

Keeping in touch...

Prospect News

The newsletter of Prospect Hospice

Autumn 2018

PATIENT PETE'S
DAYS OF CARE P9

WHEN YOUNG PEOPLE LOSE A LOVED ONE P8

GRAHAM'S LOOKING OUT FOR NEW RECRUITS P10

LIGHT UP A LIFE AT OUR SERVICE P18



Contents...

3 From the Chief Executive's desk

An update from Angela Jordan

4 News in brief

Meet our new trustees, and our website gets a fresh look

6 Teams together

Day Therapy and Prospect@Home unite for patient care

7 Guiding light

Meet spiritual coordinator Neetu Bhardwaj

8 Young at heart

How we're helping children and young adults

9 For Pete's sake

Pete explains what our care means to him

10 Join the team

Graham's on the lookout for new volunteers

12 Starlight 2018

Did your light shine for Prospect Hospice in June?

17 Sharing knowledge

Our education programme for staff at GWH

18 Light up a Life

We hope you will join us at our service of remembrance

20 Our awareness campaign

We're continuing to raise our profile this autumn

22 Not many shopping days until Christmas

Please support our shops this festive season

23 Best feet forward

The difference runners make towards our care

24 Thank you!

Just some of the amazing ways you have helped us

26 Christmas Fundraising

Find out how you can support us this Christmas

27 Christmas cards

Place your order for our 2018 cards and 2019 calendar

Stay in touch...

Call **01793 813355**

Email info@prospect-hospice.net

Visit www.prospect-hospice.net

Facebook **Prospect Hospice**

Twitter **@prospecthospice**

Instagram **@prospecthospice**

Prospect Hospice

Moormead Road

Wroughton

Swindon

Wiltshire

SN4 9BY

Written by **Andrew Thompson, Helen**

Pain and **Steve Tilling**. Edited by

Andrew Thompson. Creative by **Gareth**

Robinson.

Photography: Mark Cameron at MC

Studios and The Swindon Advertiser (p3).



Registered Charity No. 280093.

Company Registration in England No.

1494909.

From the CEO's desk...



Welcome to the autumn edition of Prospect News, our twice-yearly newsletter for all Prospect Hospice supporters. I hope the recent months, or the long hot summer of 2018 as I am sure it will forever be remembered, have been an enjoyable time for you.

In June, we received a report from our regulator, the Care Quality Commission (CQC) following an inspection earlier this year of one of our nine services, the care available on our In-Patient Unit. We were disappointed that the report highlighted some issues about the working practices, our documentation systems and the need for refresher training for some of the team. In truth we had already identified and begun to address some of the issues before the inspection and we have worked tirelessly since to put right what we need to do. It should be noted however that the CQC repeatedly stated that they saw no evidence that patient care had been compromised. Furthermore, the overall 'good' rating that we received when we were last subject to a full inspection remains currently unchanged.

To be absolutely clear though, I don't make light of the CQC report at all. It is something we have learned from and are already improving upon. We owe it to the patients and families we care for and, of course, to supporters like you to put this right. My promise to you is that Prospect Hospice will continue to seek ways in which we can improve our services and how we document them.

Keeping our focus on the future, in this edition of Prospect News there are stories about the work that we are currently doing to support increasing numbers of families with young children when they are affected by the life-limiting illness of a loved one. There is also news about how our services work in combination to support patients with the right service at the right time for them, and an introduction to Neetu Bhardwaj, our recently-recruited spiritual coordinator, who now oversees the important part spirituality plays in the lives of patients and families at Prospect Hospice.

This brings me to our Light Up a Life service, which takes place on Sunday 2 December. This hugely important, poignant occasion is when our supporters are welcomed at the hospice to remember lost loved ones. During our service, you entrust us to honour the memory of your loved ones with you - and it is our privilege that you join us at the hospice to remember them together. We hope that you will be able to join us, but places are limited, so please complete the letter that came with this pack soon to let us know if you plan to attend.

Thank you as always for your support for Prospect Hospice, and for the many kind messages that we received during recent months. Your support means everything to us, and we couldn't do all that we do without you.

Angela Jordan, Chief Executive, Prospect Hospice

Pradeep, Sarah and John join Prospect Hospice's Board of Trustees

In July we welcomed three new trustees to our board. Our Board of Trustees are the people who oversee the governance of Prospect Hospice's work towards our shared vision of excellent, personalised and compassionate care affected by a life-limiting illness. They are:

Pradeep Bhardwaj, a senior strategy director and head of industry standards at Syniverse. Pradeep has 27 years' experience in the mobile/telecoms industry and is actively involved in the local community and has a passion for community service. He is also a keen Table Tennis Division-1 player and county umpire. He shares the same vision as Prospect Hospice of putting people first and intends to help Prospect Hospice with its outreach, volunteering and fundraising activities. Pradeep's commitment to the local community saw him achieve a Pride of Swindon award in 2018.

Sarah Jones has an extensive background as an HR professional and, with over 22 years' experience, she has worked in a number of senior leadership roles, mostly in the retail and energy sectors. The work of

Prospect Hospice was well known to Sarah through friends and colleagues who have experienced the care and support when their loved ones required it. She has also previously taken part in our fundraising events. Sarah says that she was keen to get involved in becoming a trustee of Prospect Hospice as it's a local charity providing excellent and critical support to the community.

John Gilbert was, until he retired in June 2018, the chief executive of Swindon Borough Council, having enjoyed a professional career of nearly 40 years in local government service. In his role as chief executive, John oversaw the council's entire service delivery and led a workforce of 3,000 people. John developed a reputation in children's and adult services, latterly becoming the chief executive and pioneering the development to make Swindon one of the most economically efficient boroughs in the country.

We are sure that you would want to join us in welcoming our three new trustees at Prospect Hospice.

Get social with Prospect Hospice...

One great way to stay in touch and find out more about Prospect Hospice is by following us on social media. For many years we have been active on both Facebook and Twitter and in recent times more and more of our supporters have connected with their favourite local charity by following, liking, sharing and even tagging themselves in our posts. It's informative, it's fun and it's a great way to support your local hospice. **Follow Prospect Hospice...**

...on Facebook: We've got a main page with almost 5,000 likes, a page aimed at our supporters in the Marlborough and Pewsey area, and we have recently added a new Community Fundraising page to showcase the events and activities of local supporters.

...on Twitter: Get news about current activity at Prospect Hospice through our own Twitter account, @prospecthospice.

...on Instagram: We regularly post our photos of day-to-day life at Prospect Hospice and especially from our fundraising events.

...on LinkedIn: a great way for the business community to find out more about Prospect Hospice and how they can connect with our work. We share job vacancies and volunteering gaps here too.

There's always so much going on at Prospect Hospice – get social and keep in touch with all that we do.



Hospice UK chief comes to Prospect Hospice

We were delighted in July to welcome Hospice UK chief executive Tracey Bleakley to the hospice, where she spoke to around 60 staff and trustees about the future of hospices and the opportunities and challenges that the hospice movement faces in the years ahead. We would like to thank Tracey for taking the time to meet with us.

New Prospect Hospice website to launch this autumn

In the autumn we will be launching a new website, built and developed by Wiltshire-based firm Boson Web, which has been designed to enable visitors to the site to more easily find the route they need to the information that they want about Prospect Hospice, including our services and fundraising activities and how supporters can extend their

help. Boson Web have already partnered with Prospect Hospice to deliver a new intranet system to support internal communications at the hospice.

Rich Anderson, founder of Boson Web, said: "We are delighted to be working with Prospect Hospice to support all their online activity. Our focus at all times in

developing the new website has been ensuring that the hospice has the best possible online presence, making it easy for visitors to the site to find what they are looking for within a few easy clicks."

Look out for the new Prospect Hospice website from this autumn at www.prospect-hospice.net.



Day Therapy and Prospect@Home teams join forces for patient care

In recent months the teams behind two of our services have worked more closely to offer patients with increased care needs opportunities to benefit from a regular day's support at the hospice.

Our Prospect@Home and Day Therapy Unit (DTU) teams are currently running a pilot scheme every Tuesday which works by having a Prospect@Home staff member working alongside the Day Therapy Team staff team. The Prospect@Home team member's role is to support an individual patient who needs additional support to attend our Day Therapy session for a period of four weeks.

The model enables the Day Therapy team to have patients in the setting with greater needs who may not otherwise have been able to access the service. These greater needs can range from assistance with eating

and drinking, to helping someone transfer with equipment, or supporting someone with cognitive impairments such as Dementia.

Through this collaborative working between the two teams, patients have the chance to come out of their home and experience a different environment, when they may otherwise have had hospice support at home: "Patients can feel like they have regained some independence and confidence in an environment where they feel secure and supported," says Zoe O'Reilly, our Day Therapy Service lead. "It also provides some respite for their carers too, who are then able to choose to spend time at home or go out while the patient attends the Day Therapy Unit. Working alongside Prospect@Home has been invaluable for the patients we have supported through this model so far, and for the people closest to them too."

Day Therapy Lead Zoe O'Reilly, right, with Prospect@Home team member Julie Ward and patient Les.



Our Spiritual Care Coordinator
Neetu Bhardwaj.

Neetu's a spiritual force at Prospect Hospice

A survey in 2013 revealed that more than three quarters of the UK population believe in the power of spiritual forces, despite a decline in the popularity of organised religion since the start of the millennium. Essentially then, most people believe in something, even in an increasingly secular society, so spirituality is still a very important part of everyday life for most British people. We know from experience too that more people think about faith and belief when they, or a loved one, approach the end of their lives, which is why spirituality remains an important part of life, and of death, at Prospect Hospice, as it always has been.

Earlier this year we welcomed Neetu Bhardwaj to Prospect Hospice as our first spiritual coordinator. Neetu is a psychotherapist by profession but has been a prominent member of Swindon's Hindu community, an NHS psychology practitioner and volunteered with Cruse Bereavement Care. We were delighted that she could bring her skills and experience to Prospect Hospice, in support of the spiritual needs of people who seek our care. "I think spirituality is something much bigger than just religion, and applies to people who often wouldn't

consider themselves to be religious," she says. "It relates to our values, our beliefs – our way of being."

It is hardly surprising that many people question what it is that they do and don't believe at the end of their lives and, for Neetu, discussing their concerns has already brought a sense of self-understanding and, ultimately, peace of mind for many of the people she has supported since she began working for Prospect Hospice. "People I meet are understandably distressed about the future," she says. "I've met people who have been anxious about the people they will leave behind. We explore that together, get to the root cause of their fears with the aim of bringing them a sense of calmness and acceptance. With one patient I met, it was about helping them to give themselves permission to die."

Neetu acknowledges that, within spirituality, religion has an important place for many patients and the people closest to them. Part of her role is to work alongside local leaders of all faiths when patients want to see them. For now, she is pleased to be working with our other patient-focused teams to bring spiritual care alongside their general wellbeing.

Prospect Hospice Social Workers India Hammond and Sarah Dickson.



Finding the right words...

It's hard to know what to say to anyone who has been recently bereaved, or who is facing the uncertain future of life without a loved one. And when it is children who face these challenges, then saying nothing at all can compound the sense of loss. That's why our Family Support team work hard to give others the courage to have the important conversations that can make such a difference.

According to social worker India Hammond, people often think that saying nothing is the right thing to do. "People think they are protecting children and young people by not talking about it," she says. "In reality, they are sending signals by staying silent. Children pick up on body language, changes in routine and other signs that things have changed. By not being open and honest, they're indirectly telling them that you can't talk about what's happening, so children construct their own ideas and have to self-manage their feelings. It's not surprising that these issues can affect a child's behaviour, either now or in later life."

What is it that we do, then, to change this? "We are doing a lot," says India's fellow social worker Sarah Dickson. "We work with parents to encourage and sometimes facilitate open and honest discussions with children, and we have a wide range of resources, books, websites and research materials

to inform parents and for them to share with their children. We sometimes work directly with children and young people by offering a safe space for them to explore their feelings." After identifying a specific need, India worked with the hospice's Communications team to develop our own journal for bereaved young people to use. Increasingly too this team has worked with local schools, because often teachers are unsure what to say to students who are facing loss, and the feedback from this work has been very positive."

In many ways, the work of the team pursues two important aims of Prospect Hospice – to extend our influence across the community to improve understanding and support for everyone affected by a life-limiting illness, and to encourage conversations about death and dying. "Extending our influence is a key part of this work," says India, "so providing training for our own staff and other professionals who work with children is really important."

Sarah adds: "It's vital that we empower people with the skills and confidence to talk with children and young people who face a future without someone they love. And we are here, as always, to offer guidance across all parts of the community when they feel we can help."



Pete Garner, right, with Day Therapy volunteer Mick Blunsden.

Pete's day support means so much...

Our Day Therapy services have helped patients who are living with a life-limiting illness since the hospice in Wroughton first opened its doors. They help patients access some of our services, to live as independently as possible with the challenges they face. This means that they and their families can adapt their lives and lifestyles by using services including our twice-weekly Day Therapy, our Open Programme, the support of our physiotherapists and occupational therapists and our lymphoedema team.

For patients like Pete Garner from Swindon, our Day Therapy services have been a huge help as he has adapted to life with Motor Neurone Disease. Pete's someone with a positive outlook on life, but he readily acknowledges that what he's learned through the Day Therapy team has built his confidence and enabled him to

cope better with his illness. "The support I have had has been excellent," he says. "I've not met anyone at Prospect Hospice who hasn't been very willing to help me, and that's been important because I am not someone who finds it easy to ask for help. If I come with a problem then there always seems to be someone in the team who will help fix it. That ranges from the nurses and therapists in Day Therapy, through to the brilliant volunteers who are there every week too."

Pete's first experience of our support came when he first attended our Open Programme, our regular series of sessions presented over several weeks. "I learned a lot," he says. "One week we explored fatigue, which is something that I live with all the time, and learned to always keep something in reserve. On another week we looked at anxiety and

stress, and learned techniques about how to manage both, and these have helped me ever since. I was always quite a confident person, but this has bolstered my confidence in my life with MND. And coming to Day Therapy every week is great. My loss of ability with my hands has meant I've not been able to take part in craft activity, but I enjoy spending time with people in similar circumstances to mine – and the banter is great!"

Pete's grateful for the support of the local community which means that he can benefit from a weekly session of our support. "This is a really great service for people in a situation like mine," he says.

"To people who raise funds for Prospect Hospice, as many of us do in this community, I can tell them with absolute certainty that your money is very well spent."



Voluntary Services Recruitment Officer Graham with Heart of the Hospice Volunteer Becky King.

The Heart of the Hospice

Our volunteers are the beating heart of Prospect Hospice. Their talents and time help us give the best-possible care for patients and their families. What roles are available? What can you expect from the experience? And how can you get involved? Voluntary Services Recruitment Officer, Graham Biggs, and minibus driver, Geoff Winn, volunteer the answers...

“Without our volunteers, we simply couldn’t do everything we do,” says Graham. “Whether they’re supporting in the hospice or our shops, transporting patients or helping our Fundraising team, every volunteer plays a big role in helping us care for people.”

Graham joined Prospect Hospice in 2016 following a career in banking. “My family and I have always supported Prospect Hospice,” he says. “After leaving banking, I saw an advert for the role and thought, ‘I’d like to help’. And I love what I do. Every day is different.”

A typical day sees Graham answering queries from prospective volunteers to bringing people on board. “People get in touch on our website, pick up the phone and even walk into the hospice. I’m here to guide them easily into volunteering, from chatting about the roles to completing the paperwork.”

What motivates people to get involved? “There are lots of reasons people volunteer,” says Graham. “It can be about experiencing new things. For example, young people often enjoy working in our shops where they gain retail experience. Many like making friends and learning new skills. But one thing is common to everyone: they want to support our work and patients, because they value what we do.”

As Graham explains, there’s a role for everyone. “Our current priorities are for roles in our shops and distribution centre, and for van drivers, and drivers’ mates. But there are so many opportunities for all ages and abilities. People can also support us in the hospice, for example, serving in our café, preparing food, assisting our nurses and providing complementary therapies. And they can do as much or as little as they like. Some of our volunteers take on lots of roles, such as doing shifts in our shops then working in our café.”

Volunteers receive all the help they need, including training and meetings where they can share ideas and concerns. “We’re also holding more social events, such as Prospect Pals, where volunteers run a quiz night. It’s a great way to make friends and feel part of something special.”

Geoff Winn has been a minibus driver for the hospice for just over three years – a far cry from his previous role as a European procurement manager for a global financial firm. “When I retired, I thought, ‘Should I get another job or give something back?’,” he says. “I enjoy driving and helping people, so I contacted Prospect Hospice and have been transporting patients ever since.”

What advice does he have for those considering volunteering? “Go for it. You can do as little or as much as you want. Even if you put in just a bit of time, you’ll get a lot back.”

Do you like the idea of volunteering for Prospect Hospice? We’d love you to get involved. Please contact us at www.prospect-hospice.net/volunteering or call Graham Biggs on 01793 816193.



Did you light up the night at Starlight 2018?

In the summer we held our annual night walk, which is always our biggest event of the year. Hundreds of Prospect Hospice supporters joined us at Swindon Town FC's home, the Energy Check County Ground, for a warm up and to set off on the 10k and 15k routes, dressed in fabulous bright and colourful outfits and in this year's electric blue T-shirts.

It's a fun event with a serious purpose – to raise much-needed funds to support our nursing care (and, fittingly, a large team of nurses from Prospect Hospice took part). Also among the technicolour crowd on the night was a team of 14 called St Mary's Movers from St Mary's Catholic Primary School, who walked in memory of their colleague Maria Pidlisnyj, a teacher and former pupil at the school. Rachel Weaver from the team said: "We

are trying to raise as much money as we can for the excellent care and end-of-life support that was provided to and her wonderful husband in her final days. Swindon and the surrounding area are so fortunate to be blessed with such a special place as Prospect Hospice and the support we have received from our local community has been amazing."

We would like to thank all the supporters and volunteers who made Starlight 2018 such a success.

If you have sponsorship money to return you can do this by sending a cheque, made payable to Prospect Hospice, bring your money to reception at the hospice or to one of our shops, or by using the donate button on our website and writing 'Starlight Walk' in the reason for donation box.



Prospect Hospice serves a community of 300,000 across Swindon, Marlborough and north-east Wiltshire. We provide dedicated end-of-life care for people with a life-limiting illness at the purpose-built hospice in Wroughton, in patients' own homes, at our Wellbeing Centre in Marlborough, in care homes and through our team at the Great Western Hospital.

Nurses are vital to the care that we provide around the clock, every day of the year. A regular donation towards the care our nurses bring can make a real difference to the experiences of people who seek our help in their final weeks and days.

£3

a month, over a year, pays for one hour of care provided by a Prospect@Home nurse.

£17

a month, over a year, pays for a patient visit made by our Clinical Nurse Specialist team.

£29

a month, over a year, pays for 24 hours of care for a patient on our In-Patient Unit.

£75

a month, over a year, pays for the support our Day Therapy Unit provides for one day.

For more information, please call **01793 816190** or visit **www.prospect-hospice.net/sponsoranurse**.

1. Your details

Title: First Name:

Surname:

Address:

Postcode:

Telephone:

Please use my telephone number to keep me updated about the work of the hospice, including fundraising events and activities I may be interested in.

Please use my telephone number to contact me in relation to Sponsor a Nurse only.

Date of Birth:

Email Address:

Please use my email address to keep me updated about the work of the hospice, including fundraising events and activities I may be interested in.

Please use my email address to contact me in relation to Sponsor a Nurse only.

2. Your regular gift

I would like to Sponsor a Nurse

How often would you like to make a donation?

Monthly

Quarterly (every 13 weeks)

Biannually (every 26 weeks)

Annually (every 52 weeks)

How much would you like your regular gift to be?

£3

£17

£29

£75

Other

Payment by Direct Debit

Please fill in the form and return to Prospect Hospice.
Name and full address of your Bank / Building Society.

Banks and Building Societies may not accept Direct Debits for some kinds of account.

To the Manager: Bank/Building Society

Address:

Postcode:

Name of Account Holder(s):

Account Number:

Sort Code:

Instruction to your Bank / Building Society to pay by Direct Debit



Service User Number:

Reference Number:

Please pay Prospect Hospice Direct Debit from the account detailed in this instruction subject to safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Prospect Hospice and, if so, details will be passed electronically to my Bank / Building Society.

Signature:

Date:

For Prospect Hospice use only - this is not part of the instruction to your Bank / Building Society. For your information, you are covered under the Direct Debit Guarantee Scheme and you should refer to your Direct Debit confirmation for details of the guarantee.

Make your gift worth 25% more with Gift Aid

giftaid it

I want to Gift Aid my donation and any donations I make in the future or have made in the past 4 years to Prospect Hospice. I am a UK taxpayer and understand that if I pay less Income Tax and / or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference. I understand that Prospect Hospice will reclaim 25p of tax on every £1 that I have given.

We will add your details to our database and keep you up-to-date with the work of the hospice by sending you our newsletter and other information you may find of interest. To personally customise how you hear from us simply visit www.prospect-hospice.net/howyouhearfromus, call 01793 816161 or email dataadmin@prospect-hospice.net.

It's **win-win** for you and your local hospice

Hundreds of people have won our weekly jackpot, while raising thousands of pounds for Prospect Hospice, since our lottery was first launched in 1999.



"I was so amazed when I got the phone call to say I'd won, I almost cried! I've been playing the Prospect Hospice lottery for ten years - I didn't start playing the lottery because I thought I would win, but because I wanted to help the hospice. Being able to support a local charity that does such amazing work in the community is really rewarding. I'd never been to the hospice before my sister-in-law, Clare, was diagnosed with cancer. She was cared for at the hospice before she died and everyone there was incredible.

"The lottery money is going towards a holiday in Rome - it's somewhere I've not been before so I'm really looking forward to seeing the sights!" - Lottery winner Sharon O'Neill

Prospect Hospice **Lottery** A chance to win, a way to care

You could win...

1ST PRIZE - £1,000

2ND PRIZE - £100

PLUS TWO PRIZES OF £50

FOUR PRIZES OF £25 and

TWENTY PRIZES OF £10

...every week!

£1,000
to be won
each week

£1
each week

HOW OUR LOTTERY WORKS

- 1 Each chance in our weekly lottery costs £1. You can have up to 20 chances each week.
- 2
- 3 28 lucky cash winners are selected at random by our lottery computer. Someone will win the £1,000 jackpot every week.
- 4 For each chance you purchase you will be allocated a unique number.
- 5
- 6
- 7 The draw takes place every Friday and you will automatically be entered into the draw for each week that you have paid your subscription.
- 8
- 9 All winners' cheques are sent by post automatically but you can check the winning numbers on our website.

Join online today at www.prospect-hospice.net/lottery

1. Your details

Title: First Name:

Surname:

Address:

Postcode:

Telephone:

Please use my telephone number to keep me updated about the work of the hospice, including fundraising events and activities I may be interested in.

Please use my telephone number to contact me in relation to the Prospect Hospice Lottery only.

Date of Birth:

Email Address:

Please use my email address to keep me updated about the work of the hospice, including fundraising events and activities I may be interested in.

Please use my email address to contact me in relation to the Prospect Hospice Lottery only.

2. Payment frequency

How many entries would you like each week?

How often would you like to pay?
(Please tick the frequency and write the amount in the box).

- Monthly @ £4.34 (DD only)
- Every 13 weeks @ £13
- Every 26 weeks @ £26
- Every 52 weeks @ £52

X

=

Total payable

3. Payment method

Direct Debit Cheque

I enclose a cheque payable to Prospect Hospice. Minimum payment £13.

Payment by Direct Debit

Please fill in the form and return to Prospect Hospice.
Name and full address of your Bank / Building Society.

Banks and Building Societies may not accept Direct Debits for some kinds of account.

To the Manager: Bank/Building Society

Address:

Postcode:

Name of Account Holder(s):

Account Number:

Sort Code:

I confirm I am over 16 and a UK resident.

Signature:

Instruction to your Bank / Building Society to pay by Direct Debit



Service User Number:

2 4 5 3 7 1

Reference Number:

Please pay Prospect Hospice Direct Debit from the account detailed in this instruction subject to safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Prospect Hospice and, if so, details will be passed electronically to my Bank / Building Society.

Signature:

Date:

For Prospect Hospice use only - this is not part of the instruction to your Bank / Building Society. For your information, you are covered under the Direct Debit Guarantee Scheme and you should refer to your Direct Debit confirmation for details of the guarantee.

Date:

We will add your details to our database and keep you up-to-date with the work of the hospice by sending you our newsletter and other information you may find of interest. To personally customise how you hear from us simply visit www.prospect-hospice.net/howyouhearfromus, call 01793 816161 or email dataadmin@prospect-hospice.net.



From left to right, Prospect Palliative Care Nurses Ruth Alderton and Debbie Robson, with Karen Brown, and GWH Nurse Helen Booth.

GWH staff benefit from EXCEL training at the Great Western Hospital

Prospect Hospice and the Great Western Hospital have joined forces to educate staff about palliative and end-of-life care with their ExcEL training programme.

The five day course was created to deliver good education to GWH staff about what the care involves, and how they can provide support to patients and their families. Staff learn about subjects such as symptom control, fatigue, breathlessness management and family and bereavement support. It includes a session at the hospice in Wroughton, delivered by a combination of our Education and Patient Services teams.

Karen Brown, Interim End-of-Life Lead at GWH, said “One of the barriers to palliative care is what people think it means. If a staff member has been to see it and been a part of it, they can more

clearly articulate their experiences to a patient, and that can only be beneficial.”

Unlike at the hospice, end-of-life care can take ward staff at the hospital into unfamiliar situations. “Sometimes staff find it challenging caring for patients who are dying, and in this course they can talk openly about how they feel about it,” adds Karen. “Recognising that you are not alone, and finding that staff members from other wards are feeling the same way, is really helpful.” Ruth Alderton, Prospect Hospice’s Palliative Team Leader at GWH, agrees. “The nurses don’t always get a chance to reflect on the emotional side of their job, so we encourage staff to ask us if there is anything that they are unsure or concerned about – there is a lot of positive discussion and peer support.”

Another key benefit of ExcEL (Excellence in End-of-Life Care) is the implementation of knowledge by nominated staff, known as end-of-life champions, into their day-to-day practice. Karen recalls an example of a junior sister on the Cardiology Ward who, after attending the course, saw a need for staff to have easy access to vital information, such as what to do to help a patient get home speedily at the end of life, if that’s their preference.

Every ExcEL session is evaluated and each staff member is given feedback on their performance. They are also required to sit an exam 4-6 weeks after the course to test their knowledge, to see how much they’ve remembered – the aim is for staff to have a deeper understanding of what to do in an emotional situation as well as a practical one.

One of our lanterns at last year's Light up a Life service.



Be with us to remember the people you love at Light up a Life

Thousands of tiny lights illuminating our Christmas tree as they are switched on for the first time, dedicated by Prospect Hospice supporters in memory of people they will miss at this time of year. The voices of hundreds of people, singing carols as one voice, gathered to remember their loved ones. Poignant readings with the message that it's understandable to miss people who we have loved, and that you're not alone. These are just some of the things that make Light up a Life the most important occasion in Prospect Hospice's calendar. If you have never attended our annual service of remembrance, then perhaps this December will be the time when you will join us for the first time.

It is, understandably, an emotional occasion, but it's one which time and again people over the years have told us has meant so much to them. The team at the hospice recognise this, and across departments we join forces to make it the best occasion that it can possibly be. Bereavement Care Coordinator Lucinda Gomiciaga, an integral member of the team who organises our annual service, knows the important role of Light up a Life in the hearts and minds of people touched by our work. "It is always very humbling for us to welcome back to the hospice people who come to us to remember their loved ones at Christmas," she says. "Over the many years during which I have been involved in our Light up a Life service, I have seen just how important it is for family and friends to come together to remember

those special people who have died, not only people who are recently bereaved but also the family and friends of people who have died many years before. To remember loved ones who remain important and who are held in the hearts and memories of others, over the passage of time, is the essence of our Light up a Life service."

A highlight of the event is the switching on of the lights on the Christmas tree, with many of the lights having been dedicated to a loved one through the appeal that runs ahead of our annual service. "People like the idea that, throughout the Christmas period, there is a light that shines on our tree that is dedicated to someone special to them," says head of fundraising Sheryl Crouch. "We are very grateful that people support the appeal and that they know that the gift they make now can help people in similar circumstances to those that they and their loved ones faced. It shows the continuing generosity of our supporters."

In the autumn, we will be writing to supporters again to ask them to book their place at Light up a Life, which this year takes place on Sunday 2 December, and inviting them to support our appeal by dedicating a light on our tree. If you would like to ensure that you receive your invitation to join us at Light up a Life, then please respond to the letter that came with your copy of Prospect News or email dataadmin@prospect-hospice.net to let us know that you would like to attend.

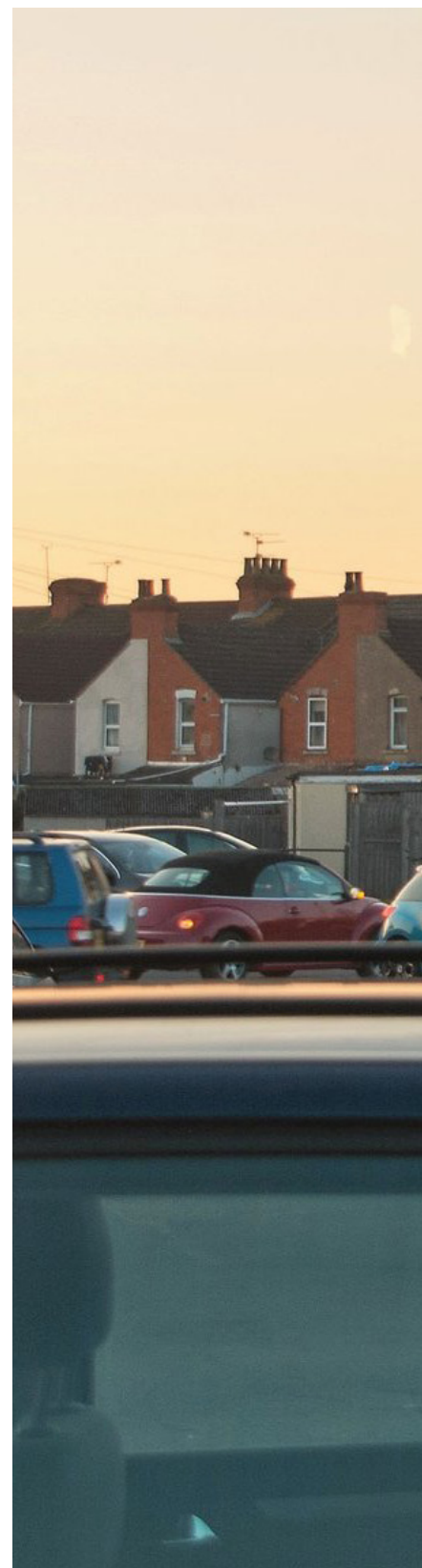
That's us in the spotlight!

If you took a spin around Swindon's world-renowned Magic Roundabout in the summer months it's likely that you will have seen a huge digital image of our nurse Jenna, who has featured prominently in our ongoing campaign to raise awareness of our services. "I've had so many people stop me to tell me that they've seen it," she says, "and my young daughter hasn't really known what to make of Mummy being on a big electronic picture, but I've been very pleased to have been part of the campaign to highlight the amazing work that Prospect Hospice does, and I'm proud of what me and the team I'm part of does."

Our campaign, which was launched last autumn, was developed with agency Brand Creed to highlight some of the care that people were less familiar with, such as our Prospect@Home service and the work of our nurse specialists in the community. Our messages have also featured in the local media, on bus shelters and even on the backs of buses, and there have been many likes and shares for the images when we have included them on our social media platforms too. The campaign was significantly boosted when we featured images and quotes from local people who were happy to share some of their own personal experiences of our care of their loved ones.

In the autumn our campaign will move in a new direction as we look for the support of the local community for our work supporting the increasing number of patients we care for, and who we expect to care for in future, who live with dementia. We have also developed a series of short videos, again featuring local people whose families have benefited from our care, which we will be sharing on our social media platforms and on our website from this autumn.

We would be thrilled to find out what you think about our campaign and whether you would like to be part of it in future. Please get in touch by emailing communications@prospect-hospice.net.







Pewsey shop manager Julie with shop volunteers Andrea, centre, and Sally Ann, right.

We ho-ho-hope you'll visit our shops this Christmas...

Whisper it, but as we head into the autumn, we will soon be counting the number of shopping days until Christmas in just double figures. When you hit the high street in the months ahead, we hope you'll remember to pop into your local Prospect Hospice shop to check out what's on offer there – because we think you will be very pleasantly surprised.

“We pull out all the stops to give our shops a festive feel as we head towards Christmas,” says area retail manager Andrea Piper. “We focus primarily on new goods, which we introduce to the shops, including Christmas decorations and ornaments, our new range of Christmas cards and our calendar. We also stock Christmas-appropriate items which have been donated through the year and we make every effort to ensure that each of our 17 shops looks as festive as possible.”

There are donated items that sell unexpectedly well during the festive period too: “Because people often have more people at home than during any other

time of year, we tend to sell more items such as tableware, drop-leaf tables and bedroom furniture,” Andrea confirms. “It's often the case that people plan ahead, and it's these items that sell early and, of course, I would be delighted to hear from anyone who has got items like these to donate to us.”

For staff and volunteers in our shops, working there in the pre-Christmas run-in is as good as it gets. “The atmosphere is fantastic and everyone is on a bit of a high,” says Julie Henry, manager in our Pewsey shop. “We always put a lot of thought and effort into decorating our Christmas window, and people often come in looking for an unusual Christmas gift. And because of the respect people have for Prospect Hospice, our Christmas cards sell very quickly. My advice would be – visit your local Prospect Hospice shop early this year to avoid disappointment.”

If you've not visited your local Prospect Hospice shop recently, find out where your nearest is by visiting www.prospect-hospice.net/shops.

Ten years on Rob's ready to return Rome



In April next year in Italy's ancient capital, Rob Drury Dryden and more than thirty friends and family will be running in the city's annual marathon, raising money for Prospect Hospice

through their Return to Rome run. There's a pleasing sense of symmetry about Rob and his team's participation in the Maratona di Roma. That was the first event many of them took part in back in 2009, when they came together for their first fundraiser, to raise money for Sophie's Legacy, the fund Rob set up in memory of his late wife, who had been cared for by the hospice at the end of her life. The fund raises money for both Prospect Hospice and Macmillan Cancer Care and, as it has gained momentum, Sophie's Legacy has raised close to £300,000 for the two causes.

It's true to say that, from such tragic circumstances has come about a change in Rob's life. He was fit from having played rugby to a high standard, but the 2009 Rome Marathon was his first long distance run. Little did he know that it would be the first of many he would run to raise funds and many others for the...well, would you call it pleasure?

"There's been a long list of stranger and more stupid adventures since that first run," Rob admits, having just completed the gruelling Man v Lakes ultramarathon just days before. "They have got tougher over the years – physically, mentally and emotionally, but part of me must enjoy them to do them. It keeps me fit and it gives me a focus."

Rome will be very special though. "It was where it all began," says Rob. "Fitness mattered hugely to Sophie and she wanted a legacy and I am sure she would think it a very fitting legacy for her. She would be pleased to see so many of us coming together a full decade later to remember her and raise money in her name for a great cause. In Rome, it will be many of us who ran it previously, and some of those who can't be there are putting up representatives. It will be like a homecoming from a remarkable journey."

We would like to wish Rob and everyone who will be running in Rome our very best wishes, and our thanks for all that Sophie's Legacy has achieved to date. To donate to the Maratona di Roma team visit <https://mydonate.bt.com/events/returntorome/460658> or email fundraisingandevents@prospect-hospice.net for more information about joining them.

Slinn Allstars bring Swindon's runners together for Prospect

We were very grateful earlier in the year to runners from Slinn Allstars, Swindon Harriers, Swindon Shin Splints, Highworth Running Club, Swindon Striders, Wroughton Whippets and Royal Wootton Bassett Hounds who came together to raise £2,189 for us in support of Allstars runner Paul Gee, who was being supported by Prospect Hospice at the time. Our thanks to the 300 runners who took part in a run in support of Paul and for our care. Mike Wakefield, chairman of the Slinn Allstars, said: "the work that Prospect Hospice does is outstanding and we were very pleased that so many local runners came together to support our fundraising. I am sure that we will do more fundraising for Prospect Hospice in the future."

A big thank you to...

We are privileged to receive so much support from across our local community through people individually and also through their workplaces coming together to raise funds towards our care. Here are just a selection of recent supporters of our work.

Ella Bickerton – A huge thank you to eight-year-old fundraiser Ella Bickerton, who chopped off her long locks to donate to Prospect Hospice and the Little Princesses Trust. The Ruskin School pupil donated her hair to make wigs for children who had lost their own hair while undergoing cancer treatment, raising £1,314 towards our care.

Mia Webb – Thanks too to ten-year-old Mia Webb, who set up a race night raising an incredible £950 towards our care. Mia was inspired to fundraise after learning about the hospice through family experiences. Her mum Bridget said: “Mia was brilliant – she had support with sourcing raffle prizes and selling raffle tickets, but other than that she organised the whole event herself.”

Imagination Summer Fete – Thank you to Imagination Childcare who presented Prospect Hospice with a cheque for £500 following a successful fundraising day at their annual summer fete. This generous donation came from all those who attended the fete at the nursery school in Moredon and took part in a raffle and tombola.

In memory of Deborah Cooper – The family of Prospect Hospice patient Deborah Cooper, who was supported at the end of her life by Prospect Hospice, organised a fundraising day with lots of tea, cakes and chatter. More than 100 people, including the mayor of Flitwick came to the event which raised £1,297.

Highworth Support Group – Our Highworth Support Group was formed in May 2014 and earlier this year they reached an amazing milestone when they passed the £10,000 mark, reaching £10,313 raised for the hospice. A huge thank you to the Highworth Support Group for their continuing hard work and dedication.

Gilbert & Sullivan Society – A massive thank you to Swindon Gilbert and Sullivan Society, who supported the hospice on the opening night of their 50th anniversary production, The Pirates of Penzance, and raised a fantastic £677!

Bank Holiday of Music – Thank you to Aldbourne Sports and Social club and everyone involved in organising the annual Bank Holiday of Music, which took place at the beginning of May, and which raised an amazing £1,175. The club has donated through Bank Holiday of Music to Prospect Hospice since 2012, and it is great to see this event is still going strong every year.

Ramsbury Artists Exhibition – Earlier this year, the Ramsbury Artists ran an exhibition and raised an amazing £1,068 in one weekend for Prospect Hospice. We would like to thank all the artists and organisers involved for their support, and everyone who visited the exhibition.

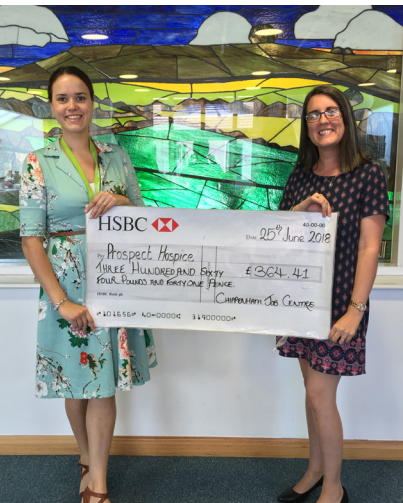
Joe Carpenter from **Richard James Estate Agents** shaved off his beard and raised a brilliant £388 for the hospice through sponsorship from his colleagues.

Thank you to staff at **Chippenham Job Centre** for their brilliant donation of £364, raised through various events and activities throughout May.

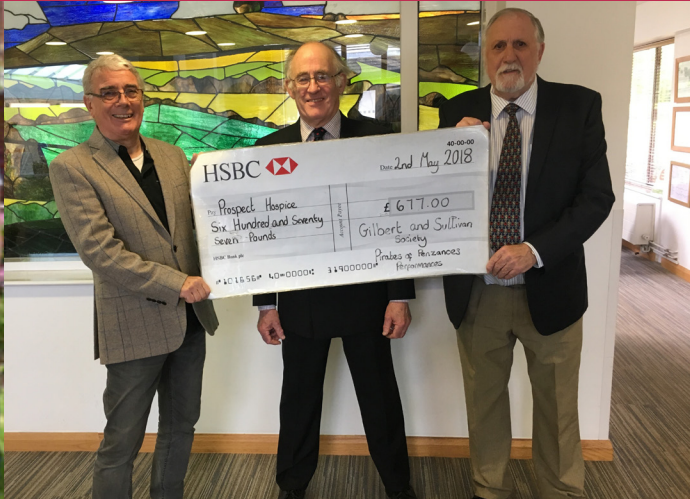
Thank you to everyone at **John Lewis at Home**, Mannington Retail Park, for the donation of £520, raised by staff through raffles and cake sales in memory of their colleague's wife, Angie Evans.

The Health Claims team at **Capita** kindly donated £500, awarded to them by Capita for their teamwork. Thanks to the team and everyone at Capita for the continued support.

A big thank you to **Waitrose** in Marlborough for donating £358 from their green token scheme, which ran in-store throughout February. Thanks also to all the shoppers that popped a token into the Prospect Hospice box!



From top left, Mia Webb, Chippenham Job centre, John Lewis at Home, Richard James Estate Agents, the family of Deborah Cooper, Gilbert & Sullivan, Highworth Support Group, Imagination childcare and Waitrose Marlborough.



Festive Fundraising

Get in the festive spirit this Christmas with our fantastic fundraising activities...

Marlborough Christmas Fair and Santa Fun Run Saturday 24 November

The popular Marlborough Christmas Fair is back in November, bringing festive cheer to the high street. Doors open at 11am with a selection of high quality stall holders and local food producers, mulled wine and live music.

On the same day you can get into the Christmas spirit by joining us on our Santa Fun Run. Free mince pies and hot drinks await our participants as they run through historic Marlborough. Santa suits will be provided for a perfect winter workout!

Light up a Life Sunday 2 December

Join us for our poignant remembrance service, and share time with other people who have experienced our care and support for themselves and their loved ones. The service is followed by mince pies and mulled wine. You can also support our Light up a Life appeal, dedicate a light on our Christmas tree, and add loved one's name to our Book of Remembrance. Visit www.prospect-hospice.net/lightupalife for more details.

Gift Wrapping and Easy Christmas Cards Throughout December

Fed up of wrapping presents? Let Prospect Hospice do it for you in exchange for a donation – visit us in The Brunel Shopping Centre throughout December. Last year this raised over £4,600!

And if you've not got the time to write Christmas cards to your colleagues and workmates, why not display our Easy Christmas Card in your business premises, school or club and donate the money you would have spent on cards to Prospect Hospice! Encourage everyone to write their festive messages on our A3-size card. Alternatively, if you prefer to email your loved ones, try our new digital Easy E-Christmas Card.

Christmas Jumper Day Friday 14 December

There's nothing quite like a good old (or really bad) Christmas jumper – get your business, school or social club involved and raise funds for Prospect Hospice. Let us know you are taking part and we will make sure you have a collection box for the day. Don't forget to upload a selfie on your social media pages too, using the hashtag #ProspectChristmas.

Christmas Cards

Our Christmas cards are available to buy online by visiting www.prospect-hospice.net/christmascards or by completing the form overleaf. Each pack contains ten cards and cost from just £3.75.



1 Loose Goose



2 Winter Woodland



3 The Three Kings



4 Hopeful Hare



5 Highland Woods



6 Festive Knits



7 Wee Robin



8 Christmas Hearth



9 Romano, Virgin and Child



10 Robin on a Snowy Branch



11 Puppy's First Christmas



12 Fork Handles



13 Driving Home for Christmas



14 Moonlight Hare



15 Sheep at Blockley



16 Avebury in Winter



17 Marlborough



18 Marlborough Santa Run



19 Old Town, Swindon



20 Royal Wootton Bassett



21 Gift wrap

Each pack contains two sheets of each design, plus twelve tags and costs just £2.95.

22 2019 Calendar

Our 2019 calendar, showcasing photography from the award-winning local photographer Phil Selby, is available to order for just £4.95.

From wintry scenes, to the vivid colours of the local landscape, Phil's atmospheric images have featured in Prospect Hospice's calendar in recent years.

Prospect Hospice Christmas Card Order Form

It's even easier to order your Christmas cards online, visit www.prospect-hospice.net/christmascards to order yours.

Card Reference	Title	Price Per Pack/Item:	Number of Packs:	Total Price Per Line:
1	Loose Goose	3.75	2	3.95
1	Loose Goose	3.75		
2	Winter Wonderland	3.75		
3	The Three Kings	3.75		
4	Hopeful Hare	3.75		
5	Highland Woods	3.75		
6	Festive Knits	3.75		
7	Wee Robin	3.75		
8	Christmas Hearth	3.75		
9	Romano, Virgin and Child	3.75		
10	Robin on a Snowy Branch	3.75		
11	Puppy's First Christmas	3.75		
12	Fork Handles	3.75		
13	Driving Home for Christmas	3.75		
14	Moonlight Hare	3.75		
15	Sheep at Blockley	3.75		
16	Avebury in Winter	3.95		
17	Marlborough	3.95		
18	Marlborough Santa Run	3.95		
19	Old Town, Swindon	3.95		
20	Royal Wootton Bassett	3.95		
21	Gift Wrap	2.95		
22	2019 Calendar	4.95		

Name:	
Address*	
<i>*We only need this information if you'd like your cards posted to you. To collect from your local shop, please state the Prospect Hospice shop you will collect your order from here.</i>	
Telephone Number:	
Email Address:	

Please note, we can only accept payments via credit or debit card online. Visit www.prospect-hospice.net/christmascards.

Please return your completed order form, with a cheque made payable to Prospect Hospice to Ali Moore, Prospect Hospice Distribution Centre, Wroughton Business Park, Wroughton, SN4 9BH.

Subtotal:	
Postage & Packaging:	£1.95
Total:	
Donation*:	
Grand Total:	

***Make your donation worth 25% more with Gift Aid** *giftaid it*

I want to Gift Aid my donation and any donations I make in the future or have made in the past 4 years to Prospect Hospice. I am a UK taxpayer and understand that if I pay less Income Tax and / or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference. I understand that Prospect Hospice will reclaim 25p of tax on every £1 that I have given.