

Pilgrims matters

News for Pilgrims Hospices supporters

AUTUMN 2020



INSIDE

A ZOOM-IN ON
LIFE AT PILGRIMS
HOSPICES IN 2020

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Acting Chair's Comment

Acting Chair of the Board of Trustees, Karen Warden

Welcome to the Autumn 2020 edition of Pilgrims Matters! It is a privilege to be writing this column as Pilgrims' Acting Chair, following Richard Davis' retirement. I should like to thank Richard for his tireless support and wise leadership. Not only has he been a valued Trustee for 28 years and raised huge sums for Pilgrims through various personal challenges, he also supports others to do the same (turn to page 6), proving that our Trustees remain part of the Pilgrims' family. We wish him and his wife Pauline the very best for the future.

This edition follows hot on the heels of the spring issue which was delayed due to the COVID-19 pandemic and lockdown. Although it seems like no time at all has passed since I last opened a copy of the magazine, a lot has happened.

In July, the Board appointed Helen Bennett as Pilgrims' permanent Chief Executive Officer. During the past six months, she has worked tirelessly with all teams across our three hospice sites and in the community, supporting our mission to provide high-quality, end-of-life care. Please join me in wishing Helen every success in her new role.

It goes without saying that the unprecedented COVID-19 pandemic has been an enormous challenge for us all and will continue to be for some time. As we adjust to whatever the 'new norm' is, we can be assured that Pilgrims will Restore, Recover and Rebuild.

This edition is another great team effort, written by – and dedicated to – our amazing staff, volunteers and supporters. Together, we have pulled out all the stops in 2020 to deliver excellent and safe end-of-life care, as you will see for yourself over the following pages.

I should like to say a heartfelt 'thank you' for your incredible and unstinting support. You have helped to ensure we can be there for the next family who needs us.

I hope you enjoy this edition of Pilgrims Matters.

Stay safe!

Are you coping with an incurable illness? Find out more about Pilgrims support by calling our Advice Line on 01233 504133.

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Talk to our team

To contact our Chief Executive or one of our trustees please email eastkent@pilgrimshospices.org or write to our Canterbury address below.



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Kent CT2 8JA
t 01227 459700/
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Hythe Road,
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Practising the three 'Rs'

A warm welcome to this Autumn edition of Pilgrims Matters. We hope it provides a flavour of the many wonderful activities that have been happening across our three sites and in our east Kent community.

These past few months, we've been focused on the three 'R's – **Restore**; **Recover**; **Rebuild**. These are the three words that have guided us in all that we've been doing to rise to the challenge of COVID-19.

In this issue of the magazine, we take a look at what our charity has been doing to **Restore** normal services and confidence as far as possible; how we have set out to **Recover** from the demands of the pandemic and lockdown; and what we're doing to look ahead and **Rebuild** for the future and where we can transform our services, taking into account what we have learned about delivering our services at this time.

I know that this has been a difficult time for everyone, but some real positives have come out of these past six months. It's only right that we recognise the positives and build upon them where we can.

Looking back, I realise that we experienced the strength and passion of our community every day. Pilgrims' amazing volunteers found new ways to serve others. Many helped their family, friends and neighbours during lockdown, and others have done all they can to help from home. On page 8 there's a flavour of how our dedicated volunteers turned their hands to something new.

Local businesses, large and small, came to our aid with generous donations. Thanks to that vital support our catering department has been able to ensure that our patient-facing staff were well-

fuelled as they continued to care for others. There's more on this on page 15.

We've seen how quickly our staff can adapt to changing and uncertain circumstances. Our teams harnessed technology quickly so that we could continue to communicate seamlessly with patients, carers and one another. Where would we be without Zoom and smart phones?!

In spring we launched our 'Still Here, Still Caring' appeal and we've had an incredible response. We already know how significantly we have been affected financially as a result of COVID. We had to close all of our shops, and all of our events were either cancelled or have been postponed. We do need your support more than ever at this time. We hugely appreciate those who have supported us through the appeal and with other cash donations. Thanks to your generosity, we are able to **Restore** and **Rebuild** more rapidly.

Our lottery has kept the ball (and fun) rolling, putting smiles on faces (page 13), and our fundraising team went above and beyond to re-purpose and safely deliver some of our favourite events. You can read about how our much-loved Sunflower Memories event took on a new twist this summer on page 4.

You can also read about the incredible journey of a former Pilgrims' Trustee who took part in our Hadrian's Wall Walk Challenge in and around Sandwich (page 6). This particular 'pilgrimage' showed that our former Trustees never truly leave us and that a little bit of the heart remains connected.



As we get to grips with the 'new normal', we will continue to innovate and look for new ways to **Rebuild**. As I mentioned in the Spring edition of Pilgrims Matters, it is a real privilege to work alongside so many talented and dedicated people.

The strength of our charity comes from the whole community. I suspect that at no point in our history has this been more clearly demonstrated than it has been now, during this pandemic.

If you would like to find out more about our activities and services, please don't hesitate to get in touch. There's a wealth of information on our website (www.pilgrimshospices.org) and you can find our contact details opposite. You can also support us through our *Still Here, Still Caring* appeal, if you haven't already.

There are two little words we say a lot but can never say enough:

Thank you!

I wish you all the best for the weeks ahead and look forward to updating you again soon.

Helen Bennett, FCIPD

Chief Executive

Still Here, Still Caring.

Please donate to our appeal today, so we can continue to care and be here for the next family who needs us:

www.pilgrimshospices.org/still-caring



Pilgrims' remembrance film is a first

Sunflower Memories is our special summer remembrance event but this year, due to COVID-19, it was a little bit different – and groundbreaking!

For the first time in UK hospice history, the event was transformed from a garden celebration into a remembrance film that was enjoyed by many at home.

Sara Scriven, Individual Giving Manager, explains: "We were incredibly lucky to get the chance to work with Kerry King, a freelance

BBC filmmaker, to create a wonderful remembrance film.

"The film not only gave supporters the chance to share their stories, it provided an insight into the extraordinary collaborative effort that brings Sunflower Memories together, and explores what life has been like at the hospice during the pandemic."

The film was launched on 25 July, and, within a week had been watched by over **1,000** people on Pilgrims Hospices' YouTube channel.

Despite the challenges faced this year, Sunflower Memories has been our most successful yet!

More people have dedicated sunflowers to their loved ones than ever before, and we're anticipating a record-breaking income. Thank you to our amazing community for their continued support.

Watch the film by visiting: [www.youtube.com PilgrimsHospices](https://www.youtube.com/PilgrimsHospices). Don't forget to subscribe!



Charlotte Brigden, Pilgrims' Research Facilitator, comments: "It was of real benefit that Sarah was able to support this research. As a research-active hospice we continue to learn how to respond to COVID-19 and its impact. We are also learning how we can restore and rebuild."

Pilgrims' non-COVID-19 related research will continue at the hospice in the future.

Pilgrims' research nurse helps lead fight against COVID-19

Pilgrims' Research Nurse has joined the international fight against COVID-19.

Sarah Stirrup has delivered a research study at the William Harvey Hospital in Ashford which led to the discovery of the world's first life-saving recovery treatment for COVID-19 patients.

With Pilgrims Hospices' own research on hold, Sarah joined the 'Randomised Evaluation of COVID-19 Therapy' project or 'RECOVERY' for short. It has been the fastest-growing clinical trial in medical history and enrolled thousands of COVID-19 patients in UK hospitals.

In June, the project proved that the drug Dexamethasone can be used safely and effectively on critically ill patients. Talking about her work, Sarah says: "Patients and their families really wanted to help. Even though they knew that it might not help them directly, they knew it could help others."

"When faced with a new disease, research is literally the only way forward, and despite the stressful and often sad circumstances with very poorly patients, we all worked hard with the clinical teams to try to find a treatment. There were really positive times, however, when patients recovered and were able to go home."

Therapies for carers and patients go virtual

Pilgrims' therapists are going the extra mile to make sure patients and carers don't miss out on vital wellbeing services.

Pilgrims' team of Occupational Therapists, Physiotherapists and Wellbeing Practitioners have worked throughout the pandemic by adapting their services to deliver them online and over the telephone.

For those who miss visiting Pilgrims' Therapy Centres, the team has developed a 'virtual timetable' of live sessions which include physiotherapy groups, writing for wellbeing sessions and 'virtual cafés'.

The team is also regularly uploading pre-recorded sessions to YouTube for patients and carers to access any time.

"We've been supporting people on the phone and online to help them with their fatigue, anxiety, pain, breathlessness and sleep problems,"

explains Justine Robinson, Lead Palliative Specialist Occupational Therapist.

The team has continued to visit patients in their homes where it has been necessary, but have also assessed other patients' needs with the help of family members. "Families have sent us photos and also filmed their homes so we can continue to assess for equipment," adds Justine.

"We are making sure carers also have time to connect with us and others, as we know that particularly through the pandemic they have been working hard to support their loved ones with little chance for a break and time or themselves."

The Blackbird Project which gives patients the chance to make voice recordings to leave behind for their loved ones has also continued, thanks to a new recording app.

"A patient recently told us that it helped her feel 'at peace' as she was able to leave a message for her young son," continues Justine. "It really helps families with their grief too."

The team have more plans in the pipeline and will be adding new groups to the virtual timetable.

For more information, email wellbeing@pilgrimshospices.org, visit www.pilgrimshospices.org or phone Pilgrims: 01233 504 127.



Pilgrims' physiotherapy team helps patients to stay home and keep fit during the pandemic.

Former trustee conquers Hadrian's Wall and raises a hefty £4,000

Michael Turnbull explains how stepping up for a new challenge not only raised money for a cause close to his heart, but also gave him a new, inspiring focus during lockdown.

When 84-year-old Michael Turnbull was challenged to virtually walk Hadrian's Wall, he was hesitant. Even though he was a former Pilgrims' trustee – and Pilgrims is a charity still very close to his heart – he didn't know what to expect.

"I had no idea when I started out about setting fundraising targets and how to ask for sponsorship," admits Michael. "I didn't know if I'd feel comfortable asking people to support me, so I set my target at £100."

A challenge like no other

Starting on 1 June and lasting one month, the Hadrian's Wall Hike challenge saw 142 determined walkers hike 88-miles – the length of Hadrian's Wall – in different locations across Kent. Together, they racked up 6,732 miles and raised more than £12,000 for hospice care.

For Michael, it was not only a chance to raise vital funds for Pilgrims, it was a meaningful experience that connected him to others.

"I had friends who had been patients at Pilgrims which is how I got to know the charity. I later became a member of the Board of Trustees," Michael explains. "When I retired, I missed the regular trips and friendship, but I kept in touch with some people, including

Richard Davis [former Chair of the Board of Trustees]. It was Richard who challenged me to do the walk."

Unable to visit the real Hadrian's Wall, and wanting to make the experience more realistic, Michael checked the wall's daily weather forecast and mapped his position on the virtual route. Having lived in County Durham for many years, Michael remembered the terrain. "I know bits of the wall; it's not an easy walk – very up and down. I was able to picture it as I went and that was very rewarding."

Soldiering on

Michael walked an average of four miles every day and one of his routes was down to Pegwell Bay. "One day, it was glorious with the tide out and the sun shining," recalls Michael. "I met someone there who perfectly described it as 'heaven with the gates shut'."

"I met a lot of new friends along the way and when I mentioned what I was doing they instantly understood. Many of them had some sort of personal connection with Pilgrims."

In moments of solitude, and when the going got tough, Michael continued to be inspired by both friends and strangers. "As I walked, I thought about Pilgrims' staff and how they were all carrying on at such a difficult time. I

thought, 'Here I am, having a nice stroll, and there they are with patients, in such a difficult situation.' These thoughts kept me going, along with those who so generously donated. They were all with me when I walked."

When Michael completed the final stretch with a group of friends on 30 June, he decided to go further still.

"I got to Wallsend and it was mission complete, but I walked the extra 18 miles to Durham Cathedral. I wanted to take my supporters and others there with me – virtually, of course!"

When Michael first set out, little did he know that he would raise an incredible total of £4,000. Reflecting on his achievements, Michael says: "I'm glad Richard challenged me to do the walk. He'll probably say that now I've done it once, I can do it again! I don't know if I will, but it was a real privilege."

Well done and a big 'thank you' to Michael and all the other wonderful walkers!

To find out more, visit: www.pilgrimshospices.org/event/virtual-hike-hadrians-wall-path



Fundraisers boldly go to new places

Stay-at-home heroes, hikers and bikers are among those who've safely raised an incredible amount of money for Pilgrims through the new 'virtual' events programme.

During the past six months, Pilgrims' Fundraising Team has met the challenges of lockdown and social distancing head-on. By developing and enhancing Pilgrims' digital offerings, the team enabled people to support the hospice from the safety of their own homes, anywhere in the world.

Thanks to Zoom, Whatsapp, Houseparty, Facebook and twitter, our community has been connected more than ever. Supporters hosted virtual quiz nights, ran or walked marathons in their gardens, donated their commutes, hosted race nights and asked people to guess the weight of their home-made cakes. We launched our first ever Facebook profile frame which said 'I'm a #StayHomeHospiceHero' and that is exactly what our supporters became.

Two of the most popular campaigns were 'Be Brave, Head Shave!' and East Kent's Great Garden Sleep Out. Over two weekends in May, supporters spent a night under the stars by turning their gardens into a camper's paradise. Funds were raised through sponsorship and donations of 'pitch fees'.



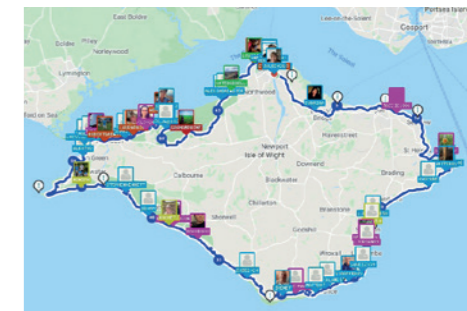
Four-year old Jake spent a night under the stars with his dad and raised a fantastic £240, smashing his original £150 target. Well done!

On Sunday 26 April – what would have been the day of the London Marathon – people of all ages and abilities chose to run or walk 2.6 miles, 2.6km or for 26 minutes. A whole host of supporters got involved, including Alan Dudney, 86, who was originally set to take on the London Marathon in memory of his wife, Daphne, who was cared for by Pilgrims Canterbury in 2018. Instead, Alan walked and jogged around his garden in Herne for 2.6 hours for 10 days, totalling 26 hours of running! Through the 2.6 Challenge, supporters, staff and trustees raised over £10,000!

Wellbeing & walking

Spending time in the great outdoors, walking and being active, does wonders for our physical health, and research shows that a hike or a simple stroll in nature is also effective in reducing anxiety, stress and fatigue. It also leads to physiological changes, including reductions in heart rate and blood pressure. So it was little wonder that Pilgrims' Virtual Hikes Summer Series has been so popular.

The Hadrian's Wall Walk challenge in June saw walkers trek 88 miles, the equivalent distance of the length of the ancient Roman fortification. In July, hikers circumnavigated 'around the clock' the 70 miles of the Isle of Wight's stunning coastline and in August the toughest challenge began – conquering Scotland's oldest and most popular walking trail, the 96-mile long West Highland Way.



Walkers tracked their progress with the double award-winning and free Pilgrims Event App. Fundraisers can track their positions and that of others along the routes; achieve badges for reaching milestones; like and comment on team mates' activities and link to JustGiving pages. All finishers are added to the Virtual Hike Hall of Fame.

Over 300 supporters have joined the Virtual Hike series, with some joining in from as far as Somerset, Northumberland and Scotland supporting hospice care in east Kent. In total, Pilgrims' virtual hikes have raised more than £19,000!

Together, the Be a #StayHomeHospiceHero campaign, 2.6 challenge and the summer hike series, has raised more than a whopping £53,000!

It's been amazing to see what can be achieved by joining together, virtually and safely. We thank all those who have taken part, donated or sponsored others during this difficult time.

Together, the funds raised are enough to pay for all the medicine used in all three of Pilgrims' inpatient units for 196 days!

There were so many #StayHome HospiceHero highlights, from Virtual Open Gardens events and pet shows to cycling and sporting challenges.



The backbone of our communities

Volunteers continue to go above and beyond for Pilgrims and our local communities. Pilgrims Matters speaks to one volunteer who found a new way to get involved and carry on giving back kindness.

The COVID-19 pandemic put on hold a lot of voluntary activities, but many Pilgrims' volunteers found new ways to offer their time, skills and enthusiasm to their communities.

Jeff Southon, Pilgrims' Volunteer Services & HR Manager, says:

"Since late March this year, most of our volunteers have only been able to support us from home, but they have been doing it in a variety of new ways."

"During lockdown, volunteers have donated to the Still here, Still caring fundraising appeal, and supported the Pilgrims' new care initiatives Matching Hearts and #StayHomeHospiceHero."

From cycling to catering

Sue Barrett-Austen from Ashford has supported Pilgrims for more than a decade. She takes part in as many events as she can, including Pilgrims' Cycle Challenge, Christmas Tree Recycling and the summer and Christmas fairs. Sue has also skydived to raise funds and, until recently, she was a volunteer driver.



Sue Barrett-Austen skydiving for Pilgrims

Sue's incredible motivation to support Pilgrims stems from the care given to her best friend a decade ago, and then, five years later, her late husband Richard who spent his last days at Pilgrims Ashford.

"I was overwhelmed by the care and compassion my friend received and it wasn't just the care that was shown to her, but also her family and friends too. It was the same for my husband, so volunteering and raising funds for Pilgrims was a way to give some of that back."

Sue says that her late husband had thoroughly enjoyed his hospice meals, so when Pilgrims' Catering Department started to recruit for volunteers, she jumped at the chance.

"I found the catering team very friendly, warm and welcoming. They were also really efficient and always put the patients first," says Sue.

"They cared deeply for other staff members too and always prepared and presented the food with such care. It was beautiful to watch and very heart-warming. I loved being with everyone in the catering department during this time – they are a great team!"

Community strength

During Volunteers Week in June, Pilgrims' CEO Helen Bennett praised all volunteers and thanked them for their incredible efforts.



"It has been said many times, but it remains the case, that volunteers are the backbone of our organisation, and now more than ever they are the backbone of our communities," said Helen.

Pilgrims' main message to volunteers these past six months has been: 'We miss you!' Staff are now working on how voluntary activities can be safely restored and volunteers will be kept up-to-date with any new developments. Until normal services resume, another simple message remains:

Thank you for all you do and all you have done.

For all the latest information on volunteering, including new opportunities, visit: <https://www.pilgrimshospices.org/get-involved/volunteer/>



Transformed Trees of Love remembrance will light up homes

Trees of Love, Pilgrims Hospices' largest remembrance event, is usually hosted in December at our three hospice sites, and at other venues across east Kent.

Every year more than 1,500 of you dedicate beautiful doves and come together to remember your loved ones in front of our Trees of Love during the festive season.

This year, due to the restrictions in place for Covid-19, Trees of Love will be transformed, allowing you to reflect and remember with your dove from the comfort and safety of home.

Those taking part will be sent a beautiful dove to dedicate and hang on your Christmas tree, or in a special place at home. Then, on **Saturday 5 December 2020 at 5pm**, we will release a Trees of Love 2020 remembrance film for you to enjoy on the Pilgrims Hospices YouTube channel and website.

We have faced many challenges this year, and those of you who took part in Sunflower Memories in July and watched the Sunflower Memories 2020 remembrance film, will know we are doing all we can to ensure you don't miss the opportunity to remember your loved ones.

"The Sunflower Memories film was really lovely, tasteful, tearful, with a touch of humour. I sat in the garden with mum's sunflower and a cup of tea, and found the readings, the music, and the stories all really beautiful. I'm looking forward to having the chance to remember mum like this again for Trees of Love." Annie Pritchard

This has been a difficult year for us all, but our staff are still here, continuing to provide vital, expert care and

support. Being here for families after they've lost a loved one is incredibly important to all of us here at Pilgrims. We hope our reimagined Trees of Love remembrance for 2020 will give you a meaningful way to join together and remember at home.

For more information on how to take part visit www.pilgrimshospices.org/treesoflove or contact our Supporter Relations Team on 01227 782062 supporter.relations@pilgrimshospices.org





Learning from home

Mandy Williams, Pilgrims' Head of Education and Training, considers what's been learned during the lockdown and how future activities can be restored and improved.

As we move out of lockdown, and think about what the 'new normal' is going to look like, Pilgrims' Education Department has been reflecting on what was achieved during this time and what we can learn from the new ways of working that we had to adopt.

COVID-19 brought death to the forefront of many conversations, but prevented these from taking place face-to-face, so this year's Dying Matters awareness week in May became a virtual event.

The theme for 2020 was 'Dying to be heard', which emphasised the importance of listening to what people have to say about death and grief, and helping them to have these conversations.

Home life

As well as our first virtual Death Café, held via Zoom, we created a new playlist on Pilgrims' YouTube channel – Play and Pause – and asked the public to join us in sharing ideas of the music and poetry they would like at their funeral.

The fact that people could join the session from work or home, whether in Margate or Ashford, was a real bonus.

Suggestions added have ranged from Abba to Elgar, and it makes for an entertaining and thought-provoking listen, so much so that we are keeping the playlist open as an ongoing project. To listen and add your own favourites, visit: <http://ow.ly/jueA30qDiVV>

Pilgrims' clinical lecturer, Linda Rendle, was kept busy delivering end-of-life care training sessions via zoom to health and social care professionals across Kent. Although it has been a very different experience from sitting in a training room with others, the benefits of no travel time and expense, the fact that people could join the session from work or home, whether in Margate or Ashford, was a real bonus.

With our community Time To Talk events, which include our Death Cafés, going virtual means people without transport or who are less mobile, can still join the conversation from their favourite armchair, which has to be a good thing!

When considering what changes we will want to keep going forward, there



is a definite opportunity to run some activities virtually, even when full restrictions have eased, as it widens opportunities for participation.

The perfect blend

We envisage planning our new training and community events programmes as a blend of face-to-face and online activities, helping us to reach as many people as possible, in a way that is convenient and effective for them.

We had a wonderful comment from one of the attendees at our virtual Death Café which, for me, sums up one of the important reasons for running these events: "Thinking about death adds zest to life."

If you would like to be added to our mailing list so you hear about future Death Cafés and other similar events, please email education@pilgrimshospices.org.

If you are unsure where to start, please contact the Education Department for a copy of our free leaflet 'How to talk about and plan for the end of life'. Or go to www.pilgrimshospices.org/big-conversation.

Christmas Cards 2020

Order online at www.pilgrimshospiceshop.co.uk

Order line 01268 684054 (9am to 5pm, Monday to Friday)



1. X-MAS Board
170 x 120mm
Season's Greetings £3.00



2. Winter Sleigh
170 x 120mm
With Best Wishes for Christmas and the New Year £3.00



3. Away in a Manger
170 x 120mm
Season's Greetings £3.00



4. Which Way is North
170 x 120mm
Happy Christmas £3.00



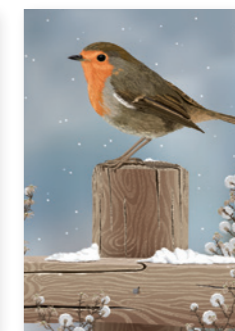
5. Delivering Presents & Fireside Santa
Twin Pack - 120 x 170mm
With Best Wishes for Christmas and the New Year £3.00



6. Santa's Journey
120 x 170mm
Happy Christmas £3.00



7. Letter to Santa
120 x 170mm
With Every Good Wish for Christmas and the New Year £3.00



8. Robin on Snowy Fence
120 x 170mm
Season's Greetings £3.00



9. Santa's Flight
160 x 160mm
With Every Good Wish for Christmas and the New Year £3.00



10. Santa's Flight & Festive Playground
Twin Pack - 160 x 160mm
With Best Wishes for Christmas and the New Year £3.00



11. Angel's Prayer & Wish upon a Star
Twin Pack - 160 x 160mm
With Best Wishes for Christmas and the New Year £3.00



12. Abstract Bauble & Christmas Reindeer
Twin Pack - 160 x 160mm
With Best Wishes for Christmas and the New Year £3.00



13. Canterbury in the Snow



14. Deal in the Snow



15. Dover in the Snow



16. Herne Bay in the Snow



17. Oast House in the Snow

Local scenes all come supplied as follows. Size - 170 x 123mm. Greeting - With Best Wishes for Christmas and the New Year. £4.00

Order No.

Date:

No.	Description <i>(Cards come in packs of 10 with envelopes)</i>	Size	Price	Quantity	Total Cost
1	X-MAS Board	170 x 120mm	£3.00		
2	Winter Sleigh	170 x 120mm	£3.00		
3	Away in a Manger	170 x 120mm	£3.00		
4	Which Way is North	170 x 120mm	£3.00		
5	Delivering Presents & Fireside Santa (TP)	120 x 170mm	£3.00		
6	Santa's Journey	120 x 170mm	£3.00		
7	Letter to Santa	120 x 170mm	£3.00		
8	Robin on Snowy Fence	120 x 170mm	£3.00		
9	Santa's Flight	160 x 160mm	£3.00		
10	Santa's Flight & Festive Playground (TP)	160 x 160mm	£3.00		
11	Angel's Prayer & Wish upon a Star (TP)	160 x 160mm	£3.00		
12	Abstract Bauble & Christmas Reindeer (TP)	160 x 160mm	£3.00		
13	Canterbury in the Snow	170 x 123mm	£4.00		
14	Deal in the Snow	170 x 123mm	£4.00		
15	Dover in the Snow	170 x 123mm	£4.00		
16	Herne Bay in the Snow	170 x 123mm	£4.00		
17	Oast House Bay in the Snow	170 x 123mm	£4.00		

UK Postage & packaging details:

Orders under £20 = £3.25 £20.01 to £50.00 = £4.25

Above £50.01 = £6.50. For overseas orders please call 01268 684054

Total
Postage & Packing
Donation
Total enclosed

Please complete your details in BLOCK CAPITALS

Contact name:

Address:

Postcode:

Telephone No:

Email:

Please make your cheque payable to **'Pilgrims Hospices in East Kent'**

OR Please debit my: Visa ☐ Mastercard ☐ Maestro ☐ with the purchase above

Card No.

Start Date Expiry Date Issue Date Security Number last 3 digits on the reverse

Please return your completed order form to: **Pilgrims Hospice Christmas Cards, Offset Publishing, Unit 10, Hovefields Avenue, Hovefields Court, Basildon, Essex SS13 1EB.** Allow 14 days for delivery. Orders accepted up until 8th December 2020.

giftaid it

☐ Please treat all donations I make now, in the future, or have made to Pilgrims Hospices for the past four years as Gift Aid donations until further notice. I am a UK tax payer and understand that if I pay less Tax and/or Capital Gains Tax in the current tax year than the amount of Gift Aid claimed on all my donations it is my responsibility to pay any difference. I understand that Pilgrims Hospices will reclaim 25p of tax on every £1 that I have given.

Signature

Date

We would like you to hear from Pilgrims Hospices?

Your support is making a real difference, and we would love to keep you updated about our work and how you can help, including petitions and fundraising activities.

Email ☐ Text ☐ Post ☐ Phone ☐ Please detail your email and/or telephone number on order form above.

Please note that you will be responsible for P&P costs if you return part or all of your order unless faulty.

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There is more merchandise available at the three Pilgrims Hospices sites in Canterbury, Thanet and Ashford. Please go to our website at www.pilgrimshospices.org for details.

New recruits cut the mustard

Ian Ashton, Pilgrims' Catering Manager, talks to Pilgrims Matters about how staff, volunteers and local businesses are pulling together to serve both meals and smiles in equal measure.

Pilgrims' catering department continues to grow from strength-to-strength, keeping staff and patients well fed and watered every day of the week.

It hasn't been an easy six months, however. The department has had to rapidly adapt to changing and unpredictable circumstances, as Ian explains: "At the beginning we put in some long hours, putting in processes to keep everyone safe."

Shining stars

The sudden shift in supply and demand for catering services kept Ian on his toes. Food donation collections came to an abrupt end and one of the biggest concerns was income; Pilgrims' cafés had to close, as did the Ann Robertson Centre. By July, more than three quarters of the department's income had been lost.

It hasn't all been bad news, however. Volunteers and businesses pulled together, giving their skills, time and supplies – including a few treats. "We received more than 700 Easter eggs that went down well with hard-working, patient-facing staff, the paramedics working out of Margate, and G4S patient transport based in Aylesham. We gave some to a few local schools too," says Ian.

Donations were given by several stores across east Kent, including Aldi, Tesco, Morrisons, Lidl, TK Maxx and Marks & Spencer. Supplies also came from The King's School, Co-operative Funeral Care, and Nestlé through Bidfood.

Staff wellbeing was at the forefront of Ian's mind and knowing food is good for morale, the team kept hospice staff going with bacon sandwiches and a free food trolley full of treats. "The bacon came off a huge Brakes' food donation, worth thousands of pounds. We've had a lot of support from local businesses. It's been incredible."

Mind the gap

Managing staff shortages was one of the first challenges Ian had to tackle when lockdown began. "I put a process in place to fast-track volunteers into the department," he explains. "It was important to support the team so we made an early shout-out for volunteers through social media."

Within days, 14 additional volunteers were quickly inducted to support the paid staff. Susan Barrett-Austen was one of them (see page 8). Together they pooled their knowledge and experiences to keep the show on the road. "Our volunteers came from all areas of Kent and most had a catering or hospitality background. They've been a huge asset to the day-to-day running of our department."

Personal touch

Some changes have been difficult to adjust to, however. Ian explains: "Staff haven't been able to go to the in-patient unit to meet patients and take their food orders. It's not being able to give that personal touch that has been tough on many. But I am most proud of how the team have pulled through this. We've not only been able to utilise everyone's individual skills and talents, we've continued to provide a high level of service and quality of food to our patients and staff on-site."

The next six months may prove challenging, concludes Ian, but he's feeling positive:

"As we work with a 'new normal', we've got processes, people and supporters that we can rely on. It's good to know."



The east Kent community donated more than 700 Easter eggs to Pilgrims.

Facing loss

A support group where all arrive as strangers but leave as friends

Finding yourself bewildered and suffering waves of emotion and grief, after losing someone important in your life, is an enormous challenge for any one person.

Pilgrims Hospices' team of counsellors know only too well how overwhelming such dark times can be. The team provide the opportunity for family and friends of hospice patients to share experiences with other people bereaved at a similar time; helping them to understand the impact of grief, and developing strategies to help cope in such difficult times.

Earlier in the year, Pilgrims' counsellors Louise Evans and Marion O'Donnell worked closely with members of their 'Facing Loss' support group, to provide a safe space to talk and share thoughts and experiences with others who are also coming to terms with losing someone special.

The group has remained in touch by creating a WhatsApp group and recently met up for a teddy bear's picnic in St. Augustine's Priory, Bilsington where social distancing is carried out. Sadly, due to the weather, they had to go inside but it certainly never stopped them enjoying each other's company.

Marion told us: "It was clear to see that the group truly made a wonderful connection and even after the sessions were finished, they

continue to support each other with their WhatsApp group along with meeting up for picnics, lunches and more recently a birthday celebration. Hopefully when social distancing is a little more relaxed, their coffee stops in a garden centre will resume."

Sara Barton-Dodson, a support group user said: "My husband Steve passed away in August 2019 whilst in Pilgrims Hospices care at Ashford. He had seen Marion in one-to-one therapy sessions, therefore I had already met her and knew how counselling had been of benefit to Steve during his treatment for terminal cancer.

"Marion invited me to join the 'Facing Loss' group; I knew it would be a good support network for me when coping with the loss of my husband.

"Steve was just 59 years old when he passed away, he had been fighting his cancer for three years. I made a promise to him that I would always stay safe and the 'Facing Loss' support group has helped me to do just that.

"The groups are held at the hospices in Canterbury, Ashford and Thanet. I found them a welcome opportunity to share thoughts and conversations with people who had also lost loved ones. The benefits of talking, sharing your feelings and experiences was like lifting a weight from my shoulders.

"After Steve passed away, people would often say how well



I looked; all I really wanted to do was dissolve in to tears, I felt dreadful, it was a completely devastating time. Coming to the group sessions has helped me to become much stronger; cry when I need to and, laugh out loud too!

"Marion and Louise were quite wonderful, with a wealth of knowledge and understanding, they helped all of us to develop coping techniques to guide us through difficult times.

"As the friendships in the group developed we shared photographs of our loved ones, which allowed everyone to know a little more about those loved ones lost.

"The group really helped to make a positive difference for me, within our small group, we've made firm connections and friendships; I've most definitely found many benefits in sharing experiences."

Marion added: "Although we are unable to meet as face-to-face groups at the moment, we are #StillHereStillCaring and providing the 'Facing Loss' bereavement support as a virtual group, via Zoom calls, until it is safer for us to be with our group users again."



20 super prizes for 2020!

Futures and fortunes

Pilgrims' Lottery Manager, Shiralee Riddell, shares a personal message of gratitude as she looks back on the first half of 2020.

As we Restore, Recover and Rebuild we thank you very much for being a part of our journey in what has been – to say the least – a tricky year.

We are thankful for our incredibly dedicated cash collectors who we have all missed very much, and are eternally grateful to our members who have done whatever they can to help raise funds.

We are taking things slowly and putting in place lots of measures to keep everyone safe. Don't worry if you are one of our cash-paying members and haven't seen your collector – we will call you or write to you. By the time you receive this edition, a few of our intrepid team will hopefully be out meeting some of our members once again.

Thank you if you've taken out additional membership entries, you make such a huge difference. We've had some great stories from our winners which have brought

smiles along the way. Most are saving their winnings until we are fully out of lockdown and they are very much looking forward to treating themselves and their loved ones.

Pilgrims Lottery provides an invaluable and reliable income and we've done all we can to maximize the opportunities we've had to raise funds. We're still on a mission to grow to 25,000 members by our 25th anniversary next year and rebuild from the pandemic. Will you help us? Here's how:

1. Join our lottery. You could win big!
2. Already play? Increase your chances with an extra weekly number!
3. Treat your loved ones to our fabulous and fun Gift Vouchers! It's much easier than going to the shops!

Remember – £20,000 could be won! To join or increase your chance, see the enclosed leaflet, and complete and return in the envelope provided.

Look out for your Winter Wish Superdraw pack landing on your doormat soon!

Or, go online: www.pilgrimshospices/lottery.org
Or call: 01227 379741.

We'll be back with an update soon. In the meantime, find us on Facebook, twitter and our website. All the very best for the remainder of 2020!

Please order your Christmas gift vouchers by Monday 14th December 2020

Buy your friends & family a lottery gift voucher for Christmas

Pilgrims Hospices Lottery Christmas gift vouchers are available for any value you choose - from a minimum of £5.

Just tell us the name and address of the person receiving your gift (who must be over 16) and we will do the rest.

We will send you the gift voucher, printed in a Christmas card ready for you to send or give with Seasons greetings to your family and friends.

At just £1 per number per week, £10 will buy a lottery membership number for ten

weeks - that's ten chances of winning the top prize of £2,000 or any one of the 105 other prizes and up to £20,000 in our rollover.

First draw for Christmas gift voucher entries is Friday 1st January 2021

Please print clearly

Recipients Name:

Show on Voucher as (eg Jack):

Value of Gift: £

Recipient address:

Postcode:

I enclose a cheque for: £

Made payable to:
Pilgrims Hospices

Please debit my card by: £

From Name:

Show on Voucher as from:

Telephone number:

Your address:

Postcode:

Email address:

More Gift Vouchers? You can photocopy this form, enclose a list of names, phone us on 01227 379741 or visit our website www.pilgrimshospices.org

CARD NUMBER

CSC

EXPIRY DATE

SIGNATURE

DATE

Please send forms to: Pilgrims Hospices Lottery, 56 London Road, Canterbury CT2 8JA

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We need your support
now more than ever.

**Make a gift today to
ensure we can keep
on providing essential
care to those who
need us**

Pilgrims Hospices
has been providing
crucial, specialist,
end-of-life care
to individuals and
families throughout
east Kent for more
than 35 years

Thanks to kind supporters like you we are Still here,
Still caring, but as each day passes the challenges
we face are growing.

**We are confronted with the genuine
possibility of losing 46% of our vital
fundraising, lottery and retail income.
This could have a devastating impact on
the services we provide for local people
and their families.**

This is why we're asking if you can help us through this
challenging time by supporting us today.

**Please make your donation at
pilgrimshospices.org/stillcaring
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Thank you for your support



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