

STAY INFORMED...

# VOLUNTEER NEWS

THE NEWSLETTER FOR PROSPECT HOSPICE VOLUNTEERS | AUTUMN 2022



NEVER  
TOO OLD!

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OUR DAREDEVIL  
EXTRAORDINAIRE

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# WELCOME TO THE NEWSLETTER

Welcome to your latest edition of Volunteer News, in which we bring exciting news about some volunteer events coming up in the next couple of months.



We also profile three of the Prospect Hospice team: Carl, our new catering manager, tells us about his exciting plans for the Heart of the Hospice – our café that serves patients, staff, volunteers and members of the public. Amanda, who recently joined us as an IPU volunteer, talks about her expectations and the reality of such a challenging role, and Audrey (who really should be old enough to know better!) tells us about her plan to carry out a daring wing walk to raise funds for the hospice.

If you, too, would like to support the work of the hospice, but are perhaps a little more cautious than Audrey, why not play our lottery? From just £1.50 a week you could be in with a chance of winning up to £5,000 – and your membership helps us to fund vital care for our patients. And who knows, by joining, you could be helping us to support a family member, friend or neighbour.

We hope you enjoy this edition of your newsletter. As ever, a very big thank you for everything you do.

**Su, Graham and Carly in the voluntary services team**

# A FEW WORDS FROM IRENE, OUR CHIEF EXECUTIVE



**So, at the time of writing we seem to be coming out of the other side of the Covid-19 pandemic, but instead we've had to deal with some of the hottest UK temperatures since records began, some strange things happening on the political front and some serious cost of living challenges. Life is certainly not boring at the moment!**

However turbulent the times, there has been one constant for over forty years, and that's the amazing care the hospice provides for people in its local community. Yet even we are having to adapt to the difficult times we find ourselves in, and if we want to carry on reaching all the people who need our services for the next forty-plus years and beyond, we need everyone to call on all their friends, families, work networks and anyone else they come into contact with to support us in any way they can as we seek to raise £600,000 by the end of this financial year.

One thing is for sure: we would be in a worse position if we didn't have our incredible army of volunteers helping us in all aspects of our work. We can't

say it often enough, but we truly appreciate everything you do for the people who need our services – because no matter what you do in your volunteering role, you are ultimately helping local people facing the end of life. Sorting stock in the shops so that we can sell it to raise money for care; serving staff in the café so that they can relax and replenish before carrying out home visits to patients; answering calls on reception so that callers reach the professional support they need; it all leads back to the most important people in our world – those approaching end of life, and the people who matter to them. Thank you to you all.

**Irene**



# NEVER TOO OLD!

**If you've ever visited the hospice, the chances are you may have met Audrey Goodings, our Thursday reception volunteer. Audrey's been a mainstay of our volunteer team for eighteen years, but what you may not know about her is that she is a daredevil extraordinaire.**



Most ladies of a certain age would be content to celebrate a birthday with a genteel tea party. Not Audrey. She plans to mark her 80th birthday by performing a sponsored wing walk – with all proceeds going to the hospice. While we remain to be convinced of the wisdom of flying through the air attached to the outside of a plane by a string, we are incredibly grateful to Audrey for her fundraising efforts, and excited to hear how she gets on. We sat down with Audrey for a quick chat about her motivation for doing such a scary thing.

“I wanted to celebrate my 80th birthday,” she says, “but whereas normally I would have a big party, I wasn’t in a position to do that this year, and I’ve always wanted to wing walk, so I thought I’d do that instead.” Audrey, who says she still carries a leg injury from hitting a bollard when she abseiled down the outside of Swindon Town’s football ground, is no stranger to danger, having completed the abseil three times, as well as doing the same on the outside of the Jury’s Inn building and zip wiring from corner to corner of the Swindon Town football pitch, and her fundraising activities don’t stop there. Over the years she has provided face painting at summer fetes, collected, and has ‘lost count’ of how many Starlight Walks she has taken part in.

Audrey’s wing walk takes place on the 14 September, so there’s still time to show your support by visiting Audrey’s JustGiving page and pledging a donation. Visit

**[www.justgiving.com/fundraising/audrey-goodings80th](http://www.justgiving.com/fundraising/audrey-goodings80th)**

Alternatively, if you’d prefer to complete a challenge event yourself without flying through the air, visit our fundraising events page at

**[www.prospect-hospice.net/fundraising](http://www.prospect-hospice.net/fundraising)**

# WE WANT TO HEAR YOUR NEWS

AND YOU COULD HELP YOUR TEAM TO WIN A PRIZE



**Every two years we conduct a survey of our volunteers to find out how they feel about their volunteering experience with us. The survey is anonymous, so you can be as frank as you wish – and we do value honest feedback so that we can make changes and improvements if necessary. As an example, one result of a previous survey is that we reviewed the way we communicate with you, using e-bulletins and this newsletter to keep you updated on matters of interest and relevance.**

You will read elsewhere in this edition about our continuing need to ensure the long-term sustainability of the hospice, so that we can continue to provide wrap-around care for everyone who needs it – we estimate currently that, without more funding, we are not able to reach around 1,400 local people who would benefit from our services. An extra feature of this year’s volunteer survey will be a

set of questions about the help and resources you may be willing to offer us to assist in this endeavour. The survey will be open for responses in late September, so please do look out for it and fill it in as soon as you can. There will be a prize for the team returning the highest percentage of responses. More information to come nearer the time.

# 18 OCTOBER **SAVE THE DATE**



If you've volunteered with us for a number of years, you may remember that we used to hold regular volunteer conferences.

Well, we are pleased to announce that the conference is returning. For one day only, on Tuesday 18 October, there will be an opportunity for you to come together to meet your fellow volunteers, learn about the work of the hospice and our plans for the future, and take part in some workshops. Although there is a serious message, the day will be quite informal, lunch and refreshments will be provided, and it's also entirely free of charge. Who knows, you might even meet a member of the executive team or the board of trustees. More information will be sent out nearer the time, so please look out for it and get ready to book your place.

## LONG SERVICE AWARDS



**The world of Prospect Hospice volunteering is a busy one this autumn. Not only do we have the volunteer survey and the conference coming up soon, we are also aiming to hold our first in-person long service awards ceremony since the covid pandemic prevented us all from meeting up to share afternoon tea and sing the praises of our longstanding volunteers.**

Fingers crossed, covid rates will remain low enough this year that we can once more hold an awards ceremony in real-life. Su and the team have been working on the arrangements over the summer, and we will be inviting everyone who has volunteered for 10, 15 years or even longer to join us for a celebration. Pictures from the event will appear in a future edition of Volunteer News.

# SPOTLIGHT ON CARL

**There's been a changing of the guard in our Heart of the Hospice café. When Rob Tynan, our chef for several years, left to pursue a new set of passions, we needed a new chef. At the beginning of July, Carl Golding answered our call to arms.**

A local boy, Carl trained as a chef after leaving Bradon Forest School and then took a detour to join the army – not as a chef, but working in artillery. After tours of Iraq, Afghanistan, Kosovo and Cyprus, he resumed his career as a chef, managing pubs and restaurants. The two strands of his career may look totally different at first glance, but both require calmness under pressure, organisational and leadership skills and the ability to be a team player. Carl also brings strong business acumen, and has big plans to help us to generate much-needed income. "I want to open the Heart of the Hospice up to the public again soon," he says. "At the moment, there is not too much of a service element, but we can develop the setting with music and furnishings. Then I want to consider delivering food off-site to local businesses, community groups and sports teams; perhaps opening food



*Carl during his tour of Iraq*

trucks and serving food to go from our retail sites."

Carl hasn't worked with volunteers before, but he's already impressed by what he's seen of the volunteer café team. "They're all very pleasant and it's great to see people giving back. Their attitude has empowered me to give more too."

When he's not planning the development of his catering empire, Carl relaxes by walking his two staffies, Max and Darcy, with his girlfriend, and watching football and cricket. Come along for cake and a coffee in the Heart of the Hospice, and you're more than likely to meet him.

To enable us to expand our café operation, we are looking for more volunteers. If you have good customer service skills, a can-do attitude and are cheerful and unflappable, why not apply?

# A LIFETIME OF CARING

**As well as working in retail for twenty years, Amanda Miles has spent her life caring for others. When she found she had some spare time on her hands she decided to fill it with... a caring volunteer role.**

Amanda, who also volunteers with her local church, said: "I love looking after people, which I think I did even working in retail. My husband's nan had

Prospect@Home nurses looking after her and their support was so amazing I decided I would like to help out at the hospice on the inpatient unit.

"I thought I would be asked to sit with people, doing jigsaws or talking to them, but until I was trained I didn't realise I would also be involved in helping the healthcare assistants to carry out personal care. I actually prefer this to serving refreshments and food, and the staff have recognised this. I have sat for two hours at a time with patients who have no one else – one man I sat with was mainly sleeping, but

when he woke up and saw me he had a massive smile on his face because he wasn't alone."

So, what would Amanda say to anyone thinking of applying to be an IPU volunteer?

"It's an amazing role if you know it's for you, although it can hit hard. I would say give it a go. No one looks down on you because you're a volunteer, you're part of the team. And if you find it's not for you, the voluntary services team will always find you another role. The training sets you up very well for what to expect, so that when you open the door to a patient for the first time, you've set your mind to I don't know what's going to be behind this door, but I'm fine with that."



*Amanda just finishing a shift on IPU*

**Charity patron HRH The Duchess of Cornwall**

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