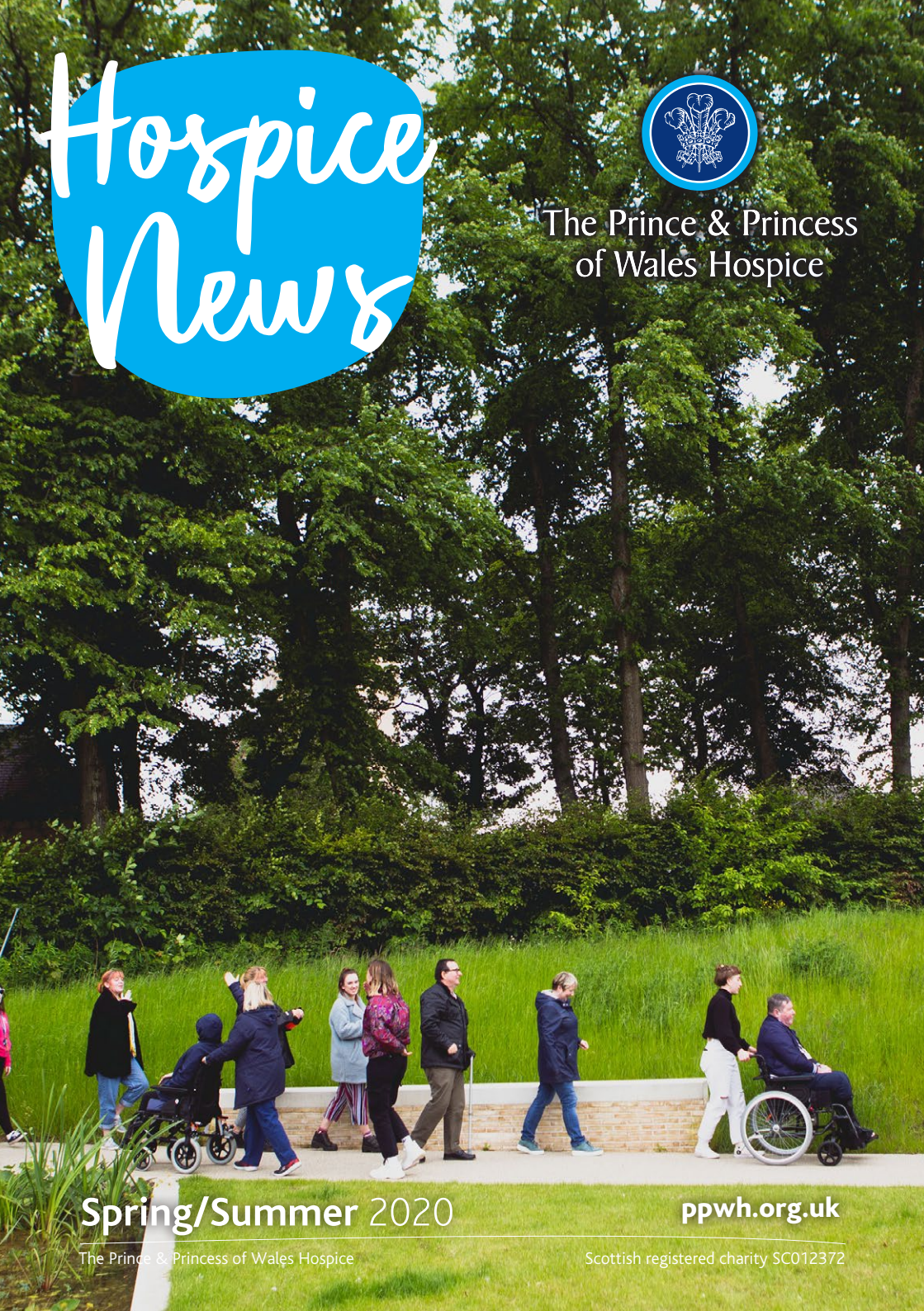


Hospice News



The Prince & Princess
of Wales Hospice



Spring/Summer 2020

ppwh.org.uk

The Prince & Princess of Wales Hospice

Scottish registered charity SC012372

57 Mile Bridge Challenge

On Saturday 28 February, Team Cy-Run took on another extreme challenge for the hospice along with the Cathcart Peddlers.

Frank, Kenny and Neil completed an ultramarathon by running 57 miles across the Erskine, Kinkardine and Forth Road Bridges. Other members of the Cy-Run team including Chris and Andy, ran alongside their team mates for different sections of the route.

The Cathcart Peddlers also joined on their bikes to assist the runners and of course their team mascot Pepper the Dog along joined in.

If you want to help support the hospice to keep on caring for patients with life-limiting illnesses, you can take on a virtual challenge and raise money at the same time. Search for Virtual collection for PPWH on Just Giving.





Welcome

I hope you are all keeping well and safe during these uncertain times. Each day seems to bring different challenges for us all and we are all having to make changes to our daily routines.

Due to the current coronavirus situation, we have introduced some changes here at the hospice to ensure the health and safety of our patients and their relatives, our staff and our volunteers. Many office-based staff are now working from home and we have had to close our 17 retail shops, our hospice café and our Beauty with a Conscience salon. These are all temporary measures and I am looking forward to the time when we are able to re-open and have you all back in to visit us.

However, I want to take this time to absolutely reassure you the one thing which hasn't changed here at the hospice, is the care we are providing day-in and day-out for our patients. They are our priority and are at the heart of why we're here. Our clinical team continue to provide the highest standard of care for our inpatients, and we have set up virtual ways of continuing to provide support and care for our outpatients and day services patients. We are making telephone contact with those unable to come into the hospice at this time and are using social media as much as possible to ensure our patients continue to receive our support and reduce any social isolation they may be experiencing.

There are difficult times ahead for us all, including the hospice. We have postponed many of our fundraising activities for the foreseeable future, but we are not downhearted. We will continue to work as a team and provide the people of Glasgow with the highest standard of clinical care for those with life-limiting illnesses.

I would like to thank you all so much for your continued support of the hospice. It means the world to us when we receive your messages of support and offers of help.

Rhona M Baillie, Chief Executive

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Inside this issue ...

6 Best Foot Forward

4 Our amazing volunteers

8 Could you donate?

Please note that all interviews and photographs were completed before the restrictions for coronavirus were put in place.

Our amazing volunteers



We have more than 700 volunteers regularly giving their time to the hospice. They carry out a range of roles, including volunteering; in our café, reception meet and greeters, walk leaders, in our 17 hospice shops and in our beauty salon, inpatient and community befrienders, and complementary therapists to name just a few.

Rhona Ballie, Chief Executive of the Prince & Princess of Wales Hospice, commented: "We are incredibly grateful to each and every individual who volunteers with us. Their input is invaluable as they not only carry out an important role, they are our ambassadors and our community. Without our volunteers, we couldn't continue to provide our vital care to 1,200 patients and their families every year."

Hospice News caught up with two of our volunteers, Peter and Anne, who work in the hospice café.

Peter Samson is 58 and from the west end of the city. He started volunteering in January 2019 after coming in for a tour of the new building and 'being blown away'.

Peter started volunteering with two shifts a month in the café and one shift at the reception. But he is always happy to fill in for fellow volunteers if they can't make their shift, and regularly does four or five shifts a month.

Peter, who runs his own public relations consultancy, says: "I absolutely love volunteering at the hospice. I can't believe that I am a barista boy at the age of 58 but I have learnt so many new skills since I started. I just wanted to give something back and I had the time, the enthusiasm and the passion to make a difference. I get so excited now at the start of a week when I know I have a shift.

"I'd recommend volunteering for the hospice to everyone, young or old, retired or working. You will feel supported and hugely valued. You'll get to connect with other volunteers and make new friends. In my day job I work alone so being part of a team, and a busy team at that, is exactly what I wanted. The cafe is completely different to what I do professionally and that was what I wanted and the hospice worked with me to find my ideal role.

"I also volunteer at reception, mainly at weekends. And this is different too. You get to meet families as they arrive and you have more time to interact and have conversations with people as they buy things from the shop.

"Being a volunteer is one of the most rewarding and satisfying things I've ever done. We are just a little cog in a big wheel of giving back but it is truly one of the best things I've ever done in my life."

Peter is also a masterful recruiter. He set himself a target of recruiting ten people to become hospice volunteers and so far has recruited six people with four to go. Anne Mulhern MBE, was one of those recruits. She saw Peter's social media post and decided as she was due to retire to accept the challenge.

Anne, 63, also from the west end, is the former owner of the Willow Tea Rooms. She had been worried about retiring as she didn't want too much spare time on her hands. Then she saw Peter's post and decided to talk to him about volunteering.

Anne started as a cafe volunteer at the hospice on 17 December. Her first day also happened to coincide with Christmas lunch day at the hospice. Anne says: "What a day to start, probably one of the busiest you could have in the café. But I loved it. I've obviously been involved in the café trade but I still had to learn the ropes of the new café and kitchen here.

"Everyone was so supportive and welcoming. And I have to say, the kitchen is immaculate and the food is tremendous value for money. Everyone in the catering team is so proud of the food they produce. I often get invited to try out a new recipe, and then I go home and attempt it myself.

"I've made new friends and the role is ideal, you can do as little or as much as you want. I am so proud to be a volunteer."



If you would like to be part of the hospice family and find out more about volunteering with us and the roles we have available, please email [Emily Carr on volunteering@ppwh.org.uk](mailto:Emily.Carr@ppwh.org.uk)

Best Foot Forward



One of the main attractions for building Glasgow's new hospice at Bellahouston Park was the availability of the outdoor space for patients, visitors and staff and volunteers. Since moving to the new building at the end of 2018, we have been involved in setting up health walks. These weekly walks from April until September include patients of all abilities, visitors, staff and volunteers.

Walk leader, Gerry Scanlon, 65, is a retired quantity surveyor who worked at Glasgow Housing Association. Gerry heard Rhona talk with so much passion about the work of the hospice that when he retired he knew he wanted to offer his time as a volunteer. Gerry comments: "I had heard about the hospice from Rhona and had been very impressed. I've also been in the hospice lottery for about 15 years. But it was once I retired that I decided I wanted to give something back.

"I started at Carlton Place in 2012 on the ward reception. I loved it and valued the interaction with the patients and their families. When we moved to the new building I saw the job of 'walk leader' advertised and as I have always been interested in keeping fit I thought I would try it out. We started the pilot in May with day services patients with about 15-20 people.

"As the walks progressed we realised we had to change our strategy as we had people with differing conditions and personalities. And we wanted to make our walks as inclusive as possible.

"We came up with the idea of introducing activities on the walks. We have quizzes, music playlists and a guess what's in the bag. It was just ways of entertaining people on our walks and encouraging them to socialise with each other.

"It went down a storm and we're now planning more activities on this year's walks. Because we're introducing new aspects to the walks, we need more walk leaders. We need someone to look after the health and safety part, one for the activities and one who is engaging with the participants. Full training is provided and I cannot stress enough the benefits you will get from becoming a walk leader.

"We have had feedback from hospice staff that family members have said they can see the difference in their relatives since they started on our walks. We actually make a difference to a person's outlook. And getting fresh air and a bit of exercise is good for everyone. It's so rewarding and worthwhile, I can't recommend it enough."

If you would like to join us on our Hospice Health Walks please email [Fiona Wylie](mailto:fiona.wylie@ppwh.org.uk) on fiona.wylie@ppwh.org.uk or if you're interested in volunteering you can contact [Emily Carr](mailto:emily.carr@ppwh.org.uk) on emily.carr@ppwh.org.uk



Donate
now

Let's Keep On Caring

We need your help now more than ever so we can keep on caring for our patients.

Visit **ppwh.org.uk/donate**
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It's because of every donation, big or small, that we can provide the highest standard of care to the families we support. Thank you.



The Prince & Princess of Wales Hospice

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