

Pilgrims matters

News for Pilgrims Hospices supporters

SPRING 2021



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... thanks
to you!

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Chair's Comment

Chair of the Board of Trustees, Karen Warden

Dear Supporter

The global pandemic has caused a profound impact on all of us personally and additionally for Pilgrims Hospices.

Our clinical team have adjusted to new ways of providing COVID-19 safe services for our patients, their families and friends. It has been with great sadness that we restricted our visiting policy in order to keep everyone safe during these challenging times. The impact on our community and generating income has been immense.

Although we've missed the face to face contact with our friends and supporters, we've remained in contact via the magic of technology; we have become very adept with a Zoom call or Teams meeting. Technology has also played an important role in how we have continued to provide support to our services users during lockdown. I have immense admiration for our clinical teams who have been adapting services to keep people engaged and feeling supported throughout.

Having made the important decision some months ago, asking our volunteer's to stay home and stay safe; we are delighted to see them returning to supporting us across a wide variety of roles again. Our shops are open again, this would not be possible without the dedicated volunteers who support our retail team. Once again volunteers will be there to welcome visitors to the hospices and support with visitor advice and a welcome cup of tea. We continue to recruit new support and offer training in the roles and we're always keen to hear from people who would like to become part of Pilgrims volunteer family.

The fundraising team have lots of fantastic supporter events planned in a new COVID-19-secure environments, so expect a busy six months of fun packed activities as we enter the second half of 2021.

I'm particularly looking forward to our summer Sunflower memories appeal in July. It will be wonderful to greet people again in a safe environment, where we can share memories of our loved ones and make new friendships. This year you are invited to bring your own refreshments and picnic blankets and spend time together with family and friends at our adapted COVID-19-secure event.

We hope you enjoy this edition of our supporter magazine and again thank you for your loyal support and generosity.

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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Thank you

Welcome to Pilgrims Matters, this is my opportunity to say thank you to everyone who has made a contribution to our very special charity during these incredibly challenging times. Your continued support has inspired every single member of the Pilgrims team to continue to deliver our high quality services and continue to develop our learning. We have been able to share best practice with the NHS and work in partnership across health and social care. Although COVID-19 was extremely challenging, it has enabled us to innovate and redesign some of our services for the benefit of those that need our care. We drew a huge amount of strength from your encouraging messages of gratitude and thanks.

During this period of great change, we've been building on our successful Strategy from 2015 – 2020. Taking in to account our strong foundation, we have revised our clinical strategy, responded to the learning from innovations brought about as a result of COVID-19. We have taken into account the national work undertaken by Hospice UK to develop the principles of sustainability that underpin the work we do and the services we want to continue to provide to our communities, now and in the future.

The landscape of healthcare both locally and nationally continues to develop, with a view to creating a more integrated healthcare system, delivering better outcomes for patients and their loved ones. It is our ambition to be at the heart of the local integrated care system, providing value to our partners and adapting our approach to ensure the very highest standards of palliative and end-of-life care for patients in east Kent and beyond.

Moving forward, we welcome the return of our community fundraising events The generous community of east Kent has amazingly continued to undertake the wide variety of virtual

challenges devised by our fundraising teams. The revenue generated has been an important factor in sustaining our three hospices in east Kent, whilst perspectives and service provision has changed beyond belief. Pilgrims award-winning events are back, and COVID-19-secure in 2021! You can read about what's coming up inside (page 9) and on our website. www.pilgrimshospices.org/get-involved/events-and-challenges/

Recently our shops have re-opened with welcome donations and purchases that have exceeded all expectations. We could not have done so without the dedicated support of Pilgrims volunteers. We have welcomed them back and have Covid secure procedures in place to ensure everyone is safe across all areas of the charity.

We have stories to share in this issue including one from Kate Love, who explains why she has become a valued member of Pilgrims volunteers and an Ambassador for the charity. She speaks generously of the care given to her friend and soul mate Ann who was cared for at home and finally in our Ashford hospice. (page 6).



Pilgrims Lottery celebrates its 25th anniversary year, Shiralee Riddell, Lottery Manager shares how lottery players have achieved significant milestones with their weekly contributions. (page 7).

We send a heartfelt thank you to the solicitors who made our Wills Month so successful in March 2021 raising a staggering £15,000. (page 4).

We shared the National Day of Reflection with our friends in business, the NHS, supporters and staff by producing a video and commemorative message, engaging with staff and volunteers who spoke of what the year of lockdown had meant to them. (Page 8).

I'm often humbled by the stories and the enormous effort that our community puts in to making Pilgrims Hospice. I hope you enjoy this latest issue of Pilgrims Matters, and along with all the staff, I look forward to seeing you as we open our events, and our hearts to warmly welcome you back to the very special Pilgrims community.

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



Local Solicitors raise thousands for hospice care

We would like to give a huge thanks to the seven solicitor firms who took part in our Make a Will Month 2021 raising over £15,000 for hospice care.

Boys and Maughan, Girlings Solicitors, Whitehead Monckton, Prospero, Robinson Allfree, Direction Law and Gardner Croft wrote Wills throughout February completely free of charge in return for donations to the hospice. Despite the many challenges faced by the pandemic they were able to undertake all appointments in a COVID-19-secure way with over 70 people making a Will through the scheme.

We would especially like to thank and welcome to the scheme Gardner Croft Solicitors who took part for the first time this year. **"It was a pleasure to be involved in Make a Will month this year and donate our time to something so valuable for the local community. The hospice is so important and we look forward to supporting the Hospice in future years"** Frances Coupe, Solicitor, Gardener Croft.



If you would like to speak to someone about leaving a gift to Pilgrims Hospices in your Will or register your interest in Make a Will Month 2022 please contact Supporter Relations on 01227 782062 supporter.relations@pilgrimshospices.org

Continuing our search for research

Understandably some of Pilgrims Hospices' work to support clinical trials and other research to help improve the care of our patients has had to pause during the COVID-19 pandemic.

As the situation has improved we are now able to invite suitable patients to take part in research studies again. We appreciate that patients may be anxious to take part given the continued risk that COVID-19 poses, however like clinical appointments, research studies have had additional procedures put in place to protect patients and keep them safe. You can find out more about what to expect at the 'be part of research' webpage: <https://bepartofresearch.nihr.ac.uk/keeping-you-safe/>

One trial Pilgrims Hospices has now started again is the MepFAC trial, which is researching the use of the drug methylphenidate to see if this helps cancer patients to manage symptoms of fatigue or tiredness. We would like to hear from these patients using our services who would be interested in find out more about taking part in the trial. You can also find out more at:

<https://www.cancerresearchuk.org/about-cancer/find-a-clinical-trial/a-trial-of-a-drug-called-methylphenidate-for-people-with-tiredness-caused-by-cancer-mepfac#undefined>

This trial is being led by University College London, and Dr Soumen Saha is lead investigator of the study in Pilgrims Hospices. Research appointments would be carried out over the phone, video call or at home with the hospice Doctor or Research Nurse/Practitioner.

To contact us about this trial or about other research at Pilgrims Hospices, email Charlotte.Brigden@pilgrimshospices.org or call the Research Department on: 01227 812625.



Still *here* Still *caring* now and in the *future* ...thanks to you

Over the last year, we have been astounded at the kindness and generosity our supporters have shown us throughout this pandemic. During a time when many of us have been kept from our loved ones, and we've all had to find new ways of working and living in a restricted world, you have been there for us. **We cannot thank you enough.**



Just £10 a month would cover the cost of an hour of staffing for our 24-hour telephone support line each month

Every one of us has been affected by the pandemic in some way, and sadly some of us have lost people close to us as a result of this awful condition. As an organisation we've had to flex and change, closing our shops, asking our volunteers to remain safely at home, and cancelling many of our events and fundraising activities. But through personal and professional heartbreak, we've all kept going.

Our Hospice presence has been magnified over the past 15 months,

So far, our *Still here, Still caring* appeal has raised an incredible **£293,772** to help us through the pandemic

with people are turning to us more and more. The Pilgrims Hospices 24-hour telephone advice line has been a resource not only for families, but for healthcare professionals in need of our expertise around the clock.

Your continued support has allowed us to:

- continue **caring for over 2,500 patients and their families**, in their own homes and at our three inpatient units in Ashford, Canterbury and Thanet
- help more than **1,600 people cope with the loss of a loved one**, adapting our bereavement support services to abide by social distancing restrictions
- support our healthcare colleagues across east Kent through our **24-hour telephone support line**, providing professional guidance and advice

This crisis has highlighted just how important the work of the hospice really is. No-one else can do what we do. People around us need us.

Thank you to everyone who has generously supported our *Still here, Still caring* appeal.

For more information or to make a gift today please visit pilgrimshospices.org/stillcaring or contact Supporter Relations on 01227 782062

Thank you!

Why I support and love Pilgrims

Kate Love from Folkstone shares her experiences of Pilgrims Hospice care. Not only has she become a valued member of Pilgrims volunteer team she has first-hand knowledge and experience of how their services can support not only patients, but families too.



'For me as a carer; the most reassuring thing was probably knowing that support was available 24/7'

She speaks affectionately of her experience as a volunteer and as someone who has personal experience of the services available.

"Eight years ago my soul mate Ann and I had a party to celebrate my 50th Birthday, Ann's 60th Birthday and her retirement from 36 years of teaching and headship. Life was good, and we really didn't want or need any gifts therefore asked our guests (almost 200 of them) to make a donation to Pilgrims Hospices. We had a great party and raised about £2,000 in the process.

Eight years on, I had no idea how Pilgrims Hospices would become such a huge part of my life. After retirement Ann started to volunteer at the Ashford Hospice, my school became involved in fundraising and developed a tradition of decorating the Christmas trees in the Therapy Centre in Ashford. In 2017, after taking retirement, I became a fundraising volunteer and a Pilgrims Ambassador. I love being part of a team, learning more and more about the incredible work of Pilgrims Hospices and having the opportunity to 'spread the word' especially in schools.

Two years ago, my life changed considerably when my eyesight suddenly deteriorated and I was registered severely sight impaired, but thankfully with Pilgrim's and Kent Association for the Blind's support, I was able to continue volunteering. Some four months later I received even more bad news with a diagnoses of breast cancer which lead to operations and radiotherapy but thankfully I've recovered and feel fine now.

Life then dealt its seismic blow. Ann, who was usually a larger than life character became unwell and within a short time of visiting her GP for various tests and an unfortunate fall that lead to her being taken to hospital by ambulance, our lives simply fell apart when she received a diagnosis of terminal cancer.

Despite Ann's knowledge and insight into the work of Pilgrims Hospices, she was initially reluctant to be

referred but thankfully this was short lived and she agreed. We both knew this was the right decision and cannot praise highly enough the support and care we received through Hospice at Home.

For me as a carer; the most reassuring thing was probably knowing that support was available 24/7 and the person on the other end of the phone was always so calm and reassuring and no query or worry was too small. Moreover, there seemed to be a seamless link between the hospice and other services such as GP, community nursing and carers'.

The care and support we received was vast, varied, and so valuable. Medical support was provided through nurses from Pilgrims who visited and phoned regularly. They sensitively facilitated those difficult conversations about end of life care and the different scenarios which may arise over the months to come.

You can read more of Kate's story on Pilgrims Hospices website news feed. www.pilgrimshospices.org/about-us/news/



Happy Anniversary Pilgrims Hospices Lottery 25 years young 1996-2021



I don't want to get too nostalgic as I think it's very important to concentrate on the future and our hopes and aims for everyone who needs us in east Kent. But the last 25 years for Pilgrims Hospices Lottery have been incredible and with your help has seen your local Lottery go from strength to strength.

In turn has raised millions of pounds to go toward the provision of our wonderful services, in your home, in the local community and in our hospices. Here at Pilgrims Lottery we have over the years expanded our offerings and now offer scratch cards, gift vouchers for all occasions, wedding favours and of course our super popular annual super draws all with many prizes that must be won.

At Pilgrims Hospices our "hope for the future" is to ensure that we can be there for all of those that need us in the local community, aunts, uncles, mums, dads, neighbours, friends, brothers and sisters, simply put everyone who needs us.

The teams here Pilgrims Hospices Lottery are again able to safely visit our members, collecting subscriptions, hand delivering our "BIG" winners cheques and also start promoting our fabulous Lottery to those that aren't already members. A heartfelt thank you to all of you who "stuck" with

times this is even more amazing. We are on target to raise over £1.1 million to go toward Pilgrims Hospices vital services and bring comfort when its needed the most.

Thank you all so very much for your continued, kind support.



us using alternative payment methods whilst we weren't able to see you. We had reached the giddy heights of 22,000 members; the pandemic hit us all so hard but we hope with your help we are still able to reach our target members of 25,000. It may not happen now for this our 25th anniversary year as hoped but I am sure we will get there together and raise even more much needed funds for our fabulous Hospice care teams.

During the last year working safely within all of the Government guidelines and thanks to our committed team and supporters we have still held our draw every Friday, sent out over 5000 prizes and sold our bespoke scratch cards. Our Gift Vouchers and Wedding Favours proved to be particularly popular this last year enabling our supporters to beat the queues.

We are very grateful for the huge support of our Winter Wish super draw which raised over £72,000; in these straightened



If you aren't already a member and would like to join us in celebration of our 25th Anniversary or if you would like additional entries please call 01227 379741, go on-line www.pilgrimshospiceslottery.org or complete and return the enclosed leaflet in the envelope provided. You could win "BIG". Make a real difference today.

A time for reflection

Since the pandemic began in 2020, thousands of people have died. Too many lives have been cut short and millions have been bereaved. Behind the statistics and whatever the cause, every death has been devastating for the people left behind.

On the anniversary of the UK going into the first lockdown, Pilgrims Hospices shared the national day of reflection with organisations across the county, families and friends. On Tuesday 23 March, Pilgrims acknowledged the people who had lost their lives as a direct result of COVID-19 or for any other reason, along with those left behind who were left struggling with their grief.

Yellow Hearts were used to remember loved ones up and down the country

People paid tribute to a loved one lost by placing a dedication on Pilgrims website memorial page. By sharing messages and photographs they were able to be part of the national day for reflection and remembrance, and part of our Pilgrims family.

Our special day culminated with a service of reflection when Martyn Yates, Pilgrims Spiritual Care and Complimentary Therapy Lead shared uplifting thoughts and precious words of support. You can still see and listen to Martyn's tribute, it's saved on [Pilgrim's YouTube channel](#).

Pilgrims Hospices also recognised the **Yellow Hearts to Remember** campaign, which was started by Becky, Hannah and their grandad David, following the death of their Grandma Sheila from COVID-19. Yellow Hearts were used to

remember loved ones up and down the country, displayed in windows as an expression of love, grief and loss as experienced by so many throughout the past year.

The traditional and cultural ways we all use to express and cope with grief have been severely challenged. Opportunities for people to express their grief, share memories and be able to find the support they need at the right time are essential moving forward; we are proud to continue to acknowledge and respond to the needs of the people in our local community.

Supporters, carers and staff showed their support for Pilgrims Hospices during the important campaign by printing our shared hearts poster and displaying in windows in homes across east Kent.

We are very proud to work closely with our NHS colleagues, sister hospices and charities as we continue to provide end of life care across east Kent.

A time to remember

The global impact of the COVID-19 pandemic has resulted in everyone living in unprecedented times, creating anxiety and worry in everyday life. The impact on bereavement and mental health wellbeing is only now beginning to be fully understood.



Pilgrims events are back for Summer 2021

Pilgrims Summer Fair at The Farriers Arms, Mersham

Saturday 7th August 2021, 11am – 4pm

This year the much-loved Pilgrims Summer Fair has found a new home which can't be at the Ashford Hospice site, due to the challenges of COVID-19. This family friendly event will take place in the village of Mersham in the surroundings of the local village public house, The Farriers Arms. With a wide range of stalls including plants and crafts, there will be something for everyone and lots of fun in the field, with games, stalls and food a plenty. This is a free entry event and your support is appreciated by joining us on the day, browsing the stalls and enjoying the fabulous catering and games on offer.



Pilgrims Garden Festival, Mount Ephraim Gardens

Sunday 15th August 2021, 11am – 5pm

This Summer Pilgrims Hospices is pleased to welcome you to a family day out set in the stunning grounds of Mount Ephraim Gardens, Faversham. With stalls from favourite local food and drink producers, plus plant sellers as well as floristry demonstrations, there is something for the whole family to be inspired by, with traditional games and prizes to be won and delicious sweet and savoury treats at our vintage tea. Each ticket includes entry to Mount Ephraim Gardens where you can explore 10 acres of enchanting Edwardian gardens and terraces filled with fragrant roses. Tickets can be purchased online and are limited, ensure you don't miss out!



Wing Walking

11th September 2021

Take to the skies and experience an adrenaline-fuelled adventure of a lifetime by taking on a Wing Walk for Pilgrims Hospices.

The sky's the limit at our Pilgrims Wing Walking Day. Soar through the air at speeds up to 120mph strapped to the wing of a Boeing Stearman biplane. Tick something off your bucket list amidst breath-taking, bird's eye views of Kent. Walk on the wild side and experience a true sense of freedom!

Thanet 5k Colour Run

Sunday 26th September 2021, 9am – 11am registration opens, 11.30 run starts

This family friendly 5k event is an explosion of colourful fun and a firm favourite in the Pilgrims calendar. Take in amazing coastal views as you run and walk through clouds of brightly coloured powder paint around the route. Gather friends and family to join the energetic atmosphere with Pilgrims supporters running, jogging and walking along Thanet's spectacular seafront. Entry includes a white t-shirt, paint sachet, funky sunglasses and finisher's medal. Please register online to join this colourful event.



Help to support Pilgrims Hospices this year by taking part or attending one of the events and helping Pilgrims to be there for the next family who needs our clinical care and support, now and in the future.

Visit www.pilgrimshospices.org/get-involved/events-and-challenges to find out more.

All Pilgrims events will be operated in COVID-secure formats within the government guidance at the time of the event. All photos taken pre-COVID-19.





Clare Horne, Lead Physiotherapist at Pilgrims Hospices

Clare Horne, Lead Physiotherapist, from keeping moving to moving on

Clare Horne, Lead Physiotherapist at Pilgrims Hospices has recently retired from the much-loved charity, leaving a legacy of a fully trained and committed team of physiotherapist and physiotherapy assistants. Clare has dedicated her career to caring for people affected by injury, illness or disability through movement and exercise. Her 18 years with Pilgrims have been a vital part of helping patients to manage pain, and to continue to live life to the full.

Clare told us: "I trained as a physiotherapist at West Middlesex University Hospital 1979-82 straight from school.

"My first job was at William Harvey Hospital, Ashford as a "rotational" physiotherapist."

Clare's career has taken her across the world to Hong Kong in 1984, Reykjavik in Iceland, on to Saudi Arabia, and Toronto in Canada before she returned in 1989 to the UK and the William Harvey Hospital as a Superintendent Physiotherapist working in ICU.

"I came to work for Pilgrims at the Ashford hospice in 2003 this memorable date always sticks in my mind – 03.03.03.

"Physiotherapy is so important to our patients; by empowering them with the techniques to retain good movement and continue to exercise, many can remain independent for as long as possible.

"Initially I was the only physiotherapist employed directly by the hospice, and only worked at the Ashford hospice at the time. At first I had a

clinic room to work from but as Pilgrims recognised the importance of physio support for patients, with the charities encouragement I was able to establish a patient gym and a variety of equipment to suit individual needs.

"As time went on, I took on the role of lead physiotherapist and now have physiotherapists and physiotherapy assistants, one of each of the three hospice sites. Now each site contains a well-equipped gym, I'm very proud of the work we've done to support patients to live well. I think the phrase is from small acorns..... I started at Pilgrims as the sole physio and now, look at the fantastic service we offer to the community patients, in-patients, out-patients and Pilgrims Therapy centres.

"During this challenging year my team have been busy filming virtual therapy sessions for patients who we've been unable to meet with face to face. We now have a range of videos that are available on YouTube that included seated exercise, managing breathlessness and many more. We've all found new skills and adapted those we regularly use to provide vital care for those who need our care the most.

"Being with patients and seeing them benefit from our service in many different ways, also their families is rewarding, working with a great team who have the common goal of doing the best for their patients is extremely satisfying.

"Services during the pandemic have had to change dramatically, and my role has taken on many different beings from Tea Lady, to fit mask tester, with a bit of physiotherapy thrown in, however it so exciting that in my final week we are inviting back our first out patient to the gym!"

Everyone at the hospices wish Clare a very happy retirement and will miss her very much.

'I'm very proud of the work we've done to support patients to live well.'

BURGATE BOOKS

Educating our community through any 'virtual' means

With COVID-19 continuing to disrupt all of our lives, the autumn and winter of 2020 saw Pilgrims Education department continue to operate virtual community engagement events and training.

Pilgrims Hospices were fortunate enough to obtain a donation from The Pelegrin Trust so that we could make a short film which helps to break down some of the myths surrounding end-of-life care. Called "Breaking down the Barriers", the film is about 20 minutes long and features staff and volunteers talking, in their own words, about their roles and the diverse range of skills that it takes to deliver our services. We hope it shows the dedication of our workforce and the full range of services we offer to the people of east Kent. We launched the film during October's Hospice care week, which is an annual opportunity to showcase the work of all hospices. To watch the film go to the home page of our website and click on the link (www.pilgrimshospices.org)

With our community Time to Talk events, such as Death Cafes, 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. We are carrying on with our virtual Death Cafes on Zoom in 2021; although we are looking forward to being able to meet face-to-face as well later in the year.

The 2020 Canterbury Festival was a scaled down affair but Pilgrims showed its usual support for this wonderful community event by taking part in the **HeArt of the City**, a socially distanced art trail through Canterbury. We exhibited some of the children's entries for our upcoming art exhibition **What Makes You Unique?** in the windows of Burgate Books.

And talking of **What Makes You Unique?**, what a wonderful way to welcome Spring and a gradual return to normal life with our re-scheduled children's art exhibition at The Beaney. With artwork from 28 schools across east Kent, this should be a fantastically positive way to emerge from the pandemic. The Beaney has been able to re-schedule our art exhibition for Saturday 3 July - Sunday 1 August 2021.

We are continuing to deliver essential end-of-life care training sessions via Zoom to health and social care professionals across Kent. Although a virtual session is a very different experience to the more familiar face-to-face setting, there are benefits such as no travel time and zero travel expense. You can join in from home or



any work location, whatever is more convenient for you, and that's got to be a bonus. The support and closer collaboration of health and social care professionals across Kent, from hospices, hospitals, GP surgeries and the community, has been invaluable and will continue once the pandemic is over – a positive for us all to take from this difficult year.

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

Changing the world one piece at a time

Erin Hayhow from Whitstable is a fashion designer on a mission to change the world. Using only waste materials, which she dyes and paints with her own designs, she is on her way to building a sustainable future for the fashion industry. Her slogan is #SalvagedWithLove

Erin's mum, Sarah, was cared for at the Canterbury hospice in 2014. To give back for the support her family received, she plans to donate to Pilgrims Hospices as her brand grows and hopes to run up-cycling workshops with Pilgrims shops in the near future.

After graduating with a first class BA in Fine Art from Solent University, Erin moved to Berlin to pursue a career as an artist but returned home when her mum was diagnosed with pancreatic cancer.

She said: "I was her carer for two years; during that time, creativity was so important to me because it was a way of understanding what was happening.

"My mum was the most fashionable person I know; my love for fashion came from her, she always dressed me in the coolest clothes. Putting my legs through plastic carrier-bags from our weekly shopping trips, pulling up the handles like straps, I'd made my first pair of dungarees. I wasn't allowed to wear high heels, but I improvised by painting papier-mache tissue boxes and toilet roll tubes. I put them on with my new dungarees and strutted down my garden like a catwalk.

"During her illness, Mum would wear amazing garments every day and it would give her the ability to conquer the world. It became her armour, and it's the same to me."

Sarah was initially given a three-month prognosis but lived with cancer for 18 months. She didn't feel she needed hospice support until the end of her life. Erin continued: "Mum's mindset changed once Pilgrims was involved. I remember the hospice so strongly, there was a big community of people ready to support us. They were incredible with her. This was my first experience of hospice care and I want to raise awareness so that others know they can access it, too."

Erin went on to complete a Fashion Design MA at UCA Rochester, achieving a distinction. She finished her five-piece collection Flowers Grow in Dustbins, made from 100% recycled materials, in 2019; these garments are available to purchase on her website. She also sells a range of more affordable pieces via Instagram @eirinnhayhow. To give back for the support her family received, Erin will donate 5% of the money made from sales to Pilgrims.

Erin also took part in the charity's sponsored Firewalk event in Canterbury on 13 March 2020.

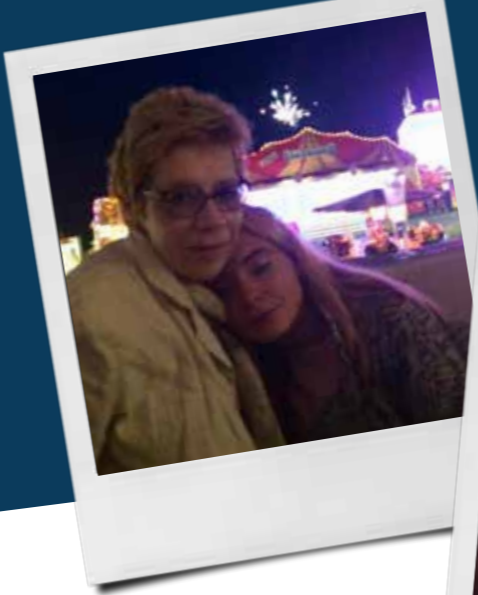
Most recently, Erin showed her digital film Polluted Garden at London Fashion Week and Fashion Scout, a leading international consultancy and platform

for nurturing, empowering and showcasing the future of fashion. She also took part in London Fashion Week 2021.

Erin plans to continue donating to Pilgrims as her brand grows and hopes to run up-cycling workshops with its shops in the near future, in exchange for materials that they can't sell. Tim Stewart, Retail Business Development Manager at Pilgrims, said: "I met Erin in 2019 and she told me her story, explaining she'd been buying bits from our shops and using them as a basis for her new pieces. It was obvious to me that she was talented, and that she wanted to give something back to Pilgrims. So I offered her some materials that we hadn't been able to sell, along with a couple of rails, and a mannequin to help her starting up. She was very grateful for the support and has offered to run design and screen-printing classes at one of our shops. We look forward to working with Erin in the future."

Erin added: "After my mum passed away, I moved back to Berlin and began screen-printing on t-shirts and garments DIY-style. As my sewing skills improved, I used fabrics and materials that were either found on the street or donated to charity shops - from there I started to form my own collections. In 2017, I sold my first collection at Studio183 in Bikini Berlin. That summer, I moved back to Whitstable and opened a pop-up store in an old shipping container in

Erin plans to continue donating to Pilgrims as her brand grows



Pleasure from eating during a Pandemic

The Catering Department has kept the kitchens open throughout this pandemic, still feeding patients and staff across the three sites even when the catering team themselves were down to half of their usual staffing levels. The team has done an outstanding job.

As a department in recent months they have introduced Patient Nutrition Assessment Forms which has been rolled out across the each site so that can better understand a patient's needs.

Ian Ashton, Catering Services Manager, explains that the pandemic hasn't stopped his forward-thinking team from starting new initiative. "We have also produced a presentation called 'Pleasure from Eating in the Palliative Setting', which we hope to roll out with in the Therapy Centre Program 'Coping with illness'. This will also link in with the virtual work we are doing with the college. The plan is short video introduction from me, a power point and then some videos of the team Cooks/Head Chefs producing some dishes.

"We are really looking forward to the future, working closely with the various food donors to get back to the donation level we were at before the pandemic as every penny counts. Having the café's reopened, the visitors, delegates and more staff back on site will help to increase our income."

a furniture yard in Margate. I became part of a waste-free fashion collective made up of four members; we all make garments from waste materials. We've had three shows at the Turner Contemporary and one at Soho House Berlin.

"The fashion industry is the world's second biggest contributor to global warming, with 350,000 tonnes (that's around £140 million worth) of used but still wearable clothing going to landfill in the UK every year. My brand says no to fast fashion. It is my intention to help solve our global waste crisis by creating imaginative solutions for unwanted materials.

"We need to find sustainable solutions to our waste problems. We need to re-think the fast fashion system. Fashion should be positive, it should be inclusive, it should be empowering. As designers of the future, it is our duty to be sustainable."

Find out more about Erin's work at eirinnhayhow.co.uk and follow her on Instagram @eirinnhayhow

Each year Pilgrims Hospices give care and comfort to over 2,400 people in east Kent who are coming to terms with an illness that sadly cannot be cured. The charity support patients to live life as well as possible until the very end, free from pain and distress.



We are so grateful for your continued support – it means so much to so many.

Caring counselling through COVID-19

Thanks to our wonderful volunteer counsellors, patients, carers and families have been able to continue accessing vital counselling support throughout the pandemic.

Jill Poll

Jill began volunteering at Pilgrims Hospices after 12 years working in a private counselling practice, with particular interests in bereavement and supporting teenagers.



"I started volunteering as a counsellor at Pilgrims Hospices during the pandemic. Even though I've been working remotely, it's been a privilege to be able to help patients, carers and the bereaved. Of course, it's tricky not seeing people face-to-face – reading body language is such an important part of counselling – but any contact with those in need is vital, especially in the times we're living through. It's so important to just be there and offer support.

"I enjoy knowing that I can make a difference; if I can help someone even one tiny bit, I've done my job. When someone knows they are dying or is caring for someone at the end of life, they just want to feel heard. Often, they don't want to worry their families with their own anxieties and fear, so this is where counsellors can step in and play a crucial role.

"Pilgrims is such a wonderful place. I'm really looking forward to being able to counsel people face-to-face in the near future. I've also only met my colleagues virtually via Zoom, so it will be lovely to finally catch up in person and feel even more a part of the hospice team."

Maureen Fenner

Maureen qualified as a counsellor in 2014; she joined Pilgrims as a volunteer counsellor in 2018 after many years working in the voluntary sector. She also runs her own private counselling practice.



At three months old, Maureen contracted polio, which paralysed both her arms and also affects her legs; she uses a powered wheelchair and drives a specially adapted van. Overcoming her own adversity helps her relate to others' emotions with a clear understanding, and she enjoys being able to help people in this way.

"Counselling people brings me a sense of purpose, and throughout the pandemic it helped me deal with my feelings regarding my own place within the locked down world.

"Working with clients at this time gave me focus. Listening to others dealing with their own significant difficulties, sharing their worries, and gradually forming a therapeutic relationship with them, I found to be a great help to me."

Pilgrims shops: We're open!

In line with the government's roadmap, Pilgrims Hospices shops are now re-open. It's been so lovely to welcome back donors, customers and volunteers; we missed you!

Even though our shops were closed for much of the past year, thanks to you we had record shop sales in between lockdown periods. When we re-opened on 12 April 2021, we took £28,420 – the largest amount we'd ever taken in a single day. After adding Gift Aid and more hugely successful sales the following day, in two days more than £50,000 was raised in sales to support local hospice care.

Our eBay and Depop shops continued running throughout lockdowns as they operate online. A Led Zeppelin record we listed on eBay sold for an incredible £2,205!

We've also made the most of lockdown by re-fitting some of our shops; our Canterbury Vintage and Retro shop is well worth a visit.

All shops are accepting donations, but please call your preferred shop to arrange before arriving. Our furniture collection service and retail van collections at each hospice site are also back on. Visit our website for full details: pilgrimshospices.org/shops

Thank you so much for your continued support.



Why don't we talk about death?

Death is something we don't really think about, although I do as I've worked with dying people for more than 20 years. But why don't we think and talk about death? Because we're fearful of what it will be like? Because we are not sure what happens after? Because it challenges our beliefs, or it causes pain to those we love?



All are very relevant concerns and there are many others, but perhaps there is something deeper. Perhaps there is something as part of our evolution as a species, something within our make-up, that means as soon as any connection to death comes our way our behaviour and attitudes change. So instead of thinking ahead, planning, deciding what is important to us and making rational decisions about our healthcare, we put it all on the back burner.

Sheldon Soloman and death anxiety

Sheldon Soloman, a US social psychologist has this theory: According to Darwin's Theory of Evolution, in order to evolve as a species we needed to strive to stay alive. However, at some point in this evolution we became aware that we are going to die and there is nothing we can do to avoid this. For our early predecessors, this would have caused terror and fear, and they were left trying to manage these feelings. They did this, and we continue to do so, in various ways:

- We believe that some piece of ourself can live on after death. This manifests either as part of a religious faith, where one believes

they will gain immortality in an afterlife, or by leaving behind a legacy, for example through one's children or by recording your life story before you die.

- We look for ways to achieve a life that has meaning and value.
- We keep thoughts of death far from the front of our minds.

So, how can we start to talk about death?

We need to trust that talking and thinking about death doesn't make death happen. Once we have planned for the worst, we can continue to hope for and achieve the best.

If this approach to the taboo of death became embedded in society, we would all benefit from the open conversations that would result. Decisions about healthcare and treatment would be more in line with individuals' wishes. This would remove pressure from their families who, in turn, would be better supported. Resources could be utilised more effectively and directed at what was most important to the individual. The fear associated with the word 'hospice' would disappear, and patients needing hospice support would be referred earlier, enabling them to experience greater benefit.

The importance of hospice care

Many people think that hospices are places where people spend the last few days of their lives, but they do much more than this. Hospices can improve comfort, ease symptoms and support families through difficult times. They also enable people to get over the fear of death and carry on living well.

Rather than being left to confront this daunting prospect alone, a container of care is needed that fits carefully to a person's needs and enables a smoother journey and adjustment to what is ahead. A hospice can build this around the person and those close to them, so that they can face up to the initial fear and keep on living well despite this knowledge.

After all, it's not just about a good death, but also living well until you die.

Andrew Thorns is Director of Medicine at Pilgrims Hospices, the largest hospice charity in east Kent, UK. He strongly believes in the importance of research and skilled communication to improve patient care. The views reflected here are his own.



Sunflower
MEMORIES
2021

Saturday 24th July

**Dedicate a sunflower to someone you love,
and join us as we celebrate treasured memories**

Come along to our annual Sunflower Day, find your sunflower and relive your memories in our beautiful hospice gardens.

This year you are invited to bring your own refreshments and a picnic blanket to spend time together with family and friends at our adapted Covid-secure event.



Someone
Special

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