We are proud that our services reach out to over 25,000 people from Chester, Ellesmere Port, Deeside and rural Cheshire.

How we help...

See Julie’s and Jerry’s stories on pages 6 and 11

Hospice of the Good Shepherd
Gordon Lane, Backford, Chester CH2 4DG
Tel. 01244 851 091
www.hospicegs.com
Welcome to our Spring newsletter.

What a year we’ve had. As you will know, over the last 12 months we have undertaken an amazing project in building our new extension, incorporating our new Living Well Centre, outpatient facilities, physiotherapy room, and fantastic hairdressers’ room.

It certainly seems a long time ago since the diggers first arrived to remove over 300 tons of earth, and we’ve had an amazing opportunity to watch our building grow day by day, brick by brick.

Before we knew it, the shell was up and the roof was on. Then we had the million and one other jobs to do - the challenge of deciding exactly where each socket would go, what toilets would suit best, the colours of handrails - the list went on! It was so important to get every decision just right.

We’ve worked really closely with the fantastic contractors, who have supported us in those decisions, and adapted and worked with us to suit our needs.

All of a sudden we had a building. Staff were shown around and I was surprised and thrilled by the stunned silence as they walked around in amazement. I think we have all been amazed by a building way beyond our expectations.

With the unbelievable support of the local community and trusts, we have achieved the completion of a truly wonderful building. Our Living Well Centre has more than quadrupled in size, offering increased opportunity to support so many more people in this area. Our fantastic physiotherapy room now has first class facilities to support our Inpatients, Living Well Centre patients and people from the local community.

A light, bright and airy feel spreads through the whole place. We have spaces for peace, quiet and calm, and for people to come together and undertake a host of activities and courses.

We finally opened our doors on Monday 9th January and it’s been a hive of activity ever since. This was a particularly emotional day for me, as I have been involved with the project over the last four years.

Finally, I want to say a huge thank you to each and every person who has donated to “The Silver to Gold Appeal” during the last year. Without your support, our dream would never have happened.

Hello everyone,

Vanessa Brown
Director of Clinical Services
We are amazed and overwhelmed by all the support we have received from the whole community for our “From Silver to Gold” appeal. From people purchasing plants and virtual bricks to the local Lions and Masons clubs, various local companies, trusts and foundations, and many more - the list goes on and on!

A massive thank you to all our wonderful volunteers who have helped with the fundraising, the big move, cleaning, and trying to keep the gardens looking nice during the building work!

We can’t thank everybody individually but from all the staff here at the Hospice a heartfelt...

THANK YOU

2017 brings a fantastic new building but this requires additional finances… please don’t forget we need your support all the time. Every penny counts here at the Hospice of the Good Shepherd.
The Board of Trustees have appointed a new Chief Executive Officer, Mrs Margaret Wright who joined the Hospice in March 2017. Margaret is a Qualified Chartered Accountant and has been a Finance Director of a timber flooring business. She has significant experience in the Hospice sector having previously worked as the Accountant and then Chief Executive at St Rocco’s Hospice, Warrington and upon leaving, became a Trustee for several years.

Margaret said “I am delighted to have joined the Hospice at this very exciting time. I am passionate about palliative care and have heard so many excellent stories about the care we provide here at the Hospice. I will be attending many of our events this year, to meet many of our wonderful supporters and to say thank you”

The Chair of the Board of Trustees, Dr. Virginia Clough, said “I am delighted with our appointment. Margaret joins us at an exciting time, as we have invested funds in a large extension and have made significant improvements to our services to patients”

Margaret Wright
Chief Executive Officer

A new logo

A new logo for the Hospice of the Good Shepherd has been unveiled. The new, modern logo is to connect with new supporters, attract new fundraising opportunities and communicate better with the communities it serves, but still remembering the past.

The new brand will be rolled out through the hospice’s digital channels and on our signs as they need to be replaced. Eventually, the new signage will also be rolled out to our hospice shops.

Margaret, CEO said “As a charity, we want to be able to support as many people as possible in our community and to offer them a wide range of specialist care and support services. In order to do this, we need to attract more funding and a clear, strong brand that is fit for the future. We will roll it out over time as and when older materials need replacing to avoid any unnecessary costs through this process.”

Margaret Wright
Chief Executive Officer
Having settled into their new home in the Coach House, the West Cheshire Bereavement Service (age 18+) and Reflect children’s service (both of which form part of the Hospice Family Support team) continue to provide bereavement support to bereaved individuals, irrespective of where and how their loved one died. They also support Hospice patients and families affected by life-limiting illnesses.

Over the past six months referrals have risen by 30% compared to the first six months in 2016. To meet increasing demand the team has grown to almost 50 people, mostly volunteers, who provide support for people in what is often the most difficult time of their life. The service helps to support people in a number of different ways including our befriender service. A befriender will carry out a home visit to create a more informal atmosphere. Our befrienders also run a fortnightly informal drop-in group at Mollington Village Hall, where bereaved people can pop in for a cup of tea and a chat.

Reflect children’s service offers regular Remembering Days and also runs a therapeutic group for bereaved children. This service supports families with children in preparing for the death of a loved one following a palliative diagnosis.

Visit the hospice website for more information. To refer ring 01244 853193 (adult service) or 01244 851104 (Reflect).
When Julie Morrison’s son, Nicholas, took his own life in 2015, Julie and her daughter Tessa sought support from the community bereavement service managed by the Hospice. This is her story:

“Nicholas was the last person I could imagine doing this. He always saw the glass half full, and because I mistakenly associated suicide with depression, his death was an utter shock. He’d failed some exams at university, become stressed and somehow that tipped over into a psychosis which I didn’t understand at the time. It was very rapid; we just couldn’t recognise what was happening to him.

When I first met Carol, she said “We’ll try to get to a point where you can accept Nicholas’s death” and I remember saying “I can never accept this.”

I was searching for answers and trying to come to terms with the guilt, which is a very common reaction when someone close dies by suicide. I analysed every part of his life, his upbringing; if only we’d done this, if only we’d done that… I was questioning all the time, trying to find out about mental health.

I was, for a long time, in disbelief that Nicholas could take his own life, but I realised after hearing the story of a person who had suffered psychosis, that when they become someone you don’t recognise, they are a completely different person. Once I understood that, for me it was a road to acceptance, which, through talking to Carol, helped give me some sort of an answer and ultimately closure.

Until you’re in this situation you don’t realise the tensions that can arise within the family.
Carol helped me understand that as we each had a different relationship with Nicholas, then we each grieve differently.

When we lost Nick, friends tried to encourage me to appreciate what we’d had, but my grief was so raw, I couldn’t accept what they were saying to me. Now, thanks to the counselling provided by the Hospice I can appreciate those sentiments.

For a long time, I tried to avoid telling people about Nicholas. I worried it would change what people thought of me, I worried people would think less of him. I felt defined by it, which I didn’t want. But speaking about it now demonstrates that my feelings have changed and that’s all to do with the counselling as well.

Since Nick’s death, others have discussed their mental health issues with us; because of the stigma and silence, more people are suffering than you realise. I’m hoping that by speaking about Nicholas and his death it helps them to begin to talk about it.

Counselling took me on a journey: now I can appreciate what I’ve had, rather than only focus on what I’ve lost. I miss Nicholas every day but feel so lucky that he is my son and we had so many happy years together.

I can’t thank Carol and her team at the Hospice enough for everything they have done.”

Regular Giving is very important to us

Every donation is important to us, but have you ever considered making a regular donation?

Regular Giving allows us to make the most of every precious penny and it enables us to plan ahead, which in turn protects the quality of our services. This is so important because when people are at their most vulnerable, we can’t cut corners. Every time a nurse administers pain relief, helps a patient celebrate a special occasion with their family, tops up a glass of water or simply stops for a chat, it’s donations that keep us going - day in day out.

We would like to ask if you could support us by giving ‘little and often’ throughout the year.

By giving just £5 a month by standing order, or online, you’ll be providing constant support to our Hospice team, so that we can continue to be here - whenever we’re needed. Regular contributions help to strengthen the Hospice of the Good Shepherd and ensure that the values and the quality of care we stand for carry on into the future - for your family, friends, neighbours and the local community, should they ever need us.

If you are already supporting us in this way, or in other ways - thank you. You are helping to make the Hospice of the Good Shepherd a special place. If you would like to help us in this way – please complete the form included in this newsletter.

www.hospicegs.com
Sunset Memory Walk
Walk in pride for a lost loved one this September

Adults £10 • Children (up to 12 years) £5
6.00pm start • Starting and finishing a Neston Cricket Club
2 Mile Route along the Wirral Way, Parkgate and Parade front during sun-down.

Minimum Sponsorship to raise £20.00

This walk is open to everyone
www.hospicegs.com
To book call: 01244 851 811 or
Email: events@hospicegs.com
The doors closed for the last time at the Hospice for Day Therapy Services in December and, after 4 weeks of frantic work, the Living Well Centre opened to welcome patients, family and friends on the 9th January.

The Centre provides a calm and friendly environment to support people affected by life-limiting conditions, providing emotional support and symptom management, which will hopefully lead to more informed choices and better self-management.

The name was chosen following consultation with patients, families, staff, volunteers and external referrers, and reflects its purpose of helping people live well with their illness.

The Living Well Centre can be used by people with a variety of progressive conditions for which there is no cure, such as cancer, heart, kidney and respiratory diseases, and some neurological conditions such as Motor Neurone Disease and Parkinson’s Disease.
Who is it for?

Hospice services have traditionally been seen as supporting people who are approaching the end of their life. However, within the Living Well Centre, our aim is to involve people at an earlier stage.

In addition to supporting patients following a diagnosis, we are also able to provide support to those who are important to them.

What's available?

Over the last 3 months, we have introduced a number of different services. This has resulted in an increase of people who have received support at different stages of their illnesses. Over the first two months we received 56 referrals with over 80 individuals attending one or more sessions. At present we offer the following services:
Living Well Day
Complementary Therapy
Acupuncture Clinics
Short Courses
- Living Well with HOPE
- Living Well with Mindfulness
Carer Support
Weekly Strength and Balance Group
Monthly Motor Neurone Disease Group

Want to find out more?
The dates for the Living Well Centre Open afternoons are 8th May, 12th June and 10th July.

How we helped Jerry

Jerry Philip, 44, was diagnosed with secondary cancer in Summer 2016, and life was uncertain.

Jerry attended the HOPE (Help Overcome Problems Effectively) course in November along with 5 other people. This was the first time the course was run here and Jerry’s first experience at the Hospice.

HOPE helped Jerry with his time management, and gave him the opportunity to talk to others about how he was feeling and symptoms from his treatment.

He was very unsure about attending the course, as he thought it wasn’t for him and didn’t know how it would improve his life. However, he is delighted he decided to give it a go as it gave him direction for his future, helped him to get some of his life back and improved his relationship at home.

Through attending the course and talking with the Living Well staff, Jerry was referred for acupuncture, which helped reduce the hot flushes he experienced as a side effect of his treatment.

This is the first time Jerry has attended the Hospice and he was surprised by the very friendly welcome and the relaxing atmosphere. He would highly recommend the HOPE course to anybody and also to attend the Living Well Centre.
The outpatient services at the Hospice of the Good Shepherd are generally for people with advanced diseases who may not need hospice admission, but may need advice on how to manage their pain or other symptoms, or information on monitoring and managing their medication.

Previously the clinics did not have rooms designed for medical appointments, which meant it took time and resources to set up the rooms for each clinic. The new build provides greatly improved facilities for medical outpatients at the Hospice, and we now have a dedicated room for outpatient clinics, in which we can carry out various procedures and services, including blood tests and ultrasound examinations.

We are now able to facilitate three outpatient clinics each week, held by Dr Graham Leng and other doctors in the medical team.

We are also in a much better position to liaise more closely with hospital specialists and patients’ GPs and community nurses in order to communicate any treatment recommendations.

There is also a weekly acupuncture clinic run by Dr Leng and our physiotherapist, Claire Jones, as part of the complementary therapy service in the Living Well Centre. This allows us an opportunity to treat symptoms such as pain, nausea, and various issues related to cancer and its treatments using alternative methods alongside conventional medication. Some patients prefer acupuncture rather than increasing their medication because of the risk of potential side effects.

All of this allows us to work towards our ultimate aim of effectively managing pain and other symptoms, and improving the quality of life of our patients as much as possible.
The Crazy Colour Dash

Sunday 11th June 2017

Paint & Obstacles
Get Messy

Adults: £12.00
Kids: £6.00

Everyone Welcome

Whitby Sports & Social Club
Ellesmere Port, Cheshire CH65 6QF

https://www.ticketquarter.co.uk//online/colour-dash

To Book Call: 01244 851811
Or Email: events@hospicelgs.com
During the hectic time at the Hospice, our retail department was busy with a move of its own.

In December we were pleased to open our latest shop. The shop is based on Rivington Road, Ellesmere Port, and is our biggest shop by far, home to a large furniture department, along with a great selection of clothing and toys. It has proved to be a huge success with our customers, who have travelled from all over the Wirral and Cheshire to visit.

Along with a new shop, we moved the distribution centre to the first floor within this building. We are now recycling more materials, including plastics, metal and electrical items which is contributing to lowering our carbon footprint.

To arrange collection of furniture donations, please call our distribution centre on 01244 375477.

The Hospice is always grateful to receive the following items: clean clothing, footwear, curtains and bedding, toys/games, books, CDs/DVDs, baby goods and bric-a-brac.

We are also excited to announce that plans are in place to refurbish three of our other stores - thanks to M&S Bank who have provided funding and a huge team of volunteers. In the next newsletter we’ll be showcasing the before and after photographs, so you can really see the difference.
Thank You for all your support

Thank you to Reece Lester who raised over £3,200 by taking part in the Motoscape rally, driving nearly 2,500 miles across Europe with the help of Poppy Howe who accompanied him on the trip. Special thanks to Reece’s dad, Pete Lester, who paid all expenses for the trip, meaning everything raised came to the Hospice. Reece took part in memory of his dear mum Cath.

For the second year running, we took on the momentous challenge of collecting Christmas trees in return for a donation towards the Hospice. This year over 500 trees were collected, raising over £5,000. Thank you to all the volunteers who helped collect the trees.

Upton High School raised funds for the Hospice during their Charity Week. A wonderful amount of £4,750 was raised.

A big thank you to Darren and the team at the Faulkner who offer ongoing support to the Hospice through some fabulous prizes and raffles.

A huge thank you to this year’s captains Eric and Jackie from Upton Golf Club, who raised funds for the Hospice during their captaincy year. A fantastic £5,635.84 was raised.

A big thank you to SP Energy for their continued support, from taking part in the raft race to helping out at our Grotto and collecting Christmas trees.

www.hospicegs.com
Thank you to Edge Transport for their support this year. They took part in Rough Runner, donated polo shirts for our volunteers, provided a van to help with the big move and put our branding on one of their lorries.

Over 150 glamorous ladies gathered for a charity lunch at Chester’s Bar Lounge, which raised over £1,000 for the Hospice. The lunch was a sell-out and included a fashion show and a fantastic raffle.

What can you do to support us?

- Host a coffee morning at work or home
- Nominate us as your charity of the year at work / school / club or organisation...
- Leave a legacy in your will
- Put your small change in one of our home collection boxes
- Organise an event
- Take part in one of our events
- Have a cake sale
- Volunteer at one of our events or in one of our retail units
- Do you know anywhere that can host one of our collection tins?
- Donate unwanted goods or visit one of our retail shops
- Get sponsored - Shave your head / don’t speak for the day / whatever you like!

We appreciate that not everyone can give their time on a regular basis to help us, but we have many opportunities for you to help in fundraising. It may suit you to help once or twice a year at events, selling raffle tickets, marshalling, serving coffees, or perhaps helping in the office leading up to a big fundraiser – however you help, it’s hugely appreciated by everyone at the Hospice.

We are a very friendly office and we will look after you with plenty of tea and coffee, and we always have some cakes or biscuits on the go.

If you would like to be part of our team please get in touch....

Email: fundraising@hospicegs.com
Telephone 01244 851811

Hospice of the Good Shepherd Newsletter - Spring 2017
What’s on…

All our supporter events

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<td>7 MAY</td>
<td>Bluebell Walk&lt;br&gt;Sunday 7th May at Tushingham Hall SY13 4QP 2-5pm</td>
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<td>8 JUNE</td>
<td>LK Bennett Fashion Show&lt;br&gt;Thursday 8th June</td>
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<td>10 JUNE</td>
<td>Hannah Hill Charity Golf Day&lt;br&gt;Saturday 10th June – Mold Golf Club</td>
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<td>11 JUNE</td>
<td>Bike Chester&lt;br&gt;Sunday 11th June 2017</td>
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<td>7 JULY</td>
<td>Azure Hollywood Glamour Ball&lt;br&gt;Friday 7th July</td>
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<td>16 JULY</td>
<td>Hoole Allotment Open Day&lt;br&gt;Sunday 16th July – Hoole Allotment Open day 11-3pm</td>
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<td>1 AUGUST</td>
<td>Carden Park Charity Golf Day&lt;br&gt;Tuesday 1st August – Nicklaus Course</td>
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<td>19 AUGUST</td>
<td>Abba Tribute Night&lt;br&gt;Saturday 19th August - Inglewood Manor</td>
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<td>17 DECEMBER</td>
<td>The Rhos Male Voice Choir Christmas Concert&lt;br&gt;Sunday 17th December 7.30pm&lt;br&gt;St George’s Hall, Liverpool. Tickets £16.00. A special evening with this award-winning choir.</td>
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The Hospice are promoting…

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<tr>
<td>Liverpool Rock ‘n’ Roll</td>
<td>Sunday 28th May 2017</td>
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<td>Chester Business Club Annual Walk</td>
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MBNA Chester Marathon
Sunday 8th October 2017

Rough Runner, Manchester
Sunday 22nd October 2017
If you’re a fan of popular TV shows such as Total Wipe-out, Ninja Warrior UK and Takeshi’s Castle then you’ll love to take part in your local Rough Runner event.
Dying Matters Awareness Week 2017

We are approaching the annual Dying Matters Awareness Week, which takes place from 8th – 14th May. The benefits of having difficult conversations about dying and making plans have become increasingly evident.

This year’s Dying Matters Awareness Week is “WHAT CAN YOU DO?” – aimed at encouraging individuals and organisations to take simple steps that can make a big difference to people when they are dying or bereaved. Whether it is through sharing their wishes with someone close to them, registering to become an organ donor, writing a will or taking out a funeral plan. It could also include calling someone nearing the end of their life or someone who has been bereaved. Small actions make a big difference.

The Hospice is holding a “WHAT CAN YOU DO” information morning on Saturday 13th May, 10.00am to 1pm. The event is open to the general public and is being held in our new Living Well Centre. To register your interest please email livingwell@hospicegs.com

Fundraising Support Groups

Across our area we have fundraising support groups who work tirelessly to raise funds for the Hospice. Last year they raised a fantastic amount of £30,000.

We have groups throughout our catchment area who are great friends and meet regularly organising events from Pub Quiz’s, Beer Festivals, Coffee Mornings, Jazz Evenings, Bluebell Walks and many many more…..

Our groups are based in:-

- Blacon
- Waverton & Christleton
- Malpas
- Hoole
- Backford & Mollington
- Grt Boughton & Huntington
- Hospice
- Upton

If you would like to join one of our Fundraising Support Groups or help the fundraising team at events, please call fundraising on 01244 851 811.
Here at the Hospice we are fortunate to have committed and dedicated volunteers, and none more so than mother and daughter Nicola and Emma Jaynes. Nicola’s interest in the hospice movement began after losing her friend Carole and wanting to give something back. Nicola became a volunteer in August 2015 and began volunteering on the ‘In Patient Unit (IPU)’.

Her daughter Emma, not content with combining studying for her ‘A’ levels and working part time, saw how much her mum enjoyed spending time at the hospice and followed her mum into volunteering, initially on the IPU but more recently happily helping out on reception.

As well as giving her time, Nicola has been helpful with her innovative ideas. Within a short time of being at the hospice, Nicola suggested that volunteers could wear polo shirts clearly marked ‘Volunteer’ to save any ambiguity. Nicola’s idea has really taken off and we are looking forward to see volunteers both inside and outside of the Hospice proudly wearing their hospice tops.

Nicola’s favourite part about volunteering is helping patients, their families and staff in small ways - making tea, folding bags or simply taking the rubbish out, and she always leaves the Hospice feeling uplifted.

As well as enjoying her work at the Hospice, Emma says her volunteering has helped her to learn new skills and has also made her university applications stand out. Outside of the Hospice, both Nicola and Emma are keen sport enthusiasts, especially when it comes to football.

We couldn’t do what we do without our volunteers and we’re delighted that Nicola and Emma are making it a family affair!

If you are inspired by Nicola and Emma and thinking of volunteering, please contact our volunteer co-ordinator Sue Beckett 01244 851091 or susan.beckett@hospicegs.com

We have so many volunteering roles available, including helping in our retail shops, in the café, at fundraising events, with photography or counting the money that comes into our finance office. The list goes on and on, we have something for everybody!
£15 To provide food and drink for a patient in our in-patient unit for one day
£25 An adult counselling session of an hour
£50 A children’s counselling session for an hour
£50 A physiotherapy session for an hour
£100 Costs us to heat and light the hospice for one day
£700 To run a Children’s remembering day for 20 children
£1,000 To run a group reflect session in a school
£4,100 To run one in-patient bed for one week
£11,000 We have to raise every day
£4,000,000 We have to raise each year

☐ I would like to make a personal donation
☐ I would like to make a donation on behalf of an organisation

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PAYMENT
☐ CARD - please complete the details below
☐ CHEQUE - please make payable to Hospice of the Good Shepherd

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Are you a UK Tax Payer?
Earn the Hospice an extra 25p for every pound you give!

☐ I am a UK Tax Payer* Date [ ] [ ] [ ] [ ] [ ] Signature

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

Data Protection Act: We would like to keep you informed about our fundraising and charitable activities. This may include passing your details to our associated Hospice of the Good Shepherd Promotions Limited Company. We will not disclose your data to any other person or organisation. If you do not wish to be contacted by us, please telephone 01244 851811 or email at info@hospicegs.com