



The Sunflower

supporter newsletter



Issue No. 01
Spring 2023



Registered Charity No: 279473



St Margaret's
Hospice Care



Welcome

Dear friends,

It's always a pleasure to welcome you to our latest newsletter, The Sunflower, and share news and stories from around the hospice. I hope you'll enjoy reading them.

But first, I wanted to take this opportunity to pay tribute to a member of the team who has made a significant contribution to the hospice over the past 35 years. Di Leader joined St Margaret's in 1988, and I am sure many of you will have been touched by the care and compassion that she has brought to our patients over these many decades. Famously, Di has dressed up as Father Christmas each year to bring some Christmas magic to patients and families spending the holiday period with us. We all wish Di a wonderful retirement when she

leaves us this Spring, and thank her for dedicating such a large part of her life to caring for others in our community.

One of the things you might not know much about is how closely our palliative care nurses and doctors work with our NHS colleagues to ensure that every patient gets the right care at the right time on their end of life journey. On page 8, you can meet Marcus whose role as a Community Nurse takes him all over the Bridgwater and Burnham area of Somerset, and he explains how this close collaboration makes a very real difference for our patients.

For John and Lara – our wonderful cover stars – the tailored care that the St Margaret's team is providing is so important. By taking the time to really get to know the couple, we've been able to help Lara cope with the multiple sclerosis diagnosis which she has been living with for some years. Treating Lara as an individual means so much to both her and John – and they've generously shared their story with you today on page 12.

I'm humbled as always by the generosity and support of this wonderful community that makes St Margaret's what it is. Every one of us is facing the challenges of inflated living costs – and that includes the hospice. Utility bills have doubled,

and the costs of food and fuel have stretched our resources. Yet every day, people are choosing to give their time and money so that those facing end of life receive the support only we can provide. I send my heartfelt thanks to all of you, without whom we would not be here.

Fondest best wishes to you all,

Ann Lee
CEO, St Margaret's Hospice

To **find out more** about our services across Somerset and how you can get involved, please visit our website:

st-margarets-hospice.org.uk



A true inspiration!

We couldn't let Di retire without a mention in the newsletter! For three decades, Di has epitomised the care and compassion we provide for our community.

What stands out about Di is her unwavering desire to treat patients and families with

kindness, dignity, and respect. She's been an inspirational mentor to younger colleagues whilst significantly contributing to expertise and best practice in end-of-life care – which St Margaret's shares with its NHS partners and hospices across the country.

Di has gone above and beyond in all aspects of her work, not only as a nurse but also fundraising so we can carry on providing vital care. From swimathons, to abseiling and head shaving, Di has done it all, even performing in the hospice choir, 'The Sunflower Singers'. She leaves a lasting legacy – one that we all admire and aspire to. Happy retirement Di!



Mary and some of her team!

A sense of community at Abbey Manor Shop, Yeovil

Shop manager Mary has worked for St Margaret's for over 15 years and is passionate about the benefits of volunteering for our community. We sat down with her over a cuppa to chat all things Abbey Manor. Here's what she had to say!

Our shop is a supportive hub for the local community

At least 50% of our customers live in this area, and they come in at least once a week. Some people come in every day or every couple of days! Because of this you get to know each other really well. With the cost-of-living crisis, many people around here are struggling and often they don't have anywhere to go and talk about it. Shops like ours that support the local community act as a supportive hub where people can come to buy things, but also just come in for a chat. We're not just here for end-of-life patients, we're here for the whole community.

When I moved to Yeovil, I didn't know a single person, but I pretty much know everyone that lives here now, and I've built up good relationships with them through the shop. They'll come in and say 'oh mum's not doing too well' or share something personal with me. It's so nice. They will stop and chat, but they also want to donate and support St Margaret's because the shop means a lot to them.

We create a welcoming environment for staff and volunteers

It's like a family here. We've got two paid members of staff, me and Hannah. And we have a diverse



Mary

group of volunteers, twenty in total! Everyone has a story and I try to make people feel as comfortable as possible here. We accommodate our volunteers and their different needs as much as we can.

Volunteering can really help give people a sense of worth. Lots of our volunteers can't work for different reasons – such as having learning difficulties or health conditions that make it harder to commit to contracted work. But they do find that they can volunteer a bit of their time and that it fits into their life because it is more flexible. Volunteering can give people a sense of belonging and the feeling that they are giving something back, because St Margaret's is a big part of the community here.

I've also seen people grow in confidence through volunteering – because they get to improve and practice their social skills. It's a great

way to make new friends. Some of our volunteers have been here for many years because we have such a strong sense of community, where anyone and everyone is welcome. Often people don't even have links to the care provided by St Margaret's but because they are so connected to this shop, they want to help and give back to the hospice.

Our community payback program can help give people a second chance

I want everybody to feel like they mean something, regardless of their past. So, I'm really passionate about our community payback program.

The people who get referred to our shop really want to do their hours with us and every person that has come to Abbey Manor has built good relationships with the staff and the customers. I think we have had around 60 people come to do community payback with us. They might spend a day, a week, or a whole year volunteering with us which is so helpful to the shop. For some people, coming to volunteer here can give them a new lease of life. They get to know us, the community and get to form friendships – it's like they get given a second chance and a sense of purpose.

Mary



Volunteers are an essential part of the St Margaret's Retail team.

If you would like to give some of your time to help out in one of our shops, we'd love to hear from you! Just pop into your local store to speak to a manager or contact our Retail Team on the details below.

Email: retailsupport@st-margarets-hospice.org.uk or call 01823 333822



Download the My Charity Shop app today

By downloading the app you will have access to:

- Your digital gift aid card
- Browse furniture from our shops
- Shop our ebay store
- View our local volunteering opportunities

And more!



MyCharityShop

GET IT ON Google Play

Download on the App Store





Working together to support families at home

Over **90%** of St Margaret's patients are cared for out in the community. With the help of our extensive community services, our teams bring hospice care to people in their home. We spoke to **Marcus Hopkins**, one of our Community Nurse Specialists to find out more about his work, as well as how he supports Paul and Julie – a family currently being cared for at home.

There are four specialist community nurses in my team, working with patients in the Bridgwater and Burnham area. We are there for people with any life-limiting condition who have complex needs – helping with specialist symptom control and expert medical advice and support. Whether this is through a face-to-face visit or phone call, everything we do is to help people to manage better and be comfortable at home, so that they can focus on making special memories with loved ones.

When somebody is under our care, they are also being supported by the NHS. So, a big part of my role is working closely with other healthcare professionals – sharing knowledge to make sure that each person gets the support they need. We work with: District Nurses, GP's

Rapid Response teams and Social Care teams – meeting twice a week to make plans so that each patient is supported in the best possible way. It's great being part of what we call the 'primary care network' because we all have different experience and expertise that can be helpful for different people at different times.

I'm currently working with a patient called Paul, and his wife Julie. Paul is receiving care at home to help manage his pain. His wife Julie explains below about the care they have been getting recently and how this has impacted them as a family:

"Marcus visits or calls us weekly. He has brought a doctor out with him to see us at home on a couple of occasions, to help monitor Paul's pain levels and medication. He keeps in touch with the District Nurse team, informing them of any changes to medication, because they also visit Paul. Without the help from Marcus and the District Nursing team, Paul would not have been able to return home for palliative care, which has meant an awful lot to his family and friends."

"St Margaret's have been fantastic. Not just for the physical side of things, but mentally too."
– Paul



Marcus

“It wasn’t long after I’d met Marcus that I went to stay in the hospice’s In-patient Unit. I had been referred from the hospital because my symptoms became too difficult to manage at home. The hospice felt homely and relaxed, and the nurses were brilliant. They even let Julie bring our dog Bella in to see me on the ward!”

For me, palliative care nursing is ensuring that people and their loved ones are supported and feel comfortable enough to ask questions, because often the symptoms they are experiencing can be difficult to navigate. I am always mindful of what a carer or family might be going through and I’ll often refer them for additional support. For many families, just knowing they can call the hospice adviceline

A big part of palliative care is looking for ways to make a meaningful difference to someone at a difficult and hard time in their life. I’ll help people manage their symptoms such as nausea or pain, and take a holistic approach to controlling these symptoms. This might be reviewing their medications or looking for other ways to help them be more comfortable.

It’s important to really get to know my patients, so that I can understand what matters most to them. For Paul, being at home with his wife and dog meant the world to him. Back in December, he needed additional help managing his pain, so we coordinated with the hospital to arrange for him to stay on our In-patient Unit.



Julie & Paul

any time of the day or night is really reassuring. Julie, Paul’s wife, shares:

“It helps us knowing that if we need anything, we will be able to get hold of Marcus via the adviceline. Our GP practice has Marcus’ mobile number too, so if there is a problem with any of the medications – like recently where we have experienced trouble getting the right medication – they can get hold of Marcus directly.”

It is rewarding to know you are in the team that helps a patient to experience the best quality end of life care, in a place they want to be – which is often in the comfort of their home, surrounded by their loved ones. But I am one part of a big team, supporting our patients along with my colleagues across the hospice and the network of other care providers who we work with.

Together, and thanks to the kindness of the local community, we help patients, carers and families make the most of the time they have together.



Paul and Bella

Our telephone adviceline is available 24 hours a day

☎ 01823 333822 or ☎ 01935 709480

for any palliative patients, carers or healthcare professionals across Somerset

Please note all incoming and outgoing calls may be recorded for training and quality purposes.

Lara and John's story

"They showed such compassion towards me"

When Lara came into St Margaret's In-patient Unit, it was a worrying time for her and husband John. She'd recently been in intensive care at the hospital, after she'd suffered from pneumonia, and she was very weak. Lara had been diagnosed with multiple sclerosis in 2007 and over time her symptoms had gradually got worse. She had become a wheelchair user and was experiencing problems with her speech.

John shared: "The doctors at the hospital gave us a pretty grim prognosis and we didn't know whether Lara would have long left. She was reliant on oxygen and had secretions on her lungs. It was a scary time as she really wasn't well."

John said that from the moment they arrived at St Margaret's, they felt supported: "The nurses were so personable, and Lara was so happy to be there with them. She was desperate to go outside as she'd been sat in bed in hospital for weeks. The team at the hospice helped her to get out into the garden on her first day of being there. It was wonderful.

Because the nurses, were so attentive, it was really good for Lara's mental health because she'd been feeling quite down, and they helped to lift her back up."

Lara missed being in familiar surroundings and wanted to be at home with John. St Margaret's nurses helped to get her symptoms under control so this could become a reality: "The nurses spoke to me in a really different way to the doctors I'd previously seen. At St Margaret's they were talking to me about how they could get me to a place where I could return home as they knew that was important to me. It was very positive, and they showed such compassion towards me which was refreshing."

John told us how the hospice worked to help get Lara's breathing under control and gave him training so he could give Lara the best care when they returned home: "The nurses made me feel so welcome and included me in Lara's care, so I knew what was happening at every turn, which was really reassuring. They showed me what to do with her medication and how to look after her feeding tube properly, so I didn't feel lost with what I was doing when we got home."



"The nurses at St Margaret's treated Lara like a person not just another patient. They made us both feel so loved and welcome."

John and Lara on their wedding day



Lara returned home after a four week stay on the In-patient Unit and John has used the hospice's 24-hour Adviceline since to get advice when he's been unsure of what to do with Lara's medication: "I've called up a few times and it's been great to have a trained nurse at the end of the phone to speak to. One of the nurses, Anna, who we met on the In-patient Unit picked up the phone one day and it was wonderful to hear a familiar voice. She had cared for Lara when she was staying at the hospice and was helpful and reassuring when I rang for advice."

Lara and John are now looking to the future, but Lara said she would feel 'happy and comfortable' to come back to St Margaret's for support in the future if she needed it.

"All of the nurses are so kind, friendly and reassuring, it's such a nice environment to be in. The rooms are nice and big and the gardens are bright and welcoming, it's a relaxing space to be in" smiled Lara.

John adds "St Margaret's is such a special place, it's not just a medical environment where patients go in and are treated just for their physical health, it's a caring place where the patient's mental health and wishes are taken into account. The nurses are committed to caring for people not only with medical know-how but kindness and empathy.

We can't thank them enough for their help and support."



Our promise to you..

Whether you donate occasionally or on a regular basis, pledge to leave us a gift in your Will, volunteer at our events, support our shops or fundraise for us – your support means we can be there for people in Somerset, when they need it most. We simply could not provide compassionate care for our patients and their families without you!

Our Supporter Promise* is a demonstration of our commitment to you as valued members of our local community.

We aspire to always:

Maintain the highest standards in our fundraising



We are registered with the Fundraising Regulator and adhere to their Code of Fundraising Practice. We make sure that all fundraisers, volunteers and third parties do too.

Protect your privacy and personal data



Your information is safe with us. We will always treat it in a safe, secure, sensitive and confidential way. And we will never sell your personal information to third parties for the purpose of their marketing or fundraising.

Be flexible and responsive



We hope you will be interested in hearing more about our work and we will always be clear about how we communicate with you. If you tell us that you'd rather not be contacted, or to contact you in a certain way, we'll act on your wishes. You can change your mind about what you receive from us at any time.

Be respectful



We will always listen to what you have to say. If we have made a mistake, we will apologise. And if we need to make changes, we will. If you ever need to make a complaint or give us feedback, we will listen and take action.

Be ready to listen



Whether you want to change the way we contact you or tell us about something we could improve, our dedicated Supporter Experience team are on hand five days a week to answer your queries. If you would like to chat, please get in touch by emailing supportercare@st-margarets-hospice.org.uk or by calling 01935 709485.

*To read our full supporter promise, or to view our privacy policy, please head to: www.st-margarets-hospice.org.uk/our-promise-to-you

Thank you for taking the
time to care



Local companies make a difference

Choosing St Margaret's as your Charity of the Year is a brilliant way to show your support for your local hospice. There are so many ways to get your whole team involved – from volunteering, to fundraising, to sharing expertise. However you partner with us, you'll be making a difference for families right here in your community.

The team at **Evo**, a Somerset-based company delivering innovative ecommerce solutions, recently chose St Margaret's as their Charity of the Year. Helen, their Marketing Manager, told us why:

"We chose to support St Margaret's because you're a local charity. That's something very important to us all at Evo - supporting local people and our community. It's a fantastic cause, we all hope not to need to call upon but if we do, we can appreciate just how huge a difference you make to the lives you touch.

We genuinely want to help support the incredible work you do. That's our only aim for this partnership. We're excited about all the activities already in the diary that we're getting involved with to help with fundraising and promote the work you do."



Evo Director Aran at the Santa Abseil



Team Teapot at The Colour Run

Lizzie, Director at **Teapot Creative**, a Somerset-based creative design and marketing agency, got her whole team on board during their Charity of the Year partnership with us – supporting campaigns like Wear It Yellow, and taking part in events throughout the year. She explained more about what their partnership entailed:

"In 2022 our team voted for St Margaret's Hospice as our Charity of the Year. We had already worked with them and understood their

values and needs, so it was a great fit. As well as getting Team Teapot involved in several fundraising events, we also shared our expertise. We did an in-depth brand audit and put together a brand document with suggestions the team could use to help elevate their marketing materials.

It was such a pleasure working with them - we thoroughly enjoyed it and hope we can still support them in the future."

Feeling inspired?

To find out more about **Charity of the Year** partnerships and how your business can get involved in supporting St Margaret's, get in touch with our Community Partnerships Manager:
kerry.baillie@st-margarets-hospice.org.uk



Getting outside to enjoy glorious gardens

At St Margaret's, we appreciate how important our gardens are to the health and wellbeing of our patients and their families, providing places of both relaxation and reflection. With our local community being keen gardeners too, we're thrilled to announce that our Glorious Garden Campaign is back for 2023!

Between April and August, you will be able to go and visit amazing gardens across Somerset – and all

proceeds raised will come directly towards our care, supporting people with life-limiting conditions in your area.

Head to our website to find open gardens near you, or if you would like to showcase your own garden, please get in touch with us by emailing: fundraising@st-margarets-hospice.org.uk

Thank you to all our garden owners, sponsors and volunteers for making this green fingered campaign possible. **We hope you enjoy the season of 2023!**

A winning formula for 25 years

Since its launch in 1997 our weekly Prize Draw has been played by **over 35,000** people, raising over **£5 million pounds** towards hospice care. What started as a small fundraising initiative 25 years ago is now one of the hospice's biggest income streams generating over £600,000 in ticket sales each year. As our anniversary year draws to a close, we want to say a huge thank you to everyone who has played or continues to play the draw.

The pounds add up!



We have ambitious growth plans and would love to raise a £1M a year from the prize draw so that our specialist nurses and teams can continue caring for families – and with **1,500** players joining the draw last year alone, we know we can achieve this together.

Interested in playing?



With a single entry costing just £1, playing our weekly prize draw can be an affordable way to support your local hospice - plus you'll be in with a chance of winning one of our cash prizes – the top prize being **£1,000!**



You can learn more and sign up using the form overleaf, or pop into one of our 31 shops to buy a ticket, knowing that your contribution is helping hundreds of patients and their families each year.

A win-win opportunity



We're always overwhelmed by the generosity of our winners, and some don't think twice about donating back their winnings. Over **£10,000** has been gifted back to St Margaret's this year, which we are so grateful for.

Equally, we love hearing about how players spend their winnings – perhaps going on a trip of a lifetime or buying something special. If you are a previous winner, we'd love to hear how you celebrated your winnings!



It costs as little as **£1** a week to play St Margaret's Weekly Prize Draw and be in with a chance of winning one of our cash prizes.

All profits go to St Margaret's Hospice Care

Draw takes place every Friday (we'll always give advance notice if the draw day changes). Each prize will be won every week apart from our rollover prize.

**Weekly
Prize Fund
£2,000**

**1st Prize
£1,000**

**2nd Prize
£500**

**3rd Prize
(Rollover)
£250***

*Actual prize may be
higher if the prize wasn't
won in the last draw

**plus 25
prizes of
£10**

*When we run the draw for our 3rd prize (rollover) our lottery software reduces the likelihood of winning that prize. If the rollover is not won the prize money is rolled-over to the next draw and the 3rd prize increases by £250.

**If the rollover reaches £10,000 we guarantee the prize will be won in that week's draw.



Our lottery software randomly produces the outcome of the draw using a **Random Number Generator** and a winning ticket number can only be selected once in the same draw.



Every ticket purchased has **1** in **452** chance of winning one of our weekly prizes (information based on the average number of players in draws between January to December 2022).



The exact chance of winning varies each week depending on the **number of tickets sold**.



You can find the winning numbers for our most recent draws by visiting **www.st-margarets-hospice.org.uk**



If you are a **lucky winner** we will automatically send your winning cheque to your home address or contact you by telephone if we don't have your address - make sure you answer our call!

Where your money goes:

65p in every **£1** goes
directly to hospice care

19p in every **£1** goes
on expenses

16p in every **£1** goes on
the weekly prizes

Breakdown of the percentage of Weekly Prize Draw proceeds and expenses for January to December 2022

Players must be 16 or over.

If you think your gambling could be a problem contact Be Gamble Aware for advice and support. Freephone: 0808 8020 133

BeGambleAware.org



Application Form

Title First Name Surname

Address

Postcode

Tel Email

☐ I am over 16 years of age. Please tick box and/or provide Date of Birth
(underage gambling is an offence and players must be aged 16 or over).

Signature Date

Please tick (✓) the amount you wish to pay

Monthly	Weekly Chances	Additional Monthly Chances*	Additional Yearly Chances*	Total Chances/ Cost Per Year
£4.34 <input type="checkbox"/>	1	0	0	52 / £52
£5.00 <input type="checkbox"/>	1	0	8	60 / £60
£7.00 <input type="checkbox"/>	1	2	8	84 / £84
£9.00 <input type="checkbox"/>	2	0	4	108 / £108

*Additional chances will be entered into the draw when there is sufficient credit available in your Weekly Prize Draw account.

If you would prefer a different payment frequency, please tick below:

Quarterly ☐ Half-yearly ☐ Yearly ☐

☐ I would like to pay by Direct Debit (please complete the form overleaf).

☐ I would like to pay by cheque (minimum payment £13).
(please make cheque payable to St Margaret's Somerset Hospice)

Registered charity number: 279473

St Margaret's Somerset Hospice



Instruction to your Bank or Building Society to pay by Direct Debit
Please fill in the form and send to: St Margaret's Somerset Hospice,
Freepost RRAU-YXTB-TZJB, Lottery Office, Heron Drive, Taunton, TA1 5HA

Service User Number

4	3	6	1	8	5
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Name and full address of your bank or building society

To the Manager:	Bank/Building Society
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Address:

Postcode:

Name(s) of Account Holder(s)

Branch Sort Code

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Bank / Building Society Account Number

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Instruction to your Bank or Building Society

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

Signature(s)

Date

Bank and Building Societies may not accept Direct Debit instructions for some types of account.

Let's keep in touch!

Your support means a lot to St Margaret's, and we look forward to keeping in touch with you by post and phone, sharing our news, activities and appeals.

Would you like to receive our emails too? ☐ Yes I'm happy to hear from you by email.

If you would rather not hear from us, or would like to change the way we contact you, please get in touch by calling **01823 365620** or emailing **lottery.office@st-margarets-hospice.org.uk**

St Margaret's takes your privacy seriously. We are committed to protecting your personal information. Our full Statement is on our website or available in print upon request.