



Hospice News

Take a look at the difference
you're making!

Spring/Summer 2021

ppwh.org.uk

The Prince & Princess of Wales Hospice

Scottish registered charity SC012372

Kiltwalkers Put Their Best Feet Forward

Hospice supporters donned their best tartan and took to the streets over a weekend at the end of April to take part in Scotland's Virtual Kiltwalk. People of all ages took on the challenge of the Virtual Kiltwalk and managed to raise more than £13,000 for Glasgow's Hospice.

You can #GoGold for Glasgow's Hospice in 2021 at the planned event in Glasgow on 29 August. This is your chance to help Glasgow's Hospice raise some much needed funds to help us care for our patients and families.



The all-inclusive event has distances suitable for children and adults. Dogs are also welcome to take part in the events.

What you need to do:

Choose your distance:

The Mighty Stride – 23 miles

The Big Stroll – 15 miles

The Wee Wander – 6 miles



Register! We have a limited number of free spaces available, for more information on free places or to receive your fundraising pack. Contact Caroline Watson on 0141 429 9815 or email caroline.watson@ppwh.org.uk. Then...

Raise sponsorship by asking friends and families to supporting your fundraising challenge. What's even better is money raised through The Kiltwalk will receive a 50% top-up from the Hunter Foundation.



Welcome

Welcome to your summer edition of Hospice News. We are now a year on from the start of the pandemic and life has changed for all of us. While this time has been challenging and at times, deeply heart-breaking for those who lost a loved one, it has also been a time of change and innovation.

Staff at the hospice have not only adapted to working within COVID-safe practices we have transformed some of the ways in which we provide care. We have definitely embraced a virtual world over the past year. Our clinical

staff have continued to work tirelessly 24 hours a day, seven days a week providing compassionate and vital care to patients at the end of their lives. But, we have found new ways of staying in touch with our patients living in their own homes. With video calls and social media groups, we are now communicating with our patients in range of ways. I cannot be prouder of the way our staff have performed over the past year. Clinical services have excelled themselves while our housekeeping services, portering, retail and office-based staff have all risen to meet the ongoing challenges too.

For all the good to have come out of the past year, we could not have achieved any of it without the support we receive from you. Every single member of the hospice team thanks you for that support.

We are now looking forward to the future and are planning for the return of the hospice to its full potential. We look forward to the day when we can open our doors to the public and welcome you all in for a cuppa in the café. Until that day, please take care and stay safe.

Thank you

Rhona

Rhona M Baillie, Chief Executive

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Day in the life - Charlene



We want to introduce you to some members of our team. We have many staff including receptionists, chefs, finance, fundraising, porters, healthcare assistants, doctors, nurses, and occupational therapists. We also have a magnificent team of volunteers who all support various roles within the hospice and in the community. Without our staff and volunteers, the hospice couldn't provide the very best care and service which we are known and respected for. During the past year many of our staff have had to work differently and take on new aspects to their roles to cope with the pandemic crisis. Each one has risen to the challenge of providing gold standard compassionate care to our patients, 24 hours a day, seven days a week under the most extreme challenging of circumstances.

Here's a glimpse into some of our staff's daily roles and what motivates them.

Meet...Charlene Craig, Reception services and Hospitality Manager

Charlene is 41 and from Renfrew. She joined the hospice in December 2020. She had previous knowledge of the hospice after a friend was cared for here.

"It is really something very special to be a part of people's lives when they come here."

Speaking about her day, Charlene says: "There's really not a normal day just now because of the pandemic. We're all wearing masks and we can't have the public or as many visitors into the hospice as normal. I would also run the hospitality part of the hospice with the conference centre but again, this hasn't been operational during COVID as we need to keep any infection risk to a minimum.

"So, when I first come in, I check in with the clinical staff in inpatient unit (IPU) to find out how the patients are and if there have been any changes. We keep a track of all patients in our IPU and who their named visitors are. We need to ask visitors every time they come in for their details and their health status for the NHS Track and Trace. We also need to remind everyone to wear masks and use hand sanitiser.

"We keep in touch with departments for any expected visitors or deliveries. We also deal with any contractors as they come in to maintain the building and the systems. We need to make sure they follow all our guidelines while they are in the building. Our day is varied, we keep the reception area clean and tidy, we collect the mail from around the hospice and do any other jobs which need done, for example, I've been busy helping with some flower arranging. I have also been helping out in the laundry recently as our housekeeping staff are busier with enhanced cleaning in the hospice. We are all just one team here and I am so proud to be a part of it.

"I really enjoy meeting new people and building up a rapport with them. We believe that people need a friendly and warm welcome when they come to the hospice."

Day in the life - Stevie

Meet...Stevie Murray, Head Chef

Stevie is 48 and from Dennistoun. He started working in the hospice in June 2019. Stevie trained to be a chef when he first left school but had already honed his cooking skills growing up in a large family. The well-known family used to volunteer at their local community centre and Stevie would help cook for all the groups who used the centre.

Stevie trained as a chef with day release from The Glynhill. He then held several roles in different establishments before moving to Australia for three years. It was there that Stevie really honed his cuisine craft. He became head chef of the Accor Asia Pacific where he stayed for three and a half years and developed his speciality Asian fusion style. Almost on the brink of becoming disillusioned with cooking, Stevie decided to come and work at the hospice and has rediscovered his love of producing outstanding food.

Speaking about a typical day, Stevie says: "We have a team at the hospice and we work shifts between us so that we share early mornings or night time or weekends. But, usually the first thing I do is get our patients' breakfasts ready. Patients can have anything they want to eat. If I have it in the kitchen I will make it for them, or if I have to go to a shop and buy something in, that's what we do.

"During normal times, our café is queued out the door. So, a priority would normally be getting the café ready for the morning rush. We prepare food for staff and for families who are visiting. When the café is open, we have so many regulars who come in for their morning tea and scones or their lunchtime toastie.

"For lunch, in addition to the everyday items we have, such as baked potatoes and sandwiches, I make two or three specials every day. These are fresh homemade meals which patients, staff and visitors can enjoy. Again, during normal times, I like to go down to the ward and sit with each patient and ask them what their favourite foods are and then make it. It's a privilege to be able to do something special for our patients and I take a pride in doing this. My job is to pamper the patients and I have some very special relationships with them and their families. I still have families who come back into the hospice to visit the café and have a chat.



"Then we start preparing the evening meals for serving by about 5pm. But our patients can have something to eat at any time of the day, we work around them not a clock.

"I am usually kept busy with other aspects of running a kitchen, stock ordering, preparing food in advance and staff management. When our café is open we can have up to 12 volunteers helping us which makes it a very busy environment. But we all love it and we all do whatever we can to put a smile on our patients and customers' faces."

Day in the life - Kirsty

Meet...Kirsty Hamilton, Occupational Therapist

Kirsty is 38 and lives in the Glasgow area. After qualifying as an Occupational Therapist (OT) in 2004, she took up her first professional post for the NHS in Glasgow. Kirsty mainly covered the north of the city where she worked in acute hospitals on a rotational basis. As an OT, Kirsty's aim is to help people maximise their independence, to be safe and to live their life how they choose.

Kirsty is a part of the rehabilitation team alongside Jenny (physiotherapist) and Anne our rehabilitation assistant. The team work closely to ensure each person can access the right service. Kirsty says: "I work as part of the hospice multi-disciplinary team which includes all our clinical staff, doctors, nurses, physiotherapist, rehabilitation assistant and health-care assistants. We meet each day to discuss every patient's clinical status and their requirements and to discuss any concerns the team may have."

Kirsty's day starts at the hospice: "My first job is to check emails. I get referrals from all of the hospice services, including inpatient and community teams. When we get a referral, I'll look at the patient's records and assess what issues have been identified. Then I'll make contact with the patient or their family to arrange to go and visit. I'll explain what occupational therapy is and find out what the patient thinks the issues are. During this phone call I'll also do a COVID-19 screening questionnaire with them. "Sometimes the referral involves trying to help a person regain independence (rehabilitation), to maintain someone at home or possibly trying to support a person returning home for end-of-life care. We will always listen to what a person wants and what is important to them. If we're supporting someone to get home or to remain at home, this will involve assessing their needs, both in terms of what they want to be able to do such as make a meal or have a bath and what equipment and support is needed in the home.



"I normally make between three or four visits to patients' homes each day. At each visit I will create an action plan with the person and their family which forms their care plan, this may include organising equipment such as bathing aids, referring on to internal and external services or implementing rehabilitation tasks. The team's aim is to help our patients live more comfortably at home. We get rapid access to equipment and normally can get items delivered within a couple of days which is so important when you're caring for people at the end of their lives – everyday matters.

"I also provide psychological support and encourage self-management techniques to help a person manage day to day. For example, if someone is feeling breathless, I can offer advice on positioning, breathing techniques and provide relaxation techniques. My day is busy and varied, during the pandemic we have continued to visit people at home but also recognised that the loss of face-to-face input from services such as day services could leave patients feeling very isolated. The team has worked hard to create a virtual living well service on Facebook, where we encourage patients to connect with each other, offer advice and education, as well as offer a little fun. As we move out of lockdown and services return, we will also be supporting the living well service. Over the last couple of months, we have been working hard to help create a service which is vibrant and responsive to our patients and their family's needs." Kirsty enjoys her job: "The best part of my job is seeing someone achieve their goals, no matter what they are and getting to be part of that."

Day in the life - Jane

Meet...Jane Miller, Advanced Palliative Care Clinical Nurse Specialist.

Jane is 49 and from Giffnock. She began her nursing career in 1991 right here at the hospice as a student nurse. Once qualified, she was offered her first nursing role at the hospice in 1994 and became a staff nurse in the inpatient unit for about four years. Jane left the hospice to work in the NHS before returning to us in 2011 and explained that her true passion is working in palliative care. Jane heads up the community palliative care services. Our community nurses visit patients who are living with a life-limiting illness in their own homes. With the correct care and medications, these patients are able to be supported to live well at home where the team aim to improve their quality of life and to allow a good death.



Speaking about her day, Jane says: "Our days are very busy and very varied. We start at 8am and normally this involves checking emails and any voicemails which may have come in overnight from our community patients or other healthcare practitioners (HCPs) We also have an out-of-hours number which comes to the Inpatient Unit, so we speak with the ward in case any of our patients have had to phone during the night. We will then assess whether these patients need an urgent visit.

"Next, we triage any new patients which may have been referred to us. These referrals can come through several ways: from HCPs in hospitals and the community. We contact these patients first by telephone to offer a first assessment and offer a face-to-face holistic assessment if necessary. Dependent on urgency, we will make an appointment to go and see them as promptly as necessary. And, just now with the pandemic, we try to do a lot through telephone or virtual means but often a face-to-face with the patient tells us so much about their current condition and health, so it is a vital part of our service.

"We aim to control a patient's symptoms in their own homes if possible, but we can admit them direct to the IPU if they need 24 hour or round the clock assessment and care. We provide support calls to all our patients and will go and see them as frequently as their condition requires it. We also provide medication management for patients and we work closely with GPs in our area and local district nursing teams to ensure our patients receive holistic care.

"Once we've completed all our house calls, it's back to the office to document all the visits and update each patient's current clinical status.

"During normal times, we also run outpatient clinics for our day services patients in the hospice and outreach clinics in local areas for patients who are able to attend OP but still require the expertise of the hospice staff to help control their symptoms and offer support and advice.

"I love my job. I feel so privileged to be able to support patients and their families at the most difficult time of their life."

Day in the life - Stuart

Meet...Stuart McClelland, Staff Nurse

Stuart is 28 and lives in Shawlands in Glasgow. He has always worked in palliative care since qualifying as a nurse, beginning his career with St Margaret's Hospice and the Ayrshire Hospice before coming to PPWH in August 2019. Stuart grew up next to a hospice and fundraised for it from an early age. This developed his interest in palliative care and he decided that it was the career for him.

Stuart works as a staff nurse in the Inpatient Unit (IPU) at the hospice, working both day shifts and night shifts. Days shifts start at 8am. He says: "My first priority is to get a handover from the nightshift. Our colleagues will let us know how patients have been during the night, what medications they have had and if anyone is experiencing any discomfort. We also discuss any new patients who may have been admitted overnight. If we have a new patient, we want to find out what the aims are for that person, any problems and how we can help.

"We take breakfast orders and help patients eat or drink if they need assistance. Then we move onto the drug rounds and personal care. A big part of hospice care is ensuring patients receive effective and appropriate medications and care. Many aren't able to take medicine orally, so we use syringe driver pumps which deliver medicine directly into veins, each of which can take up to 10 minutes to make up.

"We chat to the patients and have a bit of banter with them. It can be a long day for them – especially over the pandemic period when we had to reduce the numbers of visitors each patient could have. It's more important than ever to take some time with each



patient and provide company and support.

"We do a handover with the doctors, checking each patient's status and what treatments or care they might need. We also carry out blood tests, observations and blood pressure checks throughout the day.

"Named visitors are allowed in at any time and we always spend some time with them, asking how they are and providing support and reassurance. We want visitors to be relaxed and reassured when they come here. Many people expect the hospice to be dark and scary, but it is the opposite of that. It is light and bright and full of kindness and love, and I know visitors and patients find that.

"After lunch, we complete paperwork. We document everything about each patient so no matter who is providing the care, we all know exactly what the patient's condition is. Again, we spend as much time with the patients as they wish. Some don't sleep well during the night and prefer to nap during the day, others prefer to walk outside if they can.

"We'll have a cuppa about 4pm and then we prepare for the nightshift coming on and providing a full accurate handover to these colleagues."

Stuart sums up his best bits about the job: "In addition to being there for our patients the best is definitely the team we have here. It is so supportive and I've made some really good friends. There is so much warmth and the staff all just care about each other."

Legacy - Clare

Why I chose to leave a legacy

"After spending a few years living abroad I returned to Scotland. Within months of returning my Nana was diagnosed with a rare form of cancer. I always thought that it was a subconscious thought that I returned prior to her receiving her diagnosis.

"Not long after her diagnosis I started working for The Prince & Princess of Wales Hospice. My grandmother was a great supporter of the hospice, she would laugh and joke with me about how she and her work colleague slipped out of work when Princess Diana formally opened our old hospice on Carlton Place. She loved Princess Diana and the opportunity to see her couldn't be missed in her eyes. I even looked through the clippings and photos from the hospice opening to see if I could see my Nana smiling in any of the pictures. As my Nana worsened, she started receiving care from the hospice's community nurses. I think in some way my Nana was more settled as she knew her care was coming from the place I worked. My Nana eventually had a fall that she never recovered from, she continued to worsen, became non-responsive and she passed a few weeks later.

"I was invited to the see 'the first spade in the ground' at the grounds of the new hospice in Bellahouston Park. It's strange looking back now to when I stood there and looked over what was just a flat bit of muddy ground and now our new hospice and gardens is built upon it. We were invited to write something on a hospice heart that would be placed in a box and buried in the grounds. I wrote on my heart about all my experiences with the hospice. I would have loved to have brought my Nana for lunch in the new hospice in Bellahouston Park, I know she would have loved Stevie's lentil soup just as my Mum does.

"People think a hospice is just a place we go to die



Photo by Scott Graham on Unsplash

and I've learned the hospice is so much more than that. It's so much about life, living life and giving people reasons to enjoy life more. The people who work here, whether they are a nurse, a counsellor, a doctor, receptionist, chef or a housekeeping assistant, they all have this overwhelming passion for what they do and that they make the world a better place for the people that they care for in the hospice. When you listen to their stories you feel that passion they have and how much they value what they do, it's moved me to tears on several occasions and makes me so proud to be a part of the team at the hospice.

"So, this is why I am leaving a gift in my will to the hospice as it will always be part of my family's story and close to my heart."

Clare Masterton, Business Development Manager

If you would like to talk to someone about leaving a gift in your will, call our fundraising team on 0141 429 9835 or email fundraising@ppwh.org.uk.

GO GOLD

for Glasgow's Hospice

The Prince & Princess of Wales Hospice has launched a major fundraising campaign, Go Gold for Glasgow's Hospice. The campaign encourages people of all ages and all abilities to pick a challenge – any challenge - and get sponsored to help raise vital funds for Glasgow's Hospice.

Go Gold for Glasgow's Hospice has already attracted support from some of the sporting world's big names. Dougie Donnelly has fronted the campaign's video and is joined by Martin Perry, table tennis para player; Shelly Kerr, former head coach to Scotland's women's football team; Bethany Kingsley-Gardiner, Principal Dancer at Scottish Ballet and Richie Gray from Glasgow Warriors. The campaign also has the backing of Glasgow's Lord Provost, Councillor Philip Braat. It has also attracted support from the business world with sponsorship from EDF Energy, along with CCG (Scotland) Ltd, Slater Menswear, Hobs Repro and Zostro Digital. The campaign urges people to set themselves a goal and have fun achieving it, all while helping raise much-needed funds for Glasgow's Hospice so it can continue caring for people with life-limiting and terminal illnesses.



Sports commentator and presenter Dougie Donnelly, comments: "I am delighted to be involved with Go Gold for Glasgow's Hospice. The compassionate care which the hospice provides is absolutely essential for people at the end of their lives and for those who are living with a terminal diagnosis, and their families. I would urge people to get involved by taking on a challenge for Glasgow's Hospice."

Rhona Baillie, Chief Executive of The Prince & Princess of Wales Hospice, comments: "We are excited to launch our new challenge campaign. We want as many people as possible to take part if they can. It truly doesn't matter what you do, just have fun doing it."

People can find out more by visiting the campaign's website www.Go-Gold.org.uk for ideas on challenges and get inspiration from other people's fundraising activities.

The campaign also hopes to run some events later in the year and people can register for these now by visiting the hospice website.

Rhona & Harriet Head for the Hills

Hospice CEO Rhona Baillie has decided to #GoGold by taking on the ultimate challenge of climbing not one but two Munros during 2021.

Rhona is tackling her first Munro with her Romanian rescue dog Harriet as companion and will be raising vital funds for the hospice in the process.

Rhona explains: "Since we launched the #GoGold campaign at the beginning of the year we have encouraged the people of Glasgow to take on a challenge and help raise vital funds for the hospice. I'm a firm believer in not asking anyone to do something you wouldn't be prepared to do yourself. So, I've set myself this challenge and with restrictions on travel easing I thought this would be the perfect time to climb my first Munro.

"I am so proud of the care we provide at the hospice. I've been here for 15 years and every day I see the impact of the compassionate care our staff provides to terminally ill patients and their families both in the hospice and in the patients' homes. This costs more than £13,000 each day and is only part funded by the NHS.

"We rely on donations and fundraising to keep these services going. With the pandemic affecting how we are able to raise funds, #GoGold is a way in which people can take on a challenge, any challenge for Glasgow's Hospice."

Rhona is looking forward to bagging her first Munro with her furry companion Harriet. A confirmed dog-lover, she adopted Harriet through Scruffy Dog Rescue. The hospice is also dog-friendly with patients able to bring their pets into their rooms for visits.

Rhona continues: "I am planning on completing my Munro challenge in June with Harriet, but I am also planning on bagging a second Munro as part of a larger PPWH team including hospice President and Lord Provost of Glasgow Philip



Bratt, and Glasgow Chamber of Commerce colleague Richard Muir.

Rhona admits it will be quite a challenge: "I haven't been able to keep as fit as normal due to the lockdown restrictions, although I have always enjoyed my walks with Harriet. We are just going to push ourselves a bit further and a bit higher."

#GoGold for Glasgow's Hospice is a year-long campaign which encourages people of all ages and all abilities to pick a challenge – any challenge – and get sponsored to help raise vital funds for Glasgow's Hospice.

Rhona adds: "We are so grateful to everyone who has taken on a challenge so far. The hospice is a very special place with staff who provide the best care possible for people when they need it most. We need you to help us so we can keep on caring. Please consider what challenge you could do to #GoGold for Glasgow's Hospice."

You can sponsor Rhona & the Romanian on GoFundMe at www.gofund.me/10566eff.

Or take on your own challenge by visiting the campaign's website www.Go-Gold.org.uk for ideas on challenges and get inspiration from other people's fundraising activities.

A Tribute to Boab McCrone

A local family has managed to hit a fundraising milestone, raising more than £40,000 in memory of their much-loved son, brother, uncle, and friend Boab (Robert) McCrone.

The family set up a tribute fund in Boab's name after he was cared for in the hospice in late 2010. Since 2011, members of the family have been fundraising to support the hospice and as a tribute to Boab.

Boab's niece Teresa McCrae said: "I set up the tribute fund in Boab's memory as a way of remembering him. It's a lovely way to keep his memory alive. Our family and friends share memories and photos of Boab on our online tribute page and it records all the fundraising that we have done. The support we got from the hospice was invaluable and we all wanted to contribute something back.

"I lost my father in August 2020 and he was also cared for by The Prince & Princess of Wales Hospice. Claire and Eileen from the Community nursing team were just amazing, they gave us so much support and help and again we are so grateful to the hospice for being there for us."

Boab's sister Agnes Nisbet has also been fundraising since 2011, completing three midnight walks, a Clyde-stride, a sponsored zipline, a Women's 10k and also running a weekly joker and tuck shop at her work at Atos which matched Agnes's fundraising.

Agnes said: "I'll never forget the day Boab was admitted to the hospice. It was December, and the weather was so bad it took more than four hours to make the short journey from Govan to Carlton Place in the snow. The



doctor stayed on and waited to admit him, even though they had been advised to leave because of the weather. That's when we realised the hospice was a special place.

"During his time at the hospice, Boab was pain free and relaxed, all the pain etched on his face was gone, and for that we are forever grateful.

"The tribute fund has allowed us to keep Boab's memory alive and gave us something to focus on. While preparing for midnight walks and football matches all the stories came out and we laughed and cried. What great memories.

"I would say to anyone thinking of setting up a fund, go for it. You will be helping a wonderful place while keeping the memories of your loved one alive. We see the tree every time we visit the hospice, it feels good to know that our donations are helping other families in similar situations receive the same amazing support."

If you would like to talk to someone about setting up a Tribute Fund, please call Fundraising on 0141 429 5599 or email fundraising@ppwh.org.uk



Hospice Shops



The newest addition to The Prince & Princess of Wales Hospice network of 16 shops opened its doors at the end of April.

Hospice Ambassador and television personality, Carol Smillie was on hand to open the doors of Glasgow's newest vintage pop-up shop. Carol said: "This is so exciting to be at the opening of such a unique shop. There really is something for everyone, from antique ornaments to vintage dresses and handbags. "I am looking forward to spending a few hours just looking through everything they have to offer. Everything is vintage or collectible and you just don't find items like these in high street shops. It's a real treasure trove of interesting and rare finds." The pop-up shop at 88 George Street in Glasgow is the newest addition to the Prince & Princess of Wales Hospice shops. Currently, the hospice has 16 shops throughout the city - from Clarkston to Kirkintilloch. The shops, which were closed for most of 2020 and until April 2021 due to the pandemic, were eager to welcome back their loyal customers who help support the work of the hospice through their purchases.

Rhona Baillie, Chief Executive of The Prince & Princess of Wales Hospice, explains: "It costs £13,500 a day to keep the hospice open to care for people with terminal and life-limiting illnesses and their families. Our staff provide compassionate and specialist care for people both in their own homes and here at the hospice in our inpatient unit. "As a charity we are only part-funded for providing this care by the NHS so we need to continue to raise thousands of pounds each and every day to continue providing our services. Our retail shops are a crucial way in which we raise funds. Thanks to the generosity of people donating unwanted items to the hospice, we are then able to sell these in our shops with all profits coming directly to the hospice.



"But we also know how much people value our hospice shops as part of their community. Our shops are situated throughout Glasgow on local high streets making it easier for people to buy low-cost items during these difficult times."

Find your nearest shop at www.ppw.org.uk

Beauty with a Conscience

Glasgow's award-winning beauty salon opened its doors to its loyal customers in April after a lengthy closure due to the pandemic.

Beauty with a Conscience is an ethical social enterprise of The Prince & Princess of Wales Hospice. It is the only beauty salon in Glasgow which operates as a commercial venture with all profits coming directly to the hospice to help care for patients with terminal or life-limiting illnesses.

Established in 2018, the salon also works in partnership with the local campus of Glasgow Clyde College, with beauty students getting meaningful work experience in a real-life environment.



Unfortunately, the salon had to close in March 2020 due to the pandemic. The closure happened just as extensive renovation work in the salon was completed, with two new treatments rooms added. It re-opened briefly at the end of 2020 but closed again due to restrictions.

Chief Executive of The Prince & Princess of Wales Hospice, Rhona Baillie, comments: "We were so disappointed that we had to close Beauty with a Conscience last year. But we absolutely understood the need for the lockdown to control the outbreak of the pandemic. As a hospice, we continued to provide care for patients during the lockdown and worked closely with our clinical colleagues in the NHS and care sectors.

"We invested a significant amount of money in refurbishing the salon in 2020. In addition to increasing our nail bar stations, we also added two new treatment rooms to enhance our clients' experience



of our range of luxurious treatments such as our Ishga massages and Beauty Lab Black Diamond facials.

"We know how much people have missed visiting the salon and having treatments knowing that they are also helping the hospice care for people at the end of their lives. It really is a beauty salon with a conscience."

The newly refurbished salon reopened at the end of April and Salon Manager, Monika Dul was delighted to welcome back existing and new clients.

Monika says: "We are so happy to be back working with our clients. Taking some time to care about ourselves is so important. We are just so grateful to all our clients for their patience and for their loyalty. If you haven't booked in yet, please get in touch."

The salon is based at 126 Battlefield Road in the Southside of Glasgow. People can book their appointments through the salon's Facebook page @beauty-withaconscienceglasgow or by calling 0141 632 6128.



Let's Keep On Caring



The Prince & Princess
of Wales Hospice

Help us to keep on caring
for patients and families.

Please make a monthly
donation to support patient
and family care.



You can make a difference today.
Set up a monthly donation in a way that suits you.

Visit ppwh.org.uk/keeponcaring
or complete the form overleaf



The Prince & Princess of Wales Hospice

Make a monthly donation by direct debit

Please complete in CAPITALS, cut off and keep the Direct Debit Guarantee section and return this form using the freepost envelope enclosed or post to: The Prince & Princess of Wales Hospice, 20 Dumbreck Road, Glasgow, G41 5BW

Title: _____ First name: _____

Surname: _____

Home address: _____

Postcode: _____

Telephone: _____

Mobile: _____

Email: _____

I would like to make a one-off/monthly donation of:

£5 £10 £15 £20 Other £ _____

I would like to make my donation in memory of: _____

Tick this box to let us know if we can Gift Aid your donation – for every £1 you donate, we can claim an extra 25p, at no extra cost to you.

I want to Gift Aid my donation, and any donations I make in the future or have made in the past four years to The Prince & Princess of Wales Hospice. I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it may be my responsibility to pay any difference.

Direct Debit Guarantee (to be detached and retained by the payer)

The Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits. If there are any changes to the amount, date or frequency of your Direct Debit the organisation will notify you (normally 10 working days) in advance of your account being debited or as otherwise agreed. If you request the organisation to collect a payment, confirmation of the amount and date will be given to you at the time of the request. If an error is made in the payment of your Direct Debit, by the organisation or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society. If you receive a refund you are not entitled to, you must pay it back when the organisation asks you to. You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify the organisation.



I would like my donation to start on the
1st 8th 15th 24th of choose month
and each month thereafter until further notice



Instruction to your bank or building society to pay via direct debit



Please fill in this form using a ballpoint pen and send to: The Prince & Princess of Wales Hospice, 20 Dumbreck Road, Glasgow, G41 5BW

Name and full postal address of your bank/building society To: The Manager, Bank/Building Society

Address: _____

Postcode: _____

Name(s) of account holder(s): _____

Reference: _____

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Signature(s): _____

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

Service User Number:

6	8	8	1	1	0
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Branch Sort Code:

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Bank/Building Society account number:

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Instruction to your Bank or Building Society: Please pay DD/Pay Ltd re PPWH Direct Debit 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 DD/Pay Ltd re PPWH and if so, details will be passed electronically to my Bank/Building Society.

Date: _____

Would you like to receive information about our events, campaigns, appeals and activities?

By post By phone By email By text

We will keep your details safe and only use them in accordance with our privacy policy.

ppwh.org.uk/privacy-policy. If you wish to update the details we hold about you, change your contact preferences, unsubscribe, cancel your Gift Aid declaration or change your tax status, please contact supporter-relations@ppwh.org.uk or call 0141 429 5599. Unless you have specifically asked us not to, we may contact you if we think you would be legitimately interested in hearing about specific parts of our work.