to share our expertise and also to tap into the skills of others, widening our reach and benefit.

I do hope as you read through this report, you will be as proud as I am of the service we have developed for the people in our Borough. I hope you will see that we never stand still and that everything we do is aimed at improving services for our patients and their families. Here's to the next 30 years and thank you for your interest in our work, and for your continued support.

Julie Halliwell

Chief Executive, Springhill Hospice

HOSPICE STRATEGY 2017–2022

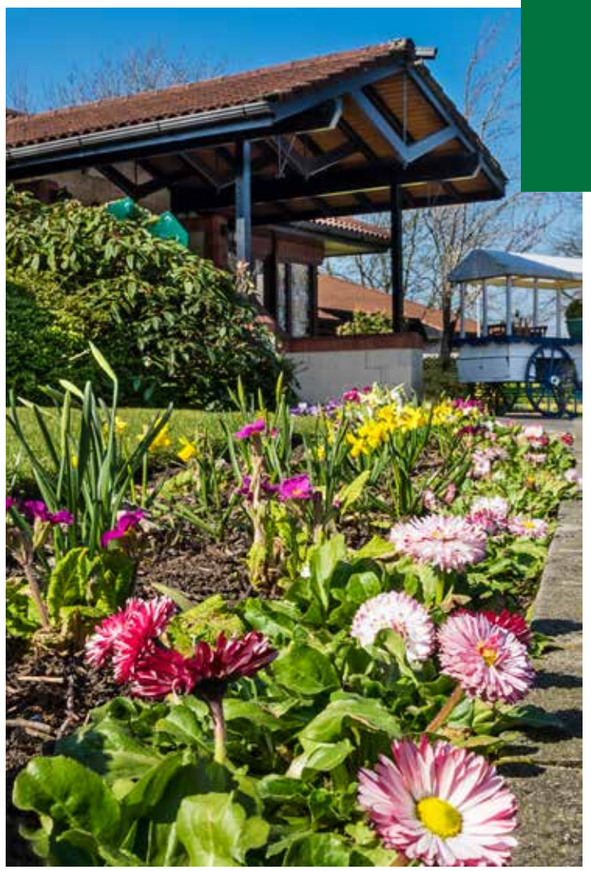
In 2017, we developed our five year strategy, which sets out what we want to achieve and how we aim to achieve it. We developed five main aims, considering how everything we do is best for:

- Our Patients
- Our Hospice
- Each other

Our Mission

As a specialist palliative care unit, Springhill Hospice:

- provides the highest standard of physical, psychological, emotional and spiritual care for patients and their families, friends and carers;
- encourages patients to maintain independence, and control, and to make informed choices, whilst respecting privacy and dignity;
- offers advice and support from the time of referral, throughout the illness and into the bereavement period;
- offers post bereavement therapies, psychotherapy and counselling;
- offers information and education to patients, families, friends, carers and professionals, to promote a high standard of palliative care across the community;
- respects all cultural, religious and personal beliefs, placing the emphasis of care on individual need;
- audits and reviews the services it provides to ensure appropriate clinical standards are maintained and services are delivered effectively.



Our Strategy

1. Adapt Quickly to Change

We are committed to adapting quickly to change, taking advantage of opportunities arising from the Greater Manchester Devolution Programme and other changes within the NHS.

As power is transferred to local decision makers, and more opportunities arise to work in partnership, we will endeavour to take the opportunities available for collaborative working in order to achieve economies of scale and to improve our patient and family experience.

What have we done to achieve this aim?

Our collaboration with Greater Manchester Hospices continues to flourish. We have been exploring opportunities for joint working across all of the Hospices in an attempt to achieve economies, particularly around procurement. We have begun to collate data together, to better inform commissioners and decision makers as to how Hospices contribute to the wider system.

We have established networks to support best practice working, and to stay informed of any sector advancements.

We have strengthened our approach to legal compliance surrounding fundraising activity through the development of policies, procedures, database tools and guidance from statutory bodies, including implementation of new procedures and documentation surrounding General Data Protection Regulation (GDPR).

2. Increase Income Generation

Since 2014 the Hospice has seen significant growth following the introduction of the Community Service. Projected budget forecasts indicate an increase in costs over the next five years including introduction of The National Living Wage, the first stage of which was implemented in April 2016. This will have a significant impact on the Hospice over the next five years as implementation progresses.

In recognition of these increasing costs, the Income Services Team has been tasked with exploring new avenues to increase income in an attempt to achieve a balanced budget.

What have we done to achieve this aim?

We have introduced a direct mail appeal (Comfort for All) to increase income from a new stream.

We have implemented more formal analysis of Hospice events and campaigns to inform future activity.

We have introduced new events/campaigns including a Corporate Challenge and a Christmas Campaign.

Within retail, we have undertaken maintenance work within our shops, and have developed an improvement programme.

3. Improve the Quality of our Facilities

As our Hospice estate becomes older, we are mindful of the need to maintain the optimal environment to deliver our core services. We will improve the quality of our facilities and the care environment for our patients and families. We will ensure that our external properties are included in our improvement plans to ensure competitive advantage.

What have we done to achieve this aim?

We have installed automatic door closers within the ward area to offer improved protection in case of fire.

We have refurbished two of our original water tanks to ensure Health and Safety compliance.

LED lighting has been installed throughout the Hospice, and we are now reaping the benefit in terms of reduced expenditure, in addition to meeting our aims to be environmentally friendly.

4. Influence Others

Recognising our capacity limitations, we will influence other organisations and hard to reach communities through education and sharing of our experience and expertise in end of life care.

What have we done to achieve this aim?

We continue to deliver our highly successful Palliative Care Passport training, with 88 people completing the programme in the last cohort of 2019.

We deliver an annual programme to GP trainees, so that we can share our knowledge of palliative and end of life care to them prior to them qualifying as GP's.

5. Respond to Increased use of Technology

Increasing use of technology and in particular use of social media means that the Hospice needs to explore new avenues of reaching more supporters and developing online methods for communication and online selling. We will continue to engage with the NHS and contribute to developments of shared electronic record systems to enhance our patient care.

What have we done to achieve this aim?

In readiness for going fax-free in 2020, we have created generic e-mails to reduce the need to send sensitive or confidential information via fax.

We have introduced the use of assistive technologies, including sensor mats which are used to minimise the risk of patient falls.

We have introduced IPOS, a system to measure patients' physical symptoms, psychological, emotional and spiritual and information support needs, which will in turn allow us to demonstrate outcomes.

We continue to work with the NHS to keep our IT systems safe, and have upgraded all our PC's to Windows 10 to minimise security threats.

We are piloting use of EPPACS which is a communication tool which aids communication with NHS partners around individual patients.

We have increased photo and video content on our social media pages.

Clinical Services

As you read the reports in this year's Annual Review I hope you will, as I do, feel the passion, enthusiasm and commitment from service managers, staff and volunteers for the work we do here at Springhill.

In this, our 30th year, it gives me cause to reflect on my own time here at the Hospice. Although I haven't been here from the beginning, I personally have seen significant changes, service developments and initiatives over the 18 years I have been fortunate to have been employed by the Hospice.

When I first came to Springhill, as Ward Sister on the Inpatient Unit, our services were limited to the Ward, Day Hospice and a small Counselling Service. Even at that time, though, in 2001, our Education Unit had just been completed and the Education Manager had moved from just one room in the main Hospice building to a purpose built unit in the Hospice grounds.

I have been lucky to have been involved in so many new service developments over the years; offering our services to an increasing number of patients and families in our local community.

In 2005 I was involved in the development and launch of the 24 hour Specialist Palliative Care Advice Line which, over subsequent years, has been a 'lifeline' to so many patients and families. The phone line is available 24 hours a day and is run by trained staff, on hand to help patients, family members and their carers with any questions or information that they need.

In 2012 the launch of the Hospice at Home service afforded us the potential to deliver a Gold Standard Hospice service away from the Hospice building and in patient's own homes. This was later followed by a successful bid to deliver the Integrated Specialist Palliative Care and End of Life Community Service in 2014. This was probably the single most significant service development the Hospice has seen over my time here.

In addition, our Counselling Team has grown and the Bereavement Service delivered by our team has been extended across the borough. Not just to those who have a direct connection with Springhill, but other people in the community who have experienced a loss.

The Inpatient Unit area has seen significant refurbishments and new building work over the years allowing us to offer more single-room accommodation and luxury bathing facilities. The Day Hospice unit has also been extended to incorporate a new Creative Therapy unit and has been refurbished over the years to offer improved therapy facilities.

I have seen so many changes but one single thing remains unchanged, the ethos of the Hospice to 'make a difference' to the lives of our patients and their families as they try to come to terms with significant life changes, remains constant and paramount. I am inspired everyday by the passion and commitment of our staff and volunteers and feel truly privileged to work here at Springhill.

Sheila Johnson
Director of Clinical Services

Inpatient Unit

It has been 30 years since Springhill Hospice opened its doors to care for patients with life limiting illnesses. The Hospice is not just the building and the staff who work here it is also the shops, our Fundraising Team and Coffee at the Craven. For me, everyone working together makes the Hospice.

Over the years the nursing staff and Hospice environment have changed with the ward area receiving grants to enable us to have more single rooms, upgrade our bathing facilities, clinical room and a new nurse's station. We have had new profiling beds, pressure relieving mattresses, recliner chairs and many more pieces of equipment that have all had an impact on the care we provide our patients.

But the one thing that has not changed is the Hospice philosophy. We continue to provide the highest standard of physical, psychological and emotional care to our patients with life limiting illnesses and also to their families, friends and carers. We encourage our patients to maintain independence and control to make informed choices whilst respecting privacy and dignity. We offer advice and support from the time of referral throughout the illness and into the bereavement period. We respect all cultural, religious and personal beliefs, placing the emphasis of care on an individual need.

We audit and review the services we provide to ensure appropriate clinical standards are maintained and services are delivered effectively.In the 18 years I have worked at Springhill Hospice I have seen many changes and positive I must say.

We have the 24 hour advice line whereby patients, relatives, carers and professionals can ring any time day or night for advice. The advice line is manned 24 hours a day 7 days a week 365 days a year by a qualified member of the nursing team. Nursing staff on the ward who man this phone receive yearly mandatory training to ensure that all advice given is up to date and relevant.

We also have Hospice at Home; this is when the nursing staff who work on the Inpatient Unit care for end of life patients in their own homes who may be in the last few weeks to the last few days of life. The Hospice at Home team work in collaboration with district nurses, GP's, Specialist Palliative Care Nurses and other health and social care professionals supporting patients who want to be cared for at home. The Hospice at Home nurses are able to administer prescribed medication to the patient for any symptoms that may arise. They will help with hygiene needs and positional changes and giving psychological and emotional support to the patient and their family. In fact they take the Hospice Philosophy and ethos we have in the Hospice into the home and do whatever is needed to keep the patient comfortable.

Nursing over the years has changed, from the way you are trained to what you become once qualified. Here at the Hospice we have embraced some of these changes. We have a Specialist Palliative Care Nurse who is not only part of the Nursing Team but also works alongside the medical team at least once a week.

We also have two Assistant Practitioners, who work within the Nursing Team on the Inpatient Unit. They work alongside the team assessing, planning, implementing, and evaluating patient care. They take responsibility for a number of patients and are involved in discharge planning and the day-to-day care of the patients. We also have a Trainee Assistant Practitioner who is now in her second year at the University of Bolton. She attends University one day a week and works the rest of her shifts on the ward where she is gaining knowledge and experience to become an Assistant Practitioner.

For the first time this year we have taken on an Apprentice Health Care Assistant, this is a new experience for the ward and it is something we have not done before.

The Inpatient Unit Nursing Team

We encourage all our staff to develop their knowledge and gain new skills in order to enhance the care and support they give to our patients. This year we had two Health Care Assistants who asked if they could undertake the Trainee Nursing Associate programme held by the University of Bolton. One member of staff started in September and hopefully the other will start in the New Year.

Other staff members have attended study sessions on Breathless Management, Continuing Healthcare, Swan End of Life Bereavement Study Days, Oncology and Tissue Viability study sessions at The Christie.

We have seen staff leave to take on new challenges and new staff start who have been welcomed into the team. We also have two members of staff who have had babies this year, a baby boy for Danielle and a baby girl for Tailor and surprisingly they were born on the same day! Dr Greyling has returned from maternity leave after giving birth to a baby boy.

The Ward Team joined the Corporate Challenge, whereby we were given £30 and had to make it grow. We have done football cards, a table top sale, silent auction, raffle and tombolas. The biggest and more stressful event, especially for Dr Barber, Junior sister Leighann Hill and SPCN Emma Pickles, all of whom went above and beyond, was the Halloween Party which was a huge success! We were delighted to find out at the recent Business Buddies Big Breakfast that our team raised a massive £3,769,37 during the challenge. We may not have won but we are extremely proud that we were able to raise so much as a team for the Hospice.

After 18 years I still feel it is a privilege and an honour to work at the Hospice. To be able to care for patients who need their symptoms managed or for those patients who have come to the end of their life, to be able to care for them as individuals and to be able to respect their wishes.

I am proud of the staff I work with for all their hard work and support they give to the patients, the families and also to each other. They constantly strive to give the best care possible and to maintain standards. They all have something special to enable them to work at the Hospice; I don't know what it is because if I did I think I would bottle it!

Ann Gray
Ward Sister

Left and Right: The Nursing Team at work.

Psychological and Supportive Care

Our patients and their loved ones tell us how safe and secure they feel at the Hospice. This starts as they come up the drive way and becomes stronger as they enter the building and are embraced by a sense of warmth, friendliness and genuine care.

We provide a psychological and supportive 'safe place' in which our patients can explore their feelings around their illness, rediscover interests, and make the very best of what life can still offer within their limitations.

Emotional and social isolation affects a lot of our patients as their illnesses deprive them of the normal, usual activities they used to enjoy. The Psychological and Supportive Care team offers a range of supportive activities and options.

Creative Therapy

We help people to connect with their creativity and express themselves through the use of arts and crafts, music and words. We have skilled artist volunteers who come in weekly and offer to teach patients how to draw and paint. We also have volunteers who support and guide patients in their individual projects. Many patients discover a new hobby, or we are able to reignite an old one, which they can then continue with when they are at home.

We also hold regular group sessions with topics such as musical time lines where patients reminisce about their favourite musical tracks and songs, highlighting special times in their lives. We then copy the tunes onto CDs as a permanent play list for them.

Another popular session is 'My First Job'. This is a little like Pictionary where the patient draws an image of their job and the rest of the group have to guess what it was. Patient's stories reveal so much about our social history and how things have changed.

These kind of therapeutic activities help patients to review their lives and remember the good times, reaffirming their contribution to society and their families.

This year we held our third Art and Craft Exhibition showcasing patients' work as well as exhibits from the wider Hospice community of staff and volunteers. We are very lucky to have so many creative individuals here at the Hospice! There is something wonderfully therapeutic for our patients to be part of a creative process; seeing their own work in public being valued and bringing so much pleasure to others. To be able to do this at a difficult period in our patient's lives, can really bring so much satisfaction and a sense of heritage and also allows them to leave something tangible for their loved ones.
Many of the exhibits were offered for sale through the silent auction. Homes all around the borough and beyond have our patient's art work gracing their walls and display cabinets. Our patients know this and it brings them such a sense of worth and belonging in the community.

Complementary Therapies

All patients both in Day Hospice and on our Inpatient Unit are offered complementary therapies every day. We offer a fantastic range of therapies including, Massage, Aromatherapy, Reflexology and Reiki as well as HEARTS which is a particular gentle relaxing therapy devised by therapists working with cancer patients at the Christie.

Relaxation is our main goal and helping someone to relax benefits them in many ways. It can help to reduce unpleasant physical symptoms, aids sleep and mental relaxation as well as promoting a feeling of well-being and self-worth. Therapies are gentle on the patient but the effects are powerful in many ways. We have one paid Complementary Therapist who coordinates a small, dedicated and professionally trained team of volunteers who enable us to offer every patient different therapies every day. Without our volunteers we would have an extremely limited service.

As well as our complementary therapies, we are also able to offer our patients a fantastic salon service. We have a fully equipped, up to date salon where patients can have a full makeover if they wish. Having a resident Hairdresser is really valued by our patients especially those on the ward who perhaps have been in hospital or unable to leave their homes to attend a 'normal' salon. Our patients constantly tell us how important it is to their self-worth and dignity to have their hair styled and to feel 'pampered'. However our Hairdresser works just 12 hours a week and we would welcome a volunteer who could help so that we are able to provide even more treatments for our patients.

Spiritual Care

Spiritual Care is about creating space for patients to express their questions and their struggles and to reflect on what is important to them at this stage in their lives. As we are all so very different, so are the questions and struggles that illness and death give rise to in us. So too, are the things that become of importance to people as they journey with illness towards death. For some it becomes important to connect or reconnect with religious faith, for others it is important to question and reject faith and the God who they feel has let them down; for others it is having the wedding they have been meaning to have for years, for others it is doing one last time something that has always brought them joy, for example, a final trip to the dog races. In short, spiritual care is about helping people to journey with the turmoil that life limiting illness and death bring, in order to help them reconnect with both themselves and hope.

A display of art from the 2019 Exhibition.

Whilst we are purposeful about offering spiritual care to our patients, we are always looking to improve our provision. Over the last year or so we have therefore been doing a lot of thinking about how we can work with our patients more intentionally to assess and identify emotional and spiritual needs that we can support them with. This remains a work in progress and a focus for next year.

Counselling and Bereavement Support

Springhill Counselling Service is accredited by the British Association of Counsellors and Psychotherapists (BACP) which is an endorsement of the very high quality and standard of the counselling we provide. We offer counselling to patients and their loved ones who are affected by a life limiting illness as well as bereavement counselling and support to any adult who is registered with a GP within the boroughs of Rochdale, Heywood and Middleton. Counselling and mental health has been prominent in the media this year raising the awareness of the benefits of seeking help and talking to a professional. Consequently we have seen a steady increase in referrals for our Counselling Service and a massive increase in referrals for our Bereavement Counselling. We are exploring how we can meet the needs of this increase in demand so that we continue to offer timely, flexible support.

Day Hospice patient and volunteer taking part in a craft making session.

We currently have a team of six Counsellors who work across Rochdale, Heywood and Middleton in GP surgeries as well as at the Hospice. As well as providing 1-2-1 counselling we have three support groups. The groups include; Bereavement by Loss of a Child, Bereavement through Suicide and Loss of a Spouse or Immediate Family Member. These groups are invaluable and promote empathic peer support. These groups are available to people who have had no previous involvement with the Hospice.

We also have summer school Ecotherapy courses and Grief Workshops which makes our Bereavement Support Service special and tailor made to each person's needs.

For the future we are considering telephone counselling for people who would find this method of support easier to access. We are also trying to find another GP surgery who will give us a regular room so that we can offer people counselling closer to their home, making it more convenient and easier to attend appointments.

2019 has been a special year for Springhill and I would like to take the opportunity to thank the wonderful volunteers who really make a difference to our service. I would like to also pay tribute to the volunteers who help facilitate the monthly support groups and the weekly community social groups. Their skill, warmth and commitment make a difference to so many hurting, lonely people and allows the opening up of a new circle of friendship.

Alison Hepworth
Psychological and Supportive Care Manager

Day Hospice patient Anne having her hair done in our salon.

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Day Hospice

Our Day Hospice has proved to be an important and much needed service for our patients, their families and carers.

In Day Hospice we care for up to 16 patients with life-limiting conditions, Monday to Thursday, every week.

Here at Springhill's Day Hospice patients are offered a 12 week placement in Day Hospice. It enables them to socialise with others and make new friends in a safe environment. It also minimises the risk of isolation for those patients who live alone. Even though it is a big step for some patients to attend the Day Hospice they soon realise it is a lovely welcoming place.

2019 has been another busy 12 months for us here in Day Hospice. Our Creative Therapist, Anwen and her volunteers were hard at work earlier this year preparing for our Third Art and Craft Exhibition which took place in May. This year's theme was 'It's a Wonderful World' and it really captured everyone's imagination. As you can imagine it took months in the planning, creating and making, but all those involved really got stuck in and our craft room was a hive of creativity.

Excitement and chatter started to spread throughout Day Hospice and eventually the wider Hospice during the months leading up to the exhibition. The Hospice came alive as the vibrant and varied work went on display around the building. Staff, patients and volunteers showcased their work throughout the Hospice corridors for all to see, it really was wonderful to see so much colour and art up around the Hospice for everyone to enjoy. The exhibition also proved to be a great fundraising initiative with it culminating in a successful silent auction. As the exhibition went on display it helped to open up the Hospice to a wider audience of family, friends and carers and really helped promote the positivity of the Hospice that we see every day.

There is something wonderfully therapeutic for our patients to be part of a creative process; seeing their own work on public display, being valued and bringing so much pleasure to others.

As one patient said, *"Life is worth living. We are still useful, producing displays which will indeed be seen in the future, even if, sadly, some of us won't"*. The indoor garden area, which includes trees, plants, flowers and woodland creatures, made by our patients and volunteers, remains on display and is adapted according to the seasons. It has been great to keep this garden on display because it means that we have been able to carry on showcasing the hard work of our patients to visitors old and new.

In June the Day Hospice had a visit from the Mayor of Greater Manchester, Andy Burnham. He is interested in the care given to people in Hospices and is dedicated in ensuring that money is spent where people want it to be spent and that Hospices remain a priority. He had a tour around the Hospice talking to patients and families as well as staff. It was great to his passion and interest in Springhill.

"I was initially reluctant to attend a Hospice but when I attended for the first time, accompanied by my daughter, everyone was lovely. We were made to feel at ease straight away". Day Hospice Patient

In July we had a very special award presentation from BBC's North West Tonight. Two of our volunteers Roger Dawson and his wife Carole were nominated for "The Ray of Sunshine Award" by their daughter Hazel. The "Ray of Sunshine Award" was created in honour of BBC North West presenter, Dianne Oxberry, who sadly passed away earlier this year. The awards have been presented to those who have helped others, their community, or just generally lit up the lives of those around them. Roger is a volunteer driver in Day Hospice; he escorts some of our patients to and from home to Day Hospice every week. His wife Carole takes part in fundraising activities and volunteers at the Hospice. Roger Johnson from BBC North West Tonight came along to Day Hospice and surprised Roger and Carole with their award. It was wonderful to see the smiles on their faces! We would love to give an award to each and every volunteer as the Hospice simply would not survive without our wonderful volunteers.

Day Hospice has also worked closely with the Carer's Hub to provide four pamper days a year for Carers. This gives a much needed special day to enable carers to access Complementary Therapy and the chance to talk to others that are in a similar position. A lovely buffet breakfast and lunch is provided by our own Catering Team here at the Hospice. We hope to continue these very important days for the Carers who continually provide 24 hour care for their loved ones.

Our "Good to Grow" project led by our Head Gardener, Nick Dent, has proved very popular this year. Good to Grow allows our green fingered patients to continue to enjoy a little bit of gardening in a safe environment and enjoying the wonderful gardens that surround us here at the Hospice.

Going into 2020, we will have some changes and challenges as some of our longer serving staff are looking to retire. The Day Hospice will look forward to having some new staff and new ideas to continue the hard work.

Day Hospice patient taking part in Art Therapy.

A scheme that we hope to see return again in 2020 is our 'Schools Project'. After the success of previous projects, we hope to continue encouraging local schools to get involved. It has been great to see the generation gap bridged and the sharing of experiences between patients and pupils from local schools.

We recently celebrated with our patients at their Christmas Party! It's a chance to get all our patients together on the same day and enjoy a lovely Christmas lunch, entertainment and of course, a visit from Father Christmas himself! It is a very busy day for both staff (in fancy dress) and patients, but everyone always has a great day and enjoys themselves.

Over the years there have been many changes in Day Hospice. We have seen an increase in staff which started off with a small team, to now having a team which covers Nursing, Counselling, Spiritual and Psychological, Creative, Complementary, Hair and Beauty therapies. We have also grown in space, with the addition of our Creative Therapy room which looks out onto our well-kept Hospice gardens.
We also work closely with our in house Community Service which includes Specialist Palliative Care Team and Physiotherapists who are on hand to see their patients if needed. We are also able to refer our patients for the night sitting and volunteer sitting service.

The Day Hospice team along with our dedicated team of volunteers are committed to delivering the best possible holistic care to our patients and their families. We have built a safe and caring environment here in Day Hospice that our patients feel welcomed into and free to discuss their concerns and plans for the future.

Debbie Johnson
Senior Staff Nurse

The Day Hospice Team

Community Team

2019 has been another challenging but rewarding year for our service. The whole Community Team works incredibly hard with the support of all the other services within the Hospice, to provide the best possible care to our patients and their families.

Our model of care supports patients deemed to be in the last 12 months of their life. We care for patients with any life limiting illness.

The Specialist Palliative Care Team provides symptom management /emotional/social and psychological support for patients and their families. The team also discusses advanced care planning with patients and their families. This allows the patient to make an informed choice of where they would like to be cared for, whether that is in the Hospice, in hospital, in a nursing/residential home or their usual place of residence.

If a crisis telephone call is received the team respond as needed. We have many good examples of good practice and this is one example of how the team work together. Our Admission Coordinator rang a patient and spoke with his wife to offer a bed in the Hospice. His wife was very upset as she was unable to wake her husband. The Admission Coordinator rang the Hospice at Home Team who luckily was only a few streets away. They went to the patient's house and established that the patient was safe to transfer to the Hospice. An urgent ambulance was arranged. The Hospice at Home Team stayed and comforted the patients wife and were able to give the patient a full bed bath and make him comfortable for the journey. From the initial telephone call the patient was in a bed comfortable and settled at the Hospice within one hour.

The team are actively encouraged and supported to develop knowledge and skills and to keep up to date with current symptom management and to keep abreast with current evidence based practice. With this in mind we attend relevant study events and participate in training days. This year Jackie Fitzpatrick one of the Specialist Palliative Care Nurses attended an advanced communication skills course hosted by The Christie. This has enhanced her current skills to help her with difficult conversations that can arise when caring for patients and families. Three of our Specialist Nurses have attended a Mesothelioma Study at Wythenshawe Hospital which enhanced their current knowledge, updated them on the most current treatments and information available for patients and families.

The Community Team presents a one day course on Breathlessness Management which is available to all health and social care staff in Heywood, Middleton and Rochdale and to all the Hospice staff. This is a much needed course to support staff in teaching patients and family's strategies to cope with this distressing symptom.

During the year the Northern Care Alliance NHS Group have been presenting the Swan End of Life and Bereavement Study days. Every member of the Community Team including the admin staff and medical secretaries have been supported to attend this valuable day. All the team whatever their role, may have to support someone immediately after the loss of a loved one whether this is face to face or over the telephone.

Our Team has expanded further in 2019 as we welcomed new members.

Beth Chalfin who has joined the Community Team in September in a Physio role working alongside Sharon Gray our Physio Technical Instructor. Beth has a wealth of experience in physiotherapy and will enhance the current service.
Jackie Fitzpatrick joined the team 18 months ago in a development post and has just been promoted into a Specialist Palliative Care Role. Well done Jackie!
Cath Trinnaman joined our team as a volunteer in June 2017. Last September she supported the team with some administration work and now works closely with Laura Shaw Supportive Care Nurse Lead in the allocation of the Night Sitters who provide valuable assistance to enable patients to stay in their own home, allowing a carer the chance of a well – earned rest.
We would like to welcome Nazma Ahmad back to the team after a year off due to maternity leave. Naz is able to prescribe medications in the community. She is working as one of the rapid response nurses and is able to respond, as needed whenever a patient requires an urgent visit. Welcome Back Naz!

This year the Community Team took part in the Corporate Challenge helping to raise much needed funds for the Hospice. This proved to be a good team building exercise and we have been overwhelmed with the support and generosity of the people of Heywood, Rochdale and Middleton and their kind donations.

We take all concerns and incidents very seriously and the impact it has on the care we provide. These are investigated thoroughly and may result in changes to our practice.

If something has not gone well in the patients journey we have a process whereby we are able to communicate any concerns with all external services to ensure we look at the best ways of working. One example of this is where families and carers have had problems obtaining end of life medications from pharmacies and sometimes these can be needed urgently. Together with the CCG we have looked at ways of identifying local pharmacies that are able to stock the medication avoiding families and carers travelling around trying to source medication when they should be with their loved one. This can cause unnecessary distress to families who are already emotionally and physically exhausted.

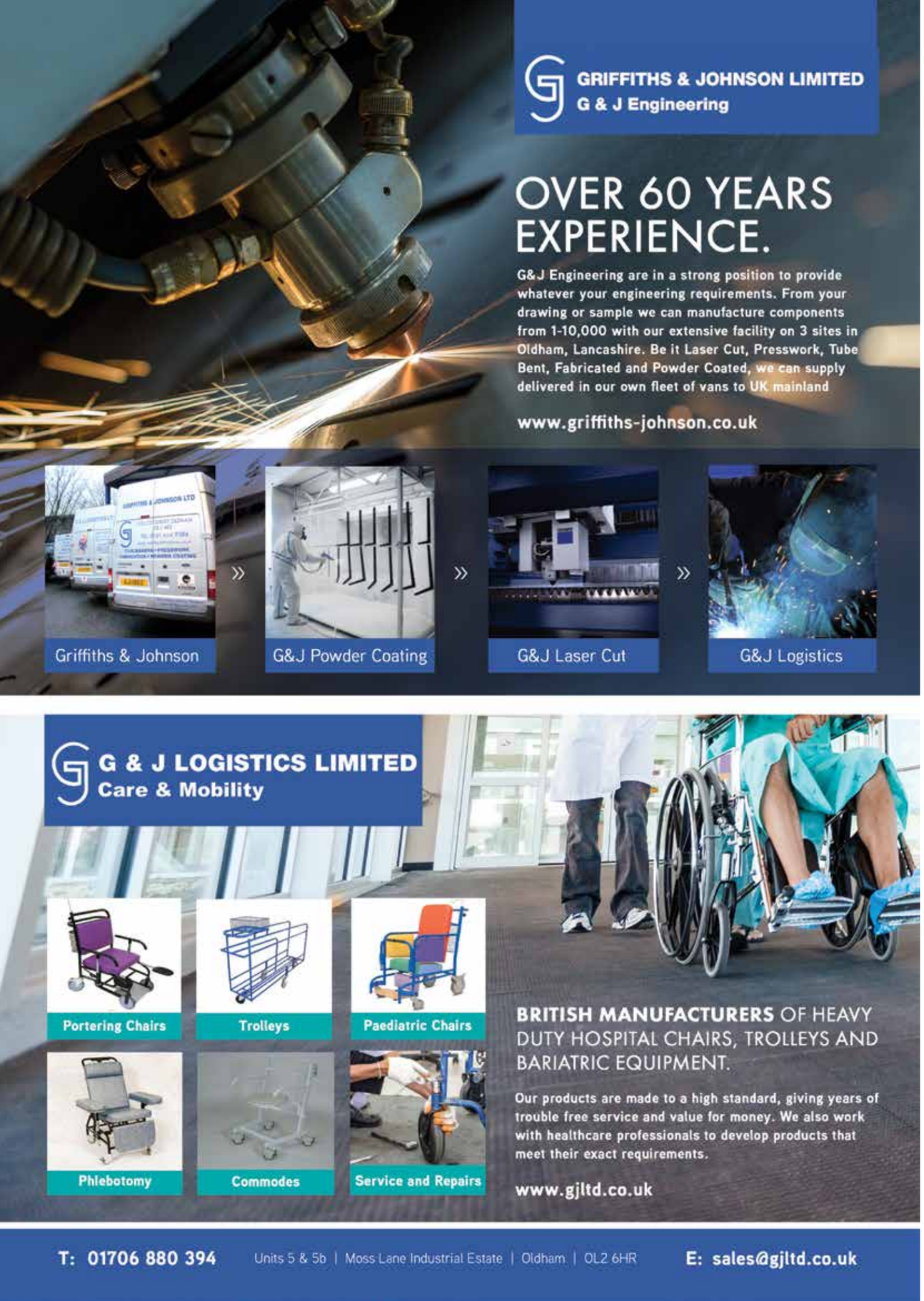
It has now been five years since the launch of the very successful Community Services. This has seen us grow from strength to strength and has been extremely rewarding to receive the positive comments and feedback from patients and families we help to support in our borough.

Within the Community Volunteer service we are looking at ways in which to develop and improve this valuable area of support. With this in mind, in 2020 we will be focusing on re-evaluating and endeavour to develop and enhance even further. We have to be forward thinking and continually adapt to the needs of our ageing and culturally diverse range of population. The Community Volunteers are a caring, reliable asset to the Hospice, who are supported in their roles by all members of the team. It is essential to guide, offer relevant training and encourage these wonderful people as much as we can. Due to the fluidity of volunteering, it is also important to regularly try to recruit suitable Volunteers with their different skills and experiences they have to offer.

I am immensely proud to work alongside a Team at Springhill Hospice which constantly strives to always provide the best possible care for patients and their families.

Louvain Birchenough and Laura Shaw

Louvain Birchenough
Community Services Manager



Finance

The Hospice is pleased to report a surplus before investments this year of £340,694. Our surplus for the financial year 2017/2018 was £933,172. Our legacy income was lower this year than the previous year. Last year we received £1,502,283 in legacies and this year £815,146.This income stream is very hard to predict and can vary from year to year. We are always extremely grateful to those supporters that remember us by leaving a gift in their will, and help maintain the future of the Hospice.

Donation and fundraising income has increased this year from £786,464 (last year) to £850,335 this year. It is testament to the hard work of our supporters who wish to raise funds for the Hospice and our Fundraising Team who support them in doing so alongside organising Hospice led events and campaigns.

Income from our Hospice Lottery has increased this year and we now have in the region of 10,850 members taking part each week. Each week we pay out £1,250 in prizes from our weekly draws, with our top prize being £1000. Our bi-annual Summer and Christmas Bumper Draws are always popular, giving people the chance to win £5,000.

We continue to look at ways to increase revenue from our shops and hope next year to have the facility to Gift Aid donated goods in more of our outlets. We will achieve this by the introduction of a new electronic till system that will allow us to maximise income from donations and also help staff and volunteers working in the shop to be more efficient.

The Hospice continued to control costs during the year. There was investment in our Income Generation activity and cost of living increases which we bore well.

The Trustees reviewed the Hospice reserves at the year end and as the Charities SORP specifically allows for funds held as “tangible fixed assets for charity use” to be excluded from free reserves. The Trustees set aside a designated reserve of £2.6 million, equal to the net book value of tangible fixed assets (2017/18: £2.7 million). With the support of the CCG and our generous donors, the Hospice was able to continue to provide its vital services to the local people of Rochdale, Heywood and Middleton. Our contract for the Community Service Team was renewed until March 2021.

During the year ending 31st March 2019 we had 583 patients referred to our Community Service and the team made 4,955 visits to patients.

The Hospice has 16 registered inpatient beds and last year we admitted 354 patients. Our occupied bed days were 4,054, a 5% increase on last year.

The financial year 2019/20 has begun in a strong position and has ambitious plans to take us forward. Our patients are at the heart of all we do and will continue to be our priority.

A big thank you to all our supporters, without you we wouldn’t be here!

Jeanette Caddick
Finance Manager

Fundraising

As we celebrate and reflect on 30 years of outstanding care at Springhill Hospice it seems pertinent to reflect on our activity over the last 12 months and review the successes and developments over this year as well as the last 30 years.

We have had another successful year of events, and an incredible amount of support from the local community.

Now in its 13th year, 540 triumphant walkers took part in the annual Hospice to Hospice Walk. With the British weather on the walker's side a great day was had by all. Families, colleagues and lots of four-legged friends all walked the 7.25 mile circular route to raise funds for the Hospice.

Men and Women across the Borough were in for a treat at our annual luncheons. Carole Kelly was awarded the title of 2019 Woman of Rochdale; guests on the day were joined by special guest and Springhill Patron Dame Mary Peters, and celebrity guest speaker Antony Cotton from Coronation Street.

2019's Man of Rochdale title was, for the first time awarded to two recipients, Paul Ellison and Ray Smith. Guests at the Man of Rochdale Luncheon were treated to guest speaker and footballing legend, Bruce Grobbelaar.

Our Make a Will campaign was supported by local Solicitors who offered their services to those wishing to secure their future wishes. The nine participating Solicitor firms kindly donated their fees to the Hospice in exchange for offering this service. The campaign raised a fantastic £3,314 towards patient care.

To celebrate our 30th year we launched our very special 30 Tea parties. We asked you, our supporters, to help us celebrate by hosting your own party. We've been blown away by your support and, boy, does Rochdale know how to celebrate!

We challenged the borough to Go Green again in May in support of Springhill, and you took on the challenge. We saw nurseries, businesses and schools take on a range of fundraising activities from bake sales to fancy dress days and afternoon teas!

Our annual Sunflower Appeal celebrated your memories of loved ones, with a splendid display of sunflower dedication plaques at our Summer Garden Celebration. We showcased Springhill's award winning gardens and raised vital funds through an array of games, raffles, stalls and craft activities.

Our annual Winter Wonderland Ladies Lunch was a resounding success with tables selling out in record time! Nutters once again delighted with their festive fayre and with record numbers plans are already in place to offer additional dates in 2020!

As our priority remains on patient comfort and quality of their care we took the decision to move our Christmas Fair off site to a new venue. The Christmas Fair has become so popular over the years that it had outgrown the space we had available to us at the Hospice, and we were at risk of affecting the comfort of our patients and their families. With this in mind, we were delighted at the offer of support from Kingsway Park High School, and we relocated our Christmas Fair to their sports hall, just round the corner from the Hospice. We have received a lot of positive feedback about the event and its new location.

A sea of Santa's descended upon Hollingworth Lake for the 15th Santa Dash or Dawdle event, once again raising money for Springhill. Once again the event was a success and it was great to see everyone enjoying the day.

Your dedications to our Light up a Life campaign continue to burn bright as you remember your loved ones over the festive period. To mark our 30th anniversary, we ensured those memories were burning even brighter with the unveiling of our new Light up a Life tree at the Hospice. Dedication Stars were hung on Hospice trees to celebrate and share the memories of your special loved ones.

Whilst we celebrated 30 years of care at Springhill, we were also aware that over the 30 years there have been advances to the specialist equipment and furniture and that some of the equipment we had on the Inpatient Unit was no longer fit for purpose. Determined to ensure that each and every one of our patients could receive the benefits of this specialist equipment, and knowing it could make an immediate difference to the quality of care we could offer, we launched our Comfort For All campaign. We were humbled that Dee, a patient at Springhill Hospice, championed the Comfort For All campaign and shared her experience of the Hospice, and the difference not only the care, but the specialist equipment, makes to patients and their families. We are pleased to announce that at the end of November the campaign has raised £39,239.

Our fantastic community have once again gone above and beyond in their support. Taking on everything from marathons to skydives, bucket collections to comedy nights. The support and dedication has excelled and we're so proud to be part of such a supportive local community.

Our Support Groups, some of which have been helping the Hospice for more than 30 years, are a steadfast support for Springhill. They have had another successful year of fundraising through bag packs, bucket collections, afternoon teas and the sale of homemade crafts.

As we move towards a cash-less society, you have shown that Rochdale bucks the trend. Your small change has once again made a big difference and supported the provision of care at Springhill. A huge thank you to all the pubs, shops and clubs who have hosted one of our collecting pots, and to everyone who has dropped their loose change into one of our pots. As of November, our collecting pots have raised £10,599 in 2019.

Our volunteer Calendar Committee worked tirelessly to produce our 2020 calendar. The group has been producing the calendar since 2014, releasing their first calendar for 2015. The 2020 calendar once again features 13 stunning views of Rochdale throughout the seasons. Over the years the calendar has raised thousands towards patient care.

2019 saw our corporate support go from strength to strength. Our Business Buddies members met monthly to network and share best practice across the borough and corporates engaged with their employees to raise money in support of their local Hospice whilst achieving their corporate social responsibility strategy.

In September 25 teams participated in our annual Golf Day with Sterling solutions taking the title of winning team. The day was rounded off with a 3 course meal, a raffle and awards.

To mark our 30th anniversary we launched our Corporate Challenge in 2019. We gave 13 teams a £30 loan and challenged them to turn it into as much money as possible for Springhill over a three month period. From the 1st August the gloves were off and the competition was on. What we thought would be some friendly competition got fierce as the battle commenced to be named champions. Amongst the fundraising activities we saw football cards, silent auctions, quiz nights and themed parties. At the Business Buddies Big Breakfast event in November Boulting Environment Services (BES) were named as Corporate Challenge champions with a total of £27,490,23 being raised from our challenge teams.

Going Green

In 2019 we have looked at how we can be more environmentally friendly and made some changes at our events and within the office. We've stopped providing bottled water at our events, instead encouraging supporters to bring their own bottles and offering refills to them as required. We opted for a 'new look' medal at our Santa Dash or Dawdle, ditching the imported traditional metal medals for a environmentally friendly, UK produced wooden medal. As part of our campaign to become more environmentally friendly we also asked you to get involved in "care not cards", ditching sending cards this Christmas and instead, donating the money you would have spent on cards and postage to Hospice care.

Below: Supporters at our Hospice to Hospice event

The Future

During 2019 time has been spent 'behind the scenes' working closely with our Finance Team to develop our coding procedures to streamline and standardise reporting as we move forward. We are excited to implement these new standards as we move into 2020 and being able to utilise the reports and data this will give us to inform future activity.

As we reflect on our 30th Anniversary and look towards the next 30 years of care here at Springhill we are embracing the future steps we can take to make our income streams more diverse and sustainable. We are constantly looking at ways we can become more environmentally friendly and we are launching a new programme of volunteer opportunities within the Fundraising Team to diversify our skills and utilise the experience and support of our local community.

Give a Gift

As the Christmas daze clears and you start to think about the new year ahead of you, we would ask you to think of Springhill when you are having a straighten up and clear out. If you have unwanted Christmas presents, one bottle too many for the cupboard, or you're clearing out your old things to make space for new please drop these off at the Hospice, Coffee at the Craven or any of our shops, clearly marked 'FAO Fundraising Team'. Alternatively, you can contact Fundraising using the details below.

Contact Us

fundraising@springhill.org.uk
01706 641790 (opt 1)

www.springhill.org.uk

Thank You

We would like to say thank you to everyone who has supported us or volunteered for us, not just in 2019, but in our 30 years of care and beyond. Your continued and dedicated support and kindness means that the care provided at Springhill is available to those who need it in your local community.

Emily Kennedy
Head of Income Generation

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Marketing and Communications

Over the last 30 years the way charities communicate with supporters has evolved. These changes and developments continue each year and each day. At Springhill Hospice we are very aware of the changes to communication methods and ensuring that we communicate with our supporters in the way they want us to communicate with them, and at a time they want to communicate. There has been a shift to a digital focus and a stronger interest from charity supporters to receive more regular insights into how Springhill care positively impacts on patients and their families. During 2019 we have responded to this by capturing personal accounts and snippets of experiences which we have been able to share with our supporters across various communication channels.

At the end of 2018 we recruited a dedicated Marketing and Communications Officer, Laura Wild-Quinn. In late 2019 Laura was joined by part time Marketing and Communications Assistant Sam Christie.

During 2019 they have spent time working on the Hospice's branding, reviewing our website content and accessibility and developing a library of case studies and images to produce engaging content for our social media sites.

The Marketing and Communications Team also have the exciting job of coordinating our Autumn/Winter and Spring/Summer Newsletter in addition to the Annual Review.

In 2019 the Team began work with a local artist to produce a short video which explains what the Hospice does, this will be utilised by our Fundraising and Education Teams in our local community to spread the word about Hospice care and widen understanding and access to our services. The video will be available in early 2020 to view on the Hospice website and across Social Media.

The Future

As the landscape of Marketing and Communications evolves we are excited to take advantage of new opportunities available to us. As we look to 2020 we hope to develop and set our communications strategy, take a proactive approach to engagement with our supporters, develop internal communications at the Hospice and continue to celebrate Hospice care with personal accounts of experiences at Springhill.

Engage with Us

fundraising@springhill.org.uk
01706 641790 (opt 1)

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Emily Kennedy
Head of Income Generation

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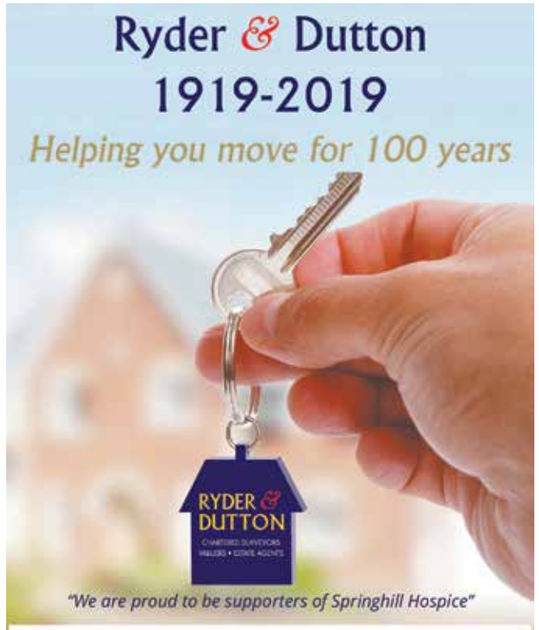

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Retail

The Team at our Oldham Road shop

As well as being a source of income for Springhill our charity shops are hubs in the community. During 2019 our shops took on a programme of window displays to embed themselves further into these communities. We took part in Rochdale Pride, the Rochdale Literature Festival, Hospice Care Week and Remembrance Day.

Following the review of our retail activity in late 2018, we took the opportunity to go 'back to basics' in 2019 revisiting our procedures, providing training and development for our Retail Team and creating volunteer roles.

2019 has been a year to dig a bit deeper into our retail offering, reviewing our income and the associated costs with running our shops. As we work to develop a sustainable retail presence on the high street across the borough we had to make the difficult decision to close our Belfield Shop on Mayfield Parade. We were delighted to have had three years in the shop, and would like to thank the staff and dedicated volunteers for their hard work, and our fantastic customers and donors at the Belfield shop throughout this time.

To ensure we are putting as much profit as possible back into patient care, we have also reviewed our retail suppliers across the board ensuring we are receiving the most competitive prices and best possible service.

As we work to become more environmentally friendly we have undertaken a project to reduce the waste that we send to landfill. To reduce this waste, and to increase the efficiency of our shops, we have introduced a 'what we can accept' donation list which is available in each shop and on our website. This helps to ensure we are only processing stock that can help generate income towards Hospice care. In addition, we are working with more recycling firms to ensure that the items we can't sell in the shops, but can still generate income from, are going to reputable and trade recognised recycling companies, ensuring they are being reused and recycled rather than going to landfill.

In last year's review we announced the planned rollout of Gift Aid across our remaining shops. As we began to work on this we identified the need for additional support to the Gift Aid rollout and the requirement for more robust till software. This has been a large project for the retail team throughout 2019, and not one that has come without its challenges but we are delighted to be on with the installation and moving towards our goal of introducing Gift Aid across all of our shops.

Below: Staff and volunteers at our various shops across the borough

As the place of the UK's high street continues to be a challenge we are working to strengthen our e-commerce activity, developing our presence on eBay and also looking at other platforms to maximise income from donated goods. During 2019 we have also increased our range of bought-in new goods offered for sale at Tommy's Gift Shop (at the Hospice) and the Gift Shop at Coffee at the Craven.

The Future

The increase in sales of our bought-in new goods within our Gift Shops has identified an opportunity to develop this offering across all of our charity shops, and potentially for our e-commerce presence. This is something we aim to develop in 2020. Our commitment to health and safety and development of our staff and retail offer will also play a key feature in our activity throughout 2020 and beyond.

Thank You

We would like to say thank you to everyone who has shopped with us, donated to us or volunteered in one of our shops. Your support and loyalty ensures that we can continue to provide Hospice services across the borough.

Emily Kennedy
Head of Income Generation

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Lottery

2019 has been another successful year for the Springhill Lottery. In 2019 the Lottery contributed more than £206,522 towards Hospice care at Springhill. The Lottery continues to be a sustainable form of income for the Hospice.

The Springhill Hospice Lottery offers supporters to make a regular contribution towards care at Springhill. Our Lottery only costs £1 per week to play, and what's more, gives you the opportunity to win from a prize pot of £1,450 each week, including a first prize of £1,000.

Not only do we offer the chance to win our weekly prize fund, in addition there's a rollover prize fund available to be won each week, up to a maximum value of £10,000!

Our prize fund doesn't stop there! Twice a year we run a Bumper Draw, with each draw offering the chance to win £5,000!

Springhill's Lottery is not simply about boosting player's bank balances – it's an easy and affordable way of supporting the Hospice, and all of the money it raises helps to fund vital care and support for patients, their family and friends.

During 2019 we have utilised a team of door-to-door and venue representatives who promote the Lottery across the Borough.

The Springhill Hospice Lottery is licenced with and regulated by the Gambling Commission.

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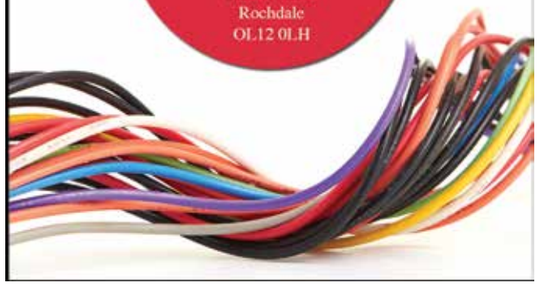

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Anne with her Grandson

An Interview with Anne Bamford

Day Hospice patient

Anne with her family celebrating her 70th birthday

Anne is one of the Day Hospice patients here at Springhill Hospice. Back in 2017 when Anne began her visits to Day Hospice like many people she was apprehensive and was unsure of what to expect. Today however she looks forward to her weekly visits, seeing staff and patients, but most importantly taking some time to take care of herself and relax after what can be a stressful week.

"I come to Day Hospice to recharge my batteries. It's the one day in the week where I have time for me. I sit out in the gardens a lot when I'm not having some of the complementary therapies. Sometimes that is just what I need, and the great thing is that it's not about being allowed to do it, it's just what they offer here, you make it your own, you do what you want to do. That's something that you just don't get anywhere else."

"The effort it can take to get up on a Wednesday morning, get dressed and motivated, can be a lot. But by the time I get here I know it's worthwhile. You can glance around the room and there isn't one miserable person here!"

Day Hospice allows our patients time every week to come and be pampered, create a piece of art or to simply sit and read a newspaper with a cup of tea.

When Anne comes for her weekly visits she spends her day getting treatments and taking full advantage of the Complementary Therapies on offer to both our Day Hospice patients and our Inpatients. Our facilities mean that patients are able to visit our salon and get their hair done or pop into one of our therapy rooms and get a massage or a session of Reiki under the soothing lights and relaxing music.

Anne usually has a treatment of Reiki or a massage. Along with a visit to the salon, she finds it really helps her relax.

"The treatments really help me. I can go in and feel so tense but I come out feeling so relaxed. When I have a Reiki treatment I sometimes have to be escorted out of the room because I am so relaxed!"

Anne also finds the Hospice gardens a great comfort when she is at Day Hospice. The gardens are just outside the Day Hospice so it is just a quick walk through the doors till she is able to sit out and enjoy the surrounding plants and particularly our fruit and vegetable patches.

"I especially enjoy the gardens. I love to sit outside, near the vegetable patch and close my eyes. It's so tranquil."

"I had mentioned that I enjoyed listening to the water feature that is out in the garden to one of the volunteers. One day I noticed that the water wasn't making a noise like it usually does but I didn't think anything of it. Then the volunteer came out and cleared the leaves that were blocking the solar panel on the feature so that I could listen to the water again! The staff and volunteers really do go above and beyond to make sure that you are cared for."

Anne spoke about how the volunteers in Day Hospice really look after the patients and they are always on hand to help, whatever it is.

Anne enjoying time with her family while researching their family tree

Anne with her Sister and Sisters in Law at their first family reunion

"It was very busy one day in Day Hospice and one of the ladies that regularly came on the same day as me was admitted as an Inpatient. I knew she didn't have a lot of time left. I mentioned that I would like to go and see her, and they got me a wheelchair and a volunteer took me around to the ward so I could go and see her. They did it at the drop of a hat. They always do what they say they will do."

Anne is incredibly fond of the staff and volunteers that she knows here at Springhill as they have helped make her time here the best it could possibly be.

"I find the team very supportive and very approachable. One not so obvious but very much appreciated fact that helps Day Hospice build its success is the continuity of staff and our very special volunteers. You will see the same welcoming faces which you have built a relationship with overtime, they are interested in me as a person, as an individual, they're like family to me. I'm always interested in what is happening with their families as they are with mine. There is a lot of devotion here in Day Hospice. It's not a job that everyone could do, but they have the right motivation and understanding of the person. If you're feeling down, you always leave them on a high. No matter what they are always able to resolve a problem or see it in a different light. I just wouldn't be here today without them. They're fabulous people!"

With the care that Anne has received at the Hospice she has encouraged other healthcare professionals that she sees regularly to come and visit her while she is in Day Hospice. She wants them to see the quality of care that Springhill is providing to people.

"I say to the specialist nurses that visit me at home, 'you must come to the Hospice and see for yourself the work being done'. They shouldn't feel like they are treading on toes because the work being done here is so encouraging to other people and healthcare professionals. The Hospice is here and it welcomes everyone with open arms."

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Patient Stories

Carolyn Whittaker

I lost my husband Roger five years ago to leukaemia, although he wasn't at the Hospice I went to see my GP and they referred me for bereavement counselling, and I went along to Springhill Hospice. I was introduced to a lovely lady called Kath, she was brilliant with me, always had plenty of tea and tissues at the ready, she really helped me through the worst time of my life. I also got to join some pampering sessions and a group where we got to express our feelings which was really good.

Left: Carolyn and Roger on their Wedding Day
Right: Carolyn's Mum

My other experience was a year later at the beginning of September when my mum was admitted to Springhill, sadly she was only there a few days, but the staff care and mum's dignity was respected at all times, the staff not only cared for Mum but for us as a family. On the afternoon she passed away they didn't rush us. To make matters worse my brother and sister were away on holiday, my brother was only down south but my sister was in Spain. My brother set off back up after mum deteriorated, and we managed to sort a flight for my sister, but she didn't land until late that evening, but that didn't matter to the staff, we didn't tell my sister mum had gone, so we were welcomed back to the Hospice for when my sister arrived after 11pm, we were well looked after and again weren't rushed.

Carolyn and Roger

All I can say is whatever your reason for visiting the Hospice, the staff can't do enough for you, from walking in the door to leaving. Keep up the good work.

Laraine Brunin

My husband Roy loved his weekly time at the Day Centre, he found a love of painting which he had never done before. Sadly he died at the Hospice 3 years ago which was his choice as he felt comfortable there. We now have some lovely paintings he did as a memory. Thank you all at the Hospice.

Left: One of Roy's paintings
Right: Roy with his grandsons

Angela Wills

Sunday 19th June 2016 (Father's Day) our dad Harry Webster sadly passed away 5 weeks after being diagnosed with pancreatic cancer. Two weeks spent in the Hospice was extremely helpful to us all in trying to cope with the devastating blow we had received.

Angela's Dad, Harry

We were welcome to come and look around first. As no doubt like many others we had never been inside a Hospice and needed to ensure it was right for our dad. It was more than right it was brilliant, the staff from the cleaners, reception, hairdresser to Dr's and nurses were all angels and always ready to listen whenever we needed to talk or just a shoulder to cry on. The Hospice also helped us get dad home where he wanted to be at the end, organising nursing at home and 24hr support when we needed it, however trivial we thought a question may be they never had a problem answering us and always being there for Dad as well as us, his family.

Dad was so happy with you during his stay and he had even planned to attend the Day Hospice, sadly this was not to be. That Sunday morning we had a sitter with us who helped no end and was a comfort to us all when Dad passed. When the nurses who had been caring for Dad at home for the last week came in that morning the respect they showed Dad was amazing and ensured we were all OK before they left. We thank you all and try to support the Hospice in any way we can such a special place with angels for staff.

Dad even made friends with the Hospice cat and he was not the friendliest of cats!

Alison Mather

My relationship with the Hospice commenced in 2014, whereby we welcomed the support of the Hospice at Home team to enable my wonderful dad to end his days at home. Although Dad had prostate cancer, he died due to his advanced vascular dementia. Claire Brown and the team were marvellous, and not only looked after Dad, but also ensured the family were ok too.

Left: Alison and Bryan
Right: Alison's Mum and Dad

August 10th, 2016 - my lovely mum was diagnosed with pancreatic cancer. She passed away on 29th August 2016. Again, the Hospice at Home team were absolute angels, and due to their commitment and care, Mum ended her days in the family home, in the exact position Dad had been. This meant alot to the family, as my parents last wishes were adhered to. Although we asked for donations at both funerals for the Hospice, I felt I wanted to give back more. In 2017, I became a reception volunteer, as I felt I wanted to 'give back' to the charity that had supported me and my family when we needed it most. More importantly, I am on the front line meeting people when they enter the Hospice, and can speak from the heart if they need to offload or have a chat. Many of the visitors have said it has helped them to talk to someone who has been through the same experience as them. After my parents died, I did not feel I needed any form of bereavement support. However by Christmas 2018, I did not feel I was coping, and my GP did a referral for Bereavement Counselling. Yet again, I used a different service provided by the Hospice, and I wish I had accessed sooner in order to deal with my grief.

Whilst volunteering over the Xmas period in 2017, I bumped into an old friend whose wife was very poorly, and who sadly died on Boxing Day. I sent him and his children a sympathy card, and told them to ring me if I could support them in any way. In June, Bryan rang me, and we started to meet up and chat regularly about the loss of his beloved wife (he attended the Bereavement Support group for a number of months and has also climbed Snowdonia to raise funds for the invaluable work done by the hospice for local people). In September 2018, we became a couple and are still going strong! He firmly believes that fate - and Springhill - brought us together, and between us I think we have used all the services offered by the Hospice! Life is too short, and you never know what is round the corner, so we are making the most of it. He just feels that he has been given another opportunity, and we take each day as it comes, making memories along the way.

We will never forget the support, love and care given to our respective families by the Hospice, and it just shows that life goes on - albeit at the time it does not seem that way.

Education

The Education Team continues to develop year on year. When I first started in 2014, the department had been mothballed for some years and I was asked to develop a Palliative Care Programme for all health and social care staff in Heywood Middleton and Rochdale. This was when the Springhill Palliative Care Education Passport was born! The programme is a series of six education sessions that health and social care staff in the borough can attend free of charge. The sessions help staff in all roles to develop their palliative care skills and knowledge so they can provide care with compassion, dignity and the skills to manage symptoms.
Our first cohort back in 2016 saw 31 people completing the training and attended our celebratory 'graduation' event, for our October 2019 programme we had 88 professionals complete the course. At the celebration event for our October 2019 graduates we were very proud to have the Mayor of Rochdale, Billy Sheerin attend. Billy has supported us throughout every cohort of training. It was lovely to see him as Mayor, giving out the awards, accompanied by the Mayoress. It was also a great honour that the High Sheriff of Greater Manchester attended to give out awards and say a few words.
The Springhill Palliative Care Education Passport is definitely making changes for the better and ultimately means that people in their last years of life are receiving quality care that's individual to them. Additionally, we now have nurses for children with complex needs attending the training, as the principles of good palliative care are the same no matter what your age.

When I look back over the last few years I am amazed at the changes within our Education Team. In 2015 Claire Tallantyre joined the team and is now a full time Educator here at the Hospice. Together we have developed additional training sessions to add to the Education Passport such as Dementia and Learning Disability workshops. Angela joined the team in 2016 for two days a week as Volunteer Admin to help us prepare and take bookings. She then became a paid member of staff in 2017.
We soon realised that further admin support was needed we became busier as a department. We now have volunteers Lisa and John who help and we could not manage without them.

The Education Team

As a whole team we work amazingly well together and keep each other on track!

In 2017 we had our efforts recognised by Skills for Care when we were endorsed as a Centre of Excellence for the palliative care training we provide. This year we are excited that we have been shortlisted for the Skills for Care 2020 Accolades as the Most Innovative Provider of Education. We are so proud to have come this far in the running for the award, we have had an inspection and if we are successful as finalists we will travel to London for the awards ceremony.

As the roles in our department have developed we have made many links with other organisations. These include Adult Social Care, Safeguarding and the Northern Health Alliance (Pennine Acute). If they identify any issues in the community they will contact us to provide educational support. We are also encouraging care and nursing homes to improve their links with GP's by developing a palliative care template that homes complete and send in monthly to their GP's. In this document they can detail how their residents are managing and if there are any changes in their condition. This helps the GP and the wider team to plan patients care. Furthermore we are delivering a monthly education session at Rochdale Infirmary covering many things such as advance care planning and recognising advanced disease.

This year we have been involved in a project with St Ann's Hospice to deliver education across the North West on inequalities in accessing palliative care for certain groups such as the homeless, those with a Dementia diagnosis or people from a Black, Asian or other minority background. The purpose was to get health professionals to think about how they can encourage these and other groups, to access palliative care services and also to train their staff on some of the challenges faced by these groups.

Additionally, we visit many support and community groups to talk about the many services we have here at the Hospice. We encourage people to discuss the kind of care they might want in the last months of life. Asking questions like; *what would be important to you? What kind of things would help you and your families feel comforted? Where would you want to be cared for?* When it comes to that time we may not feel strong enough to say what we want and don't want, which then leaves the family to make decisions at a time when they are distressed; if family members disagree about what should happen then this can cause family rifts. By writing down our wants and wishes in an advance care plan, we can help our families to make decisions and professionals to plan the best way to support everyone. If you would like to know more please ask your GP, District Nurse or get in touch with us here at the Hospice.

Looking toward the next 12 months we want to continue to build on the work we have been doing to address the inequalities in accessing palliative care by developing links and pathways to those who struggle. We also want to encourage domiciliary care workers to attend the training so they are better able to support their clients in their own homes.

See you in 2020!

Jane Ashworth
Education Lead

Healthcare professionals from across the borough celebrating at the Passport Event in Octover 2019

"The course has significantly changed my way of practice when caring for patients during end of life care. It has made me more aware of things that I would not even have considered before such as Advance Care Planning, spirituality and communication skills."

Community Nurse

"A few weeks after the course ended I was caring for a gentleman in his last weeks and was able to refer back to my folder, I felt this enabled me to ensure he was pain free and cared for with respect."

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"I have been able to build on existing knowledge and learn lots of new things!"

Community Staff Nurse

"Prior to completing the programme I was not comfortable with palliative care as I was lacking in confidence. The programme has helped me develop my knowledge, skills and I now feel more confident and myself and my colleagues have identified several areas for change within my workplace which will improve the palliative care we provide."

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Jackie receiving her 30 year badge for her voluntary work at the Hospice with Chairman of Trustees, Robert Clegg, OBE

An Interview with Jackie Duffy

Volunteer

Jackie Duffy is just one of the volunteers here at the Hospice who have been with us for 30 years.

Jackie began volunteering straight away at the Hospice when she heard there was a need for volunteers back in 1989 when the doors first opened.

"I started volunteering as soon as they opened the doors" said Jackie. *"I used to run the Church Lads Brigade, but as I was getting older I thought they might want someone a bit younger to take over. So instead I thought I could start helping out at the Hospice so it was well timed for me."*

Jackie currently works as a volunteer on our Reception desk greeting patients, families, loved ones and visitors with a warm smile as they come into the Hospice.

"It's nice to see a smile on a patient's face when they come in, because a lot of people are apprehensive about being here, when they come at first. So I always say 'hello' and 'you're very welcome here' and it can help them and their loved ones feel a bit more relaxed."

Jackie has worked on Reception since 2016, however before that she took on a variety of roles at the Hospice.

"I started as a General Volunteer which I loved because of the patient contact I had on the ward. I also helped out in Fundraising. Back then we just had one gent and two volunteers running the whole thing. I loved working in Fundraising! I also organised House to House collections because not many people wanted to do those, but it was a challenge and I enjoyed it. I also spent some time helping in Finance too. I've done a bit of everything!"

Jackie's work with the Fundraising Team was tireless. She was involved in a lot of events, campaigns, fundraisers and challenges. As the team was only small she would come in and help them as much as she could. Over the years Jackie has been instrumental in raising money for the Hospice with events like the Children's Voices for Hospice and the Voices for Hospice concerts, as well as 'Springhill 90'.

"It was a group of nurses and a few of us volunteers. We raised money to be used specifically for the Inpatient Unit throughout 1990. I organised Ceilidhs and a Hoedown up at Whitworth Civic Hall, there were a few other events too."

But Jackie didn't stop there! In more recent years she fearlessly took on a Shark Dive with five others, including her Granddaughter to raise money for the Hospice where she raised over £600. Jackie was also involved in raising £4000 introducing a member of the cast of the show, War Horse to speak at a gathering at Rochdale Town Hall. Even when she is unable to be a part of an event Jackie has been out and about in the community and given talks about the Hospice to clubs and businesses around Rochdale and Middleton.

After being a volunteer at the Hospice for 22 years Jackie was awarded with a very prestigious honour.

"We had a vote amongst the volunteers who we thought deserved a medal. A couple of weeks later I was called into our Chief Executive's office. I was told that I had been nominated for the award! I had to go down to Mansion House in London where Lord Litchfield presented me with the League of Mercy Award."

More recently Jackie was presented with her special 30 years volunteering badge here at the Hospice for all the hard work and dedication she has given to Springhill. Volunteers were presented with their badges followed by a celebratory afternoon tea.

With so much that she has achieved over the last 30 years for the Hospice, Jackie just takes it all in her stride.

"If I can be of use to anyone I will do it!"

Right: Jackie receiving her League of Mercy Award

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An Interview with Lynda Redfern

Before the Hospice opened its doors Support Groups across the borough were formed to help raise funds for the much needed facility. Back in 1983 the Wardle Support Group joined forces and began their work raising money for the Hospice.

Lynda Redfern was one of the founding members of the group who went on to raise over £42,000 for Springhill between 1983 and 1992.

"Connie Jackson, who sadly passed away earlier this year, called the meeting in Wardle, several of us attended and formed a committee. Connie stood as Chair and I was the Treasurer and the group went on for nine years."

Lynda felt it was important to be a part of the group after her own family was affected by cancer.

"I think it's fair to say that most families have been affected by cancer, for me, my Mum had just passed away from it. Cancer was a taboo word back then, which is hard to believe now. By joining the group it was helping to bring it out in the open. It's hard to believe now but in the early 1980's there were only two Hospices in the whole of Greater Manchester."

The group had a target in their first year to raise £1,000 for the Hospice, but they surpassed that target and raised over £4,000. The group organised coffee mornings, jumble sales, fun runs, summer fairs and more in their nine years of fundraising. But one event that has stood the test of time is the Carols Round the Tree in Wardle village every Christmas Eve. Christmas 2019 will be the 38th year and it is still going strong!

"The village square is usually packed. Members from the original Support Group still go around on the night and collect for the Hospice with their buckets. We start collecting about 6pm and by 7.15pm the event is over. It's amazing that in such a short space we can raise so much money."

After being a part of the group from the beginning, Lynda was involved in some of the biggest milestones of the Hospice.

"As a group we were invited to attend the sod cutting and foundation stone ceremonies. We were also invited to the official opening with Princess Anne in November 1989."

Lynda was also there on the day the Hospice opened its doors for the first time but this time she was volunteering.

"Myself and Connie Jackson were there as volunteers, with our red tabards on! We did the evening shift the first day the Hospice was open."

Lynda continues with her support for the Hospice, like many others of the Wardle group.

Top/middle: Lynda, Connie and the other members of the Wardle Support Group

Bottom: Lynda and Connie volunteering on the reception desk

"It became a way of life! If you saw something that was about raising money for the Hospice, you would do your best to attend."

"Joining the Support Group not only helped to create the excellent facility that we have in Springhill, but also provided us with lasting friendships. For all of us, Springhill Hospice has been, and always will be, a special place."

An Interview with John Dafforne

John Dafforne has been a part of Springhill's history since the very early days of the initial fundraising appeal back in 1983. John has recently retired from his position as a Trustee for the Hospice, but his story began at the very start of the Springhill appeal to get the Hospice built. He was contacted by Springhill founder, Margaret Geoghegan MBE in February of 1983 to be involved in the Hospice, something that he would play a part in for the next 36 years.

"Since receiving the first £5 from our Founder, Margaret Geoghegan MBE, I have been privileged to have had a role in the growth and development of the Hospice."

John began his journey as part of the Hospice family when Margaret asked him to help with the financial side of the Hospice appeal when money was first being raised to get the Hospice built. Having a background in banking meant that John was able to use his experience and knowledge to make sure the Hospice was using the money raised to build the Hospice in the most efficient and effective way possible. Like many of the other volunteers at Springhill, John would help the Hospice appeal in his spare time as well as working as a Banker.

"What happened was, the Chairman would pick up cheques (from supporters) and I recorded them every Sunday and banked them on Monday. Then once a month we would arrange with the Rochdale Observer to publish the names of people that had donated to us."

John then continued his work with the Hospice after it opened its doors in 1989. He oversaw all the money being raised for the Hospice by the local community, support groups and also donors, and continued to make sure that it was being spent effectively around the Hospice. In 1991, after a change in employment and the decision to leave the banking world behind, John became the Financial Director of the Hospice and continued in this role until 2000. During this time John saw the Hospice develop and grow. John's approach to making the most of all the donations given to the Hospice meant that he took a business approach so that the Hospice could really develop as a charity. This approach has meant the Hospice has been able to really use all the donations it receives go the furthest they can.

John recalled back in the 1990's when the Hospice invited other Chairmen from Hospices around the country to visit Springhill as part of an annual gathering. John recalled how impressed they were by the efficiency of the Hospice.

"They couldn't get over how well we could run the Hospice on such a small cost, because we ran a tight ship!"

After more than 30 years of dedication to the Hospice, John retired from his role as Trustee in late 2019. However, he is still a part of the Hospice and dedicates time to helping out when and where his expertise can be used.

Having spent the last 36 years working with Springhill and its finances, John has seen and knows how important the role of the local community is to the up-keep of the Hospice and its growth in the future.

"We do thank everybody for their support in the community. I think it's important that people know they are helping us because we need that help and we need more of that help as we grow. (Springhill) Is a growing business and we hope it will grow for years to come.
"We want to give the best possible care to everybody. But we are also growing so we need more resources. We need continued support and more of it."

John with the Board of Trustees and Linda Chadwick from Springhill's Catering Team cutting a 30th Anniversary cake made by Linda.

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Ian, Jules and Imogen in August 2015

An Interview with Julie Perry

Julie Perry, fondly known at the Hospice as 'Jules' has worked at Springhill since 2005, but her involvement with the Hospice goes back much further.

"I have been involved with Springhill for some 35 years. My Mum, Marjorie Dent, was a member of the Balderstone Support Group, one of several Support Groups set up to raise funds to build a Hospice. She used to ask me to give her a hand with various fundraising tasks, particularly door-to-door collections."

"I can remember one day we were collecting on Kirkholt and I was on one street, Mum on another. I knocked at this door and there was no answer. I knocked again, still no answer, so turned to walk away, at which point there was a knock on the bedroom window. I turned round and a guy in his 20s was stood there, stark naked, thrusting his hips towards me with a big grin on his face. Being a naïve 19 year old I turned and ran back to my Mum. When I told her what had happened, her response was, 'but did you get his pound?!"

Jules then began volunteering at the Hospice after it opened in 1989.

"When the Hospice opened in 1989, Mum came to work here as a General Volunteer and told me their Fundraising Manager was looking for some volunteer secretarial support and would I be interested. For a good 12 months, I sat in an office every Saturday churning out thank you letters on an electronic typewriter. Ah, those were the days!"

After years of volunteering at both the main Hospice and in one of our charity shops, Jules became an employee at Springhill.

"In 2005 I responded to an advert for the position of PA to the Chief Executive and was lucky enough to secure the role. Within a couple of months I had been promoted to Administration Manager and in 2015 received a further promotion to my current position of Corporate Services Manager, with senior management responsibility for the non-clinical areas within the Hospice i.e, Admin, HR, Catering, Stewards, Domestics, Laundry, Garden and Volunteering."

In 2012, Jules experienced a different side of the Hospice when her husband was diagnosed with terminal cancer.

"I thought I already knew what the care we give at Springhill means to patients and their families but I didn't fully understand just what a difference we make until my beloved husband, Ian, found himself in receipt of our services. In 2012 Ian was diagnosed with terminal cancer. He was told his cancer was life-limiting and that the treatment would, at some point stop working but in the meantime, he was to get on and live life whilst he was well enough to do so."

"It's one thing somebody telling you to do this but quite another to actually find the mental strength to stay positive and move forward. This is where our wonderful Counselling Team came in. Ian met several times with one of the Hospice's Counsellors and told me he found his sessions with her invaluable. During this period, he coordinated a project to build a University in India to train Chartered Surveyors, for which he was awarded an honorary Professorship, so I can safely say his counselling sessions definitely helped him remain positive and focused!"

"In the summer of 2015 his treatment stopped working and his illness progressed rapidly. Pain management became a real issue and that's where our Community Team came into their own, with our skilled and knowledgeable Specialist Palliative Care Nurses ensuring he was pain-free which was such an incredible relief to us both. To see somebody you love in pain and unable to do anything about it, well the sense of impotency is difficult to deal with so their input was as important to me as it was to Ian. In November Ian was admitted to the Hospice as an Inpatient. The care he received was superb but it extended beyond Ian to me and our daughter, Imogen, who was 14 years old at the time. The staff and volunteers were absolutely wonderful and were as concerned about me and Imogen as they were about Ian. Imogen often came straight from school and the staff and volunteers always made sure she was fed and watered. Some of Ian's visitors were cynical of the incredible care he received, saying he must be getting special treatment because his wife was a Senior Manager. What utter tosh! I spent a great deal of time on the Ward and can say hand on heart that every single patient and family member on the ward were given the same VIP treatment because that's what we do."

Sadly Ian passed away just before Christmas 2015 and Jules returned to work in the New Year.

"Some friends expressed surprise that I was able to continue to work at the Hospice but there was never any doubt in my mind that I would return. It was what Ian would have expected me to do, plus I will be forever in Springhill's debt for all they did for Ian and our family at the worst of times. It's a debt I don't think I'll ever be able to repay but it won't stop me trying."

Having seen the different sides to the Hospice, Jules knows how important it is when supporters donate either their time or money to Springhill, and how it can give so much to patients and their families.

Jules and Ian

"Donations from the public are the Hospice's life-line. Without the constant fundraising efforts of so many and the incredible generosity of the people of the Borough, we wouldn't be able to offer the services and support that we do. So I try and support and help out at as many fundraising events as I can. And it's a family affair; we all try and do our bit. In October, my Mum was awarded her 30 years' service award - when I think of how many hours she has given so freely to the Hospice over 35 years, it make me feel so very proud. If you ever say anything to her about how much she has given, her response is always the same – that the Hospice has given her back so much more and has enriched her life. Then there's my daughter, Imogen. History repeats itself and, just like her gran before me, I rope her in to help out at fundraising events which she thoroughly enjoys doing. She also did three months volunteering at the Oldham Road Charity Shop for her Duke of Edinburgh Bronze Award and a further six months at Coffee at the Craven for her Silver."

Jules' journey with the Hospice has been a long and varied one and shows no signs of stopping.

"I can't imagine working anywhere else but Springhill. It's an important part of who I am and I feel so proud and privileged to be part of the Hospice Team."

Imogen, Jules and Marjorie in October 2019

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