

Together

Latest news from your local hospice



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Welcome from Jeremy



I've been in post now for over 100 days and they always say that's when you do your ground work and find out about the organisation you've joined and what motivates the people within it. The truth is, I didn't need 100 days to discover what Prospect Hospice was about – I knew it from the very moment I walked in the door.

I arrived bright eyed and bushy tailed for my first day at the hospice back in May (doesn't that seem a long time ago now?) and I was warmly welcomed through the door by a friendly volunteer – one of over 650 that help support the hospice in a variety of ways. It was the start of numerous chats with people about why they work here and what they love about their job and I was overwhelmed by the response I got to my questions.

Staff and volunteers here genuinely care about what they do and they're proud of the difference they make to the lives of those we care for. Everyone, including doctors and nurses, physios and healthcare assistants, fundraisers and chefs, administrators and accountants, everyone knows the part they play it making it all happen and they're proud to be part of the team. They're always looking at new ways to do things to improve what we offer. They network and research what other hospices and healthcare settings do to see if there's anything we can learn from and they're incredibly motivated to do whatever it takes to make sure our patients and their families receive the very best care.

That's no small thing and takes a lot of time and energy. I immediately knew I was in a place that would help me thrive in my new role and bring the best out of everyone here.

I've also been privileged to meet many people who have received our care and those who help raise the money to pay for it all. It really is a whole community effort and it's only because of people like you, donating your time and money to us that we're able to help families create special memories in their final days.

We often don't think a pound does very much but there's great power in something so small and when all those pounds come together, we're able to do incredible things with them. So whatever you've given to us, time or money, little or lots, it all makes a huge difference.

I hope you enjoy this latest edition of our newsletter. It covers a broad range of topics in just a few pages including details of how you've supported us over the last year and what we've done with your money. You'll also find details of the real impact your donations make with Katie's story on pages eight and nine. And finally, I hope you find some of the information about how to support someone

who has lost a loved one useful on pages 10 and 11 – I really do think part of our role at the hospice is to offer support to the whole community, and articles like this really do help at times when we just don't know what to say or do.

Thank you for your continued support of the hospice and enabling us to be there for those who need us.

Jeremy Lune
Chief Executive

“Whatever you've given to us, time or money, little or lots, it all makes a huge difference.”

Because of you

It's only because of you and the support you give to the hospice that we're able to do so much to care for and comfort local people living with a terminal illness and their families.

During the last year, you've gone above and beyond to support us in a number of ways and we thank you for continuing to support us. Below you'll find the details of just how much you've raised and who we've been able to help with that.

How you've supported us this year...

Total raised by the community: £5.6m



£2m raised in
our shops



Over £1m left
in wills



1,035 took part
in our events



£750,000 raised by
lottery players

What we've done with that...

Our care in numbers



1,761 patients
supported by
Prospect Hospice



18,551 hours of
patient care

Myth buster

Hospice care is often misunderstood and surrounded by misconceptions. People's perceptions of hospice care can be shaped by various factors, including media portrayals and personal experiences. Here, we explore common misconceptions about hospice care and shed light on what hospice care is truly like.

Myth: Hospice care means giving up on treatment

Reality: One of the most prevalent misconceptions about hospice care is that it signifies giving up on treatment. In reality, hospice care focuses on enhancing the quality of life for individuals with a terminal illness, rather than pursuing curative treatments. At Prospect Hospice you'll often hear us refer to helping our patients to live well. By providing comfort, pain management, emotional and spiritual support, hospice teams like ours strive to ensure patients live their remaining days with dignity and in the presence of loved ones. What matters to you is the focus of our care.

Myth: Hospice care only takes place in a hospice building

Reality: Another common misconception is that hospice care is exclusively provided within dedicated facilities or buildings. However, hospice care can be delivered in a range of settings, including the patient's home or a care/nursing home. The goal is to create a supportive environment that meets the individual's needs and preferences. At Prospect Hospice, we'll speak to our patients about what matters to them and that will include a conversation about where they would like to be cared for.

Myth: Hospice care is only for the final days of life

Reality: Hospice care is often associated with the final days or weeks of life. However, hospice services can be accessed earlier in the course of a terminal illness and at Prospect Hospice often, but not exclusively, in the last six to 12 months of life. By involving hospice care earlier, patients and their families can benefit from extended support, symptom management and emotional counselling. Early integration of hospice care can enhance the patient's quality of life and provide valuable assistance to their loved ones.

Myth: Hospice care is expensive

Reality: In England, hospice care is offered by charities and while they have to raise millions of pounds each year to be able to pay for it, the care and support they offer is entirely free of charge to the people who need it ensuring there are no barriers to accessing this area of vital healthcare. At Prospect Hospice, the community of Swindon and north east Wiltshire comes together to raise around £8m a year to ensure around 1,800 patients can be cared for, no matter what their circumstances are.



You can find more of our myth busters at
www.prospect-hospice.net/mythbusting

Latest news

Young Jaxson braves the shave to honour nan's memory

Jaxson Rees-Child, an inspiring 11-year-old boy, recently shaved his head to raise money for the hospice, in memory of his beloved nan.



Before

The youngster wanted to honour her memory in a unique and meaningful way, and he found the perfect tribute by raising funds for Prospect Hospice who cared for her during her final days.

School friends, family and even strangers supported him, donating to his online fundraising page and cheering him on during the shave.



After

He raised over **£500** for the hospice - more than double his original target of **£250**.

Young artist displays winning card on shelves

Ten-year-old Matilda Palmer has unveiled her winning Christmas card design on the shelves of her local hospice shop.

Victoria Canavan, the hospice's head of retail and one of the competition judges, said: "Matilda's drawing captures the joy and magic of Christmas in a truly enchanting way and was a clear winner for the judges this year."

"I can't believe I won!" exclaimed Matilda with a beaming smile. "Drawing makes me really happy, and I wanted to make people smile when they see my reindeer."



You can buy Matilda's card, as well as a range of Christmas cards, in all of the hospice's shops or online at www.prospect-hospice.net/christmasshop

New shop opens in Cavendish Square



We were excited to celebrate the grand opening of our latest shop in the heart of Cavendish Square, Swindon.

The shop boasts an impressive selection of pre-loved treasures, vintage gems and stylish furniture that cater to everyone. From chic fashion to unique home decor pieces, the newest Prospect Hospice shop brings together a carefully curated collection that rivals any high street shop where savvy shoppers can unearth hidden treasures and items that tell stories of their own, all while supporting end of life care in the local community.

One happy customer was Sharon Motture who was one of the first supporters into the new shop.

"The shop looks amazing and it will definitely be a great addition to the area," said Sharon. "There is a fantastic variety of good-quality items. I managed to pick up a lovely top, bag and jigsaw all for under £10."

There were some VIP guests attending the opening including actor Paul Cooper, known for playing Martin Mucklowe in 'This Country', who said: "It's a pleasure to be here today to support the opening of this fantastic new charity shop. Prospect Hospice makes a difference to people's lives every single day and by the community visiting their shops, they're helping the charity to continue to do so."

Open from **Monday to Saturday 9am to 4.30pm** and **Sunday 10am to 4pm**, you can find the new shop at Unit 5 Cavendish Square, Swindon, SN3 2DG.

"There is a fantastic variety of good-quality items."



Katie's story

Because of you, Graham held his grandson for the first time

The Maxam family always made the most of opportunities to be together and when Katie and her husband Ali decided to travel around Australia a few years ago, her parents joined them for part of the trip. "That's when we first noticed something was wrong with dad. It turned out to be bladder cancer. He had his bladder removed and we were told that was that."



After the pandemic, a scan revealed the cancer had spread to Graham's kidney and bones. "He was in so much pain, crying out for help. He was referred to the GP and they suggested getting in touch with the hospice."

"From the moment we all arrived, everything felt a little easier. At the hospice, the struggle was lifted. I'd just had a baby and there wasn't a lot I could do to help, so it was a relief knowing that he was being well looked after."

Looking back at their time at Prospect Hospice, Katie's fondest memory is of her dad and her newborn son. "When my son Grayson was born, dad was never confident holding him. He thought he might drop him because of the pain. The new treatment plan the hospice sorted for him meant that he finally had the confidence to pick up his grandson and give him a cuddle. For a man who was so dedicated to his family, it was just incredible to see. The hospice gave that to him and I'll always be so grateful to them for that."

Graham had always expressed his wish to die at home. When the time came, Graham's wife Mandy was taken to one side and told that he was now entering the end of his life and, if it was still his wish, now would be the time to go home.

"Dad had a good day or two at home with people visiting and then the pain got worse. The hospice team was coming out more and more and



Graham with his son Ray

recommended a syringe driver to help manage his pain.

"It really felt like once the hospice had hold of you, they never let go. We felt we knew them and that our care mattered to them."

Graham died at home at the age of 60. "His final passing was lovely. Me, my mum and brother were all with him. We had a cup of tea and his favourite music was playing in the background. When his breathing changed, we knew he was going. We spoke to him all the time, reminiscing about all the fun times and telling him we loved him. It was actually really nice.

"If we hadn't had the involvement from Prospect Hospice, none of that would have been possible. Without them, dad would have died in agony but, because of them, he got to die the way he wanted to – at home, surrounded by his family."

Words of comfort: Supporting someone whose loved one has died

Losing someone important to you can be an incredibly difficult experience and during such times, finding the right words to say can sometimes feel overwhelming.

When someone close to you is grieving, it's natural to want to offer comfort and support, but it can be challenging to know how to express this in a way that is both meaningful and sensitive. Across these pages, we will explore some helpful guidelines and suggestions that you may like to consider when offering support to someone recently bereaved.

Acknowledge the loss

Start by acknowledging the loss directly and expressing your sympathy. Simple phrases like "I'm so sorry for your loss" or "Please accept my heartfelt condolences" can go a long way in conveying your support. Be genuine and sincere in your words and let the person know that you are there for them during this difficult time.

Offer specific support

Instead of making general offers like "Let me know if you need anything," try offering specific ways that you can help. For example, you could say, "I'm here for you if you need someone to talk to," or "I can pick up groceries for you if that would be helpful." Specific offers of support show that you are willing to go the extra mile and provide practical help during their grieving process.

Share memories

If you knew the person who died, sharing a fond memory or story can not only be a beautiful way to honour their life but can provide comfort for those left behind. Recalling a special moment you shared or something that made the person unique, allows those grieving to know how much that person meant to you as well.

Sharing memories can provide a sense of connection and remind those grieving that their loved one will continue to be remembered by others.

Use active listening

Sometimes, the most powerful way to support someone who is grieving is simply by being present and listening attentively. Let them express their feelings, memories and emotions without judgement or interruption. Offer words of empathy, such as "I can't imagine how difficult this must be for you" or "It's okay to feel however you're feeling." Active listening demonstrates your willingness to understand their pain and validates their grief.

Avoid clichés and assumptions

While it is natural to want to offer comfort, it is important to be mindful of the language you use. Avoid clichéd phrases such as "They're in a better place" or "Everything happens for a reason." These statements may unintentionally invalidate the person's grief or minimise their pain.

Additionally, refrain from assuming how the person feels or what they need. Allow them to express themselves and respect their unique grieving process.

Be present and patient

Grief does not follow a linear path and it can take time for someone to come to terms with their loss. Be patient and understanding, recognising that the person may experience a range of emotions and reactions. Check in with them periodically to see how they are doing and let them know that you are available to listen or spend time together whenever they are ready.

When comforting someone who has lost someone special to them, remember that your presence and support can make a significant difference in their healing process. By acknowledging the loss, offering specific support, sharing memories, actively listening, avoiding clichés, and being patient, you can provide a comforting environment for them to navigate their grief. Remember, sometimes the most powerful thing you can say is, "I'm here for you."



Have you written your will?

If you haven't you're not alone. Over 50% of adults in the UK currently don't have an up to date will in place.

We understand that thinking about life after you've gone can be a little daunting, but writing a will doesn't have to be an onerous task and can make life a little easier for the people you care about.

We're here to lend a helping hand with a free will writing service that's easy and accessible.

You can have a basic will prepared for free, and you can choose the method that suits you best – online, over the phone, or even in person.



What you need to do

To get started, all you need to do is answer a few simple questions about your wishes. Your will is then drafted and sent across to a will writing expert who will review the document and return it for you to sign and make it legally binding.

How can you help the hospice?

When you come to write your will, after your loved ones are cared for, would you consider leaving a small gift to the hospice? A gift of just 1% can make a huge difference to our patients and the care we provide, whilst still ensuring that your loved ones receive the remaining 99% of your estate.

Thanks to the support of our local community, including donations such as gifts in wills, this care is completely free of charge. In fact, one in seven of our patients is cared for thanks to gifts in wills showing just how important your gift to us is.

So, if you don't have an up to date will, or don't have one at all, now is the perfect time to get your affairs in order and ensure that your loved ones are cared for in the future.

One in seven of our patients is cared for thanks to gifts in wills



Find out more about leaving a gift to **Prospect Hospice** in your will at:
www.prospect-hospice.net/giftsinwills

Celebrate Christmas in the Heart of the Hospice café

Throughout December our Heart of the Hospice café will be sprinkled with Christmas cheer.

Surrounded by sparkle and festive cheer, tuck into seasonal favourites like turkey and ham pie, turkey melt, toasted sandwiches and mince pies. You can even enjoy a hot glass of homemade non-alcoholic mulled wine.

The café will also be serving festive hot lunches every Tuesday, Wednesday and Thursday from Tuesday 28 November to Thursday 21 December from 11.30am to 2pm. Choose from a festive turkey, vegetable or chestnut and cranberry tart lunch with all the trimmings for only £7.75.



Carl Golding – head of catering



Let us cater your next event

We now offer festive additions to our buffet catering brochure including:

- Turkey, bacon and cranberry sandwiches
- Chestnut, sage and cranberry sandwiches
- Giant pigs in blankets
- Cranberry and chestnut canapés
- Turkey parcels
- Homemade mince pies



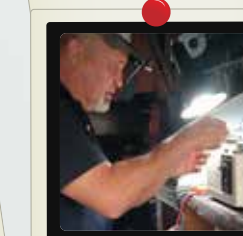
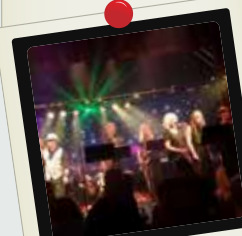
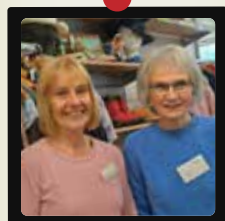
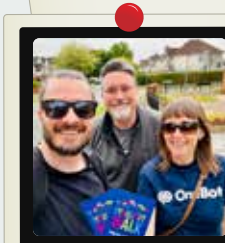
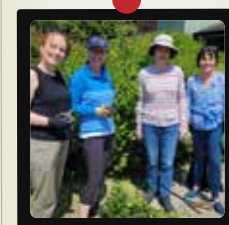
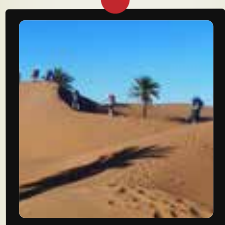
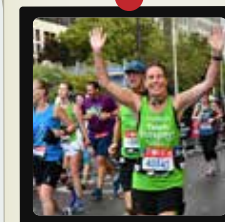
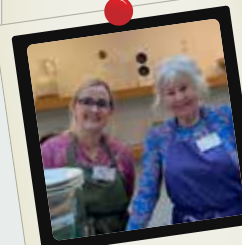
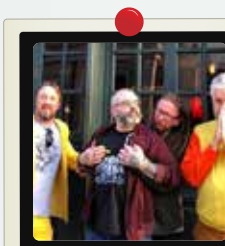
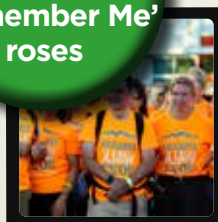
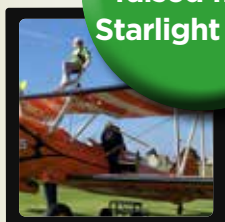
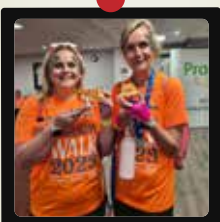
Find out more at
www.prospect-hospice.net/cafe

Thanks for all your support this year

A big thank you to everyone who supports Prospect Hospice. You help us raise £8 million a year to deliver end of life care to local people. Here are just a few of you...

£62,469
raised from
Starlight Walk

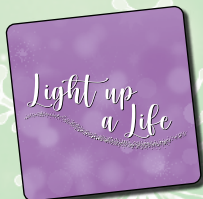
£36,204
raised from
'Remember Me'
roses



£10,788
raised at our
garden fete

£39,863
raised from
the summer
raffle

Support the care of local people this Christmas



Light up a Life

Christmas is a time when we come together to remember the lives of those who are no longer with us and you're invited to our annual remembrance service at Christ Church on Sunday 3 December.



Christmas raffle

Be in with a chance of winning £2,000 in our festive raffle. Postal entries close on Friday 15 December and online entries close on Monday 18 December. The draw will take place on Wednesday 20 December.



Christmas cards

Our Christmas cards are now on sale in our shops and online priced at just £4 per pack of ten. This year, they also include the wonderful creation by Matilda – more on page six.



Have your Christmas tree collected

If you're having a real Christmas tree this year, do you know how you'll dispose of it after the festivities? Book your tree collection with us and, for a donation to the hospice, we'll come and collect it in the new year and recycle it for you.



Find out more about all of the above at
www.prospect-hospice.net/christmas

Prospect Hospice

Moormead Road, Wroughton,
Swindon, Wiltshire SN4 9BY

Telephone: **01793 813355**

Email: **info@prospect-hospice.net**

Visit: **www.prospect-hospice.net**

Follow us on social media:



President: Her Majesty The Queen

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Company registration: 1494909

