

Hospice News



The Prince & Princess
of Wales Hospice



Take a look at the difference
you're making!

Autumn/Winter 2021

ppwh.org.uk

The Prince & Princess of Wales Hospice

Scottish registered charity SC012372

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 29 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-2021, 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 **19 November**.

ATTEND A LIGHT UP A LIFE EVENT

Christmas lights switch on – Sunday 28 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 5 December (2:30pm)

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.



Light up a life is sponsored by





Welcome

WELCOME to your Autumn edition of Hospice News. I hope that you and your families are keeping well and I would like to thank you all for the support you have given to the hospice over the past year.

I am delighted to say that after a very challenging 18 months, the hospice was able to re-open its doors to the public in August. While the hospice has continued to provide clinical care to patients during the pandemic, we had to follow national guidance and close our doors to the general public during the height of the pandemic. However, with cases reducing and vaccination rates increasing, we felt it was the right time to reopen our doors. Barga Cree Café was reopened and head chef Stevie is thrilled to be able to offer his exceptional cuisine options to members of the public again.

We have also been able to host some fundraising events again and it has been so wonderful to meet people and have conversations face-to-face. We are also hoping to host our Christmas Fayre at the hospice this year, with some logistical changes, but it will be fantastic to be able to welcome all our supporters into the hospice once more. Looking to the future, we remain focussed on how we can continue to improve hospice services for our patients and their families. Our day services have been transformed into Living Well Services, offering a modern accessible-for-all service and support. We are also committed to supporting our Young Adults more and have already piloted a short stay break at the hospice.

We are excited by the possibilities which are ahead, and they are only achievable with your help and support. Thank you and I wish you a very happy festive season when it comes.

Rhona M Baillie, Chief Executive



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Glasgow's Hospice doors are open

The Prince & Princess of Wales Hospice in Bellahouston Park opened its doors to the public for the first time in more than 18 months on Monday 16 August.

Since the start of the pandemic in March 2020, Glasgow's Hospice had to close its public café and hospice shop and ask members of the public to stay away. Only visitors to inpatients have been allowed into the hospice over the majority of the pandemic.

Following the relaxation of restrictions at the beginning of August, the hospice was ready and eager to welcome back former and new café customers, along with anyone else wishing to visit the hospice.

Rhona Baillie, Chief Executive of The Prince & Princess of Wales Hospice, said: "We were delighted to finally reopen the hospice to the public. Throughout the pandemic, we were determined to keep our patients as protected as we possibly could. By closing the hospice to the general public, we reduced the risk of the virus being brought into the hospice.

"We also had a duty to protect our volunteers, so we had to ask them to stay at home too. Most of our volunteers have now returned and seem thrilled to be back. We have greatly missed the buzz of people being in the hospice.

"Our café and shop also generate income for the hospice as all profits come directly to help fund care at the hospice."

"Our café and shop also generate income for the hospice as all profits come directly to help fund care at the hospice. So, we are hoping that more and more people will return here to enjoy their morning scone or lunchtime toastie knowing they are helping to support people with life limiting illnesses."

Hospice café and reception volunteer, Peter Samson from the West End of Glasgow has been with the hospice for three years. He said: "It is amazing to be back, I actually felt quite emotional on my first shift and the welcome I got from everyone at the hospice was just so heart-warming.

"During lockdown, I missed my hospice shifts so much, it was part of my routine. I missed the social interaction, but I made a real effort to stay in touch with as many friends as possible. Mostly I have really missed hugs."

Kate Howie, also from the West End has been volunteering with the hospice for six years. Lockdown was especially difficult for Kate with three teenagers to look after and home-schooling requirements. But Kate is delighted to be back for the hospice. She commented: "I didn't realise how much I'd miss the hospice; everyone is just so lovely, and it is such a privilege to be part of it."

Café volunteer Alan McGarvie from the Gorbals area had only just started volunteering with the hospice before lockdown was called last year.



Volunteer - Alan McGarvie

Welcome back!

Volunteers - Kate and Peter

Alan says: "I had maybe done five or six shifts when lockdown happened and the cafe had to close. Like everyone else I was affected by the lockdown but I couldn't wait to come back to the hospice and start volunteering again.

"I'll be working away behind the scenes in the kitchen, and I can't wait to busy again."

Head Chef Stevie Murray, along with his catering team, is now offering his classic culinary creations to café customers. Each day there is homemade soup, a choice of appetisers, and all the daily favourites including toasties, baked potatoes, filled wraps and fish and chips. Two specials will also be on offer each day with choices including – homemade chicken nachos, salt and chilli chicken, seabass with pesto mash, Asian noodles and the old favourites of mac and cheese and peppered beef.

Stevie said: "We missed preparing our dishes for the public. During the pandemic we've been kept busy preparing first-class food choices for our patients and the staff who were working during it. However, we are so happy to be able to offer our menu out to the public once again. We always had regular customers who enjoyed coming to the park for a walk and popping into the hospice for some much-loved dishes and it's been so fantastic to see them all again."

The café is open 8am until 7pm each day and with all profits going to the hospice, purchases will help generate income for the hospice.

We are so grateful to all our volunteers who provide an invaluable contribution to the hospice. We have volunteers in our retail shops, in our café and at our reception, - they take part in fundraising events and work closely with our business teams offering administration support. We couldn't provide our gold standard service without them.

If you are considering volunteering some of your time for Glasgow's Hospice, then we'd love to hear from you. We have roles available now within our retail shops throughout Glasgow.

Please telephone our volunteer services manager Emily Carr on 0141 429 9881 or email Emily.carr@ppwh.org.uk for more information



Head Chef, Stevie, brings fun to Fridays for hardworking staff during the pandemic.

Living Well at the hospice

Former day services patients who were isolating during the pandemic lockdown returned to the hospice in June this year. Our newly launched Living Well Hub replaces our traditional day services and offers patients more choice and flexibility on the services they wish to experience in the hospice.

Living Well Hub patients have been supported virtually and through telephone calls and, if needed, home visits over the pandemic. But they were absolutely delighted to be able to return to the hospice and interact with staff and volunteers who they hadn't seen for more than a year.

Living Well Hub patient, Stephen said: "It's absolutely fantastic to be back, I'm just thoroughly pleased as I've missed my hospice visits so much. I've really enjoyed our health walks in the park and discovered the statues of the elephant and the big foot."

Fellow Living Well Hub patient, Isobel, added: "I look forward so much to coming here. The staff and volunteers make us all so happy, it's like coming home. I definitely feel more refreshed after my visits and look forward to the next one."

Photography buff Tom was also delighted to be back. He says: "Everyone is so friendly, I really enjoy the company. I look forward to the art classes at the hospice, and in particular the photography classes."

Carolyn Barr Living Well Hub Deputy Charge Nurse explained: "It has been so difficult for our patients who have not been able to attend their normal weekly visits to the hospice. We kept in touch with them all and encouraged activities they

"It's absolutely fantastic to be back!"

could do at home such as, gentle exercise, gardening and we also sent out care packages which included a Living Well Hub newsletter, quizzes, crosswords/word search and arts and crafts materials so they were able to make some items at home. We really wanted to make sure no-one felt forgotten or isolated during these awful times.



Living Well Hub patients enjoy a health walk.



Living Well at the hospice

Living Well Hub patients enjoying the hospice gardens.



Stephen receiving complementary therapy.

“We really wanted to make sure no-one felt forgotten or isolated during these awful times.”

“While we know our patients appreciated all the support and contact we had with them during the pandemic, we all looked forward to the day when we could welcome them back in person. Many of our Living Well Hub patients are living with long-term illnesses and come to the hospice for care and support such as, nurse review, occupational therapy, physiotherapy and also peer support through social interactions. So, it was important that as soon as restrictions eased, we were able to offer our patients access to services within the building once more.”

The Living Well Hub will evolve over time. Currently, patients have access to exercise, educational sessions, art classes, gardening and health walks. However, as the COVID pandemic further reduces, the Hub will offer more complementary therapies, hairdressing and barber services, cookery lessons and movie and gaming (possibly for our younger patients) events. It is also hoped that the Hub will be offered as a drop-in service to make it as person-centred as possible.

No mountain too high for the hospice staff



Hospice team

A team from The Prince & Princess of Wales Hospice including CEO Rhona Baillie and the hospice President, the Lord Provost of Glasgow Philip Braat, took to the hills to raise more than £3,000 for Glasgow's Hospice.

The intrepid team work in a variety of roles in the hospice including finance, communications, business development, fundraising and reception. The team of eight set out on Tuesday 28 September to begin their arduous climb of Ben Lomond in the Trossachs as part of the Great Munro challenge.



Meeting at 9.30am, the hardy team needed their most comfortable walking boots to climb the almost 1,000 meters of the Munro mountain. Rhona Baillie, Chief Executive of The Prince & Princess of Wales Hospice, said: "It was a tough climb and the weather was difficult at times but I am so proud of what we, as a hospice team achieved. We pulled together and encouraged each other the whole way up the mountain, and it was absolutely worth it, the views are just spectacular and we made sure we got plenty of photos.

"But, the most important thing about completing our challenge, was the money we have managed to raise for the hospice. As a charity, we need to raise approximately £3million each year so we can continue to provide compassionate care to patients at the end of their lives and their families. During 2020 the hospice was greatly affected by the pandemic - we had to cancel all our fundraising events and our shops were closed for most of the year. People have been generously fundraising in their own ways over this time and we were determined to do our bit to raise vital funds so the hospice can keep on caring."

Go gold!

The climb took the team about five hours to complete. Thankfully no injuries were sustained and everyone was pleased to head back down and enjoy some well-earned cakes and hot drinks at the bottom.



It doesn't end there...

Not content with conquering one Munro, CEO Rhona also took on the additional feat of climbing Ben Chonzie with her rescue dog, Harriet on 10 October. Rhona was determined to go the extra mile (albeit up a mountain) to raise as much money for the hospice as possible.

The hospice Munro baggers are: Rhona Baillie, Fraser Baillie, Clare Masterton, Andrew Douglas, Chris Harwood, Charlene Craig and Lord Provost Philip Braat.

Rhona, added: "I would just like to say a heartfelt thank you to everyone who has supported the hospice in the past and particularly over these difficult times. We have really needed our local community's support. And they have shown it in so many ways. From donations to fundraising, to kind letters and comments, we have been overwhelmed by our supporters' loyalty and dedication to the hospice. From every member of our staff, we thank you."



Rhona and Harriet

The Lord Provost of Glasgow and Hospice President, Councillor Philip Braat, commented: "I was happy to do what I could to help raise money for the hospice. The care provided by the hospice is so inspiring and important to families in and around Glasgow that it was a real privilege to take part. I enjoy hillwalking and was delighted to become part of the hospice team for the day and do whatever I could to help."



Peer Power!

Experiencing a bereavement is one of the most difficult things any of us will ever do. But experiencing it as a young person can be especially hard. 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 recognised that young people need different support than adults following a bereavement. We spoke with young people to ask them about their experience and what they thought would have helped them.

"Overwhelmingly, they told us that they would have wanted support from people their own age who had similar experiences. We worked with these young people to develop our Peer Mentoring Service. These young people underwent mentoring training with the FSS as group and one-to-one sessions virtually and in person.

"Our goal was to build confidence, self-esteem, and resilience in these young people before they are introduced to their mentees. We're delighted that all our participants graduated from the peer mentoring programme and are eager to start their work with other young people."

Cameron Blythe aged 20 from the Southside took part in the peer mentoring training. He said: "I've been getting support from the hospice for about four years after my gran died, I found the group art sessions really helped me and I wanted to be able to give something back. So, I decided to train as a peer mentor so I can help support other young people who are going through the same type of thing I did."

Joanne Marshall aged 19, also from the Southside first came to the hospice in January 2018 when we cared for her dad. Joanne said: "I got support from Family Support Services through one-to-one sessions on and off since 2018. I was also involved with an art group. About a year-ago I took part in a pilot of a mentor service. I gave some feedback on how it could be improved, and I was glad when it was changed to a peer mentor service. I am now using all my experiences to help other young people in similar circumstances."

20-year-old Sky from the Southside has been connected to the hospice for two years. She wanted to become a peer mentor and commented: "It's a real privilege to be a peer mentor. I really wanted to take part and do something to help other young people. Using my own experiences and helping to support young people going through bereavement is something I'm passionate about".

Olivia Finlay is 20 and from the Southside. She is looking forward to being able to help young people who need support. She said: "I wanted to be able to give something back as the hospice helped me so much when I was bereaved. I'm looking forward to working with other peer mentors to help young people who will be in the same situations as we all were."

Four peer mentors have now completed their training and will begin supporting recently bereaved young people as part of group sessions at the hospice. The peer mentors will be fully supported by a volunteer mentor, Claire and FSS staff to ensure their emotional wellbeing continues to be preserved.

Beautiful inside and out

Beauty with a Conscience, the ethical beauty salon in Battlefield is more than just a place to go to have your nails done or experience an indulgent facial. As a registered charity set up by The Prince & Princess of Wales Hospice, the salon offers clients the opportunity to experience exceptional services knowing that all proceeds from the salon are going to fund patient care at the hospice.

The salon first opened its doors at the end of 2018. Since then, it has accumulated a loyal base of clients who enjoy the bright and welcoming environment of the salon and the friendly attention of staff and volunteers. The salon benefited from a re-fit in 2019 pre-pandemic with the addition of two private treatment rooms and extra nail bars.

The salon has three members of staff who are supported by a team of volunteers who help to answer phones, greet clients when they first arrive, take bookings, and generally assist in the salon.

Salon manager, Monika Dul, said: "We are so lucky at Beauty with a Conscience. Not only do we get to do a job we love as professional beauty therapists, but we get to do it for a much-loved charity. The hospice is very dear to people's hearts. Many of our clients have some connection with the hospice and they appreciate being able to have a treatment done knowing that they are helping to support the hospice."

Lisa Kirkpatrick joined the BWAC team at the end of 2019 as a full-time beauty therapist. She commented: "I've loved being here. Everyone is just so delighted to visit the salon and support the hospice at the same time. I also really enjoy working alongside our volunteers. They help us when we are with clients, they take on any



task and are always happy to be here." Beauty therapist, Shabana Ahmed has been with BWAC 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."

You can call to make an appointment on 0141 632 6128 or visit beautywithaconscience.co.uk for available treatments and to book online.



One in a million

John and Isabel



They liaised with Marie Curie and district nurses to come in and see to my dad and his medications. It was just incredible. Suddenly all the distress and mayhem was replaced by calm and peacefulness. "We used to hear so much laughing coming from my dad's bedroom when the nurses



John Meechan was one in a million and he was absolutely treasured by his children. Daughter Gail Meechan (48) from the Southside describes her dad as a one-off. She was determined to do all she could for her dad when he was diagnosed with cancer in 2017.

Gail says: "My dad was diagnosed with bowel cancer at the beginning of 2017. We were told that we wouldn't know how extensive it was until his operation. He ended up in surgery for more than 10 hours and then spent the next 12 weeks in hospital. But he was so determined to get better, he was always a fighter. Unfortunately, his weight plummeted in hospital, so he was too weak to go through chemotherapy when he was discharged.

"Once he was back home, he started to get better and even started golfing again during 2018. Then we discovered the cancer had returned in his liver and the bottom of his spine. So, at the age of 84, my dad decided he wanted to have chemotherapy and had to persuade the doctors that he would be able to take it. Radiotherapy really did help him and actually reduced the pain, so he was able to walk again. However, by the end of 2019 we found out the cancer in his spine had spread further and dad decided – no more chemo.

"Dad started to decline by the end of 2020 and was spending more time in bed than out. Everything was also made so much worse by the pandemic. We couldn't visit dad as much as we wanted in case because of covid. To make matters worse, we were really struggling with organising healthcare to get dad support to be cared for at home.

"Then on 15 January, I contacted The Prince & Princess of Wales Hospice, and everything just changed. Dad had an initial assessment phone call with Claire from the community team and within two hours, we started to get much needed help. They organised a hospital bed for my dad in his own home.

"My dad just seemed to take to them all and they all just loved him. He was always making jokes with them, which was so lovely for us to hear.

"Dad passed away on 31 January in his own home, as he wanted, and we are just so grateful to the hospice and the other staff for supporting us and caring for him so brilliantly."

Gail set up a Prince & Princess of Wales Hospice Tribute fund to raise money in both her parents' names – Isabel and John Meechan. Gail's mum passed away in 2013 but had spent her life supporting the hospice, among other charities. She regularly saved up money to donate to the hospice several times a year. And she also donated Christmas gifts to the hospice in place of giving gifts to her adult children. Such was her kindness, that husband, John carried on his wife's wishes following her death, regularly making donations to the hospice.

Gail continued: "We want to do all we can to help the hospice be able to offer the same kind of care and support to other families in the future. They were invaluable to us when we needed it, so I'm determined to continue donating to my mum and dad's tribute fund to help others."

Gail and her brother Scott together with Gail's daughter, Niamh, and her stepson Jie have already held a garden party raising funds for three charities including the hospice, and plan to do more in the future.

If you would like more information on setting up a tribute fund please contact Michelle Pagett on 0141 429 9835 or email michelle.pagett@ppwh.org.uk

Gail and Naimh



28th
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 mince pies 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, 20 Dumbreck Road,
Bellahouston Park, Glasgow, G41 5BW

For more information, contact Heather Lister on
0141 429 9858 or heather.lister@ppwh.org.uk

Tickets
£5

Book online
ppwh.org.uk

Shop to support

Did you know that you can shop online and support the hospice at the same time?

Now, from the comfort of your own home you can support the hospice!

We have items for sale on our very own online shop – shop.ppwh.org.uk or **scan the QR code below** to visit.

We sell a beautiful selection of accessories, beauty products, candles, scarves and gifts.

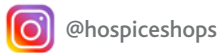
We are also on Gumtree where we sell a range of quality furniture and larger goods. www.gumtree.com

Items which are a bit special or unusual are available from our Ebay charity page at www.ebay.com

The profits from every purchase come straight to the hospice. They 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.

Visit shop.ppwh.org.uk to browse!

Remember you can also keep up with all the hospice news online too. Follow us on -



The Hospice Shops



Let's Keep On Caring



The Prince & Princess
of Wales Hospice

Help us 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 CAPTALS, 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: _____

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Telephone: _____

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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



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

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 To: The Manager, Bank/Building Society

Service User Number:

6 8 8 1 1 0

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Reference: _____

Signature(s): _____

Date: _____

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Instruction to your Bank or Building Society: Please pay DDPay Ltd re PWWH Direct Debit for the amount detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. Understand that this instruction may remain with DDpay Ltd re PWWH and if so details will be passed electronically to my Bank/Building Society.

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By post By phone By email By text

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