

Hospice News



The Prince & Princess
of Wales Hospice



Autumn/Winter 2020

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The Prince & Princess of Wales Hospice

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Helping our Community

When the coronavirus pandemic began, the hospice learned of local communities suffering real hardships and stepped in to help.

The Prince & Princess of Wales Hospice along with The Salvation Army in Glasgow and Govan Rotary Club joined forces to help feed families who were going without food during the COVID-19 crisis.

Soup and hot meals were prepared in the hospice kitchen and distributed to the local branch of the Salvation Army for approximately 400 families each week in the Govan area.

Rhona Baillie, Chief Executive of The Prince & Princess of Wales Hospice, said: "It was so distressing to find out that families did not have enough food to feed themselves. As part of our community responsibility I felt we, in the hospice, had to do everything we could to help our local people."

However, the hospice funds were severely impacted by the crisis so a Just Giving page was set up and through donations from staff, volunteers and the Board, managed to raise almost £7,000. The total was also increased greatly from donations from the Glasgow Care Foundation and St Enoch's Centre.

Rhona added: "This without a doubt shows



the generosity of the people of Glasgow. Even during such hard times, everyone will still donate to help their neighbours. I couldn't be prouder of the hospice team, the partnership with The Salvation Army and Govan Rotary and our supporters."

Major Mark Bearcroft from The Salvation Army, commented: "The Salvation Army Govan is very happy to be able to work in partnership with local organisations without whom we would not be able to undertake the work we do. We've had many thanks and high praise for the soup."

Dr Inderjit Singh, President of Govan Rotary, said: "The Club is a long-term supporter of the Hospice and the Salvation Army and I am delighted that these organisations were able to provide for the needs of local families short of food in these difficult times."



Welcome

Thank you so much for taking the time to read your autumn edition of Hospice News. Much has changed since the last issue in Spring. At that point, the coronavirus pandemic had just been announced and we were in full lockdown. Since then we have been working tirelessly to ensure our patients with terminal and life-limiting illness receive the exceptional care that is synonymous with The Prince & Princess of Wales Hospice. 2020 has developed into a year unlike any other. We have all experienced difficulties and challenges, and some of us will have experienced loss. Each of us will have different experiences of the coronavirus pandemic and we have been very aware of how this will have affected our patients, their families our staff and volunteers and our local communities. During the crisis, our inpatient unit remained open and continued to admit patients who

needed our specialist and compassionate care, including patients with a coronavirus diagnosis. Our staff excelled in ways they didn't know they were capable of. We quickly transformed our services for day and community patients into virtual care. While not ideal for everyone, it was a necessary action during the lockdown and I am sure it has helped many patients remain connected to the hospice and reduced their social isolation. As we hopefully continue to move out of restrictions, we are opening our retail shops slowly and with plenty of planning to ensure health and safety for everyone. We are also hoping to bring you news of a new virtual fundraising extravaganza next year. As with all charities, we need to ensure we continue to raise funds so we can keep on caring for our patients. Thank you for your continued support and dedication to the hospice, we all appreciate it from the bottom of our hearts.

Rhona Baillie

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Hillington Heroes

We've been running some donation initiatives which have been so successful we had to ask for volunteers to come and help us. Here are our newest volunteers who are helping to sort donations at our Hillington Hub.



Angela Dowdells, 42, is from Burnside and is currently furloughed from her job at the SEC. About six weeks ago, she saw our appeal for help on the hospice Facebook page.

Angela says: "I'd known about the hospice for about a year and a half and I decided to volunteer as I just wanted to give something back. "I come in about twice a week and it has just been amazing. It's given me a routine and actually a lifeline. The people here are fantastic, I love chatting away to them all, there is a real sense of community.

"I am definitely going to keep on volunteering."

Last year Angela's father fell ill, and in February she took the amazing decision to donate one of her kidneys to him. Both Angela and her father have fully recovered and are doing fine.



Theresa Donovan, 50, from Paisley started volunteering with the hospice about five or six weeks ago. Theresa knew about the hospice as her sister works with us as a nurse.

Theresa says: "It is such a good laugh here and so fulfilling. I was furloughed from my work in the travel industry and I decided I wanted to do something and have something to get up for in the morning. It is very flexible as to the hours and days you can do which is great if you have other commitments.

"It's helped me keep a routine and has had a real positive impact on me, I keep my step count going and when I'm here it really does increase."

Jen McBride, 58, is from Muirend. She has just passed her fourth week of volunteering at the hub. She saw the post on Facebook and thought 'Why not'. Jen says: "I am a first-time volunteer but I am great at de-cluttering. When I saw the Facebook post I just thought why not. There is a grand atmosphere and I can see how it helps people who are experiencing social isolation. Volunteering gives so many transferable skills.

"During lockdown I delayed my plans for going self-employed but I have found that with volunteering, there is no pressure, no KPIs. You are still in a position of trust and responsibility but there is support for you. I absolutely plan to keep on volunteering in the future."

Scott Lindsay, 44, is from the Gorbals area. He was recruited through his friend Jen. He was furloughed but unfortunately the company has gone into liquidation so Scott is volunteering while looking for other employment.

Scott says: "I am a recent volunteer but everyone has been so friendly. There is a great atmosphere in the Hub. You are kept busy and hours go by without you noticing. And you find some really interesting items when you're sorting through donations."



Trish Kent, 56, is from Burnside. She has been furloughed from her job with a nursery in Rutherglen. She has close friends who volunteer with the hospice and when she saw the Facebook post, she decided to volunteer at the Hub.

Trish says: "It started with the drive-thrus. I came along and helped out there about seven weeks ago. Previously I had been ill with the virus and I just wanted to do something that would help. I come in for two days a week and I just love it.

"I plan on staying on even after I go back to work, everyone just has a laugh and gets on with it. It's been amazing."

Elizabeth Bashir, 76, is from Cardonald. She has been involved previously with the hospice through the Participation Group and also helps out at hospice events.

Elizabeth says: "I love the hospice, there is just such a sense of peace and contentment. My brother passed away in St Andrew's Hospice and I saw the difference hospice care makes to people. I started volunteering in the hospice in 2018. I watched the new hospice being built at Bella-houston Park. I was working in the building before it had even opened. During the lockdown I wanted to do whatever I could to help The Prince & Princess of Wales Hospice and when they needed volunteers for the Hub I decided to do it.

"It was difficult for me as my husband passed away in March but after two weeks I knew I just had to do something. It has helped to keep me from dwelling too much. It has been an absolute lifeline for me.

"We have so much fun here, we have a great crowd."



The Hospice Goes Virtual

The clinical team at The Prince & Princess of Wales Hospice went virtual in order to provide care and support to patients when the coronavirus pandemic began.

With the inpatient unit fully operational caring for patients with life-limiting illnesses and those at the end of their lives, community and day services patients were not able to visit the hospice throughout the lockdown period.

The clinical services team sprang into action to keep in touch with patients living in the community. They set up a closed Facebook page – the Virtual Living Well Hub – and invited patients and their carers to join. Each week, participants have been interacting with each other on a range of subjects including healthy

eating, favourite movies and showcasing their best photographs.

Gillian Sherwood, Clinical Services Director, explains: "For some of our patients living in the community, their visits to the hospice or from our community team are vital. However, we have had to think differently about how we can support these patients to ensure we are adhering to Government advice and legislation and keeping our patients and staff safe at the same time.

"By bringing our patients and their carers together virtually with our clinical services team, they are able to interact with each other and get advice and support on important wellbeing issues such as exercises and mental health advice."

Project ECHO

A team from the hospice is now able to provide specialist learning virtually. At the end of February, five members of staff were trained on Project ECHO (Extension of Community Healthcare Outcomes).

Gillian Sherwood, Director of Clinical Services, explains: "Project ECHO is a not-for-profit movement to improve care by gathering together a community for learning and support across community and care settings with the goal of improving decision-making by collaborative problem solving.



"Our team were so lucky to have received this training before lockdown in March, as virtual ways of education have become even more relevant."

Project ECHO aims to improve decision-making, leading to better and more timely patient care. Since March, we have organised or been involved with ECHO projects including:

- Medicines Management- multi-professional education for staff working in six hospices in Great Glasgow and Clyde, sharing experience and learning.
- An Introduction to Palliative Care for local nursing home staff.
- A learning and development project funded by Glasgow City Council, helping support workers in Govanhill to better understand loss, grief and bereavement, boundaries, adult and child protection concerns and resilience and self-care.

We see great potential for ECHO, and will be expanding its use to support more of our health and social care colleagues and community groups.

Hospice Adapts for the Future

As the hospice deals with all the current challenges which the pandemic presents, our staff continue to adapt and persevere. The senior management team and the Board recognise and thank staff for their dedication, loyalty and their enduring compassion for patients and their families.

As we plan for the future, we will continue to return as many hospice functions back to normality. Retail shops are reopening on a phased basis and our refurbished beauty salon

opens its doors in October. We are looking at how we will provide our day services and community services over the winter period and investigating innovative ways of providing virtual bereavement counselling and moving our art services online.

No matter what happens the hospice will continue to care for people at their most vulnerable times, and we will continue to do this with your help and support.

Thank you.

Leave a Gift to Glasgow's Hospice

Many people who know about the patient-centred and family-focussed care that we give at The Prince & Princess of Wales Hospice support us by leaving gifts in their wills.

However much you donate, from a few pounds to a few thousand pounds, you can be reassured that your money will go to looking after local people who need our help.

For more information call **Clare Masterton** on 0141 429 5599 or email clare.masterton@ppwh.org.uk



