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2021 Annual Review



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Robert Clegg OBE

This Annual Review is dedicated to our beloved Chairman, Robert Clegg OBE who sadly passed away this year.

Robert's outstanding contribution and unwavering dedication to Springhill Hospice spanned over 30 years.

His charitable work was well known across the borough including his role as Chair of the Board at Hopwood Hall College and Conservative representative for Wardle and West Littleborough.

His support for the Hospice dates back to the 1980's when he became involved in fundraising for the Hospice to be built alongside founder, Margaret Geoghegan MBE.

Robert had a passion for end of life care and making sure Springhill stayed at the forefront of palliative care.

Robert was always a familiar face at Springhill, known by all, and he will be dearly missed by trustees, staff, volunteers and supporters alike. We will miss his quick wit, his stories for every occasion and the way he made time for absolutely everyone.

His contributions to the borough and to Springhill will never be forgotten.

Contents

06	Interim Chair’s Foreword	42	Retail
08	Chief Executive’s Welcome	45	Lottery
10	Hospice Strategy 2017-2022	46	12 Month Review
12	Clinical Services	49	An Interview with Sam Wells
16	In-Patient Unit	50	Corporate Services
18	Psychological and Supportive Care	53	An Interview with Nazma Ahmad
21	An Interview with Mike Woolfenden	56	Gardening
24	Community Team	58	Catering
28	Finance	61	An Interview with Peter Smithers
32	Income Services	65	An Interview with Brian Brady
34	Fundraising	66	Volunteering
36	Day Therapies	68	Education
40	An Interview with Ann Blackwood	74	Get in Touch

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Chief Executive: Sam Wells
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Interim Chair's Foreword



Welcome to our Annual Review of 2021 at Springhill Hospice, which has been a year of great change and unprecedented challenge, given the continued restrictions imposed on us by the Coronavirus pandemic.

We were very pleased to welcome our new Chief Executive, Sam Wells, in December 2020, who brings a wealth of experience and some exciting and fresh ideas to help take us forward in what we all hope will be better times in the future.

Our year ended with the sad and unexpected loss of our beloved Chairman, Robert Clegg OBE, who many of you will know has been involved with the Hospice since its inception, and into whose shoes I have stepped as the Interim Chair. Robert has left a huge gap to fill, and we all miss him very much. His passion, dedication to the Hospice and sense of humour lives on, and I know we will do our very best to "crack on" as he would have wanted us to do to deliver the best care we can for the people we serve.

"I have been a Trustee at the Hospice for six years and have always been immensely proud of the staff and volunteers who have continued to put the needs of our patients first. They give their absolute best, finding different and innovative ways to deliver the services that our patients and their families need at what are very difficult times for them. We would be nothing without our staff and volunteers and I thank them all."

We have been unable to hold many of our big fundraising events and our shops were closed for the beginning of the year under the Government restrictions.

Consequently, income has been significantly reduced but we remain optimistic for the future, and we are so grateful for the ongoing support we have received during this difficult year. I know all of us are very keen to get back to "business as usual" so please look out for information about our fundraising activities in 2022. We would love to see you!!

We are also keen to recruit new volunteers, so please help us if you can – whatever your skills and experience we have a role that will suit you.

This Annual Review has some wonderful stories about life at the Hospice. Working life has been very different for the staff here in 2021, but you will see that they have faced into the challenge with determination, courage, kindness and compassion, and have even won the Best Hospice Grounds in the North West Award 2021, which is testament to their dedication, expertise and the pride they all take in their work.

"Our patients and their families remain the focus of our attention always, and their very personal stories are a poignant reminder of the importance and value of the expert and compassionate care given by the Hospice team."

On behalf of the Board of Trustees, may I thank you for your continued support to Springhill, and I hope you enjoy reading this Review.

With very best wishes to you and your families,

Lesley Mort
Interim Chair

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Chief Executive's Welcome

I was lucky enough to get the job as Chief Executive and joined the Springhill Team in December 2020. I received such a warm welcome from trustees, staff, volunteers and supporters. How long can this pandemic last I thought to myself? It will probably be over by spring? Well how wrong I was.

2020/21 has been an incredibly tough year for the Hospice with restrictions still in place and income severely affected. However, what shines through, is the absolute resilience and dedication of the staff. Their ability to think about what can be achieved rather than what can't is inspiring and I feel proud to be part of this team.

“I start each day by going to the morning meeting where every patient is discussed. I hear briefly about their diagnosis but then I hear about their families, their pets and what's important to them. I see the staff go out of their way every single day to get the best outcome for their patients and their families, often in difficult circumstances. It is this standard of care that makes Springhill such a special place.”

Our volunteers never cease to amaze me with their boundless energy and dedication. I'm sure some of them do more hours than me! We have volunteers in every department, in every shop and in every area of the Hospice. This place would not run without them and we are so grateful to each and every one of them.

I am particularly delighted that the Makin family has decided to set up the Makin Memories Foundation in memory of Tom Makin who sadly died, aged 29, leaving two young children. Tom was cared for by Springhill. The Foundation, set up by Tom's wife and sister, will help our patients to make special memories for their own children.

The pandemic obviously had a devastating impact on our finances. However we are so grateful to the Government, local council, our commissioners at the CCG and obviously our amazing community and supporters for keeping us afloat. The next few years will continue to be the most challenging in the charity's history so I want to thank each and every one of you who continue to support us at Springhill.

I have spent most of my career in the charity sector and after seven years at the National Council for Palliative Care as Deputy CEO, leading the Dying Matters Coalition, I knew professionally the importance of palliative care. However when my own Mum was diagnosed with Cancer, and then quickly Alzheimer's, I got to know, personally, the impact it has on patients and families. My own Mum died beautifully at home, pain free with the dogs on the bed, surrounded by her family. This was only made possible by Hospice at Home. It was this experience that drove me to want this job. I want to make sure that as many people as possible in Heywood, Middleton and Rochdale enjoy a similar experience to our family.

I hope you and your loved ones are safe and well and thank you for reading.

Sam Wells
Chief Executive of Springhill Hospice



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Hospice Strategy 2017-2022

Adapt quickly to change

What have we done this year to achieve this aim?

- We have continued to quickly adapt to the 'new normal' to provide excellence in patient care wherever possible
- We continue to follow all Covid-19 guidance including rigorous testing, use of PPE and social distancing
- We provided virtual day therapies to our Day Hospice patients who were unable to come into the building
- We continued to offer our wonderful Springhill Palliative Care Education Passport training free of charge to health and social care staff in the borough and delivered this online
- As staff had worked through such difficult times, we set up a Staff Wellbeing Group and trained a number of Mental Health First Aiders



Increase income generation

What have we done this year to achieve this aim?

- This was a seemingly impossible task during 2021/22 with all of our retail shops closed and all fundraising events suspended
- We quickly learned new processes and were able to claim grants from the Government via Hospice UK, the furlough scheme and the Local Authority as our shops remained shut throughout
- Once again the community came out in force and our appeals raised more money than ever before



Improve the quality of our facilities

What have we done this year to achieve this aim?

- All but essential works were put on hold during 2021/22 whilst we evaluated the impact of the Pandemic on our finances



Influence others

What have we done this year to achieve this aim?

- We continued to work closely with our colleagues across Greater Manchester as part of the Greater Manchester Hospice Group where we consulted with the Government and other hospices in relation to the pandemic
- We provided help and support to our colleagues in the NHS and across the care home sector



Respond to the increased use of technology

What have we done this year to achieve this aim?

- The pandemic has taught us the vital importance of technology in being able to deliver our services
- We invested in a major upgrade of all our hardware so that staff could work from home or the workplace effectively and efficiently
- We moved some of our systems to the cloud so that staff could update notes whilst out in the community. We moved to E-prescribing on the In-Patient Unit so that patients were treated as quickly as possible
- In addition we upgraded our Wi-Fi and purchased phones and tablets so that patients could keep in touch with loved ones



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Clinical Services

It's been another exceptional year for the clinical teams, ensuring they continue to deliver the highest standard of care to patients within the Hospice or in their own homes, despite the restrictions imposed by Covid-19. I am so proud of all that the staff have achieved whilst adapting to the changing situation that we found ourselves in.

As an organisation we have been overwhelmed with guidance about Covid-19. We have had to continue maintaining our staff's safety whilst enabling them to deliver direct patient care and meet all the necessary infection prevention and control requirements. We link very closely with our local Infection Control team for support and guidance. Fortunately we have continued to receive support from the local CCG with the provision of our personal protective equipment (PPE) on a weekly basis.

“We have worked very closely as a clinical team to review how we deliver services and it's a credit to the staff whose innovative ideas have enabled services to continue and evolve through such an unprecedented period of time. Each of the clinical services will share their experiences, how they have overcome obstacles and excelled in finding new ways of supporting our community.”

Staff have worked tirelessly and gone above and beyond through the pandemic. Sadly, due to Covid-19, we were unable to maintain all our services so we could not sustain some positions. Thankfully we are now recruiting into these positions that were part of the multi-disciplinary team, so very much looking forward

to developing services further with a full complement of staff and breadth of skills. There have been staff changes within the teams and it is such a delight to see people's personal and professional development. I look forward to seeing how these will impact on future service delivery.

I am in awe of the amazing care that our staff have delivered and wish to take this opportunity to thank them all along with all the staff and volunteers in every department for their contribution to the patient's experience.

The Day Therapies service and Counselling Teams have utilised technology to its fullest. The Day Therapies Team began delivering virtual sessions, initially quizzes, to provide respite from the social isolation that many encountered, and later developed self-management sessions to support patients with different symptoms, for example breathlessness. With support from our IT Officer and with the staff's determination to maintain contact with some of our vulnerable patients, they have developed both their own and our patients' skills. The Counselling Team rose to the challenge by also providing telephone support and subsequently through virtual methods to continue their specialist counselling sessions.

Where possible, in order to reduce any infection transmission, our community staff contact patients by telephone, they have developed their triage skills to identify the patient's and family's needs and ensure that these are met in the most appropriate way. Our Hospice at Home service is staffed by the In-Patient Unit and they have continued to work separately from the In-Patient Unit. Throughout the pandemic we have split our nurses into two teams; one team work on the In-Patient Unit and the other on Hospice at Home to reduce possible transmission of Covid-19.

The hardest change for everyone was the restriction of family visitors to our In-Patients, although we embraced technology in order to help. We utilised mobile phones and through a generous donation of a tablet device, we enabled that special contact between patients and their loved ones. As the year has progressed, we have introduced a small amount of visitors. Whilst there are still some restrictions, it has had a positive impact on everyone, most importantly the patients.

A multi-disciplinary team of clinical managers meet every fortnight to review the current situation and reflect on practice to determine if we need to change our practices in line with Government guidance. The team are able to make an informed and united decision after discussion.

“I have been amazed how the staff have adapted to different working practices and consider how they can continually improve. It has been a testing year although the staff continue to surpass themselves in rising to the challenge of delivering excellent palliative and end of life care. Wherever there was an issue there has been a solution.”

Angie Anderson
Clinical Services Lead

Our care in numbers

(Data from October 1st 2020 – September 30th 2021)



125

Total number of calls made to our 24 hour advice line



106,353

Total number of nursing hours worked across the Hospice (calculated from a two month average)



1,327

Total number of patients cared for



Different illnesses and conditions we care for:
81% cancer diagnosis; others (19%) include dementia, heart failure, respiratory disease, renal failure, liver failure and neurological conditions



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In-Patient Unit

Whilst we still have strict restrictions and precautions in place to help keep our patients, staff, visitors and volunteers safe it has been great seeing relatives and visitors at patient's bed-sides again. Hearing them laugh, talk and play music has been so uplifting and has given our moral a real boost. We take so much comfort in knowing that our patients are able to see their loved ones again.

From September, we were able to open our doors once again to Student Nurses on placement. The Hospice takes Student Nurses from the University of Salford. A placement at the Hospice enables the student to gain knowledge and experience in how to care for patients with a life limiting illness. They get to work on the In-Patient Unit and with the Hospice at Home team.

Throughout lockdown the volunteers who provide exceptional and much needed support for the Hospice have been unable to carry out their duty in some areas of the Hospice and the In-Patient Unit was one of these areas.

Before Covid-19 the general volunteers helped in the kitchen and also provided support to the In-Patient Unit by taking meal orders, giving out drinks and serving meals. Due to Covid-19 staff had to temporarily take on these duties. We now have a group of volunteers who support the In-Patient Unit to carry out these duties. This frees the nursing staff up to continue caring for patients. Thank you to all involved.

Our extended In-Patient Unit family has grown this year with Carla and Emma having baby boys. Congratulations girls! We have also welcomed back Jenna from maternity leave.

We have had to say sad farewells to Kath, Sarah, Nathan, Tracy and Christine but we have welcomed Kath, Susan, Louise, Aga, Tanya and a new medical secretary Janice to the team.

Sarah and Clareece have both been successful at interview and are now working at different grades. Well done to the both of them.

Nikita has successfully completed her two year Trainee Nursing Associate course and is now working as a Nursing Associate.

I am very proud to be part of the Hospice team and especially the team on the In-Patient Unit.

“I would like to take this opportunity to thank them all for their hard work and support during this time. Their dedication and commitment to care for our patients and families is a credit to them all. They all work differently and bring something to the team and that is what makes it work.”

2022 is approaching so I wonder what it has in store for us.

Ann Gray
Ward Manager

When Covid-19 hit in 2020 I don't think anyone thought that in 2021 we would still be wearing PPE and working within Government guidelines.

Over the past 12 months we have continued to provide and maintain high standards of care despite the restrictions required to keep us all safe.

All staff working on the In-Patient Unit continue to wear PPE and practice social distancing. Some of the restrictions have been lifted except for the wearing of face masks which we put on as soon as we enter the Hospice at the start of every shift and remove when we are leaving the Hospice at the end of the shift.

“We are not used to seeing each other without a mask but when we do our regular Teams video calls, it's like thinking 'ahh that's what you look like'. Our masks' hide a multitude of sins but I haven't seen anyone with a beard yet!”

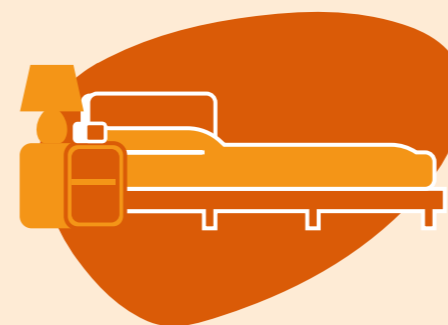
Staff are still required to take a lateral flow test (LFT) before coming on duty and a PCR test every week. We now only wear gloves and aprons when we are actually with a patient or when social distancing cannot be maintained such as when we are preparing and administering medication. If we have a suspected or confirmed Covid-19 patient, then we also wear visors and gowns.

We are still not working to the full capacity of 16 patients on the unit but we can take up to 12 patients and we continue to nurse patients in single rooms or with one patient in a multi occupancy room.

All patients are now allowed visitors. Each patient is allowed 10 named visitors and they are allowed two visitors in any 24 hour period. If any patient is thought to be in their last days of life, then all 10 named visitors are allowed to visit, two at a time, within the 24 hour period. Visitors have to have a LFT done prior to visiting and a negative result needs to be shown on arrival.

Our In-Patient Unit in numbers

(Data from October 1st 2020 – September 30th 2021)



242

Total number of patients admitted to the In-Patient Unit



10.6 days

Average length of stay on the In-Patient Unit



107

Total number of patients discharged from the In-Patient Unit



Psychological and Supportive Care Team



Who knew this pandemic would still be main news as we write our 2021 Annual Review!

In January this year, our team excitedly had our jobs and were ready and raring to go. Hopes were high of returning to normal, but alas the Hospice has been unable to lift some of the restrictions. The safety of our clients, patients, staff, and volunteers is our priority as ever. Therefore we are still limiting footfall into the Hospice and maintaining social distancing. We continue with telephone and video sessions, although we have been able to offer some face-to-face appointments. We have to weigh up safety, risk and the wellbeing of our clients which can be a very delicate balance.

Counselling Service

Our counselling service continues to support adults who are experiencing psychological and emotional distress due to their own life-limiting illness or the illness of someone significant to them. We receive referrals from our In-Patient Unit, Day Therapies, Community Services and others, including GPs, District Nurses and Specialist Nurses.

Our counselling services are accredited by the British Association for Counselling and Psychotherapy (BACP).

Ruth Young, our Community Specialist Palliative Care Counsellor, has resumed some domiciliary visits for those who are housebound and who are unable to use telephone or videoconferencing. Ruth and I have also made visits to the In-Patient Unit to see patients. It was truly wonderful to have that physical face-to-face contact again, despite the wearing of face masks, and the required social distancing. It feels a step forward.

It has been a difficult year for all our staff. We are very grateful to both Alison Hepworth and Niall Roche who have provided 'pro bono' counselling sessions for our staff. We are on the lookout for more counsellors in private practice who could offer Springhill Hospice staff a session or two per week of 'pro bono' counselling.

Bereavement Service

The bereavement service continues to support families who are known to the Hospice. In March 2020 we had to suspend our CCG funded service due to significant waiting times. In January 2021, we finally caught up with our waiting list and we reopened our service. Sadly, we have had to make changes to our referral criteria. Instead of supporting adults from Heywood, Middleton and Rochdale who are struggling with grief due to any type of loss, we can now only accept those who have lost someone with a diagnosed life-limiting condition. This service is funded by HMR CCG with a review date of March 2022. We also accept referrals from GPs.

When we receive a bereavement referral, we book an initial telephone assessment to enable our team to gather information on what might be happening for the bereaved person. We can then decide together what might be the best and most suitable support for that person.

Our bereavement service offers a range of flexible support to meet the needs and grief processes of each individual.

Our Specialist Bereavement Counsellor, Joanne Maxwell, has written a 'Guide to Bereavement and Grief' which contains information about possible responses to loss and bereavement, together with some ideas about how to cope with feelings. This past year our counsellors Joanne, Ruth and Sally recorded four videos. Each video looks at a model of grief with the aim of helping bereaved people to understand and "normalise" their experience of loss and bereavement. These are available to view on our website.

Our Bereavement Team offers one-to-one bereavement support and counselling, various weekly bereavement support groups and community bereavement social groups.

Our Bereavement Counsellor, Beckie Valentine, facilitates three different bereavement support groups:

- A five-week structured 'virtual' therapeutic bereavement support group.
- A six-week 'Walk and Talk' group run in conjunction with 'Living Well'.
- A five-week Ecotherapy Group usually in spring and summer. The first summer group was run by Joanne and the second autumn group run by Beckie. Despite the chill in the air, our members have wrapped up well and embraced the support of our gardener, Nick, and his team.

We have received very positive feedback from all three groups, and we plan to continue to develop and pilot new types of bereavement support groups.

Our Bereavement Counsellor, Sally-Ann Clouston has completed training with CRUSE Bereavement Care, the UK's largest bereavement charity, and has developed a new bereavement training programme for all our bereavement volunteers. We aim to roll this out from January 2022, and then we will plan the relaunch of the community social groups which have been suspended since March 2020.

We are now in the process of recruiting more bereavement volunteers, to provide one-to-one telephone support and to facilitate or co-facilitate our existing groups and any new ones.

Spiritual and Pastoral Care

Our Spiritual and Pastoral Care Coordinator post has been vacant since the beginning of the pandemic. During this time, Reverend Anne Gilbert, one of our volunteers, has continued to support us, telephoning or visiting patients on the In-Patient Unit, supporting our Day Therapies 'virtual' Wellbeing Group Programme and our 'virtual' Light up a Life service for 2020, and for 2021.

We are in the process of recruiting a Spiritual and Pastoral Care Coordinator, to join our multidisciplinary team in supporting patients and families on the In-Patient and in Day Therapies and to help us provide both one-to-one and group bereavement support. Hopefully we will be able to resume our Remembrance Services soon, even if it is 'virtual' initially.

Jill Wilson

Psychological and Supportive Care Manager

Our supportive care in numbers



246

Total number of people helped by our bereavement and counselling services



1,292

Total number of video/telephone appointments made to patients or their loved ones



480

Total number of hours of counselling training for telephone and video sessions



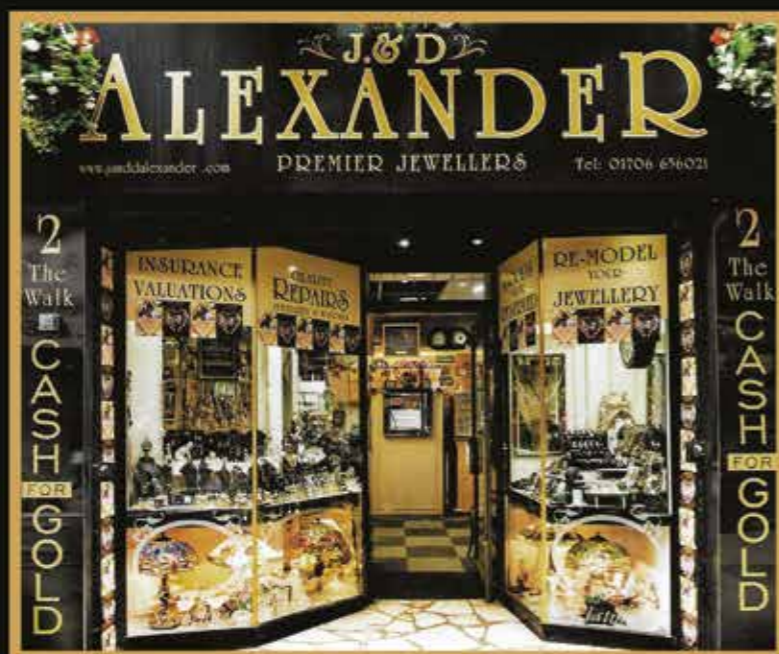
210

Total number of volunteer support hours

(data from October 1st 2020 - September 30th 2021)



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An interview with volunteer
Mike Woolfenden

Affectionately known as 'eBay Mike', Mike is one of our valuable retail volunteers. He has worked incredibly hard building up the Hospice's e-commerce activity over the past seven years.

Day to day Mike helps out with the Hospice's eBay account. He lists valuable, rare and sometimes quirky items that are donated to the shops and have the potential to raise more money for the Hospice.

Mike's journey with Springhill started with an advertisement in the Rochdale Observer.

"I saw the role advertised in the Rochdale Observer years ago saying that they were looking for somebody who could help with eBay. I popped in and asked if they were still looking for someone, they said yes so I said I'll have a go at it!"

Like other volunteers, Mike wanted to help a charity that was local to him.

"It's our local Hospice. Springhill caters for the Rochdale area rather than one of the national charities. It's giving back and helping the Hospice, that's the main thing."

Now that Mike and our other retail volunteers are back in the shops and working on our e-commerce channels, the Hospice needs more support than ever. Mike himself knows that donating a few hours of your time every week is worth it when it means giving support to the Hospice.

"Give it a try, it is definitely worth doing."

If you would like to volunteer at Springhill Hospice, you can find out more by visiting www.springhill.org.uk/volunteering or call 01706 649920.



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Community Team



The Community Team has continued to support patients and families with the same passion and dedication that has been continuously delivered from the start of the service in 2014.

I recently moved to the role of Community Service Manager after being at the Hospice, in various nursing roles, over the last 17 years. Seeing how the team respond to the challenges, the level of care they provide and as a service, what we have achieved for our patients makes me so proud.

The last 12 months has remained a challenge for the Community Team as per the previous year, due to the pandemic. However, we have continued to adapt to changes, following the guidance and advice given, with the aim of trying to keep everyone safe including our patients, families, staff and volunteers.

It has been important to continue to deliver high standards of care and to remain accessible for patients, in their preferred place of care for those who are deemed to be in their last 12 months of their lives. The importance of providing ongoing support for our colleagues in the community such as GPs and District Nurses has also been recognised and appreciated by many.

“As a team we find ourselves feeling more in control of dealing with and how to respond to the changing face of the pandemic. We continue to take precautions and utilise PPE, which we have access to during patient visits and also whilst working at the Hospice.”

We have had to look at different ways of working which has been welcomed, and we hope has a positive impact for our patients in the future. The Community Team has been mobilised to be able to work remotely with the allocation of laptops resulting in easier and quicker access to patient and professional information 'on the go'. This has also helped us to maintain social distancing in the office. This new way of working aligns us with other community providers, such as District Nurses, making the service more efficient and effective.

There is now more of a positive attitude to the changes that have occurred, however some barriers remain in place. We are not able to give our patients and their families a supportive

hug or a reassuring touch. As we wear face masks we are unable to share their smiles or grief resulting in the experience feeling impersonal. This is something which is so alien to us but somehow we still make a difference to that patient's experience.

“We have found that patients being referred into the service are experiencing more complex physical and psychological symptoms. This is a result of patients either not seeking medical attention sooner, or having limited access to hospital and GPs for support and treatments since the start of the pandemic.”

Over the last 12 months the Community Team continued to provide face to face assessments where required. However, given the guidance in place in response to the pandemic, we have also used telephone and virtual assessments. We have reduced face to face contact where possible and ensure this is undertaken by the most appropriate clinician, whether that is one of our Specialist Palliative Care Nurses, one of our Assistant Practitioners, our Physiotherapist, Counsellor or the Hospice at Home team.

The Night Sitting team have continued to support patients and families during these difficult times, enabling carers some respite. Unfortunately, the Community Volunteer Service remains affected, and we have been unable to provide visits, but have provided a telephone befriending service. This involves our volunteer team having a weekly telephone call with a patient who may be feeling lonely or isolated.

Our Hospice at Home service has remained continuously busy and in high demand to support patients in their last few weeks or days of their life.

During 2021 there has been several changes within the Community Team. We have been delighted to welcome Nathan Dickenson-Ramsden as an Associate Specialist Palliative Care Nurse and Louvain Birchenough as Specialist Palliative Care Nurse (SPCN). Louvain has stepped down from her previous role as Community Service Manager to take on the SPCN role three days a week. Laura Shaw has also stepped down from her position as the Community Team's Deputy Manager, but continues to support liaison, helping to deliver an effective service for three days a week. We'd like to thank both Louvain and Laura for their dedication and hard work to the service. Beverley Prescott has taken on the role as Liaison Nurse, and Claire Tallentyre has joined the

Community Team as Community Clinical Support Nurse. We would also like to give a warm welcome to Karen Stone and Katie Williams who join our team of Night Sitters. In 2021 we wished Beverley Melia a happy and well-deserved retirement and also said thank you and good luck to Lesley Marsh, who has moved from the Community Admin Team, to support our psychological and supportive care services.

The Community Team has worked closely with, and been supported by, the Hospice Doctors and the Community Clinical Lead, who have encouraged staff to develop their skills enabling them to deal with complex situations. This has had a direct and positive impact on patient care. Within the team, we now have three qualified non-medical prescribers and will have a further two following the completion of their studies.

We remain unsure how the pandemic will continue to evolve but what I can be certain of is that we want to provide the best possible care we can deliver. Looking ahead to next year we aim to continue to strengthen our relationships with external agencies and focus on developing our current staff to improve and utilise their skills.

We have welcomed the ongoing support and the kind words of encouragement from the Hospice Management Team, Chief Executive and Board of Trustees who have provided us with support and up to date information, enabling us to keep our patients, staff and volunteers safe.

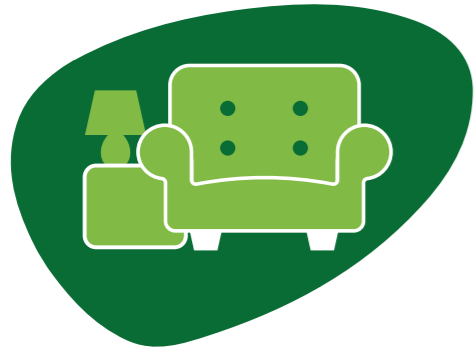
“I am so immensely proud of what we have achieved in the last year, the dedication and commitment from staff can be reflected in the care that is provided to the patients and families of Heywood, Rochdale and Middleton. We aim to continue with the same ethos and Hospice philosophy in the delivery of high standards of care. Even though the future remains uncertain, we now feel ready to embrace this, continue to develop the service further, whilst remaining kind to each other and look forward to better times to come.”

Nazma Ahmad
Community Services Manager.



Our community care in numbers

(Data from October 1st 2020 - September 30th 2021)



296

Total number of people supported by our Hospice at Home service



883

Total number of people supported by our Specialist Palliative Care Community Team



1,997

Total number of visits made by our Hospice at Home team



3,724

Total number of visits made by our Community Team



450

Total number of night sittings

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Finance



The story of the financial year 2020/21 at the Hospice is that the pandemic had a big impact on our income generation activities and hence our income. However, pandemic related grant funding did mean that the Hospice ended the year without having to dip into reserves.

The Hospice and its subsidiary companies made a surplus of £0.3 million in 2020/21 (excluding investment gains). Total income was £5.1 million, very similar overall to 2019/20 and total expenditure was £4.8 million, £0.3 million less than the previous year.

The pandemic had a significant negative impact on our usual funding streams. Income from donations and fundraising was £0.7 million, a 26% fall from the previous year. The Services company made a loss, and therefore no contribution to Hospice funding. We received £0.3 million in legacy income, an income stream that is always variable and difficult to predict. We received £2.2 million towards our services from the local NHS, principally Heywood, Middleton and Rochdale CCG.

A big positive was that we received over £1 million in Covid-19 related grants. NHS England, via Hospice UK, awarded funding to the Hospice for bed capacity and community support of £0.9 million in total for the year. Without these grants the Hospice would have been in deficit for 2020/21. It is important to note that this support will not be repeated in the new financial year 2021/22 which is likely to have a significant impact on our financial position.

The Services company made a loss for the year of £0.1 million. Turnover was under £0.2 million. This outcome reflected the extent to which the retail shops were closed and not trading during the year. Retail colleagues were furloughed and Coronavirus Job Retention Scheme and Business Support grants of £0.2 million claimed from the Government, but even so, costs could not be covered.

The Lottery company contributed £0.4 million after its own running expenses and continues to be a valuable source of income for the Hospice.

Our Finance Team

All the current salaried members of the Finance Team have joined the Hospice within the last 12 months, as former colleagues have retired or moved on to new roles. There has been a lot to learn. I would especially like to thank our volunteer finance workers for their continued dedication and support.

We are steadily improving our systems and working processes and hope to reduce the volume of paper records very significantly in the next twelve months in line with improving our environmental impact. We hope to support our colleagues with more timely information and longer term financial planning.

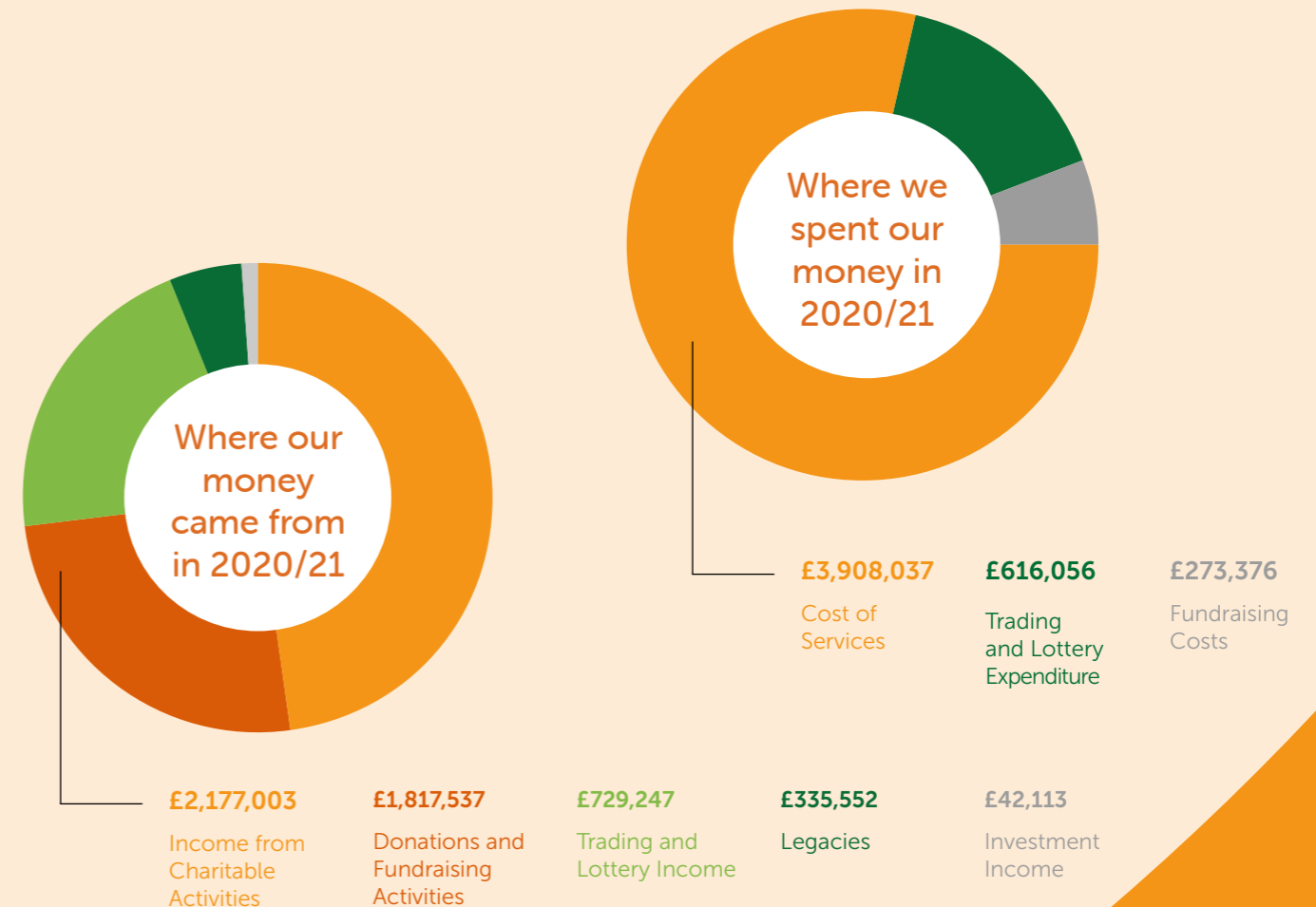
The next 12 months will be a challenging year financially. The pandemic continues to have its effect and yet the extra grant funding is not available. We control our costs carefully, but 79%, very nearly four-fifths, of our expenditure last year went on remunerating our staff.

We are tremendously grateful for all the help the Hospice gets from its supporters and volunteers.

Rebecca Davis
Finance Manager (Chief Finance Officer)

Income 2020-21	Total (£)
Investment Income	42,113
Donations and Fundraising Activities	1,817,537
Legacies	335,552
Income from Charitable Activities	2,177,003
Trading and Lottery Company Income	729,247
	5,101,452

Expenditure 2020-21	Total (£)
Cost of Services	3,908,037
Fundraising Costs	273,376
Trading & Lottery Expenditure	616,056
	4,797,469



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Income Services

We've been delighted to see the easing of restrictions during 2021. Being able to see friends and family and attend much missed events has meant so much to everyone. For us it has meant that we have been able to reopen our charity shops and restart some of our fundraising activities.

However, this hasn't meant that our income has just bounced back to the levels they were at pre-pandemic. We have had to adjust and rework our plans to meet Government guidelines to keep you, our patients, our staff and our volunteers safe and protected.

During 2021 we have continued to invest in technology to allow us to take a hybrid, flexible approach to work with a mix of office and remote working. This means the team can make the best use of their time and can also be working, out in the community, with our supporters.

Fundraising

2020 was a year like no other. Everything came to a stop and with the world opening up in the summer of 2021, it was the first time in 18 months that our Fundraising Team could begin face to face fundraising again.

It has been wonderful to see our supporters, attend their fundraising activities and host presentation to celebrate their achievements. Some of our key events have been postponed until 2022 but we are delighted that other firm favourites such as our Santa Dash and new events like our Walk to Remember have been able to go ahead this year.

During 2021 we have had some staffing changes within our Fundraising Team. We introduced a new Fundraising Manager role to oversee the team and focus on our trust and legacy income streams. Sophie Ansley who has worked in a number of fundraising roles at Springhill since 2017 was successful and hit the ground running in her new role. We also welcomed Vicki Murray as our new Corporate and Partnerships Fundraiser and Jenna Kavanagh who has been our Fundraising Assistant over the last few years was promoted to Community Fundraiser. We sadly said goodbye to two of our Fundraisers, Barbara Lloyd and Rebekah Cheshire who moved onto pastures new.

Whilst we are still very much in the recovery stages of redeeming as much income as we can, we are very mindful of being cautious with our fundraising activities, ensuring we continue to play our part in navigating our way, safely, out of the pandemic.

Marketing and Communications

In February Springhill's Chief Executive, Sam, wanted to acknowledge what a tough year it had been for everyone and how impressed she was with how team Springhill had adapted and continued to provide such brilliant patient care. To voice this thanks, messages of support were received from National Treasure Stephen Fry, the Absolutely Fabulous Joanna Lumley and Rochdale's own Lisa Stansfield. You can watch the video at www.springhill.org.uk/celebsupport

We've been working hard on our new website, with a key focus of it being more intuitive and easier for our patients and supporters to navigate. Our new website will launch at the beginning of 2022.

We were delighted to welcome our Marketing and Communications Officer Laura Wild-Quinn back from maternity leave in Autumn 2021 and to confirm Kasim Bukhari as a permanent member of the team.

We are so grateful to our patients, families and volunteers who feature in our literature throughout the year. We are thankful to you for sharing your stories and photos about Springhill Hospice and for helping us to continue to raise awareness and funds to ensure the provision of Hospice care in the future for other local people. For more information about sharing your Springhill Hospice story, email: fundraising@springhill.org.uk.



(figures correct as of Sept 30th 2021)



Retail

Following months of restrictions and closures for the retail sector we were delighted when our shops were allowed to open under Government guidance in April. With the reopening, we were so very grateful to our local supporters for continuing to donate to us and buy from us.

During 2021 Craig West stepped down from the position of Retail Manager and took on a new role as Support and Development Lead alongside Lisa Boughen (previously Relief Team Leader). We also welcomed Brian Brady as our new Retail Development Manager.

The Income Services Team has shown such resilience, commitment and dedication during 2021. I am so proud of their consistent hard work and what they have achieved to ensure they provide the very best service to our supporters and the Hospice. Thank you to each and every member of the team and all of our wonderful volunteers.

Thank you. We are so grateful to every single supporter who has helped the Hospice in any way, during another unpredictable year.

Emily Kennedy
Head of Income Generation and Marketing



Fundraising



Events and Campaigns

We were delighted that our first face to face event took place in March with a drive through Hog Roast takeaway. It was fantastic to have supporters back at the Hospice, even if it was in the car park and safely distanced in their own cars!

In August we welcomed supporters to our Summer Garden Celebration within the Hospice Gardens. In true British style, the heavens opened and it was our wettest Summer Garden Celebration to date, but that didn't stop the smiles and fun. Supporters visited to view our gardens, browse stalls and collect their Sunflower plaques. It was wonderful to see regular and new faces back at the Hospice.

September was a busy, event-filled month. The Hospice's annual Bowling Day was a hit, with many of our regular Bowling Clubs returning and competing for the coveted prize of Mixed Pairs Champions, hosted by Norden Bowling and Social Club. We held our very first 'Walk to Remember', a 10-mile circular route, in memory of those that we love and want to remember. It was a glorious day that saw over 200 walkers join us and over £12,000 raised.

As we write this, we're heading into the festive period and look forward to welcoming back our Santa Dash at our brand new venue, Queen's Park in Heywood. We've also got lots of other festive fundraising up our sleeve with Christmas Baking Kits, Wear Your Woollies Day our Reindeer Run and Christmas Tree collection.

Our in memory appeals have continued to raise vital funds, our summer Sunflower Appeal, and Light up a Life see hundreds of loved ones remembered as dedications are made in their memory.

Having not been able to hold many fundraising events since the start of the pandemic, we have had to fundraise in different ways. In April we launched our Nursing Resilience Appeal which communicated the devastating effect the pandemic was having on hundreds of lives. We asked for your support so we could keep supporting people living with a life-limiting illness. The response to the appeal was enormous and you, our amazing community, donated an incredible £85,584.54 (plus Gift Aid).

Our final appeal of the year is our Christmas Appeal. Christmas is such an important time to those we care for and their families. We ensure this is an extra special time and ensure we can help make extra special memories so families and friends can enjoy a special Christmas together.

Corporate support

As always our incredible, kind-hearted local businesses have continued to support the Hospice in any way they can from taking on fundraising activities and challenges, making financial and gift in kind donations, helping to spread the word about the work of the Hospice and volunteering their time.

Members of our Business Buddies scheme have enjoyed face to face networking after over 12 months of virtual meetings.

Our annual Golf Day returned to Rochdale Golf Club and was another huge success with 29 teams taking part. Smith and O'Connell took the title of champion and the event raised £9,092.60. As the 'return to work' movement happened, and offices reopened, corporate fundraising picked up with teams walking the Yorkshire 3 Peaks, tackling Mount Snowdon, and taking on a daring skydive.

November also saw the return of the longstanding Man of Rochdale Luncheon. The event holds a special place in our hearts as we remember our long standing Chair of Trustees, Robert Clegg OBE, who took great pride in being the Chair of the Man of Rochdale Committee.

Community support

It will be no surprise to hear that our community supporters have been unstoppable. The consistency in support and creativity in events has been overwhelming.

The beginning of the year saw Go Green turn virtual with many of our younger supporters taking part. In September our first big community event took place, with 20 walkers taking on the Yorkshire 3 Peaks and Snowdon, raising over £11,000!

Last year's virtual events were able to take place in-person again this year and we had some incredible runners take part in the Manchester Marathon, London Marathon and Rochdale's Half Marathon, to name a few.

Online Fundraising

In 2020, there was a huge shift to donating via online platforms and this certainly hasn't showed any sign of slowing as we look to the future. Facebook Fundraising has proved a hit with the social media savvy, with people celebrating birthdays or even setting up community fundraisers through the platform. Amazon Smile continues to provide an easy way for Springhill's community to support as they shop online. With the announcement of the Virgin Money Giving platform closing, we now utilise Just Giving as our main online giving platform.

Trusts:

- The Masonic Charitable Foundation's Core Hospice Grant Programme kindly donated £1,880 towards our core running costs
- The Ann Jane Green Trust kindly donated £1,200 towards our core running costs
- The Charles and Amelia Fuchs Memorial Trust kindly donated £50 towards our core running costs
- The Albert Hunt Trust kindly made two donations, each of £10,000 towards our core running costs
- Mark Benevolent Fund (Grand Lodge of Mark Master Masons) kindly donated £5,000 towards core running costs
- The Rochdale District Freemasons for their ongoing, annual support towards Springhill Hospice
- Barclay's 100x100 UK COVID-19 Community Relief Programme kindly donated £100,000 towards our Dementia project
- The Masonic Charitable Foundation (Provincial Grand Lodge of East Lancashire) kindly donated £1,750 towards our Dementia Project
- Sir Jules Thorn Charitable Foundation kindly donated £5,000 towards our core running costs

Gifts in Wills and in memory support

Local people very kindly left a gift in their will to support Hospice care now and in the future, and families gave funeral donations in memory of their much-loved relatives and friends.

Our amazing volunteer network

There are a number of groups that we would like to shine a light on for their hard work and dedication to fundraising, especially since the start of the pandemic.

Our incredible support groups, including The Friends of Springhill Hospice at Home, Whitworth Support Group and Springhill Crafts have continued their mission to fundraise for the cause they love, under very difficult circumstances.

The easing of lockdown meant we could rally the troops again for our events, including 20 new event marshalls for our Walk to Remember event. Our Collecting Pot volunteers have been able to visit host shops again (who are busier than ever) and we have fundraising office volunteers popping in to support us throughout the year. It's so lovely to see all of these familiar faces again.

Our key plans for 2022

- Launch Gifts in Wills and in memory giving campaigns
- Grow income from new activities
- Increased training and development for fundraising staff and volunteers
- Continue to develop our trusts and grants activity

Sophie Ansley

Fundraising Manager

Our fundraising in numbers



171

Total number of businesses who made a financial contribution to us



93

Total number of organisations (clubs and schools) who fundraised for us



88%

of donations received were under £100



We received amazing raffle prizes from wine to chocolates, tickets to books and electronics to vouchers

(data from October 1st 2020 - September 30th 2021)

Find out more about supporting your local hospice:

Take on a personal challenge or event, get your workplace involved, donate collections from the funeral of a loved one, or leave a gift in your will: www.springhill.org.uk/fundraising

Get involved in our upcoming events: www.springhill.org.uk/events

Host a collection pot at your business or organisation, email: fundraising@springhill.org.uk

Day Therapies

As you may recall from our last Annual Review, 'Day Hospice' sadly closed its doors in March 2020 due to the pandemic and lockdown, and so our virtual 'Day Therapies' was born. You may have noticed the new name?

Senior Staff Nurse, Tricia Suthers, Nursing Assistant, Jean Cockcroft, and Creative Therapist, Anwen Thomas, have been our 'Day Therapies' team since our last Annual Review. They have been supported by our multidisciplinary team including spiritual and pastoral support by Reverend Anne Gilbert and by Specialist Palliative Care Counsellor Ruth Young.

Following closure, Tricia, Jean and Anwen created both a virtual wellbeing group programme and a virtual self-management group programme. Virtual groups have been running twice a week since July 2020. These sessions have been well attended by both existing and new patients.

“The self-management group sessions include managing fatigue, anxiety, breathlessness, pain and sleep difficulties, fall prevention and the importance of staying active; addressing gastrointestinal problems and nutrition; and planning for the future.”

The wellbeing group programme consists of arts and crafts, armchair exercises, quizzes and games, talk and prayer, discussion groups, relaxation, hand massage, painting and gardening projects.



Anwen and Jean also introduced 'Meet a Springhill Star' in which they introduced our patients to staff here at Springhill Hospice. The staff were selected from a number of departments. They had informal chats with a Doctor, In-Patient Unit Sister, Steward, a member of our Education Team, Specialist Palliative Care Nurse, our Volunteer Coordinator, one of our Counsellors, a member of the Housekeeping Team and a member of our Fundraising Team. The sessions were interesting as they gave patients insight into the various roles within the Hospice. Patients discovered what each staff member's role entails, what brought them here to work at the Hospice and the satisfaction they receive from their work. They also heard many interesting and humorous stories and learned of various interests and hobbies. Through it all, our staff members communicated the sense of passion and pride they have in bringing their particular contribution to the work of Springhill Hospice.

A new look for Day Therapies

As Tricia wrote in our last Annual Review, we have developed a new therapeutic 'Day Therapy' model and timetable offering a wider variety of support and interventions. This new model continues to offer much of what we previously offered, with more choice and diversity. Our goal is to reach more people in the Rochdale borough impacted by a palliative diagnosis. Day Therapies aims to help patients manage their symptoms, to optimise their emotional, spiritual, social and physical wellbeing, to enhance people's quality of life, to give people greater independence and choice, and to provide support for their relatives/carers.

Recently, the Infection Control Team from Pennine Acute Trust (PAT) inspected our Day Therapies suite and they agreed that, with precautions in place, we can start to gradually reopen, initially for a half day with a maximum of four of our current patients in our creative therapy room.

Since the pandemic began, our Day Therapies suite has been used for a variety of purposes including Covid-19 testing, PPE storage, staff meetings and much more. This means it will require mammoth re-organisation.

We are pleased to welcome Jennifer Hibbert, Support Worker to our team. Jennifer joined us in September. Sadly, due to the ongoing restrictions in place, we have had to postpone the return of our wonderful volunteers. As we gear up to reopen, we are also in the process of recruiting a new Staff Nurse, a Complementary Therapist and a Hairdresser.

We hope to be able to open our new Day Therapies service to new referrals in January 2022. We will then begin both our existing, and new groups.

Our weekly schedule will include the following;

- Supportive Self-Management Group programme for patients on Mondays
- Wellbeing Group programmes for patients on Tuesdays and Thursdays. We will continue with our virtual programme on Wednesdays
- A Virtual Wellbeing Group programme for patients
- A Virtual Peer Support Group programme for Carers

We accept referrals for adults in Heywood, Middleton and Rochdale with a diagnosed palliative life-limiting condition. We also accept referrals for the main relative or carer for our peer support group.

For us to maintain the safety of both our patients and staff, we can only have a maximum of eight patients per day which is only half our usual maximum of 16 patients per day. Precautions include: all Day Therapies staff (and volunteers) are double vaccinated and practice regular LFT and PCR testing. We also undertake Covid-19 screening and ask patients to do an LFT before attending, to wear face masks or a visor (unless medically exempt) and to practice social distancing.

The Hospice has a fortnightly Covid-19 review meeting with our Chief Executive and Clinical Team to review any adjustment of our restrictions. This is in close liaison with the PAT Infection Control Team.

Later in 2022, when deemed safe to do so, we plan to start:

- A Dementia Group for patients and their main carer with referrals accepted from the Rochdale Memory Clinic
- Drop-in sessions to allow patients and their main carer to pop in and meet us for tea, coffee and a chat and learn more about Day Therapies, the Hospice and the services we provide

We hope to be able to welcome back some of our team of wonderful volunteers at various points in 2022, as we roll out the new groups.

Jill Wilson
Psychological and Supportive Care Manager



Our Day Therapies in numbers



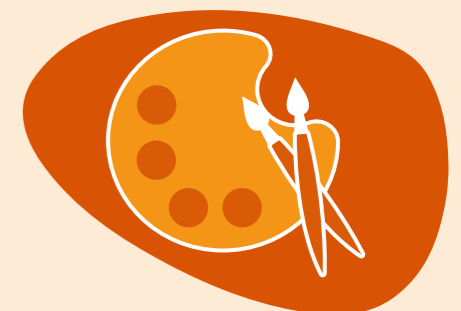
21

Total number of people using the virtual service



148

Total number of virtual wellbeing sessions since the programme began in July 2020



Activities and therapies being done in the wellbeing programme include; arts and crafts, armchair exercises, quizzes and games, talk and prayer, discussion groups, relaxation, hand massage, painting and gardening projects

(data from October 1st 2020 - September 30th 2021)

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“ An interview with Ann Blackwood

Ann has been a welcoming face as one of Springhill's volunteers since 2015. However, her journey with the Hospice began much earlier than this.

"My husband was admitted, to the Hospice in 2008. He had Oesophageal cancer. He came to the Hospice in the last few days before he passed away. He used to come to Day Hospice as well and he enjoyed it there. He enjoyed painting, the quizzes, the company and it was people in the same circumstance as him. The staff don't just treat the patient they treat the family as well."

Prior to Ann's personal experience with the Hospice, she has also raised money and donated items to Springhill.

"I'm Treasurer of Rochdale and District Scottish Society and years ago we donated a sofa-bed. We also donated some money because every year the profit we make we give to charity. So I've been in contact with the Hospice for about 20 years."

Ann volunteers not just in one area of the Hospice, but two. She works on our busy reception desk on a Monday afternoon and she is also a volunteer in our kitchen on a Wednesday evening. When Ann is working a shift, there is always plenty to be done!

"On reception we answer phone calls, greet visitors when they come in and we accept donations from people. We have lovely people who come in and support us by making donations to the Hospice."

"In the kitchen, I wash up and put the dishes away. We used to serve meals to the patients but, because of Covid-19, we can't at the minute. When we did serve meals on the In-Patient Unit it was just nice to see the patients, especially if they hadn't had any visitors. We could sit and talk to them for a bit and make them laugh. It's really rewarding."

Unfortunately, volunteering throughout the pandemic has meant changes in Ann's roles. Changes that she has been able to adapt to with her can do attitude.

"We can't do as much as we used to do. You want to give people a hug if they're upset. Otherwise, we have worked around it. We are all in the same boat."

Being a volunteer Ann knows how important it is to support the Hospice, but also how fulfilling it is to give back to the local community and those who need it most.

"It is so rewarding and you get more out of it than you put in. Everybody is so friendly and they welcome you, the staff are so friendly too. It's just nice to do something for somebody else."

If you would like to volunteer at Springhill Hospice, you can find out more by visiting www.springhill.org.uk/volunteering or call 01706 649920.

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Retail



As our shops reopened in April, we made the decision to close one of the two shops in Middleton, allowing us to focus on our product range in our larger shop.

To support keeping our staff, volunteers and supporters safe in our shops, our Covid-19 safe measures and cleaning protocols have remained in our shops since reopening. As well as donating good quality items to our shops, the Hospice can also recycle other items to raise vital funds, including currency, electronics, stamps scrap gold and silver and broken/damaged jewellery.

Key highlights from 2021:

- Following the implementation of a new EPOS till system into our shops in March 2020, staff were eager to get back into the shops and up and running with their new tills
- We diversified our ability to undertake deliveries and collections, utilising the services of Boxmove
- We have increased our e-commerce presence and now sell on Depop as well as eBay
- In September 2021 Brian Brady joined us as Retail Development Manager
- Rollout of Gift Aid across all our shops in October 2021

Our key plans for 2022 :

- Increase sales through a more commercial focus on performance management, communication and reporting at shop and total retail level
- More effective and efficient stock management, starting with improving the processes and procedures in the Warehouse and introducing a hierarchy of stock across shops and a location specific pricing structure to maximise sales and rag income
- Growth of our Gift Aid on Donated Goods scheme
- Improve volunteer recruitment and retention and minimum target of doubling the number of volunteers across our retail estate
- Increased training and development for retail staff and volunteers

Brian Brady
Retail Development Manager



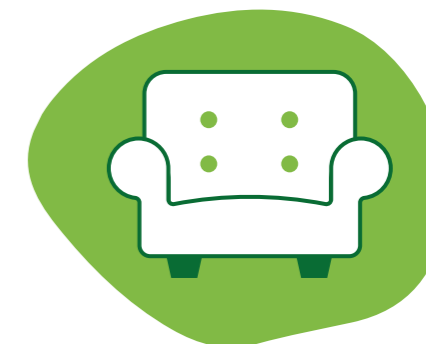
Our retail activity in numbers

(figures correct as of 30th September 2021)



418

Total number of dedicated donation days in 2021



189

Total number of furniture collections made between April and September 2021



754

Total number of e-commerce (eBay and Depop) sales between April and September 2021



66

Total number of volunteers supporting our 8 shops

For more information including shop opening and donation times, visit our website: www.springhill.org.uk/shops

Find our antiques and collectibles eBay site: www.springhill.org.uk/eBay

Book a furniture collection: www.springhill.org.uk/furniture-collection

Apply to become a retail volunteer: www.springhill.org.uk/volunteering

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SPRINGHILL lottery

The Springhill Hospice Lottery offers supporters a way to make a regular contribution towards Hospice care, with the added bonus of the chance to win with weekly prizes.

As restrictions eased in September 2021 we were able to restart our door to door and venue canvassing activity to recruit new players to our Lottery.

To support Hospice care across the borough join Springhill's Lottery today: www.springhill.org.uk/lottery

Our lottery in numbers (figures correct as of October 31st 2021)

7,197	£1,450	£10,000
Total number of players as of end of Oct 2021	Total weekly prize fund (inc. first prize of £1,000)	Total maximum value of our rollover fund
£5,000	£1	£219,535
Total prize value per draw for our Summer and Winter Superdraws	Total cost to play per week	Estimated contribution to patient care in 2021

To join Springhill's Lottery and support patient care each week please visit www.springhill.org.uk/lottery or call 01706 631013

12 Month Review

January

Our first ever **Christmas Tree Collection** took place. We'd like to thank everyone who booked in for their tree to be collected and made a donation! Our Christmas Tree Collection is returning in January 2022. You can book a slot by visiting our website www.springhill.org.uk/xmastree



Our **Day Therapies Team** piloted virtual groups to support patients. This included The Wellbeing Programme, The Self-Management Programme and the Virtual Carers Support Group.

February

Our **Catering Team** retained our 5-star rating in our Environmental Health Inspection. Well done to Catering Manager Jaki and her team.



We held our first **Business Buddies Breakfast** of the year, which saw our members join virtually. After a stop and start 2020, we looked forward to another year of strong, local support in 2021. We were delighted to have GB International Hockey Player (and current Olympic Champion) Giselle Ansley MBE, as guest speaker.

March

We proudly launched our **2021/22 Challenge Programme** with a choice of activities in the UK and abroad. This gave supporters the opportunity to achieve something amazing and set a personal challenge.



We were able to hold our **first ever fundraising event of 2021**, a socially distanced, drive through hog roast! Thanks to the help of Greedy Little Pig Hog Roast Co, we were able to raise a fantastic £1,280.

We are proud to have participated in the **National Day of Reflection** as we invited supporters to join us to reflect on our collective loss, support those who've been bereaved and look to a brighter future. Springhill's Tree of Lights shone brightly throughout the night in solidarity for those who were affected by the coronavirus pandemic, for our key workers and as a beacon of hope and light.



April

Following the Government's announcement that **shops** selling non-essential goods could reopen, we were delighted to reopen our shops. Every shop had Covid secure measures in place so that all staff, volunteers and visiting customers felt safe and protected.



We launched our **Nursing Resilience Appeal** in April. Our amazing care team has continued to care for local people in Rochdale but we desperately needed support to help us face some of the most difficult months ahead. The response was brilliant, raising over £90,000 including Gift Aid. Thank you to all those who donated and sent messages of support.

May

Our **Make a Will Campaign** returned in May, as local solicitors supported Springhill Hospice by waiving their fees for their Will writing services. We would like to say thank you to the participating Make a Will Solicitors; Temperley Taylor LLP, Molesworth Bright Clegg, AST Hampson Solicitors, Whitestone Solicitors and Latimer Lee LLP.



We celebrated our amazing nurses on **International Nurses' Day**. Thank you to our amazing team for nursing and caring for our community each and every day.

You wore green with pride for **Go Green!**



June

We took the time to celebrate **Volunteers Week**. We said a heartfelt thank you to all the volunteers at Springhill Hospice; past, present and future. Your contributions towards the Hospice make us so proud to be a part of a community where everyone wants to make a difference. Thank you for making every moment count.



George and Eclipse from Calderbrook **Alpacas** had their first visit to Springhill Hospice and lifted the spirits off our patients, volunteers and staff. They had a tour around the gardens, visited

through windows to say hello and even enjoyed a snack with our patients. Thank you to Joanne and Calderbrook Alpacas for a wonderful experience.

Springhill's **Sunflower Appeal** returned. Supporters received a beautiful, hand written sunflower plaque in memory of their loved ones and were invited to our Summer Garden Celebration to visit our memory garden and collect their sunflowers.



July



Springhill's **Specialist Palliative Care Community Service** celebrated its **7th birthday!** Since the service started in 2014 we have received 4,253 new referrals for support at home, to the Specialist Community team.

August

Rain didn't dampen the spirits of our **Summer Garden Celebration**, as supporters came along in their raincoats to enjoy a day in the Hospice gardens. Councillor Maureen Jones and Councillor Aasim Rashid both made an appearance to show their support.



Springhill challenged local business to compete in The **£30 Corporate Challenge**. They had the opportunity to see how much profit they could create from a £30 loan over a 3-month period. Congratulations to the winner, Rochdale Training for taking the title raising an incredible £2,301.54.

September

The Education Team held a graduation ceremony for **Palliative Care Passport** course students to accept their certificates and awards. Thank you to Mayor Aasim Rashid who shared his support for our graduates and the Education Team who worked incredibly hard delivering the course.



Our **Annual Golf Day** returned. Congratulations to the 1st place winners Smith and O'Connell, who took home the Golf Day Trophy.



Hundreds of people joined Springhill Hospice for our first ever **Walk to Remember** event. This 10-mile route was tackled by supporters walking in memory of their loved ones, all in aid

of Springhill Hospice. Thank you to everyone who participated.



October

Martin and Edith from Chesham **Bowling Club** were crowned the victors of our 2021 Mixed Pairs Bowling Winners. Thank you to the fabulous team at Norden Bowling Club for hosting the 2021 finals competition, and to everyone who participated and came to support the competition.



Our Education Team opened our **new education unit at Carders Court**. Members of the Hospice, community and Mayor Aasim Rashid attended to officially cut the ribbon.

November

We were awarded **Best Hospice Grounds in the North West Award** at the Britain in Bloom Awards.



The Hospice unveiled a **new sculpture** in the Hospice grounds designed by Vic Buckley.

Our **Man of Rochdale Luncheon** returned and saw Lieutenant Commander Lawrence Scholes RNR named the Man of Rochdale 2021.



Nathan, one of our Specialist Nurses launched our first ever **Christmas Appeal** featuring the heart-warming story of one of our patients, Jackie.

December

Hundreds of you remembered your loved ones by dedicating a light in their memory with **Light up a Life**. We celebrated with a virtual service. If you haven't taken part in Light up a Life but would like to watch our virtual 2021 service, please visit www.springhill.org.uk/light-up-a-life



The **Rochdale District Freemasons** continued their annual tradition and support towards Springhill with a special delivery of Christmas gift bags to the Hospice.



Schools across the borough took part in our festive **Reindeer Run**. The whole community, schools, businesses, families and friends joined to celebrate with **Wear Your Woollies Day!**



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An interview with Chief Executive Sam Wells

Let's get to know you. Tell us about your journey and how you came to be Chief Executive at Springhill?

"I was the Deputy Chief Executive at the National Council for Palliative Care. Here I led the Dying Matters coalition. I loved the job, I was there for seven years. My Mum was diagnosed with Cancer, which we thought at the time was treatable, so we thought it was short term, but very quickly after that she was diagnosed with Alzheimer's as well. I was trying to do the commute and I spent so much time on the Grand Central that I was invited to the Christmas Party! Eventually I realised that I couldn't keep commuting from London to Yorkshire. I made the move back up North and set up a micro-brewery with two friends of mine which is still going strong. It was great because it allowed me to look after my Mum and I could work when I wanted, but I missed the sector.

"I went to Heart Research UK as Chief Operating Officer to begin with then I became Deputy Chief Executive. I loved it there, it's a really great organisation but because of the experience I'd had with my Mum, I realised one day that I wanted to be a Hospice Chief Executive. My Mum died so beautifully at home, surrounded by us, her family. It took her nine days to die and we always said she was having too nice a time! That was only possible because of the Hospice at Home service. I got myself a mentor, who I still have, Dallas Pounds, the Chief Executive at Royal Trinity Hospice in Clapham. Then I applied for the job here at Springhill, and the rest as you say, is history!"

How did you start out working in the charity sector?

"When I was younger I had no desire to work in the charity sector! After University I worked for the Health and Safety Executive. One day I was told that I needed to work with ethnic minority employers because of the Race Relations Act.

I decided I would have an event for the BME employers around Leeds. I hired a hall, put out 100 chairs and refreshments but nobody turned up! Not to be defeated, I went to the charity Policy Research Institute on Ageing and Ethnicity (PRIAE) and met with the Chief Executive. We held the event again in association with PRIAE and it went really well. About 18 months later, after spending some time travelling, I ended up working for PRIAE. I was then in the charity sector and I loved it."

How have you felt becoming the Chief Executive of the Hospice during a pandemic?

"It's a really strange time to start any new job and I genuinely thought the worst of it was over. Never in a million years did I think it would still be here. One of the things that I would love to be able to do is say 'good morning' to all of the patients but I still can't do that because of the restrictions in place. I'm looking forward to the day when restrictions end and we can have all the lovely stuff back. I haven't even seen our Hospice operate without masks, so it is something that I look forward to."

What are your hopes for the future of the Hospice?

"I think the model of care here at Springhill is superb, I don't see any areas with glaring holes because I think that from the Community Team right through to Bereavement and Counselling everything we do is fantastic.

"I'm currently developing our new strategy with the Trustees and our Management Team. I do think the next few years will be really tough. I hope that we can start to generate more of our own income through various means and activities which will help us to become more financially sustainable. My hope is that when I leave Springhill I will leave the Hospice in a more sustainable position."



Corporate Services

I never dreamed for one minute, when I sat down to write my article for the 2020 Annual Review, that we would still be working under Covid restrictions 12 months later!

The staff who make up Corporate Services have dealt with the challenges with the calm, cool heads I have come to expect from them. As a team, they never lose sight of their role here at Springhill - which is to support our patients, their families and our colleagues in whatever way they can – so it has been very much a case of business as usual, although things are still far from that!

We continue to follow the safety rules that have been put in place with regular weekly Polymerase Chain Reaction (PCR) and Lateral Flow Tests (LFTs). Handwashing, sanitising, social distancing and mask wearing continues and has, after all this time, become second nature although I think some staff will be happy if and when the time comes that we can lose masks. Earl, one of our Stewards, said to me recently that wearing a mask is depriving everybody of seeing his handsome face! Maybe so, but I'm saving a fortune on lipstick!

Staff are now back working at the Hospice but the lockdown has prompted many people to reflect and, as such, we have had several retirements in the past 12 months, together with some staff members reducing their hours. This has left us with several vacancies to fill which, in the current climate, has been challenging. We have also made the decision to insist that all new employees have been double vaccinated or intend to be – just another way we can protect our patients, their families and each other.

“Our Support Staff (Stewards, Domestics, Laundry Assistant) continue to work with the ongoing Covid measures that have been put in place. This group of staff has worked so hard in ensuring the safety of everybody who comes to the Hospice by, for example, carrying out vital additional cleaning, dropping off LFTs at the local testing centre on a daily basis and coordinating the additional supplies required to keep us all safe.”

For our Catering Service it has been business as usual although it has not been without its challenges (see page 58 for the

Catering update) A terrific achievement for Jaki and her team during the past 12 months was the retention of our 5 stars, following an Environmental Health Inspection in January. As a result of Covid, this year's inspection was extra stringent and required a great deal of preparation prior to the actual event, which makes the team's achievement all the more remarkable.

Our Gardening Team, Nick and Harry, has carried on as normal over the past 12 months with tremendous support from their small team of loyal volunteers (see pages 56-57 for the Gardening update). A great testament to their hard work is the recent presentation of the Best Hospice Grounds in the North West Award at the Britain in Bloom Awards.

“With regard to volunteers, this has been another challenging year in many ways. Many of the volunteers who have returned are going above and beyond, working many additional shifts and doing anything that is asked of them. Saying thank you just doesn't seem enough – my respect and admiration for these individuals is beyond words. You can read more about this in our Volunteer Coordinator's article on pages 66-67.”

From an IT point of view, the last 12 months have been quite difficult due to poor communication from our IT support company and old IT equipment making it difficult or impossible for those staff who needed to work from home during the pandemic. This year has seen significant investment in IT with obsolete IT equipment being upgraded with newer and better technology. This process is currently underway but is not going as smoothly as we had hoped for. Fortunately for us, our IT and Procurement Officer, Abdul Razzaq, is Mr Positive and is taking all the bumps and challenges in his stride. On the plus side, more staff have been allocated laptops to allow them to work flexibly and our patient data is now hosted in the cloud which gives us the ability to access patient data from anywhere which is a real benefit. Abdul's appointment last November has meant we are able to provide more IT support in-house which is such good news as it means we can offer a quicker service to our staff. The pandemic has made us realise just how reliant we are on IT, especially when someone has to work from home due to being pinged or testing positive. Once the IT upgrade has been completed, this will allow more staff to work flexibly if and when needed.

So what are our plans for 2022? We are going to review and implement staff and volunteer recruitment strategies which will hopefully result in welcoming new staff and volunteers to the Hospice. I am also hopeful that more of our existing volunteers will feel the time is right to return to the Hospice and we are about to re-start our work experience and Duke of Edinburgh placements. On the IT front, we will continue to upgrade all of our existing IT equipment and plan to upgrade our mobile contract to allow the Specialist Palliative Care Nurses access to patient data in the Community via a mobile hotspot.

I have everything crossed that Hospice life will continue to slowly return to normal over the next 12 months but, whatever plot twists await, I am in no doubt the Corporate Services staff will deal with them in their usual positive and determined fashion. We have now lived with workplace restrictions for over 18 months, yet the team has maintained its 'can do' attitude for which I am extremely grateful.

Julie R Perry
Corporate Services Manager



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“ An interview with Community Services Manager Nazma Ahmad

Tell us a little about your journey with Springhill?

“I’ve worked at the Hospice for nearly 17 years. I started as a newly qualified nurse on the In-Patient Unit. I slowly progressed to become Specialist Palliative Care Nurse (SPCN) on the In-Patient Unit. Then, when the Community Service contract started in 2014, I applied and moved to be an SPCN within the Community Team. I had never worked in the community setting before so that was a new challenge for me!

“When the job came up for the Manager’s role I was a bit reluctant at first because I love the hands on patient care and I was worried about losing that. Then I thought ‘let’s give it a go’. Whilst I don’t have the hands on patient contact anymore I know that everybody at the Hospice makes a huge difference for our patients, so ultimately I’m still caring for them!”

What does your day to day job involve?

“Every day is different! I do a lot of people management and I spend a lot of time with the staff. I am really keen to learn everything about the service and I’m spending time understanding the roles within the team to enable me to decide what we are going to do next with the service.

“Other parts of the job involve looking at how we can develop the service and how we can do things differently. I also look at service development, policies, audits and meeting other professionals. We work quite closely with District Nurses. We meet with them on a monthly basis. We also catch up with the other services within the team at the Hospice.

“I deal with any complaints for the community service. We don’t get many of them, but when we do I try to deal with them as quickly and efficiently as possible, so it doesn’t cause any further issues for anybody else.”

What made you want to work for a Hospice?

“I came here newly qualified not really knowing what to expect because care wasn’t talked about a lot. When I began working here I knew within the first six months that this was what I wanted to do. Supporting patients in their last few weeks or days of life is just so rewarding. I worked with a really good team on the In-Patient Unit and my passion has just grown over the years.”

Why do you think it is important to work for a Hospice?

“I think that comes down to the kind of patients that you look after. I didn’t see this as much when I worked on the In-Patient Unit because you are in one environment, but when I moved into the Community Team there are lots of patients that don’t get the palliative care that they deserve.

“Hospices work to ensure that everybody they care for has the best quality of life possible and a dignified death. Hospices make sure that patients are as comfortable and pain free as possible regardless of where they are in their diagnosis. We can make sure that they are cared for in the place they want to be and we can make sure they have a dignified death. The knowledge and skills that we provide, both from our own staff to patients but also to other healthcare professionals is so vital.”

What is your favourite part of the job?

“I like hearing about our patients and their stories. I like hearing about the Hospice’s achievements — how we have made a difference. When the nurses or staff come back into the office it’s great to hear what they’ve been up to and the stories they come back with. It makes me think ‘this is what it’s all about’. We don’t just get that from staff either — sometimes we get thank you letters and notes from family members just to let us know that their loved one had the death they wanted, in their preferred place of care. I think when we deliver a service and deliver it to such a high standard it reminds us that is why we are here and that’s such a rewarding feeling.”



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Gardening

Another year is almost at an end and as always it's been a productive year in the garden despite the restrictions that the ongoing pandemic has brought.

Over the last year we have managed with just Harry and I and a handful of loyal volunteers who have been able to continue to work with us and whose contributions we value so much.

“We continue to grow a wide range of fresh organic produce in the garden which is used in the kitchen as much as possible and any surplus is sold to staff and volunteers which helps raise much needed funds for the Hospice. Our small but growing number of weekly veg box customers is most welcome.”

As always we are grateful for local businesses that continue to support our efforts in the gardens, for example Morrisons generously donated a huge number of packets of sunflower seeds that in turn were used to promote our annual Sunflower Appeal that both raised funds for the Hospice and brought much cheer to the gardens. This year was a bumper year with sunflowers featuring almost everywhere in the gardens. Not only are they beautiful to look at, but the heads that we've saved will help feed the birds over the winter.



We also received a donation from Rochdale Rotary Club, in collaboration with Rochdale in Bloom, who donated 15 fruit trees to be planted in a new orchard where families can dedicate a tree to the memory of their loved one.

“One of the highlights of the year has to be the relaunch of the Ecotherapy Group with two cohorts of people attending the group in person. It has been wonderful to see people getting such a lot of benefit out of the gardens.”

A second highlight was the Summer Garden Celebration held in August. Harry and a small band of volunteers did a sterling job of representing the Garden Team by hosting a plant stall that looked beautiful; full of plants propagated by the team on site as well as some donated plants. It was well received and our plant stall raised over £300 for the Hospice.

The gardens continue to win praise for their appearance as the North West in Bloom judges visited us in August and told us how impressed they were. We are delighted that we have, once again, received the award for Best Hospice Grounds in the North West at the Britain in Bloom Awards.

“The main project in hand is the creation of a new Dementia friendly area in a section of the existing vegetable garden. We are going to create a new area of raised and wheelchair accessible beds, which will be an enclosed area with Violets, Lavender and Sweet Williams. We are also looking at creating a sensory memory box containing items such as pine cones, play sand and shells for the same purpose. Our aim is to have this up and running for the start of Spring 2022.”

We look forward to 2022 and hopefully things continuing as positively as this year and welcoming patients, families, staff and visitors into our beautiful gardens once again.

Nick Dent
Head Gardener

Our garden in numbers

(Data collected throughout 2021)



3,840

Total number of hours spent tending to the garden



500kg

Total amount of food produced in the garden and used in the kitchen (approx.)



7,500

Total number of seeds and bulbs planted in the garden (approx.)



Catering

2021 began much as 2020 ended. We still had fewer numbers to cater for, both in the patient and staff population. The reduced staffing structure continued, as did the restriction in volunteer numbers, but as they always do, our employed and volunteer team pulled together to get the job done. Another year of great support and flexibility so thank you team!

Many of the volunteers who have worked throughout the year really only joined us 'on loan' from Day Therapies when the need for their services was suspended and I am very happy to say they are still with us. Little by little the volunteer numbers are increasing as life outside begins to become less restrictive and I hope it won't be long before we again see more of them feeling confident enough to return. The new procedures brought about by the risks associated with Covid-19 are now very well established and are custom and practice within the department, giving us a great platform to continue safely.

From a business point of view, we are slowly seeing fundraising events returning that require catering support, albeit on a much smaller scale than those of previous years. This is something we have missed, not only from a financial angle but from the buzz it gives the department when we have the opportunity to do something different and show other skills.

Throughout the year I have had to work closely with our suppliers. We are buying much less produce than our initial agreement and the supporting discounts given. Support from them has been crucial for the continued supply of not only the basics but the quality. Remember supermarket shortages? Springhill Hospice did not run out of flour or pasta once! We were seen as a priority client and we were really grateful to our fantastic suppliers for ensuring they delivered what our patients needed.



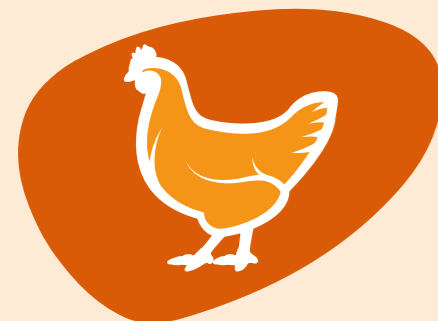
Since the last review we were visited by Rochdale's Senior Environmental Inspector. She was with us for several hours, which is an indication of how thorough these inspections are during a pandemic. Not only do they check cleanliness but processes, compliance with the law regarding allergens and labelling, safety, training and procedures. I was delighted to retain our five star status despite the many necessary departmental changes due to Covid-19.

“As with many situations where difficult decisions have to be made due to external influences – in this case Covid-19 and the subsequent huge downturn in trade – this year we had to make a member of the team redundant. Stephen Beckett came to us as a Catering Apprentice back in 2014 and stayed with us after the end of his training as a fully-fledged Catering Assistant. He was a very popular, much valued member of staff and we are grateful to him for his commitment to the Hospice.”

My hope for the coming year is that we are able to continue to support the Hospice in our day-to-day work and grow our business to include providing the Fundraising Team with all of their future catering needs.

Jaki Hargreaves
Catering Manager

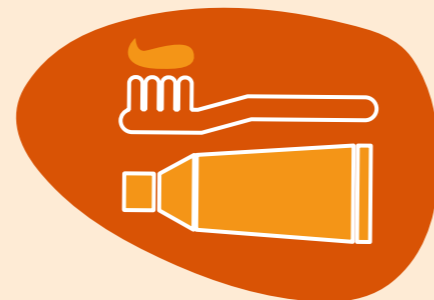
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“ An interview with volunteer Peter Smithers

Volunteer Peter Smithers has been a volunteer driver with the Hospice for three years.

"When I am driving, I bring people to Day Therapies at the Hospice. I bring them in between 9am and 10am, they stay all day and then I pick them up about 3pm and take them home. There are about four of us who would normally help with driving Day Therapies patients."

Peter and the other volunteer drivers had to put their roles on hold due to the pandemic with the temporary closure of Day Therapies. Peter wanted to continue to support the Hospice and was given the opportunity to help in another way.

"I have two roles really, I started by driving; bringing people into Day Therapies. When Covid-19 came, that stopped. One of the other volunteer drivers said 'I'm up at the Hospice washing up!' He said quite a lot of volunteers had stopped coming in when Covid hit so I told him to let me know if they need any help if they were short on people. Gill Kenny (Volunteer Coordinator) rang me and arranged for me to come in. There has been three of us doing the washing up for a while and that will continue for a while yet, until more volunteers can come back. When the driving starts again I'll restart that and happily carry on with the washing up too."

Peter reminisced about his time as a driver and how he really enjoyed the connection with those that he was helping.

"I enjoy meeting people and helping people. When I am driving I'm picking patients up and helping them, talking to them and asking them what sort of day they have had. Meeting people like that you feel like you are doing a bit of something for them. Because you are doing something for them you get the pleasure yourself because you enjoy helping them."

Peter's reasons for volunteering as a driver stem from a lifelong passion. After searching for the right volunteer opportunity, he found the ideal role was waiting for him at the Hospice.

"My real passion is driving. It's my hobby. Anything to do with driving I'm interested in. Someone said why don't you try Springhill Hospice? I rang up and spoke to Gill and she said they would love for me to come in, so I did and started driving."

Like everyone, the volunteers at the Hospice have been affected by the pandemic. With Peter stepping into a new role he has had to keep up with the demand of working as part of our busy kitchen team, but has been able to take the new challenge in his stride.

"It's not been a problem really (during the pandemic). It's been busy because there haven't been as many volunteers. The washing up side of things, they used to have two people doing it every shift and then as they got less volunteers able to help, they have had to split them up."

Peter is just one of our army of volunteers who help the Hospice every day and in so many different ways. He knows how vital it is that that army continues to expand.

"I'd encourage anyone to volunteer! You only need to do a few hours a week and you'll be making a huge difference."

If you would like to volunteer at Springhill Hospice, you can find out more by visiting www.springhill.org.uk/volunteering or call 01706 649920.

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An interview with Retail Development Manager Brian Brady

Being new to Springhill, tell us a little about how you came to work in retail

"I've worked in retail all my life! When I was at University I got into shop work to start earning some money. I then joined British Home Stores as part of their Manager Training Scheme and ended up spending 25 years in high street retail. I got slightly jaded working on the high street, so I moved into the charity sector about 15-16 years ago. I worked for Scope and the Air Ambulance Service in a similar role to what I am doing now."

Tell us about your role here at the Hospice

"I am the Retail Development Manager, so my role is to generate as much income and profit from our shops and e-commerce activity as possible. I also work to promote the Hospice and the work that the Hospice does through our shops and recruit and develop a team of staff and volunteers to help us to achieve that."

You've mentioned your previous work in the charity sector. What made you want to work for a Hospice?

"I think when you work in the charity sector there are lots of different causes that are close to people's hearts and some causes are quite polarising. For example, some people might not want to work for an animal charity because they don't have an affinity with animals, or a wildlife charity because they want to support people, but a Hospice, or a healthcare charity is for everybody. Anybody might need the service or know people who have used the service. Over the last 30 years I've had family members who have utilised Hospice services and the care they have had has been really important to the family. I think I see the value in and I know the value of a Hospice, but equally, I know that from a work point of view it's a very rewarding place to be."

Why is it important for people to donate to charity shops?

"People have got wardrobes and cupboards that are full of stuff, be it clothing or non-clothing items, that they will never use again. One of my friends has a policy that if you buy something new you have to get rid of something."

"If we're not making use of the things we've got let's pass it on and let someone else benefit from it. I think there is a bit of a moral imperative for people to do that as well, as it just makes sense. They can declutter their lives and they can feel better for themselves. They can donate it to a good cause and then we can raise funds."

"The people that buy from us are often on a low income so they really benefit from buying something that is in great condition and has still got life left in it just for a lower price. There's lots of good reasons for doing it and principally the Hospice needs the income for the care we provide."

Is there anything you have learnt since you've started working at Springhill?

"I have learned how passionate the volunteers and staff are. I have learned there is an awful lot of good will amongst our staff and volunteers, they have a real passion for what they do."

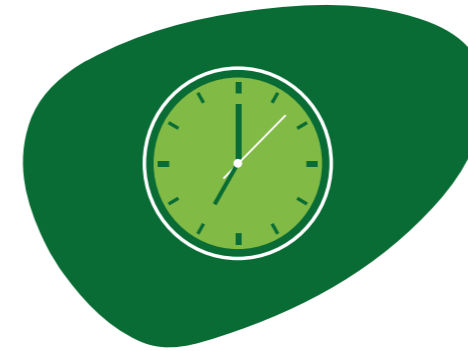
What advice would you give to those who want to donate to our shops?

"The first thing I would want any supporter to do, is to be a Gift Aid donor. They need to sign up to the Gift Aid on Donated Goods scheme which will allow us to claim an additional 25% from the Government. The second thing is, the best and easiest way for us to get stock is for people to bring it to us, it saves the Hospice on cost if people bring their items direct to our shops."



Our volunteers in numbers

((Data from October 1st 2020 - September 30th 2021))



23,400

Total number of volunteer hours contributed to the Hospice



£204,048

Total money the Hospice has saved thanks to our wonderful volunteers

Volunteering

This has been another challenging year in many ways. More volunteers have returned to support Springhill Hospice, some in their usual roles and some in different or altered roles in various areas. Several more have decided to retire completely from volunteering, having given thought to their personal situations in light of the ongoing pandemic.

In June we contacted all our volunteers asking whether they were intending to return to volunteering at some point in the future. Following this communication, it is estimated that our overall volunteer support has reduced by around 40%. Some areas were affected more than others, namely retail and general volunteering.

All of our shops have now re-opened, hopefully on a permanent basis this time. However, the Emporium and our Heywood shop have very little Volunteer support remaining. We are also struggling for General Volunteers who help in our busy Hospice kitchen as numbers have reduced from 66 pre-pandemic to just 26 active volunteers.

Previously around a quarter of our General Volunteers were students who are hoping to study medicine at University. Pre-pandemic the role was attractive for them as it allowed patient contact and an insight into palliative care on the In-Patient Unit. However, limited footfall onto the In-Patient Unit now means that this catchment group are no longer applying.

We are hoping to develop a new volunteer role which will act as a liaison between the In-Patient Unit, visitors and our kitchen. There is a good deal of interest in this role and hopefully this will alleviate some of the pressure on the Nursing and Catering teams who have been undertaking some of the previous duties of the General Volunteers.

Current Hospice volunteering roles are featured on the Action Together Community Website Volunteering Directory which covers Rochdale, Oldham and Tameside. Also a piece about Springhill Hospice, including a request for Volunteers, has been placed in the Whitworth Valley News which is delivered to virtually every home in Whitworth. Posters requesting help have been sent to our charity shops for display, some staff have taken posters to display in their local shops and leaflets have been distributed in the local area. Several U3A groups (University of the Third Age) have been contacted to see if any of their members would be interested in volunteering. Word of mouth is also an essential tool in gaining interest so please do talk to your friends and family — someone may be inspired to apply! In spite of these efforts there has been a limited response and to date only around six new Retail Volunteers have been recruited and six for the General roles.

“Six volunteers have returned to their roles in the kitchen and six new volunteers have been recruited. However, six have also left and another two will be returning to their previous roles in Day Therapies.”



Other areas of the Hospice are also low on the usual number of volunteers but are managing well. Reception at the Hospice now has less volunteer help and some of the Reception Volunteers have taken on extra shifts to maintain a welcome to visitors and callers. Day Therapies has been holding virtual sessions with patients and a few current volunteers have been involved in this. Day Therapies is looking to begin delivering services to patients in a different way and is well supported by volunteers who are champing at the bit to return to their roles. Finance has been lucky to have retained their volunteers and a further Finance Volunteer has joined them. Fundraising have also gained a couple of new Admin Volunteers. However, now that events are beginning to take place, more volunteer support is needed in this area.

The Hospice garden has benefitted from a small number of volunteers who have continued to work throughout and have kept our grounds in beautiful condition.

Whilst volunteer numbers have dropped we are remaining positive as the situation is beginning to improve. Some of our longstanding volunteers are starting to return and we're also starting to see new volunteer applications come in.

“Volunteers’ Week took place in June which was a chance to celebrate the efforts of volunteers nationally. Covid restrictions limited how we could celebrate our volunteers

and their efforts, but we were able to display Thank You banners and a full page Thank You was included in the Rochdale Observer. Staff sent video messages on social media, thanking our volunteers and wishing them well.”

Reflecting on this complicated year, the Hospice has continued to benefit from dedicated and loyal support from the community. Volunteers from various areas of the Hospice have learnt new skills and helped in areas not usually in their remit. Volunteer Therapists and Artists have helped at fundraising events, Volunteer Drivers are rolling up their sleeves and doing the washing up, as are Day Therapies Volunteers, and a number of volunteers who were originally undertaking Hospice based roles are now helping in our charity shops. We have Volunteers aged between 17 and 91 years old from all walks of life and cannot imagine how we would manage without their help.

Whether waiting patiently for their roles to resume, or doubling up their efforts to help where needed, new recruits or long serving individuals, Springhill Hospice is grateful to all our volunteers who are each one in their own way contributing and keeping the staff supported at Springhill Hospice.

Thank you one and all.

Gill Kenny
Volunteer Co-ordinator

If you, or someone you know, would be interested in volunteering at Springhill Hospice please contact Gill Kenny, Volunteer Co-ordinator please call 01706 641790 or email gillian.kenny@nhs.net to find out more

Education



Like everyone else the Education Unit was hugely impacted by the Covid-19 pandemic which hit us in March 2020. Thankfully we were able to work from home and keep the core training centred around 'The Springhill Palliative Care Education Passport' (SPCEP) running via webinars.

This course was developed by the team to ensure holistic knowledge and key skills are taught to all grades of staff throughout Heywood Middleton and Rochdale (HMR). We were also able to provide extra training to the community nurses and care homes around the use of specialist equipment to deliver medications which control symptoms and promote patient

comfort, as well as sessions for GPs and Ambulance Staff. In total we have delivered to over 550 attendees via webinars.

We have been doing some work for the Greater Manchester Strategic Clinical Network where we were involved with delivering sessions to professionals nationwide via webinars, each of these sessions were attended by over 100 people.

Research within palliative care is crucial in developing and improving services and we have been part of a Dementia research team run from the University of Central London (UCL) looking at ways of helping people in the late stages of Dementia to be comfortable and cared for. The tools and knowledge we have helped develop with UCL will shortly be incorporated into our Dementia workshops for care staff in the area.



“We were delighted to have held our first SPCEP Celebration since Covid-19 began. To enable us to hold this with social distancing Rochdale Cricket Club very kindly offered us the use of their function room in September, where graduates were awarded their certificates by the Mayor of Rochdale.”

Unfortunately it became clear that we would not be able to restart face to face education at the Hospice as our prime concern is the welfare of the patients who come into the Hospice. So we set about looking for alternative accommodation and found a purpose built education unit within Carders Court Care Village in Castleton. Bloomcare, which own the premises kindly let us have the unit at the cost of utilities. We now have not one but four spacious classrooms which include a practical skills training room, a library, quiet work spaces and meeting rooms. The relocation has importantly allowed us to return to delivering face to face training. It has also enabled us to develop new training sessions around Foundation Skills in Caring. Our plans are to make this unit a hub, buzzing with learning, development and support not only for Hospice staff but for all health and social care staff across HMR.

Our Education Team now includes a full-time Education Lead, a part-time Palliative Care Educator, a part-time Associate Educator and part-time Admin Support as well as John who has been able to volunteer with us again.

Our plans for the next 12 months include widening the education we provide for health and social care staff to include enhanced communication skills as well as foundation care skills. We also want to build on our community awareness by visiting support and community groups to talk about hospice services, how you can plan what kind of care you might want in the last years and days and how you can make people aware of things that would be important to you if you were too poorly to tell them.

If you would like any information on any of the education we provide or would like us to come out to talk to your community group please email education.springhill@nhs.net

Take care and stay safe everyone from Springhill Education Team.

Jane Ashworth
Specialist Palliative Care Education Lead

Our education in numbers



550

Total number of participants who attended Springhill Palliative Care Education programme (20/21) webinar



170

Total number of attendees for training sessions with GM Strategic Clinical Network, delivered nationally



4

Total number of new classrooms available for training at our new education unit at Carders Court

(figures correct as of September 30th 2021)

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Get in touch

We really want to communicate with you and keep you posted about Springhill news, events and updates. We believe in being open, honest and transparent with our supporters and want you to feel comfortable about how we communicate with you now and in the future.

Here at Springhill Hospice we always take your data seriously. We do everything we can to ensure your details are safe and we never have, and never would, sell your details to anyone else. We want to be able to share information with you about how your support benefits local patients and their families. Equally we respect your decision if you wish to only hear from us in specific ways or if you choose not to hear from us at all.

To update your preferences, please visit:

www.springhill.org.uk/communications or contact the Fundraising Office by calling: 01706 641790 (opt 1) or email: fundraising@springhill.org.uk

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Dates for your diary

- Woman of Rochdale Friday 29th April 2022
- School's Froggy Walk May 2022
- Make a Will Month May 2022
- Skydive Sunday 22nd May 2022
- Sunflower Appeal launches June 2022
- Yorkshire Three Peaks Saturday 30th July 2022
- Summer Garden Celebration Sunday 7th August 2022
- Light up a Life launches September 2022
- Walk to Remember September 2022
- Golf Day Friday 9th September 2022
- Skydive Sunday 11th September 2022
- Firewalk Saturday 22nd October 2022
- Christmas Fair November 2022
- Man of Rochdale Friday 25th November 2022
- Wear your Woolies December 2022
- Reindeer Run December 2022



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