

# Hospice Views



Take a look at the difference  
you're making!

Spring/Summer 2022

[ppwh.org.uk](http://ppwh.org.uk)

The Prince & Princess of Wales Hospice

Scottish registered charity SC012372





The Prince & Princess  
of Wales Hospice

# SUMMER FAYRE

Sunday 12 June  
12noon - 4pm

The Prince & Princess of Wales Hospice  
Bellahouston Park  
Glasgow

Admission only £5, kids under 12 free

Join us for a fun-filled, family friendly afternoon at the hospice. We'll have some wonderful shopping stalls for you to browse for special gifts and treats. We'll also have a variety of food and refreshments on offer.

There will be lots for kids to do including a bouncy castle, storytelling at our Imagination Station, face-painting, arts and crafts, and lots more too!

For more information contact  
Heather Lister on 0141 429 9858 or  
[heather.lister@ppwh.org.uk](mailto:heather.lister@ppwh.org.uk)

Crafts

BBQ

Face  
painting

Shopping  
stalls

Bouncy  
castle

Imagination  
station





# Welcome

Welcome to your Spring/Summer edition of Hospice News. I hope you and your families are keeping well.

The hospice continues on its path to return to normality following the COVID-19 pandemic. We were delighted to be able to host in-person events in March with Gin and Jammies and A (Little Less) Strictly Come Dancing. Both of these events were well-attended and warmly welcomed back by our supporters, all of whom reported that it was 'fantastic to be back'.

We've also been able to welcome back our Living Well Hub patients in greater numbers following the relaxation of social distance. These patients were particularly hard hit during the pandemic with many having to isolate completely due to their ongoing medical conditions. While we were able to support these patients virtually and by telephone contact, we know that they missed the

social aspect of meeting other patients and carers at the hospice.

We are now focussing on reintroducing services to benefit our patients. Our complementary therapists are back offering treatments for patients and their carers. We have been able to reintroduce our Art service and expand its role to offer new and exciting aspects such as sensory sessions. We are also looking forward to finally being able to offer our patients trishaw rides around the park this summer. The trishaws are 'piloted' by fully trained volunteers and give our patients who may have low mobility access to the outdoors and the stunning environment which surrounds the hospice.

Our BARGACREE café is open again to the public and we have exciting plans for the BARGACREE brand. In the future we are hoping to be able to host theme nights at the hospice such as steak nights, mini shopping events and afternoon teas. And for all the gin-lovers out there, we have been hard at work producing our very own hospice charity gin. We'll keep you updated on all our progress over the coming months.

We remain committed to providing gold-standard care and compassion to the people of Glasgow who require palliative and end-of-life care and we are only able to do this with your continued support. Thank you for all that you do for the hospice and our patients and their families.

Thank you,

**Rhona M Baillie, Chief Executive**

## Contents

- |   |                                |    |                    |
|---|--------------------------------|----|--------------------|
| 4 | All go for the Living Well Hub | 9  | The Hospice Shops  |
| 6 | Our amazing Art team           | 13 | Will for free      |
| 8 | Have a break with us!          | 11 | Look good, Do good |

# All go for the Living Well Hub

The Living Well Hub at the hospice is now fully operational following the pandemic. Patients have returned to the Hub on a phased basis over the past few months but following changes in social distance guidance, staff have been able to fully implement the full Living Well Services.

Sharon McCafferty, Senior Charge Nurse for the Living Well Service, explains: "During covid restrictions, we had to keep patient numbers in the building quite low. This meant that we couldn't fully realise the full benefits of the newly launched Living Well Hub.

*Living Well Hub*



*Patient's Artwork*

"But we also mix full activities with informative sessions. For example, our rehabilitation and occupational therapist work within the hub too. One day we had a talk on falls awareness and one of our patients experienced a fall at home a few weeks later. She was very proud when she told us that she didn't panic and remembered all the steps to take so she could get back up on her feet in a safe way.

"Since returning as an in-person service at the end of last year, we've been inviting patients in on select days to ensure social distance. However, we are now able to fully open the Hub and welcome patients back in.

"We tend to run six sessions a week and, in the future, we will be able to have up to 30 patients at each sessions."

"We've introduced many more activities and supports for our patients. For our Young Adult patients, our artists have developed sensory sessions with light, movement, touch and sound. These patients may have neurodevelopmental conditions, and some are non-verbal but we have seen them respond massively to these sessions. It is a joy to watch.

"We've reintroduced our complementary therapy sessions for all patients and their carers. This includes massage, reiki and reflexology. And our hairdressers are back too on a Wednesday and Thursday.



*Patients in our art class*



# All go for the Living Well Hub

## What's on at the Living Well Hub?

- Complementary therapy
- Hairdressing
- Art
- Wellbeing and mindfulness
- Photography
- Poetry
- Awareness days
- Storytelling and singing
- Educational sessions on a range of topics including falls awareness, Power of Attorney
- Walking groups
- Soon to be introduced – Trishaws (All ability bikes) – watch this space for more on our plans to use all ability bikes with our patients.



*Time for Bodyclock!*

"These are very exciting and innovative times for the hospice and for our patients. We are determined to offer a varied experience for our patients when they visit the hospice. Each patient has different needs and interests and at the Living Well Hub we are focussed on meeting those needs and offering a fully person-centred service."

## Nurse Clinic

Living Well Service patients also now have access to formal nurse review clinics to monitor their conditions and symptoms every four weeks. Appointments are offered to patients for a one-to-one with a nurse to discuss their current condition and if they require any support such as referral to GPs or district nursing teams, psychological or home-care support. This clinic will help detect any deterioration in patients' general health and potentially address any issues before they become serious. And as a new development for the Living Well Hub, Deputy Charge Nurse Carolyn Barr is now able to offer access to an Interventional Clinic. This clinic offers patients of the hospice who require regular blood transfusions or biphosphate infusions the opportunity to have it performed at the hospice rather than at a hospital setting. Carolyn explains: "Patients who are known to us and who require regular treatments sometimes feel that a hospital is very clinical and off-putting. We've introduced this service here at the hospice so we can provide treatments in a familiar setting and it saves them travelling to a hospital too. As part of this service, we also assess their conditions and can organise diagnostic tests here in the hospice if needed such as an abdominal ultrasound scan. This can help detect any ongoing issues quickly and lead to a better outcome for our patients."

"We also have access to medical input if the patient's condition requires it – this may help stabilise their condition rather than they endure a hospital admission."



*Carolyn Barr, Deputy Charge Nurse*

# Our amazing art team

The Creative Arts Service has been developing a new approach to working with non-verbal young adults who have complex neurological conditions.



*Sensory Art*

The hospice art team have been using sensory creative play to offer gentle auditory and visual stimulation and relaxation as part of the sessions with the young people.



*Light and sound is used*

Jenni Pearson, hospice art team said: "This approach is completely new for the Art Team and we're excited to be exploring this very experimental more performative way of working. The aim is to

build trusting relationships with the young people and their families; to develop person-centred ways of working; and to work in ways that support each individual's autonomy by exploring the creative potential of this sensory play and the relationships we are building.



*Using light, colour and shadow*

"In the workshops sessions we use arts-based methods to create a multi-sensory experience by using light and sound. We are beginning to incorporate smell, touch and movement as Covid restrictions allow. The sessions are fun, immersive and relaxing. "Being able to chart how these relationships are building over a period of time feels very important. To do this we are using reflective practice, journaling and detailed note taking to ensure the sessions are truly person-centred."

## Feedback from one family member:

*"A enjoys the activities - this place is all about A. There haven't been many safe spaces to come to over the last couple of months. And I get to enjoy some juice and cake. It's good to take time for myself."*

*"From the moment we leave the house A is excited to come here. It is a relief that someone is there if I need them."*

# Coming soon...



The hospice is ideally situated in the middle of the beautiful expansive Bellahouston Park and what better way for our patients to explore it but on our new trishaws.

This summer, patients from our Living Well Hub, Inpatient Unit, Family Support Services and Community will be able to book their very own trishaw ride, expertly piloted by our very own, fully trained trishaw volunteers. The hospice has two trishaws available and journeys can be organised to suit the patient's individual needs.

Gillian Sherwood, Director of Clinical Services, commented: "The introduction of the trishaws has been delayed due to COVID. But we are absolutely delighted that our patients will be able to enjoy rides around the park, no matter their mobility. We already offer walking groups for our patients to let them enjoy the fresh air and outdoors. But we're aware that not all patients have the ability to walk any distances.

*"The perfect solution for getting out and about, no matter what."*

That's where these trishaws come in and offer the perfect solution for getting out and about, no matter what."

The trishaws will be available for booking during the better weather months until around September. All patients will be clinically assessed before being taken out to ensure they are fit and able enough for the ride.

We'll catch up with some trishaw participants for their experiences and bring it to you in the next issue of Hospice News.

# Have a break with us

Did you know that the hospice cares for a group of young adults who 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? These young adults are currently supported through our Transition Clinic, and they also have access to our Living Well Service.



*Hight tech is available*



*Young Adult Lounge*

However, we have been aware of a gap in provision for these young adults which the pandemic has only intensified. Many of the young adults have had no access to respite care due to their complex health needs and have been isolated in their own homes with little social interactions with the outside world. Their parents and carers have been providing care for these young adults mostly on a 24-hour, seven day a week basis with little or no external support.

hospice, the opportunity to stay at the hospice as part of a pilot, for four days, not for clinical intervention but more for social and mental health wellbeing. They have their own en-suite rooms and access to the outdoors through their own patio and are able to participate in a range of support and activities - all agreed with the young adult or their family and carers prior to their stay

Fiona Wylie, Lead for the development of our Young Adult Service highlighted:

“The young adult team along with the young adults and their families/carers have worked so hard to get this service right. We wanted to ensure that what we are planning would meet their needs. It’s never been so important to support our young adults to have a break from their routine, and to meet other young adults and just engage in activities that matter to them. At the hospice specialist staff are on hand to ensure their health needs are cared for whilst encouraging social interactions. During their stay the young adults have access to their own lounge where they can enjoy gaming and music activities as well as complementary therapies, hairdressing, our art service and so much more. Each aspect of a young person’s stay is tailored to their individual needs. Equally recognised is the need for the young adult’s family/carer to get a break from the cycle of continuous caring. The short break stay service offers the potential of this. We are absolutely delighted to be in a position to offer this vital ‘home from home’ service to an often, forgotten part of our society”.



*Young Adult bedroom*

Our new Short Break Stay Service launched at the end of May and offers young adults known to the



# Makeover for Hospice Shops

Our network of 17 Hospice Shops are undergoing a makeover and refurbishment. These shops are on local high streets throughout Glasgow from Kirkintilloch to Clarkston.

Angela Renton, Area Retail Manager, explains: "Some shops have already had some work done however many more need improvement to bring them up to The Prince & Princes of Wales Hospice standard. We want every customer to enjoy their experience in our shops with a bright and inviting interior with modern fixtures and fittings.

"Our shop managers and volunteers are integral to our shops, and we are aiming to provide them with the best environment to help us offer a much-needed service in local communities. We're committed to sustainability with people donating good quality clothes, furniture and other items which are then purchased by our customers rather than buying new all the time. Not only does this benefit our environment it helps support care at the hospice through generating income."

Thornliebank, Shettleston and Rutherglen Hospice Shops have all benefitted from a makeover and have reopened to customers old and new over the past six months.

Thornliebank Shop Managers Hind Al Juboori and Cathie Craig were delighted to open the door to their new-look shop earlier in the year. Hind, comments: "It's been wonderful to welcome people into our new-look shop. We were closed for some time due to the pandemic and then some damage to our shop and we know how much people missed popping in. Since we reopened in January, the shop has gone from strength to strength. It's so much brighter in the shop and everything is in the Hospice colours. We all take a pride in making sure the shop is looking its best each day. Pop in and visit us if you can."



*The Thornliebank team*

Shettleston Hospice Shop Manager, Qamar Alwassiti, said: "Our shop looks lovely now. A lot of work has gone into making it look more modern and all of the volunteers and staff are so proud to come to work each day. Our customers have been commenting on how much they enjoy the layout of the shop and how impressed they are with its feel."



*Qamar is delighted*

# Makeover for Hospice Shops

The most recent shop to receive a makeover is Rutherglen which opened its doors in May. David Young and Nicola Cannon are the Shop Managers, Nicola says: "We are so happy with the way the shop looks now. It had been some time since any work had been done to it and it badly needed a facelift. All our customers have been commenting on how lovely it looks."



*Rutherglen re-opens*

You can visit any of our shops in local towns throughout Glasgow

368 Duke Street, G31 1QL open Monday to Saturday, 10am-4pm

10 Drakemire Drive, G45 9RD open Monday to Saturday, 10am-4pm

9 Gallowflat Street, G73 3DX open Monday to Saturday, 9.30am-5pm

1616 Paisley Road West, G52 3GN open Monday to Saturday, 10am-4pm

689 Pollokshaws Road, G41 2QB open Monday to Friday, 10am-5pm, Saturday 11am -5pm

93a Cowgate, Kirkintilloch G66 1JD open Monday to Saturday, 9.30am-4.30pm

3 Kennishead Rd G46 8NY open Monday to Saturday, 10am-4pm

1114 Shettleston Road, G32 7PR open Monday to Saturday, 10am-4pm

349 Dumbarton Road, G11 6AL open Monday to Saturday, 9.30am-4.30pm

Easterhouse Shandwick Shopping Centre, G34 open Monday to Saturday, 9.30am-4.30pm

32 Main St, Cambuslang, G72 7ER open Monday to Saturday, 9am-5pm

40 Kilmarnock Rd, Shawlands G41 open Monday to Saturday, 9am-5pm

51-63 Main St, Baillieston, G69 open Monday to Saturday, 9am-5pm

Unit 11 Govancross Shopping Centre open Monday to Saturday, 9am-5pm

8 The Toll, Unit 7, Clarkston open Monday to Saturday, 10am-5pm

88/90 George Street, Glasgow open Monday to Saturday, 10am-5pm

156 Crown Street, Glasgow, G5 9XD open Monday to Saturday, 10am-5pm



# Look good, Do good

Our beauty salon in Battlefield has had a make-over and is looking gorgeous. We also have some new therapists and we'd love to introduce you to the team.

Interim salon manager is Lisa Kilpatrick. Lisa has been with the salon for more than two years. Lisa joined in December 2020 and recently took on the role of salon manager covering for maternity leave. Lisa says: "I have been in the industry for five years now, having previously worked in two salons and a beauty spa. I am passionate about beauty therapy. I love making clients feel good about themselves and I am interested in all aspects of beauty. My favourite treatments to do are nails and waxing."



Lisa



Shabana

Beauty therapist, Shabana Ahmed has been with the salon since 2018. She has a personal connection with the hospice and knows how important the services are for people. She said: "I love my job and I love being able to give back to the hospice. They have done so much for my family that it means the world that I am able to contribute something back."

Michelle Stewart joined the team in March this year. Michelle is 42, mum to 4 children and lives in the Southside. She is passionate about all beauty treatments but particularly loves doing massage, waxing and nails. Michelle ran her own business for 7 years in Clarkston Road and is a trained hairdresser too. Michelle says: "It's a great team to be part of and it's such a lovely place to work and for such a worthwhile cause."



Michelle



Debbie

We were delighted to welcome Debbie Sloan to the team in February this year. Debbie loves all aspects of beauty therapy but particularly enjoys doing nails, brows and lashes. She also specialises in make-up application. Debbie says: "I am absolutely delighted to be part of the Beauty with a Conscience team, it's the best beauty job you could have." The beauty salon is also supported by a team of amazing and dedicated volunteers who help with all sorts of duties, from answering the phone, booking clients in, cash handling and general tidying up. Lisa says: "We have a

great team, each one of us work for the same goal - of providing a high-quality beauty service to our clients while raising as much money as possible for the hospice. We're also delighted that our students from Clyde College have also been able to return to the salon following the pandemic. They are so enthusiastic and happy to be experiencing a real salon environment." You can book your appointment with any of the team members including our students by visiting [www.beautywithaconscience.co.uk/book](http://www.beautywithaconscience.co.uk/book) Or call us on 0141 632 6128



# Where there's a Will there's a way

Writing a Will. It's one of those things that we always put off. No-one ever wants to think about their death but leaving a Will is one of the most important things you can do for those you leave behind. It expresses your wishes and sets out exactly what you wish to happen to your possessions and assets. It means that you can look after the people and causes you care about when you are no longer here. But with the average will costing £240 it can be difficult to prioritise.



We understand this challenge and have introduced a new service by partnering with Bequeathed, a free and easy Will writing service. Using this service means you can write a fully advised Will from an



accredited legal professional. Detailed guidance will help you to consider everything you need to think about when making a Will, and to identify any issues where expert legal advice could be valuable. The platform is extremely user friendly and offers additional support for the visually impaired, dyslexia and other learning difficulties. Everyone who makes their Will with Bequeathed receives up to 30 minutes of free legal advice from an accredited firm. This can be by phone or video call, at-home or in-office.

hospice, says: "While it's difficult for us all to think about our own death, it is one of the certainties of life. And while we won't be here for ever, our legacy can be. Making a Will can often be time-consuming and sometimes expensive. So, we wanted to make it as easy as possible for people by introducing this new free service for our patients, their families, our volunteers and our staff. Anyone can choose to make their Will at any time, with no obligation to remember the hospice in your Will.

"But leaving a gift in your Will to the hospice can have lasting benefits for our patients into the future. Over the nearly 40 years that we have existed, the legacies that people have generously left to us, have meant that we could expand and adapt our services to evolve with the growing need in our local area, offering more support where it's needed most, and making an incredible difference."

More information on our new service is included on the next page or if you have any questions about our free Will writing service, or gifts in Wills, please contact Michelle in Fundraising 0141 429 9835

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](mailto:fundraising@ppwh.org.uk)



*Michelle Pagett, Head of Fundraising*

Michelle Pagett, Head of Fundraising for the

# Write your Will for FREE



The Prince & Princess  
of Wales Hospice

With Bequeathed, our new will-writing partner, you can make your Will, completely FREE of charge.

Using this service, you can write a fully advised Will from an accredited legal professional.



## How to write your Will

✓ Visit [www.bequeathed.org.uk/ppwhHN1](http://www.bequeathed.org.uk/ppwhHN1)

✓ Use our dedicated Bequeathed online Will interview, to create a draft Will in around 25 minutes. There's online help at hand if you need it. The Bequeathed system creates your Will from the answers you give, and it is transferred to one of our partner legal firms.

✓ Attend an appointment of up to 30 minutes by telephone or video call, from the comfort of your home. The legal firm will review and discuss your situation and your wishes and confirm that the Will meets your needs.

✓ You will then receive your free Will For Good in the post, you sign it in front of witnesses and return it to the legal firm. They will check it has been executed correctly and securely store it for you at no cost.

✓ There is no obligation to leave a gift in your Will to the hospice, but if you are thinking of leaving the hospice a gift in your Will, thank you.

✓ Give yourself peace of mind, and get started on your Will today. It's quick, efficient and free.

Scan the QR code



If you have any questions please contact

Michelle in Fundraising 0141 429 9835 or email [fundraising@ppwh.org.uk](mailto:fundraising@ppwh.org.uk)





The Prince & Princess  
of Wales Hospice

# BUBBLE RUSH



A run full  
of bubbly  
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The event for all ages follows  
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**Sunday 14 August**

**Queen's Park, Glasgow**

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contact Caroline Young on 0141 429 9815 or email  
[caroline.young@ppwh.org.uk](mailto:caroline.young@ppwh.org.uk)



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*We are  
Glasgow's Hospice*



# Let's Keep On Caring



The Prince & Princess  
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Glasgow

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