

The Sunflower

supporter newsletter

Issue No. 07
Spring 2026



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Our Cuddle Bed Appeal

Can you help us give more people like Alison & Rob a moment of comfort to treasure forever?

Hospice gardens

Bringing nature closer to those in our care



St Margaret's
Hospice Care



Welcome

Dear Supporters,

As we step into spring, I'd like to take a moment to reflect on what we achieved together last year and look ahead to our ambitions for 2026 and beyond.

St Margaret's Hospice has continued to evolve – extending care in the community, supporting families and carers, empowering our team of over 1,000 volunteers, and building stronger partnerships across the county. **Because of wonderful people like you, St Margaret's was able to care for and support 5,680 people across Somerset between April 2024 and March 2025.**

We continue to be moved by your generosity, compassion and determination. We stood shoulder to shoulder with our community at our Fireworks Night in November, watched in awe as more than 100 supporters completed our hospice-to-hospice Ultra Hike in September, and undertook an ambitious fundraising appeal in June that raised over £190,000 in just 36 hours. We are so grateful to have you by our side as we work to help more patients to live well, making memories with those closest to them.

Reaching people earlier in their journey with a life-limiting illness

2025 saw the launch of our new five-year strategy, *Time to Care, Now & Always*, setting out our ambition to reach more people, much earlier in their journey with a life-limiting

illness, while protecting our hospice care for future generations. This work is well underway, guided by three strategic principles: raising our voice, enhancing our care, and stewarding our resources. So, what have we been working on for the first year?

- **Building on strong partnerships with the NHS, local health and social care providers, third sector organisations and charities** to increase early engagement with patients and positively impact quality of life.
- **Identifying the unmet need in Somerset** so we can reach more people who would benefit from our specialist care and support.
- **Closely monitoring new clinical projects and initiatives** to help inform the future of our services and how we'll resource them. Initial insights from these projects are beginning to shape our understanding of patient needs and system gaps.
- **Training healthcare professionals**, ensuring our expertise in palliative and end-of-life care, and our impact, reach far beyond our hospice walls.
- **Highlighting the range of our care and services** by sharing powerful stories that show hospice care is about much more than medical expertise – it's about helping patients like Eileen fulfil her wish to dance again, and Tess's dream of a special day at the beach with her family in her final days.

We aim to ensure our community can rely on us to provide free, tailored, comprehensive hospice care when it matters most, now and always. If you'd like to read about our plans in more detail, please visit our website: st-margarets-hospice.org.uk/what-we-do/our-strategy

As we turn the page in a new chapter of St Margaret's story, we do so with hope and determination. My thanks go to each and every one of our supporters for helping us to ensure no one in Somerset faces a life-limiting illness alone.

I hope you will find this latest edition of The Sunflower informative and inspiring, as you read stories from across the hospice and our community, and discover ways you can help us continue our vital work.

With best wishes,



Joanna Hall
Chief Executive



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st-margarets-hospice.org.uk

supportercare@st-margarets-hospice.org.uk

01935 709485

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What difference does your support make?

Because of your kindness and generosity, we can continue providing free, compassionate care for the people of Somerset when it matters most.

Last year*, with you by our side, we were able to:

Support 5,680 people in Somerset, including end-of-life and Lymphoedema patients, and family members and carers who benefitted from our wraparound care, such as family support, bereavement and spiritual care.

Answer 7,096 calls to our 24-hour Advice Line for patients, families and healthcare professionals, and **18,000 calls via our Central Referral Centre**, which is the single point of access for the hospice for direct calls and referrals.

Welcome 238 patients to our Sunflower Centre day hospices, designed to offer peer connection, therapeutic support, symptom management, and emotional care in a relaxed setting, helping people live well as possible throughout their illness.

Reach 1,662 people through our Community Nursing Team, working collaboratively with local healthcare providers to care for the most complex patients within their home settings.



Support 245 patients through our family and carer focused services, helping their loved ones navigate uncertainty, loss, and change.

Care for 213 patients on our specialist In-Patient Unit, providing end-of-life care and complex symptom management.

Deliver physiotherapy, occupational therapy and complementary therapy to 1,471 patients. Our Therapy Services team supports patients holistically, addressing their physical, emotional, psychological and spiritual wellbeing (*read more on p.19*)

Provide personalised Bereavement Support for 167 people, helping families and loved ones cope with grief through one-to-one counselling and family sessions.

**Figures for financial year ending March 2025*

A huge thank you

A heartfelt thank you goes out to everyone who has donated money, time or items to St Margaret's over the past six months. We simply wouldn't be here without our inspiring community. Here are just a few examples of the amazing support we've received in recent months.

Hector Lindsay raised over **£500** by walking 1,200 miles from the Church of St James the Great in Fitzhead, Somerset, through France to the Cathedral of Santiago de Compostela, Spain.

Thank you to **Chris Gill**, who took to the skies for an adrenaline-fuelled skydive, raising **£1,000**.

The team at **AC Mole** hosted a charity golf day in aid of the hospice, raising over **£2,800**.

Dawn Bond's friends and family raised an incredible **£4,610**, in her memory, to enable the hospice to purchase a portable ultrasound scanner.

Palmerfest, a new festival held at the Bridgwater Cricket Club, raised a phenomenal **£15,000** in September.



Thank you to **B&Q Taunton** for donating nine Christmas trees for our hospice hubs in Taunton and Yeovil. Two of the trees in our reception areas displayed stars dedicated in memory as part of our Light up a Life appeal.

Unity Beach have raised over **£7,000** for the hospice since September. They are hoping to continue their fundraising this year and have some exciting plans (watch this space)!



Rachel Duke ran the Weston Super Half Marathon in October, following the iconic Weston coastline, raising **£700** for the hospice.

*Thank you for
your support.*

**We couldn't continue our
important work without you!**



Bringing nature closer to those in our care

Our beautiful hospice gardens serve as sanctuaries for patients, their loved ones, and staff. In Taunton, gardener Caroline Slocombe curates these outdoor spaces, and Lee Dalligan is the custodian of our Yeovil gardens – they are both supported by a team of dedicated volunteers.

“Some patients and their families love to get outside and walk around the gardens,” says Caroline, “others like to view it from their window. Having access to a green space is integral for well-being, and the garden provides space to sit and reflect.”

When people think of hospices, they tend to think of medical care, but emotional, psychological and spiritual support are fundamental to palliative and end-of-life care.

“Having these gardens looking their best, being inviting and inclusive for everyone who visits the hospice, is vitally important,” says Lee. “I believe taking the time to indulge in all the beauty nature has to offer, or even to have just a fleeting moment surrounded by all the smells and sounds, is so beneficial to our well-being.”



Caroline Slocombe, Taunton gardener, at the Taunton Flower Show



Butterfly outside our Taunton offices

Putting down roots at the hospice

Before training in horticulture and joining the team at St Margaret's, Caroline worked in HR. "I'm not sure I realised at the time how passionate I would become about this job," says Caroline. "But six years on, the role is still evolving and offering amazing opportunities for me to develop the gardens for patients. **It is the most rewarding job I've ever done.**"

Lee moved to the area in 2024 and was looking for a new gardening role closer to home: "Coming from a fast-paced and quite high-pressure gardening role at a luxury hotel with 27 acres of grounds and landscaped gardens, I was really looking forward to the change of pace. Having the opportunity to look after such an important space and fully embrace where I'm working with a direct focus on the natural environment, was something I knew I would relish."

Surrounded by nature

All rooms on our specialist In-Patient Unit in Taunton have direct access to the gardens – peaceful spaces with swaying trees in all shapes and sizes, beautiful blooms, and bird feeders bring nature closer to patients. Caroline is establishing a 'wildlife corridor' to encourage bees, butterflies, dragonflies and other insects to visit the hospice gardens from the meadow behind the hospice.

In our allotment, Caroline and her team of volunteers grow vibrant flowers alongside

fruit and vegetables, used by the hospice Catering team. Squashes become hearty soups, and raspberries top tempting desserts. In the summer, at the edge of the allotment, giant sunflowers stand proudly, bringing sunshine to the hospice grounds. Children visiting the hospice are invited to pick a sunflower for their loved ones to display in their room.

Our Yeovil hub is a base for many of our specialist services, including our Community Nursing Team and one of our Sunflower Centre day hospices. In the gardens, Lee works with his team of dedicated volunteers: "Although small, it is a mighty team brimming with knowledge, experience and enthusiasm."

Each border around the Yeovil hospice is carefully considered, offering a tranquil view in every season for patients and staff, and creating a haven for birds, mammals and insects that call the grounds home. **"In the spring, the lawn behind the Bereavement Support hub will be carpeted in daffodils and bluebells,** and in the summer, there will be climbing fruit trees over one of the seating areas," says Lee. "I'd like to invite everyone to enjoy the space and take a moment to be immersed in nature."

Our gardens are part of St Margaret's holistic approach to care. We are so grateful to all our volunteers who help to keep these spaces looking beautiful for our patients and their loved ones, all year round.

Continued overleaf..



Lee Dalligan,
Yeovil gardener

Spring bulbs outside
one of our day
hospices

A Q&A with our gardeners

What is your favourite season in the garden?

Lee: I love autumn, the myriad colours from all the different trees, the pace of life slowing down, and the damp, earthy smells that fill the air. On some bright, crisp mornings, the gardens can be absolutely breathtaking.

Caroline: I love spring. I love the spring blossom, seeing all the buds emerging on the trees and watching the first green growth of the year emerging from the herbaceous perennials. It's so full of promise.

What is your favourite tree or plant?

Lee: My favourite tree is the Tulip tree (*Liriodendron tulipifera*) and, luckily, we have an absolute stunner in the Yeovil gardens. It is a spectacular member of the Magnolia family and produces tulip-shaped flowers with an aroma like fresh cucumber. I love this tree so much, I have even decided to plant one at home in memory of our late family dog.

Caroline: I have a tree in my garden called a Snakebark Maple (*Acer davidii*), which I love because it does something beautiful in every season.

What is your advice for anyone wishing to create a tranquil garden space?

Lee: Take your time; nothing needs to be rushed. Remember to stop and take a big step back to admire your progress and picture any changes. Your plans will no doubt evolve. It's a living, breathing piece of art that needs time to grow and almost find itself and what it wants to be, as well as what you want it to be.

Caroline: Keep it simple. Use a limited number of different plants but repeat them throughout the planting scheme. Greens, whites and pale purples are very effective to achieve this feeling. It's hard not to add lots of different plants, because there are so many amazing ones! But restraint is key when creating a tranquil space.



Sunflower in our Taunton allotment garden

On **Wednesday 22 April**, 11am-2pm, join us on **Earth Day** at our Taunton hospice and gardens. Discover inspiring ways St Margaret's and local groups and organisations are working to keep our planet green.

Your Future, Your Will

What to expect



Pardoes
Solicitors

Purely
Probate
Solicitors

In April, we will host two free information sessions to help answer your questions about Wills, trusts, probate, estate planning, and more.

Saturday 11 April, 10.30am - 12pm at our Taunton hospice hub (TA1 5HA)

Tuesday 21 April, 1.30pm - 3pm at the Somerset Rural Life Museum (BA6 8DB)

What to expect on the day

During our information sessions, you'll have the opportunity to meet your local St Margaret's team, speak to a solicitor to answer any questions, and find out more about our free Will writing service. **Refreshments will be provided, and you'll also be treated to a slice of delicious cake baked by our in-house chefs!**

Pardoes Solicitors and Purely Probate will join us on the day, and their experienced team will be on hand to chat about Wills, trusts, probate, and estate planning. Whether you're thinking about the future, planning for later life, or coping after the loss of a loved one, they can offer friendly advice and support.

There is no obligation to leave a gift in your Will to St Margaret's or make any decisions on the day – these events are just for information and to help answer any questions you might have.

Book your free place today

Please book your free place via our website st-margarets-hospice.org.uk/whats-on/our-events or email us: legacy@st-margarets-hospice.org.uk. We look forward to welcoming you and invite you to bring along a family member or friend as your guest.

If you'd like more information about leaving a gift in your Will and how your gift can make a difference, you can also request a free guide via our website: st-margarets-hospice.org.uk/remember-st-margarets-hospice-in-your-will

We look forward to meeting you.

Today, **1 in 3** of our patients are cared for thanks to gifts left in Wills.
Your gift is our future.

Scan to book





Cuddle Bed Appeal

**In those precious moments,
a cuddle means the world.**

Can you help us raise £20,000* for two new cuddle beds and make room for the moments that matter?

When we're unwell, having our loved ones close by brings comfort when we need it most. Those moments of closeness become even more crucial when someone is facing a life-limiting illness.

Here at St Margaret's, we know just how important these moments are – moments of comfort, closeness, and calm. We are fortunate to have two cuddle beds on our In-Patient Unit (IPU), where we provide compassionate end-of-life care and symptom management for patients affected by a life-limiting illness. These special beds expand to enable family

members and friends to curl up with their loved ones, creating treasured memories that last a lifetime, while keeping our patients as comfortable as possible.

We know our cuddle beds mean the world to our patients. However, as we care for up to 12 patients at a time on our IPU, many people miss the opportunity for those special moments of comfort a cuddle bed can bring. This year, we'd like to double the number of cuddle beds on our ward, which we hope will benefit 36 more patients, and their loved ones, each year.

Our appeal will run from Monday 9 March to Monday 6 April, 2026

With your support, we can give more patients and their loved ones a moment of comfort to treasure forever – people like Alison & Rob...

Alison & Rob's story

In 2023, Rob was referred to St Margaret's after being diagnosed with a brain tumour. Rob's wife, Alison, is incredibly grateful for the special moments they spent together with support from the hospice and one of our cuddle beds.



Rob and Alison met 10 years ago in Bridgwater, when Rob came to Hinkley Point as part of the Civil Nuclear Constabulary. He had a reputation for strength, kindness, and protecting others. "Everyone knew him as a lovely, kind person," Alison reflects. "He was incredible with my daughters."

But in June 2023, Alison got a call from a neighbour – Rob had collapsed. After being rushed to Musgrove Hospital and suffering seizures, the doctors put Rob in an induced coma to investigate further. Shortly afterwards, Rob was diagnosed with a grade 4 glioblastoma – an aggressive, incurable cancer – and given 14 months to live.

Faced with that reality, Alison and Rob decided to marry. "He proposed on the canal in Taunton," Alison says. "We planned the wedding around his treatment, hoping for a good day - and we got it. We were married at Crowcombe Court, and they couldn't have been more accommodating. It was the best day ever."

As his illness progressed, Rob and Alison were referred to St Margaret's and met Mary – a Community Nurse. "He didn't like needing help at first, but Mary was amazing," says Alison. Rob was cared for at home, with advice and emotional support from the hospice team.

*Each cuddle bed costs **£14,995**. Our supporters, including Alison, have already raised an amazing **£10,000**; we need to raise a further **£20,000** to buy two new cuddle beds. All additional funds raised will be directed to where the need is greatest within the hospice.

A moment of comfort

In January 2024, Rob was admitted to the IPU for complex symptom management. That's when the couple was offered something truly special – the hospice's cuddle bed.

This chance to be close meant so much, especially after the long periods Rob had spent in hospital during his illness. "In a normal hospital, you're just sort of on the periphery," says Alison. "There's not a lot of room or you're told you shouldn't really sit on the bed. But in the hospice, it's all different. The evenings where you'd be sat on the sofa at home cuddling, watching TV or whatever, were sort of carried on in the hospice."

After a week, Rob's medication stabilised and they returned home, supported by the Community Nursing Team.

“ They were there every step of the way. I never felt alone.

The hospice gave Rob and Alison the time and space to spend precious moments together. Rob continued to visit the Sunflower Centre, taking part in therapies and activities. Once he felt stronger, they took a trip to York - a place they'd always wanted to visit. Rob also had a

special presentation to commemorate his 20 years of service in the police.

Eventually, Rob's symptoms worsened, and he was readmitted to the IPU. Alison was deeply touched by the warmth and care that Rob received: "The night before he died, it was really hard. One of the nurses stayed with me, holding my hand."

Alison was able to stay with Rob on the cuddle bed during his final hours. "I lay on the bed with him, just talking to him. And then he just went. The nurses cried with me; they were just so respectful. I remember they said: 'You stay with him as long as you want to. When you're ready, you'll know when to go.' I lay with him for a couple of hours, and when I left him, I knew I'd never see him again."

Fundraising for a cuddle bed

Inspired by the care she and Rob received, Alison and her friends have thrown themselves into fundraising for a new cuddle bed. Two of Rob's friends completed a skydive, raising over £1,000. Last year, Alison took on a 10K swim over 14 days and raised around £3,500, and she plans to continue fundraising this year.

"A cuddle bed is the most wonderful thing," says Alison. "It's so important for families and patients to be together and still have that connection – the same connection they would have had at home."

“ Please donate to the Cuddle Bed Appeal. You'd be helping somebody else be close to the person they love at the end of their life, and that's really important.



Gift a cuddle today to help us create more moments of comfort for our patients.

Your donation could help us double the number of cuddle beds on our IPU, which we hope will benefit 36 more patients, and their loved ones, each year.



You can make a donation today by filling in the form enclosed with your newsletter and returning it to us by 9 April.

If you would like to gift a cuddle in honour of someone special to you, you can donate via our MuchLoved page. There is also the option to upload a photo with your MuchLoved donation:

st-margarets-hospice.org.uk/cuddle-bed-appeal

You can also donate over the phone by calling our friendly Supporter Care team, **T: 01935 709485**.



“Every day, I see what our cuddle beds mean to our patients and those closest to them. By donating today, you can help us support many more people like Alison & Rob, bringing families closer when it matters most.

- Anna, Senior Sister – In-Patient Unit

Supporter Spotlight: Barbie

Barbie is one of our longest-serving volunteers at St Margaret's. She proudly represents the hospice at our fundraising events and bucket collections, and volunteers at our Yeovil hospice hub.

Can you tell us a bit about yourself?

I moved to Yeovil 51 years ago from Portland with my husband, who was in the Navy, and our two children. I used to run my own shop in Yeovil – I'm very much a people person and I enjoy meeting people of all walks of life. I also worked for two local family-run businesses before I retired.

What inspired you to start volunteering with St Margaret's?

As a widow of so many years, I started volunteering and found that since then, there's never a feeling of being lonely; there's always an event on the calendar. A friend of mine received end-of-life care in Yeovil, which also inspired me to continue volunteering.

I still love volunteering 20 years later, and I think my enthusiasm is infectious! I've even recruited friends to help. Whether I'm helping with a bucket collection in a supermarket or on an event stall, I love that we're all there together.

Sometimes people put money in the bucket, and they'll tell me they recently lost someone. Being able to chat for 10 minutes and tell them they're not alone means a lot. It's great to be the person they need in that moment and offer some connection.

What do you love most about volunteering?

I get more out of it than I put in! I get to meet people; I have a purpose. I just had a coffee this morning with the team. It's lovely. The hospice is a big part of my life.

Which events have you volunteered at for the hospice?

I've volunteered at the Light up a Life gatherings. It's lovely to be able to bring people together who have lost someone, and I'm so pleased the hospice is offering these events in-



person again. Whether it's at one of the events, bucket collections, or stuffing envelopes, I'm happy to help. I have also volunteered at the Bath & West Show and the Santa Dash. You name it, I'll be there!

What would be your advice for anyone thinking of volunteering with St Margaret's?

Go for it! It's a great deal of fun. If you'd like to give it a try, just come along to an event or activity that takes your interest, and shadow one of the volunteers to see what you think. And remember it's flexible! Any amount of time you can give will be appreciated.

Interested in volunteering?



Last year*, our dedicated volunteers collectively contributed 4,352 hours per week! If you'd like to find out more about volunteering, whether you have a few hours to spare or regular time to give, please contact our friendly Volunteering Team, **T: 01823 346959**, **E: volunteering@st-margarets-hospice.org.uk**, or visit our website: st-margarets-hospice.org.uk/volunteer-with-us



*Between April 2024 and March 2025

Events calendar



Beautiful gardens across Somerset will open their gates in support of the hospice. Dates to follow via our website and brochure.



Our family-friendly Colour Run returns to Taunton Racecourse this spring! Registrations are now open.



A scenic river challenge, welcoming paddleboards, kayaks and other small craft for a shared adventure on the River Parrett.



Take on an unforgettable overnight climb of Snowdon (Yr Wyddfa) and help the hospice provide expert care through the darkest hours.

Find out more:
st-margarets-hospice.org.uk/our-events

Fundraising snapshots

Thank you to everyone who took on a challenge in aid of St Margaret's or attended one of our brilliant fundraising events in autumn and winter!



- 1. Fireworks
- 2. Ultra Hike
- 3. Taunton Tinsel Trot
- 4. Christmas Tree Collection
- 5. New Year's Day Dip

Visit: st-margarets-hospice.org.uk/our-events



Visit our Glorious Gardens this spring and summer

Over 55 beautiful Somerset and Dorset gardens will open to the public from April to October in support of St Margaret's Hospice.

We are incredibly grateful to our supporters for opening their gardens so we can enjoy the unique spaces they've created. Plus, every visit will help to fund free hospice care in our community!

For more information, please visit our website:
st-margarets-hospice.org.uk/event/glorious-gardens

If you're interested in opening your garden in 2027, please email:
gloriousgardens@st-margarets-hospice.org.uk

In **2025**, our Glorious Gardens campaign brought communities together to raise an incredible **£31,471**.



Proudly sponsored by:





Corporate Spotlight

Lloyd & Whyte's fundraising day for St Margaret's Hospice

In June 2025, the Taunton office of specialist insurance company Lloyd & Whyte chose to raise funds for St Margaret's through their Founder's Day.

"Founder's Day is one of our big fundraising days," said Matthew Pyke, CEO of Lloyd & Whyte. "It is about honouring our former Director, Mervyn Pyke, who sadly passed away during the Covid pandemic, while joining together to raise money for a fantastic charity."

The Taunton team said: **"To mark Founder's Day in the Taunton office, we chose to raise money for St Margaret's, a cause close to many people's hearts.** We also dedicated the day in memory of our colleague's friend, who passed away after his battle with cancer."

To raise money on this special day, the Lloyd & Whyte team in Taunton hosted several activities, including a tombola, axe throwing, crafts and games, and offered delicious food to enjoy in the sunshine.

"We raised around £1,000, which is fantastic!" said the Taunton team. "It is a real pleasure to help St Margaret's, as we know that the money we raised supports specialist nurses, community care, complementary therapy, and patient comfort. It is good to be able to give back to a worthy cause."

£1,000 could pay for 24 hours of specialist care for an individual on our In-Patient Unit.

If you or someone you know runs a business and would like to explore corporate fundraising, please contact us via:
E: CorporateFundraising@st-margarets-hospice.org.uk, or visit our website: st-margarets-hospice.org.uk/fundraise-for-us/companies

5 minutes with...



Laura Franzen, Complementary Therapy Coordinator

Can you tell us a bit about yourself and your role at St Margaret's?

I started at the hospice as a volunteer in 2016 and provided complementary therapies in Taunton until 2020, when everything stopped due to Covid. Since October 2021, I've been working as a Complementary Therapy Coordinator at St Margaret's, which involves the provision and management of complementary therapies at the hospice. Before working here, I was the Editor of a professional magazine about reflexology for over 12 years.

As anyone who knows me will tell you, I truly love looking after the patients, carers and newly bereaved, and it is always such a privilege to see them feel better after a treatment, especially as it is in such a difficult time in their lives.

What does the Complementary Therapy Team do?

As a team, we provide reflexology, massage and Reiki treatments to patients, carers and the newly bereaved. Reflexology is based on a theory that different points and areas on your feet, hands, face or head connect to different organs and systems in your body. By applying different pressure and massage movements to these points, the reflexologist hopes to create a positive effect on the organs and systems of the body that they relate to. Reiki is an energy-based therapy, which can be provided using hands-on or hands-off techniques. It aims to calm and balance the body, mind and spirit to restore well-being. Massage is the physical manipulation of the muscles through the skin to remove tension.

Can you tell us something about your role that people might not expect?

Some people are surprised to learn just how effective complementary therapies can be as a part of helping to manage symptoms. Over the last three years, we've been collecting data from our patients on whether they notice a change in their pain, mood and anxiety over the course of their treatments with us. On average, we see an improvement of over 40% on their original score for pain and anxiety, and nearly 30% for mood per treatment.

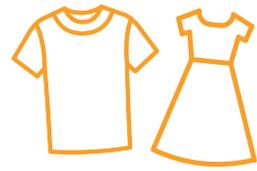
What do you love most about your role at St Margaret's?

I love so much about my role here, but I think the two best things are seeing the improvements in the well-being of individuals after receiving a treatment, and working alongside such an amazing team of people who are kind, knowledgeable, compassionate and friendly, and who really care about patients' well-being.



£75 could pay for a Complementary Therapy treatment to aid pain and anxiety relief for patients facing a life-limiting illness.

The journey of your retail donations



Every journey starts with change, and in this case, it begins with a simple desire to update your personal style or clear your wardrobe of hardly worn items. It all leads to a positive change and support for hospice care in your community.

From the moment you bag up your quality pre-loved clothing, to your items being ferried to our warehouse for sorting, all the way to being steamed and displayed in one of our shops across Somerset, your donations experience a unique journey to find their new home.



1

When you bring your bag of donations to our shop, you are welcomed with a smile and a thank you from our friendly team.

2

Remember, if you can tick the box to **Gift Aid** your donations, we receive an **extra 25%** when we sell your item, at no extra cost to you!



Mary, volunteer at our Langport shop

7

Your items start their new journey of being worn and re-loved! But the story doesn't end there...



Tina, eBay volunteer

At the warehouse, **the team meticulously sort through your donations**. On occasion, we may receive unique donations that are of higher value, which can be sold via our eBay shop. These items are handed to our dedicated eBay team, who research, photograph, list, package and send the items.



John, warehouse team

4



Corporate volunteers in our warehouse

5

Once the items are organised and ready, a **volunteer driver redistributes the items** to shops in need of fresh stock.

6



The items are delivered to the shop, and **our staff and volunteers** make sure they are steamed, labelled and hung, ready to go out onto the shop floor.

3

If the shop receives a surplus of donations, they are **collected by a volunteer van driver** who transfers them to our central warehouse for sorting.

Each purchase enables us to continue providing compassionate care and support to patients and families across Somerset, meaning you are not just helping the environment by donating to our shops, but also your community. **Every bag of donations could generate up to £25**, which could help to pay for a patient's loved ones to stay in our hospice Sunflower Suite for a night. **The Sunflower Suite enabled Hayley to stay close to her dad while he was being cared for in his final days:**

“ Because I was living away and not knowing how long the journey would be with dad, I was so grateful to basically just be handed a key to the Sunflower Suite. When my brother travelled from Oxford, he was able to stay there too, which was amazing. I am very, very grateful.

Will you be a winner in 2026?

Playing our Weekly Prize Draw is a joyful way to support St Margaret's Hospice. Every week, you have the chance to win one of 27 guaranteed cash prizes, including a top prize of £1,000. And it only costs £1 to play!

When you become part of our Weekly Prize Draw community, you know you'll be joining an amazing group of supporters who collectively enable us to provide compassionate care for those affected by a life-limiting illness in Somerset.

In 2025, our lottery players raised an incredible **£395,249** for the hospice, which will go directly towards palliative and end-of-life care for local people. We have also brought a little bit of joy to lots of our lottery players, like one of our supporters who won £1,000 last year: **"To use an old-fashioned word, I'm flabbergasted and**

never thought it would happen! At 84, it was a lovely surprise and will be a great help to me.

"We have lost four family members over the years to cancer, and you were there for us with respite care, home care, end-of-life care. We were so grateful. The care was second-to-none, and we will continue to support the hospice when we can."

When another supporter won £500, she wanted to give something back to her family, who helped her through an unimaginably difficult time: **"My husband died last year, and my family have been so supportive. I want to take them all to an Airbnb for two nights as a thank you. I worked at St Margaret's in the 1990s and I know the standard of care is excellent, with great attention to detail."**

Joining our Weekly Prize Draw is a fantastic way to support St Margaret's. You'll be helping us continue supporting our community when it matters most, and you might be in with a chance of winning big!



1st prize - £1,000

2nd prize - £500

Rollover prize - £250*

*up to £10,000

Plus, 25 prizes of £10

Karen won our £10,000 rollover prize!



To sign up to the Weekly Prize Draw, please fill in the form attached and return it to us in the freepost envelope enclosed, or visit: st-margarets-hospice.org.uk/play-our-weekly-prize-draw



If you have any questions, please email us at: lottery.office@st-margarets-hospice.org.uk or call **01823 365620**.

All profits go to St Margaret's Hospice Care. Every ticket purchased has a 1 in 435 chance of winning one of our weekly prizes. The exact chance of winning varies each week depending on the number of tickets sold. 69p from every £1 ticket goes directly towards caring for our patients. 15p pays for the cost of running the draw, and 16p covers the prizes. (Information based on the average number of players in draws and accounts between January 2024 and December 2024).

St Margaret's Somerset Hospice is licensed and regulated in Great Britain by the Gambling Commission under account number 4624. Responsible Person: Joanna Hall. Players must be over 18. **GambleAware**

COLOUR RUN 2026

Saturday 16 May

Taunton Racecourse

To book now, visit:
st-margarets-hospice.org.uk

Book now



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**St Margaret's
Hospice Care**