

Hospice Views



The Prince & Princess
of Wales Hospice

Take a look at the difference
you're making!

Autumn/Winter 2022

ppwh.org.uk

The Prince & Princess of Wales Hospice

Scottish registered charity SC012372

Sunday 27
November



The Prince & Princess
of Wales Hospice

Christmas FAYRE

Join us for a fun-filled, **family friendly** afternoon at the hospice. We'll have some wonderful **shopping stalls** for you to browse for **Christmas gifts** and **stocking fillers**, and refreshments for the grown-ups.

There will be lots for the kids to do including **arts and crafts**, **visiting Santa**, **dining with the elves** and more!

Living Well Hub at The Prince & Princess of Wales
Hospice, Bellahouston Park, 20 Dumbreck Road,
Glasgow, G41 5BW

12noon - 4pm

For more information or to book please contact Ashleigh
Cochrane on 0141 429 9889 or at acochrane@ppwh.org.uk

Tickets
£5

Book online
ppwh.org.uk



Welcome

Welcome to your Autumn/Winter edition of Hospice News. So much has been happening here at the hospice over the past six months. I am delighted to say that the hospice is fully back to pre-pandemic service. All our patients have returned to the building and our new Living Well Hub is busier than ever. We've listened to our patients on what services and support they would like from the hospice and have introduced many more services to suit their individual needs. I am also delighted that our Young Adult patients with life limiting illnesses have been able to experience our new short break stay service. You can read more about the incredible difference this service has been having, further on in this newsletter.

Our public café BARGACREE is proving to be a phenomenal success, even more so than before the pandemic. We've introduced table service and brought in new chefs to join our

catering team. This team is so passionate about providing restaurant standard cuisine and service in our café and word has certainly spread about the quality. If you haven't had the chance, please pop in if you can, the café is open seven-days-a-week 8am until 7pm.

We have also managed to launch our very own hospice charity gin – BARGACREE - as the first in a range of hospice products. We have plans in place to introduce homemade tablet, honey, jams and chutneys in the near future. All profits from our café and BARGACREE range go directly to support patient care at the hospice. So you can 'Eat well and spend Well' knowing you are supporting Glasgow's Hospice and helping us to keep our doors open.

However, we recognise that we are in the midst of a cost-of-living crisis and the very real impact this is having on ourselves as a charity and on individuals, including our patients and their families. We will continue to do all we can to support our patients, their families, our staff and volunteers and our local community. And we thank you for continuing to support us so we can keep on caring for those who need our vital and compassionate care.

Rhona M Baillie, Chief Executive

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Short Break Stay success

This year, The Prince & Princess of Wales Hospice has been conducting a pilot of a new service for young adults by offering them access to short break stays at the hospice.

Lead for the project Fiona Wylie explains: "We have been supporting young adults at the hospice for many years now through our transition clinic as they move from children's hospice care into adult hospice care. These individuals have a variety of life limiting conditions, including neurodisability conditions such as cerebral palsy, profound learning disabilities with complex health needs and neurological conditions such as muscular dystrophy and spinal muscular atrophy.

"We recognised a gap in service provision and have been working hard to implement a pilot of a short break service which offers our young adults the opportunity to stay at the hospice for four days at a time in an age-appropriate environment with access to specialist clinical staff to care for their complex health needs. The service also offers the carers of these young adults a much-needed break from their caring responsibilities.

During the first part of the pilot of this service, nine young adults were able to enjoy 27 nights of respite. Among other activities, they experienced art sessions, movie nights and social outings to the Glasgow Science Centre, The Burrell Collection and a barbeque hosted at the hospice.

"It was so good. I made friends with the other young adults, and we all watched movies together, especially Frozen which we all loved."

Young adult patient on a special trip



Jack Malone is 23-years-old and has muscular dystrophy. Jack started coming to the Young Adults Transition Service in 2019, the year before lockdown. After spending much of the pandemic isolating with his family, Jack has returned to the hospice and was one of the first patients to experience a Short Break Stay as part of the pilot.

Young adult with staff



Computer Sciences student, Jack says: "I really enjoyed the short break stay, I got to mix with people of my own age while I was here. I've stayed away from home before when I was a teenager at Robin House with CHAS, but this has been my first stay as an adult in the hospice."

Short Break Stays

Young adults barbecue



"I got to do loads of activities including art and I played games with the other patients. We started a game of Dungeons and Dragons which is like role playing and the game doesn't really end, it just continues with the story. I am really looking forward to continuing this game and also using the projector on my next stay."

Fellow Young Adult patient, Cole Culverwell is 20-years-old. Cole has learning difficulties and experienced a cerebrovascular haemorrhage at the age of 19.

Speaking about the Short Break Stay, Cole says: "It was so good. I made friends with the other young adults, and we all watched movies together, especially Frozen which we all loved. We also watched lots of episodes of Friends and Brooklyn 99 which are my favourite shows. I got lots of pampering treatments and complementary therapies which was great as I was just about to go on holiday. I also really enjoy the food at the hospice, especially the toasties. I can't wait until my next stay there."

Fiona added: "This is such a vital service for these young adults who are living with a life-limiting illness. It offers them the opportunity to live life the way other young adults do, away from parents and carers and in the company of peers."

Two young adult patients and staff



A year of peer power!

Just over than a year-ago, a group of young people took the decision to do something unique. They became peer mentors with the aim of supporting other young people cope with the bereavement of a loved one. Cameron, 21; Joanne, 20; Olivia, 21 and Sky, 21 all undertook specialist training to become peer mentors and last October, they met their mentees who they would support for the next year as part of a mentoring programme.

Approximately 111 children and young people are bereaved of a parent every day in the UK. They can feel increasingly isolated and rarely share with their peers the impact of their bereavement.

To help combat this, The Prince & Princess of Wales Hospice Family Support Service consulted with bereaved young people on what they thought would help them most during such an emotional time.

Janette McGarvey, Young Persons' Development Worker, said: "We introduced our peer mentoring programme following consultation with young people on the type of support they would have wanted following their own experience. Peer mentoring is where young people offer support to each other with shared life experiences. The purpose of the programme is to build confidence, self-esteem, and resilience."

For the past year the mentors have been meeting with the mentees within the hospice focusing on activities and emotional support. "It's been great, getting to know the mentees and their personalities, says Cameron. The first time we all met we were nervous and shy but seeing them grow and become more confident over the year has been amazing.

"We've been working on putting together an art exhibition, helping each other and everyone has an input. I definitely feel more confident and happier to speak about bereavement. Without being too cheesy – it's good to talk."



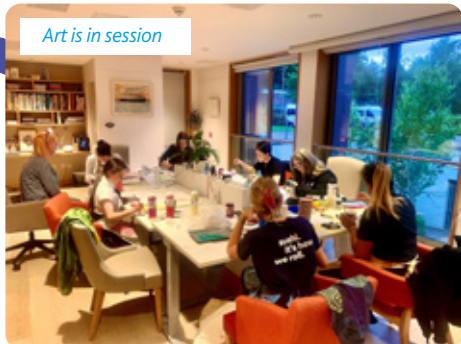
Peer mentor, Joanne said: "I have an interest in the mental health aspect of this as I'm studying psychology at college. I wasn't sure what to expect and it's been great to see them develop and become more confident. Our art workshops have been so rewarding. They have been able to express their grief and emotions through their artwork without having to use words. And I have found I've developed more empathy through my work as a peer mentor."

Olivia is also studying psychology and counselling at university. She says: "This programme has become so much more than I imagined. It's been so interesting getting to know our group and find that we all have shared experiences and see the same patterns we all experienced. At the end of the day, it does get better and as mentors we're proof of that. Our emotion-based sessions have been so rewarding as you actually get to see breakthroughs when our group realise what they're feeling is normal. At the end of the day there is no quick fix for grief but the way our mentees have opened up and talked to us was so challenging for them but amazing."

Construction student Sky is looking forward to seeing the end of the art project they've all been working on. She says: "It's been so good to see how everyone has developed over the past year. We've been working on an art exhibition together and we've all been helping each other through support and encouragement. It's

A year of peer power!

Art is in session



certainly been challenging but so worthwhile.”

Meet our mentees

Three young people took part on the peer mentoring programme after being bereaved of a parent.

Esme is 11-years-old and has been supported both pre and post bereavement: “This programme has really made me more confident, at the start I didn’t say very much but knowing that our mentors had gone through the same thing as us meant I could open up. I started high school this year and was feeling a bit scared. But one of my mentors had gone to the same school and she spoke to me about it and just reassured me. I am so glad I took part in this, it’s just helped me so much, and I’ve really enjoyed the art.”

Peer mentors



Mentee, Jennifer who is 14-years-old explained: “I was isolating myself and to a point I still do that sometimes. But the mentoring programme has helped me recognise this and has been such a good support for me. I get to talk to our mentors and as they’ve had similar experiences, they just understand.”

17-year-old college student Chelsea stated: “I was so quiet and nervous at the start. I really didn’t want to talk to anyone. Our first session was playing games and I didn’t take part but eventually I started to open up a bit and started to get involved. It helped knowing the mentors had been similar ages when they were bereaved and they had gotten through so I was just able to talk more about how I was feeling.”

At the end of the year programme, the group is hosting an art exhibition. Artist Emma McGarvey has been volunteering with the group to help them create their artwork. Emma says: “It’s been great to work with everyone on this programme, they were all so nervous at the beginning. It can be challenging to expose yourself in this way, but they have embraced the concept and have been producing some thought-provoking work.”

Supporting the mentors, along with the Family Support Services staff, is volunteer Claire. She says: “We started off the year with a day out in Edinburgh with the mentors and that really helped us get to know each other and bond as a group. From that point on, we all felt comfortable with each other so we were then able to welcome the mentees. The mentors are just fantastic and so insightful in how they approach this programme. They have blown me away to be honest.” Family Support Service social worker Christina Inglis explained: “As a social worker it has been interesting for me to be involved in something so different from my usual role. I think this highlights the unique nature of the programme for all involved.”

The group will premier their art exhibition titled ‘Art With A Common Bond’ at Argyll Chambers, during Children’s Grief Awareness week 17-23 November.

HOSPICE Lottery



Who will win our Christmas Bumper raffle draw?

With your very own copy of Hospice News, you may have received a book of 12 raffle tickets for our Christmas Bumper draw where you could be in with the chance of winning:

- 1st prize of £1,000 and a luxury hamper,
- 2nd Prize of £100 and
- 3rd prize of winning £20 (for five lucky winners).
- Plus, a chance to win up to £4,500 in our rollover jackpot (minimum £100)

To enter simply please complete the raffle tickets and the tear off slip and return them to us along with your preferred method of payment in the freepost envelope provided.

- Or you can simply scan the QR code which will take you straight to the online raffle page on our website where you will be able to purchase your raffle tickets online.

Your support is vital to Glasgow's Hospice as we continue to provide compassionate care for people with terminal and life-limiting illnesses and their families. Thank you.

giftaid it Please maximise this and any previous donations by simply signing, dating and returning the declaration printed below

The Prince & Princess of Wales Hospice Christmas Bumper Draw 2022 Reply Slip

Please complete and return this form using the Freepost envelope provided.

Or send to: Christmas Bumper Draw, The Hospice Lottery, 20 Dumbreck Road, Glasgow, G41 5BW

1. Personal details

I enclose a cheque / postal order made payable to "The Hospice Lottery"

or please debit my Mastercard / Visa / Maestro (delete as appropriate)

3. My payment details

Debit Card No:

Expiry Date:

Please ensure that you enter your card details in full

Issue Date:

Issue No.:

(Maestro Only)

2. My tickets/donation

Number of Tickets Purchased (£1 per Ticket) £

I'd like to make an additional donation: (Please see Gift Aid adjacent) £

Total amount (Tickets must not be sold to anyone under the age of 16) £

Tick the box if you do not want an acknowledgement of the additional donation

4. *giftaid it*

Please let us know if we can Gift Aid your donation by ticking the box below – it will add 25% to the value of your gift 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 will be my responsibility to pay any difference.

Signature: _____ Date: _____

Please ensure we have your full name to enable us to claim Gift Aid (this can be added overleaf)

5. Declaration; I am 16 years or over

Signature: _____ Date: _____

Give a special gift



Visit our new online gift shop and our hospice shop  BARGACREE

Visit shop.ppwh.org.uk or pop into the hospice at Bellahouston Park to browse our beautiful selection of accessories, beauty products, candles, scarves and gifts. The profits from every purchase you make help us to provide the highest standard of care for our patients and families.

When you buy a gift for a loved one, or for yourself, you are making a real difference to people in Glasgow who really need our support.

Spend more than £50 and receive a free Hospice jute bag.



Scan to shop



Glasgow's Hospice launches first charity gin



For the first time in its history, The Prince & Princess of Wales Hospice has created its own handcrafted gin in the hopes of raising vital funds for Glasgow's Hospice.

A team from the hospice worked with local gin distiller, McLeans Gin in Strathaven to create a bespoke small batch gin as part of this exciting new venture.

Rhona Baillie, Chief Executive of The Prince & Princess of Wales Hospice explains: "We are delighted to be able to offer our supporters this fantastic gin. We know from hosting events, such as our hugely popular Gin and Jammies, that there is a real market out there for classic hand-crafted gin. We have been involved every step of the way, from tasting samples, to choosing the botanicals – some which have been locally foraged, to helping with some bottling of the product.

"It's certainly been a learning curve for us as we continue in our mission of finding new and innovate ways of raising vital funds for the hospice.

Colin McLean of McLeans Gin, said: "It's been such a pleasure working with the hospice team to create something very special. I am a small local gin distiller and was delighted to be asked to work with this amazing charity on this project. I take a real pride in my work creating my own gins, but being asked to produce BARGACREE gin, knowing that its success will go towards helping patients in the hospice was such an honour. I poured my heart and soul into making something truly outstanding."



The gin which carries its own unique and distinctive brand is available to buy online at shop.ppwh.org.uk/

The classic citrus gin has nine botanicals including locally foraged gorse flowers and Floridian grapefruit. Priced at £40 per bottle, all profits from the sale of the gin will directly support patient care at the hospice.

"Each year, we have to fundraise £3 million to keep our doors open and to keep on caring for people with life-limiting and terminal illness and their families throughout Glasgow, says Rhona. It costs approximately £13,000 each day for our team of specialist nurses, doctors, allied health professionals and counsellors to provide the very best palliative care to people at the end of their lives or who are living with a life-limiting illness.

"We hope that our gin is just the first of many more products we hope to bring the market in future under the brand of BARGACREE."



Meet our BARGACREE café team

Did you know that the hospice has a café which is open to the public and offers meals, snacks, coffees, teas and cakes? We're open from 8am until 7pm, seven days a week.



We've recruited new chefs to join our amazing catering team. Head Chef Iain McMaster is 51 and from Bearsden. Iain has been a chef for 35 years and has trained in Paris in Michelin starred restaurants. He has worked in restaurants throughout Glasgow including The Buttery and the Hilton and was head chef at The Corinthian and the Western Club. Iain loves all food but has a particular passion for modern Scottish cuisine.

Iain says: "I love to create eclectic dishes and really tempt the palate. I've found working at the hospice so interesting, it's certainly never dull. We have a great bunch of people who are all lovely and talented. They are all hardworking and I'm finding it such a joy at being able to mould the team. I also greatly appreciate our team of volunteers who give up their time freely to come and do a busy shift in the café alongside us.

"We are all dedicated to providing the best possible food we can and especially for our patients." We've had requests for food such as curries and pizza and we're only too delighted to be able to offer this personalised service for our patients."



Stuart McKeown is 59 and from the Southside. Stuart has worked in the catering industry since he left school. He began as front of house before moving into the kitchen. He had strong foundations as his mum had taught him to cook from a young age. He's worked in Spain and London and has been personal chef to industry leaders and CEOs, working in the Gherkin building and Sodexo.

Assistant Chef Stuart says: "I love to be creative when it comes to food. And the hospice is so diverse, you are encouraged to be innovative. It is such a calm environment and such a happy place. Everyone works as a team with a shared goal of providing first-class food. "But our patients are at the forefront of everything we do. We are in such a privileged position to be able to cook for patients and brighten their day."



Robert Phillips is 27 and originally from the Isle of Skye. He joined us at the end of May and is currently living in the Southside. Robert started his chef career in the hotel industry and has a real passion for creating exceptional food.

Assistant Chef Robert says: "I love all cooking but particularly making breads. I recently spent some time making a special focaccia for the hospice and it seemed to be well received.

"I'm delighted to have joined such a lovely team, everyone has been so welcoming. I've noticed the café getting busier and busier as word is spreading, so we're kept busy. I love the diverse range of cooking in the hospice. We're preparing meals for our patients, for our staff and volunteers and for the public."

"My mum works in palliative care so in a way I feel that I am following in her footsteps by working at the hospice and helping to care for people by preparing nutritious and delicious food."

Volunteers - at the heart of the hospice

Every part of The Prince & Princess of Wales Hospice is supported by an army of volunteers. More than 800 volunteers are currently offering their time for free to support the hospice in a variety of ways.

Facts on our volunteer roles

We have volunteers carrying out a range of roles in the hospice at Bellahouston Park, in all our retail shops and in our warehouse. We also have volunteers who help to spread the word of hospice care in their local communities.



We have plans to re-engage volunteers for roles in 2023. This includes reintroducing our Befriending Service, volunteers in our Family Support Services and Trishaw pilots.

Emily Carr, Volunteer Services Manager, said: "Volunteers are so important to the hospice. We could not provide the gold standard service we do without them. They assist us in every aspect of our care and service and we are so grateful to them."

Here are just a few of the roles -

- Meet and greet at our IPU and Front of House
- Gardeners
- Café
- Retail in our network of 17 shops, and warehouse distribution centre
- Beauty with a Conscience
- Complementary Therapy, wellbeing, mindfulness, and hairdressing
- Fundraising and cans
- Retail and patient drivers
- Therapets
- Trishaw pilots

If you would like to know more about volunteering, please get in touch with Emily on 0141 429 9881 or email Emily.carr@ppwh.org.uk



Light Up A Life

DEDICATE A LIGHT IN MEMORY OF YOUR LOVED ONE

We would like to invite you to take part in our Light up a Life campaign, through which you can celebrate the lives of those no longer with us and donate to help fund vital nursing time and resources.

With your support, we can help patients and families across Glasgow create special memories this Christmas and make the most of the time they have together.

MAKE A DEDICATION

If you would like to pay tribute to a special person, you can do this by:

- ★ Dedicating a light that will shine brightly on our Christmas tree in the grounds of the hospice
- ★ Adding their name to the Glasgow Times Light Up A Life special, published around the 28 November
- ★ Adding their name to the order of service for our carol concert
- ★ Writing a message of remembrance for your loved one on a hospice star decoration. You can hang the star on your own tree at home, or return it to us to be hung on our tree.

HOW TO MAKE YOUR DEDICATION

This year, we have a special hospice Christmas Tree online. If you make your dedication online at www.visufund.com/ppwh-2022, you will see your dedication shine brightly on the virtual tree.

In order to include any dedications in the order of service or the Glasgow Times, please make your dedication by **18 November**.

ATTEND A LIGHT UP A LIFE EVENT

Christmas lights switch on – Sunday 27 November (4:30pm)

Our Christmas Tree lights switch on will be held outside the hospice after the Christmas Fayre, 20 Dumbreck Road, Bellahouston Park, Glasgow. Each light represents a loved one who is no longer with us. This event does not require pre-booking and anyone is welcome to attend.

St Andrew's Cathedral Carol Concert - Sunday 4 December (3:00pm)

Enjoy a service of festive songs and readings. You can attend the event in person at the Cathedral, or watch the live-stream from the comfort of your own home. This is a ticket only event and due to demand, you must book in advance. It can be booked online by going to www.ppwh.org.uk/lual or by contacting Michelle on 0141 429 9835 or michelle.pagett@ppwh.org.uk, tickets are free but there is a suggested donation of £5 on the door or when booking.

We give heartfelt thanks for any kind contribution you feel able to give at this time.



Look after your loved ones by writing a free Will For Good with The Prince & Princess of Wales Hospice



The Prince & Princess
of Wales Hospice

As our supporter, we are offering you the opportunity to write or update your Will, free of charge, in a way that works best for you – over the phone or in person, with a local solicitor.



You can also do something incredible at the same time and leave a gift in your Will to help us keep on caring for local people and their families. Much of the essential care we are able to provide is funded through gifts in Wills and we wouldn't be able to care for as many patients without this support.

"Writing my Will has given me great peace of mind. I've made things easier for my family by letting them know my wishes. I also know I'll be helping local people in the future, by including a gift to The Prince & Princess of Wales Hospice."

To start using our free Will writing service visit www.bequeathed.org.uk/ppwhHN1

For more information about gifts in Wills or our free Will writing service, please contact Michelle at the hospice on 0141 429 9835 or email fundraising@ppwh.org.uk



Let's Keep On Caring



The Prince & Princess
of Wales Hospice

Help us to keep on caring
for patients and families
in Glasgow.

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**

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

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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 16th 24th of choose month
and each month thereafter until further notice



**Instruction to your bank or building
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Signature(s): _____

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

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 and recontact you if we think you would be legitimately interested in hearing about specific parts of our work.

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Instruction to your Bank or Building Society: Please pay (DD999) 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 DDP99 Ltd re PPWH and if so, details will be passed electronically to my Bank/Building Society.

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