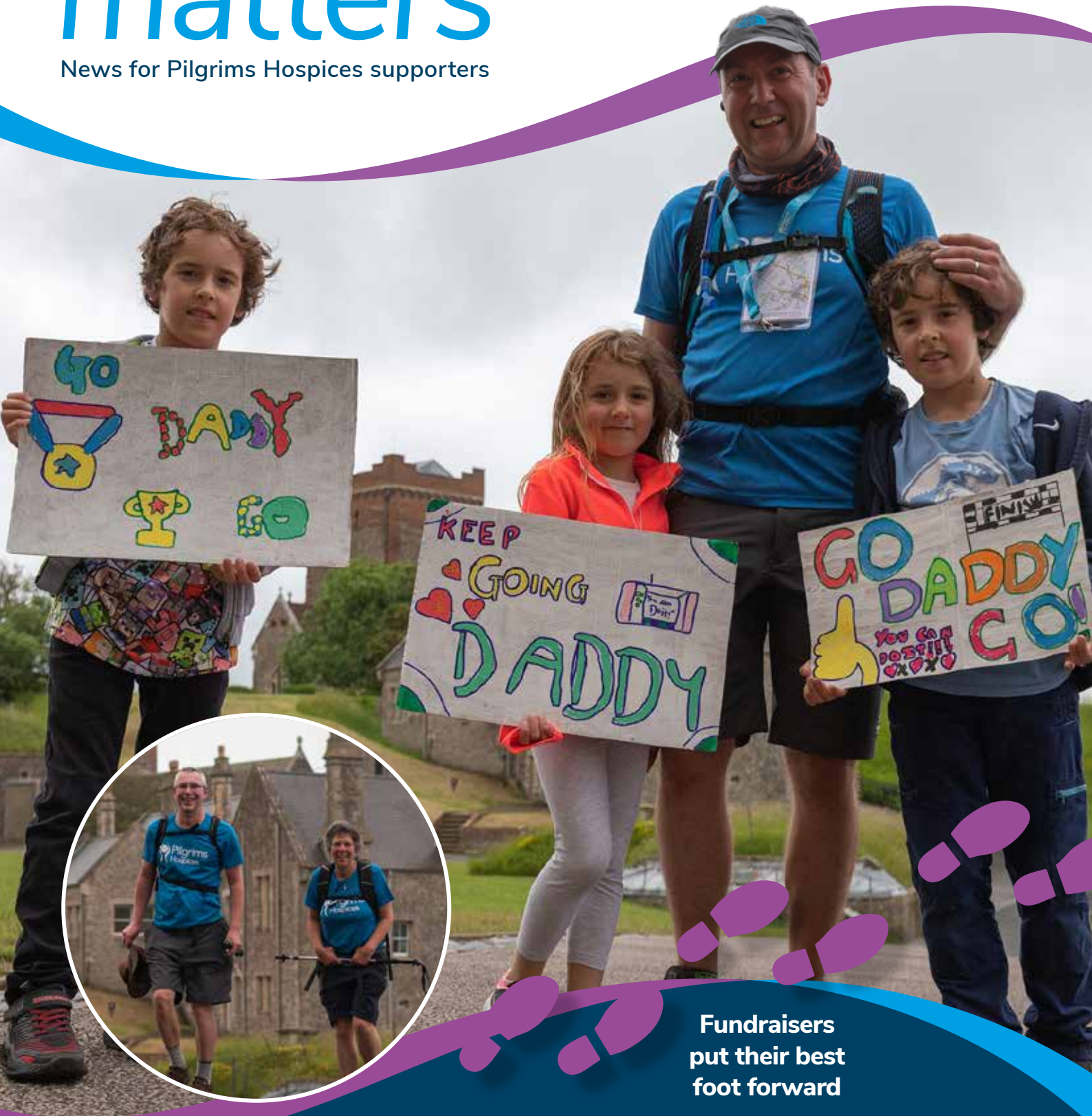


Pilgrims matters

News for Pilgrims Hospices supporters

Autumn 2021



Fundraisers put their best foot forward

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Mr C shares afternoon tea
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Chair's Comment

Chair of the Board of Trustees, Karen Warden

Dear Supporter,

On behalf of the Board of Trustees a heartfelt thank you to everyone who has ensured that we continue to weather an unprecedented and challenging time. I know that we are all looking forward to life easing back to normality but we will continue to ensure that patient, staff and volunteer safety remains our priority.

We are most proud of Pilgrims' staff achievements; we've watched with admiration at the extent of collaboration amongst teams, internally and externally, to support service users to achieve the very best end-of-life care.

It's wonderful to see volunteers supporting visitors and patients at the hospices again. The word is out that they are enjoying being back and feel fully supported to do so.

The Pilgrims shops are busy and full of amazing stock. The retail teams have been kept busy preparing your wonderful donations for sale. Our shops are truly being supported both with stock and purchases. And... thank you so much to all those who are using Gift Aid, which helps us to claim an additional 25% on the sale price of goods, these contributions really make a difference.

In the Spring Pilgrims Matters issue, we asked supporters to join our Sunflower Memories event in July. Even in light of such a considerable weather warning, supporters came to view the sunflower markers and share memories and reflect in the sunshine. It was a very memorable event at all three hospices, raising more than £55,000 for vital hospice care, I certainly enjoyed the day!

In this issue, we look toward the festive season, and how we can share special times with those who have suffered a loss. This December we will remember family and friends by dedicating a dove on one of Pilgrims Trees of Love; along with a remembrance service with Carols. We hope you will be able to be part of this very special event.

As always, we hope you enjoy our supporter magazine and send you our thanks for your generous support, especially throughout these very challenging times.

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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Canterbury
Kent CT2 8JA
t 01227 459700/
812612

Hythe Road,
Willesborough
Ashford
Kent TN24 0NE
t 01233 504100

Ramsgate Road,
Margate
Kent CT9 4AD
t 01843 233920

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A message from our CEO



Welcome once again to Pilgrims Matters, I hope you will enjoy reading the articles and insights in to our busy services. Our supporter journal is an important means of communicating with friends of Pilgrims; a conduit to good news and a tool to help us share how things are moving forward as COVID -19 restrictions are slowly lifted.

I'm delighted to say, we continue to collaborate with our colleagues in the NHS to support research and experience within palliative care.

The clinical teams have provided expertise across all three Pilgrims sites and within the NHS Trust in east Kent. I'm proud to say that through these difficult times, teams from across the organisation have been dedicated, creative and ingenious in their skills and methods, in order to continue to provide services for our patients in a manner that is seamless and efficient.

Our virtual fundraising experiences have been supported by so many of you, and for that, I can truly say a heartfelt thank you. It's rewarding to see Pilgrims fundraising teams back out amongst our supporters again. Literally back in the field, with the amazing Pilgrims Way Challenge which took place in July. Participants quickly filled the registration places to capacity, and took our fundraising total to an exceptional level.

The event has proved an extremely popular addition to the fundraising portfolio over recent years, and this year exceeded all expectations by raising £160,000 to support our hospice care.

With copious amounts of planning and COVID-19 friendly participation, it was a perfect opportunity to welcome our supporters back to our events. From walking boots to no boots hot footing across the burning embers, we will be offering supporters a chance to take on the hottest shortest sponsored walk in the world this October and November (see page 13), test your nerves of steel and be totally empowered by your amazing experience.

In this issue we recognise the work of volunteers with an article on Ashford volunteer Heather Stratton (page 5), and how a generous anonymous donor Mr C. treated our staff to an Afternoon Tea Box to say thank you on 5th July, the first Frontline Workers Day (page 9).

There's much more to be seen inside, I wish you happy reading.

We continually strive to meet our strategic goals of improving the care for each and every individual and their families, giving them skills to effectively prepare their wellbeing and end-of-life care with confidence and pain free.

We know this is a vital resource for the local community and we intend to continue to improve our resources with your help and support.

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 most successful Sunflower Memories remembrance yet!



“We were so pleased to be able to invite everyone back into our hospice gardens this year, for our annual summer remembrance, Sunflower Memories. Over 300 families joined us throughout the day on Saturday 24 July at our Ashford, Canterbury and Thanet hospices, to find their sunflower memory markers and enjoy spending time together in the gardens.” Ellie Cane, Individual Giving Officer

The Individual Giving Team have also put together a short film, with freelance BBC filmmaker, Kerry King,

for those who could not attend on the day, or who preferred to remember their loved one with their sunflower at home. This is available to watch now on our

YouTube channel, just go to www.youtube.com/PilgrimsHospices, and don't forget to subscribe!

Sunflower Memories 2021 is our most successful summer remembrance yet, as we were able to welcome supporters back into our hospices, and we have overtaken last year's record donation total. So far, the appeal has raised an incredible £55,000, enough to pay for 3 whole months of 24-hour specialist palliative nursing care at our inpatient units! This really wouldn't have been possible without the

amazing collective effort of our local community, and all the volunteers that helped us on the day – thank you!



This is available to watch now on our

Pilgrims research team receives Special Commendation after award nomination

Congratulations to Pilgrims Hospices research team who were awarded a Special Commendation by Hospice UK. This was awarded at the NIHR and Charities Consortium for Hospice and Community Care Research Hospice UK Awards for their research activity in the field of palliative care.

News of the award came from Emeritus Professor Sam J Ahmedzai, NIHR CRN National Speciality Lead for Supportive and Community based research who said: “We had an excellent field of nominations and we were pleased to offer the Pilgrims Research team a Special Commendation for their great work to make significant progress in becoming Research Active through contributing to NIHR Portfolio Studies.”

or staff have taken part in 14 portfolio studies since 2008. This been possible due to the efforts and support of our hospice clinical teams who have helped us find patients, collect data for studies and have also led studies at our hospice sites. We also acknowledge the support from senior management, Trustees, and other volunteers along the way. Our team works closely with East Kent Hospitals and a number of university partners, and more recently this has enabled us to recruit to our first drug trial and be a collaborator on a national study. The findings we contribute to in healthcare research help to improve care and services for patients in the future.”

Charlotte Brigden, Pilgrims Research Facilitator said: “We are very proud to have been recognised for our research activity, supporting the NIHR portfolio of rigorous and well-designed research. 1584 of our patients, carers



How we've grown

Well what a year 2021 has been, I am sure as with everyone there have been highs and lows but we are happy to wish it farewell and look forward to moving into 2022.



As we head towards the end of our 25th year here at Pilgrims Hospices Lottery I can't help but get a little nostalgic over things past and cast my mind back to memories of 1996. I wonder, do you remember what was No 1 in the charts Christmas 1996? Well I believe it was the Spice Girls "Two Become One", Noel Edmonds House Party was on the T.V, John Major was in power, grunge in fashion and the kids were playing with Polly Pockets and Pokémon!

It was an important year for us here at Pilgrims Lottery, we were established in 1996 some 13 years after our first Hospice opened and we needed to become ever more imaginative with our fundraising initiatives to continue to grow and expand our services to more people. Our very first draw was in April of the same year. Many of those original first draw members are still playing today, still supporting the wonderful work of Pilgrims Hospices and are very special to us. Today we have over 21,000 members! Thank you. We now have many additions to our range including the ever popular Christmas Gift Vouchers. Beat the queues and treat a loved one to the chance of winning up to £20,000 whilst supporting our vital services.



The gift that keeps on giving

To order, please complete the enclosed form and return it to us in the envelope provided, call us on 01227 379741 or go online lottery@pilgrimshospices

I think things did seem simpler for us all back in the 90'S especially highlighted by all of the complications and difficulties of the last 18 months but we have come through it and we will keep moving, we won't stand still and we are looking forward to the future. At Pilgrims Hospices Lottery we have been able to move on and restart our fabulous team of Collectors in most areas and have begun to promote our membership again. We are so delighted that hundreds of you have joined, re-joined and taken up extra numbers; it really means so much and makes a huge difference to all that we care for. You are helping us to provide our vital services free of charge to those that need us when they need us the most. Thank you

Please look out for your Winter Warmer 25th Anniversary Superdraw pack for another fun, easy way to support.

Last year's Superdraw raised a spectacular **£75,000**



We care about your care



I Want Great Care (IWGC) is the world's leading independent platform for measuring patient experience and outcomes, with over 5.8 million healthcare reviews across 28 countries worldwide. Founded in 2008 to support healthcare by increasing clarity and empowering patients to review the care they receive; Pilgrims Hospices have been using IWGC to collect service users feedback for many years and have over 4,000 reviews online.

Today, IWGC has been serving the hospice sector for over 10 years. Their very first hospice client implemented patient feedback to understand the needs of families and carers affected by the terminal illness of a loved one.

As Pilgrims staff are such an important part of what a hospice stands for, it's equally important to ensure they are getting the recognition and support they deserve. Through the insight and feedback the IWGC service provides, staff can not only view feedback in real time making them feel valued and appreciated, It also supports the lifting of morale and gives staff a sense of pride even in the most challenging of circumstances.

This year, January to June 2021, we received 437 reviews for many of our different teams including our Hospice at Home Team, Wellbeing Teams, Physio's and Occupational Therapists as well as our ward reviews. From these online reviews, 96.1% of our service users told us they had a

positive experience with us as well as giving us an average score of 4.81 out of 5 stars.

We have some really special comments that have been left for us, please check out our reviews on the following link:
www.iwantgreatcare.org/search?search=pilgrims+hospice



iWantGreatCare

Pilgrims IWGC reviews show that our reviewers trust us, they would recommend us to others and they consistently have positive experience with us. We are very proud to know our service users feel empowered and confident to share their experiences which help to ensure there are choices and controls in place within healthcare provision.

Trees of Love

Trees of Love remembrance services return across east Kent

Pilgrims Hospices' largest remembrance event is returning to our three hospice sites, and other venues across east Kent, this December. We invite you back to dedicate beautiful doves and come together to remember your loved ones in front of our Trees of Love, over the festive season.

Ayo, who remembers her mother, Patricia McGettigan Adebisi, is looking forward to returning to the Thanet hospice to take part in the service that was held online last year.



"I first learned about Trees of Love on the first day my mother spent in the hospice. I remember looking out into the gardens, through the window of her room, and seeing all the

people gathered for the service. I was incredibly moved by it, and it was an atmosphere I remembered when my invite came through the following year.

Trees of Love was very different in 2020, with a remembrance film to watch, and my mother's dove sent

home to me. I am so grateful that I was still able to celebrate her life, by hanging the dove on my tree at home, and sending in some photos to be part of the film, which I enjoyed very much.

I will be dedicating a dove to my mother again this year, and getting my first chance to return to the last place I was with my mum, and be part of the service I found so touching. My experience of the hospice when my mum stayed there was so good, and our family is very grateful for the care and support we had, so it will be really special to go back."

This year, we are hosting our remembrance services with carols back in our hospice grounds and at other indoor venues across east Kent, where you can come together to reflect and remember your loved one at a time of year that can be difficult for many who have lost loved ones.

Who will you remember with a dove at our festive remembrance services?

To take part, complete the enclosed form, or contact Supporter relations on 01227 782 062 or via supporter.relations@pilgrimshospices.org.

01227 782062

www.pilgrimshospices.org/treesoflove

Pilgrims is a happy, vibrant, positive place

Heather Stratton from Pluckley near Ashford has generously given her time as a volunteer for more than 16 years. Over the years she's played several important support roles for Pilgrims Therapy Centre, and also on the hospice wards as a patient-facing volunteer alongside the Health Care Assistants.

Heather said: "When we moved to the area in 2002, I had already retired from my working life. We were attending a cream tea at our local church where I met a Pilgrims Hospices nurse and we chatted about the work they do for the local community. I was immediately interested and decided to investigate how I could help in a volunteer role. Since then I've never looked back.

"After making an application and meeting some members of the Pilgrims team, I was accepted as a volunteer and spent several very happy years in the Therapy Centre supporting patients who travelled from home for regular treatments and support at the hospice site.

"In 2011, I joined the newly launched Ashford Hospice 'Buddy' programme; designed to train volunteers to achieve skills enabling them to work in a supporting role in the Therapy Centre, and on the ward. On completion of my training, I continued volunteering in the Therapy Centre, then in 2014 I transferred to the ward, assisting the HCAs with the patients' personal care, feeding, moving and handling and psycho-social care. I am also required to complete the annual e-learning and mandatory

moving and handling training provided by Pilgrims.

As time has progressed, Pilgrims has reviewed and adapted the Buddy role and we are now excited to launch the new Ward Support Volunteer role. These trained volunteers will support the teams at all three of our Hospices and will be an integral part of the team supporting patients and their loved ones on the wards. Annie Hogben, Expert Volunteer Development Lead at Pilgrims hopes to encourage many more people to become part of this very important team.

Annie told us: "We as a team have taken time during this challenging year to review our volunteer roles and want to ensure that all our volunteers understand why their skills and support is vital to us going forward. We want our dedicated volunteers to feel fully equipped with the skills and knowledge required, especially when supporting patients on our wards."

Heather added: "I usually volunteer for a full day shift each week and I'm always happy to do more to help if needed. I'm missing my regular visits to the hospice, it has been a strange world for the past year without my friends at Pilgrims.



"I'm often asked why I volunteer at the hospice, and is it a very sad place to be? It really is quite the opposite it's a happy, vibrant, positive place, full of extremely talented and knowledgeable care professionals who are making a huge difference to those who need end-of-life care.

"Myself, I look upon the end stage of life just the same as the beginning and middle, a very normal, if poignant part of the cycle of life. I'm just helping to give care and support to people who are entering the final phase of their life, so that they may feel loved and cared for in their final journey, in an atmosphere of peace and dignity.

"A few years ago I was talking to an elderly lady who was sitting at her husband's bedside. She addressed me as 'Sister', so I explained that I was not the Sister but a volunteer carer. She replied, 'but you're a sister to me.'"

"These words I have, and always will, treasure."

Fundraisers put their best foot forward

Hospice Hikers Raise Record-Breaking Amount at Pilgrims Way Challenge

After the challenges of 2020, we were thrilled to see the return of hundreds of supporters to the COVID-secure Pilgrims Way Challenge on Saturday 19th June 2021. The event was our first in-person fundraising event since the start of the pandemic and we're delighted to say it was a sell-out success!



A fantastic 800 supporters ran, jogged and hiked through the beautiful countryside of east Kent, following the ancient pathways of the North Downs Way; one of England's oldest National Trails.

The route took supporters from the picturesque village of Wye to the heart of historic Canterbury, before continuing south to a memorable finish inside the impressive walls of Dover Castle.

Collectively, the total distance hiked this year was 22,565 kilometres! That's the equivalent of walking between Land's End and John O'Groats over 17 times!

And what's more, our supporters went the extra mile in more ways than one. Their fundraising efforts have raised in excess of £160,000 for

Pilgrims Hospices; more than any other fundraising event in Pilgrims history!

This incredible amount is enough to cover the 24-hour care of a patient by one of our community nursing teams for more than 2,000 days. We'd like to say a big Pilgrims thank you to our wonderful community of supporters and volunteers who have made this phenomenal achievement possible.

The money raised will help Pilgrims to continue providing our skilled and compassionate care, free of charge, to more than 2,500 patients, their carers and their families every year.

Hot foot over to our Firewalk

Face the flames in the 'hottest, shortest sponsored walk in the world'!



It's time to turn up the heat for the Pilgrims Hospices Firewalk; coming to Ashford, Canterbury and Thanet this Autumn.

Join other brave soles daring the barefoot dash over red-hot wood embers measuring up to 800 degrees! No tricks, no special effects - just you and the fire. It's the ultimate test of courage and the perfect challenge for any fitness level.

"Today I feel I can achieve anything and I'm walking with a real spring in my step. Thank you!"
Firewalk Supporter

There's no previous training required. You'll receive all the information you need via a lighthearted, interactive training video with our firewalking expert, Cliff Mann, prior to the event.

Then, on the night Cliff will run you through a final briefing leaving you feeling all fired up and ready to conquer the most primal of fears. Cliff has guided 1,000s of people across the fire, over a 30 year career, so you can rest assured you're in safe hands.

A firewalk is a truly life-affirming experience. Not only will you achieve the impossible, you'll raise vital funds to support hospice care too. And after all, if you can walk on fire, you can find the confidence to do anything!

Spaces for this bucket list experience are limited to just 100 per event, and sold out the last time they were held,

so early registration is recommended to avoid disappointment.

Early Bird entry is open now - available for the first 50 sign-ups per firewalk date or until Sunday 12 September 2021.

- Friday 29 October 2021
Firewalk Ashford
- Saturday 30 October 2021
Firewalk Canterbury
- Saturday 6 November 2021
Firewalk Thanet

You must be at least 16 years of age to participate in the Firewalk and those under the age of 18 must be accompanied by a participating adult.

Find out more at:
www.pilgrimshospices.org/event/firewalk-2021/

Ninety-Nine Days

A story of the Benjamins' voyage around Britain



Retired Doctor and sailing enthusiast generously donates his book royalties to Pilgrims Hospices. Irving Benjamin's book Ninety-Nine Days has so far raised over £400 for the end of life charity who cared for his late wife Cate. Irving hopes this will be the first of many donations from the book royalties.

Irving is a retired surgeon, having worked as a Professor of Surgery and head of department at King's College Hospital from 1990 until he took early retirement in 2006.

Originally from Scotland, Irving lived in London from 1979, and moved to Deal with his first wife in 1997. Sadly she died suddenly in 2000, and he married Cate in 2006 having already known her as a good family friend.

Irving said: "I had taken up sailing in the 1990s, Cate and I bought our 33 foot yacht 'Vega' together, and enjoyed coastal and cross-channel sailing. We made our first trip around Britain in 2007, helped by a number of friends aboard at various times, but it was in that year that Cate discovered the breast cancer which was to change our lives for a number of years. We interrupted our travels, overwintered Vega in Inverness, and returned to London while Cate underwent treatment. We did some sailing in the Netherlands in 2008 and the following two years, but when Cate was discharged from follow-up in 2012 we decided to complete our around Britain trip including the north coast of Ireland, the Inner Hebrides and Orkney.

"The whole trip lasted Ninety-nine Days (the title of the book), and I kept a detailed illustrated blog, and later edited the text and illustrations of the log into a book, with Cate's help and critical assistance. I promised Cate that we would publish it together; I had hoped that would happen during her lifetime, but sadly I was not able to make that deadline.

"Cate developed recurrent disease in 2016, and underwent further treatment, mostly at Kent and Canterbury Hospital. As her disease progressed she required the support of Pilgrim's Hospice; with regular phone calls and personal visits from hospice nurses and from Dr Andrew Thorn. By June 2020 it was decided that no further active treatment was indicated, and from around that time she was practically bedbound. In accordance with Cate's wishes we had decided that she would remain at home with me for as long as it was possible, and preferably to die in our own bed. The care we received from Pilgrims community care team was absolutely second to none, and it was helpful that as a retired doctor I was able to manage symptom control alongside the other carers. I was with her all of this time, prepared food for us to share, and read books to her in bed. Luckily, this all happened before the most severe strictures of the lockdown, so she was able to have a few short family visits. She became quite confused in the last 2 to 3 weeks, and died quietly in bed in the early hours of 14th September. She had a beautiful non-religious ceremony performed by a wonderful doula, and is buried in a lovely location in Deal cemetery, in what will eventually be our double grave."

We have the most wonderful extended family, Cate has two children living in Deal, with granddaughters aged six and eight, and two children in Canada, with an 8-year-old grandson. I have two children of my

own in the UK, and one in Australia, and between them four grandchildren aged between 13 and 29! They are generous with their love and support and I'm comforted to have them all.

We enjoyed music together and would go to festivals whenever we could, including Glastonbury. We were also regular supporters of Scottish and South African rugby (Cate was born in Durban), and went to all the games at Murrayfield and a few in Paris, Rome and Dublin.

Although I didn't manage to publish our adventures before Cate passed away, it's now published through Amazon Kindle Direct Publishing. It's available both as an e-book, and a paperback. The paperback is a much nicer publication, because the e-book does not do justice to the lavish colour illustrations and the glossy cover, but unfortunately Amazon pass on the high printing costs for the paperback, which puts the price up a lot in order to be able to make enough in royalties to pass on to Pilgrims Hospices. I've just received my first royalties, and I am able to pass on the whole sum, which is now just over £400, hopefully as the first instalment of many. I'm keen to have the book sold as widely as possible, in order to boost the donations, so the more publicity it can get the better.

After Cate's death we set up an online tribute page, which has raised over £1000 for the Hospices. In addition, a group of us have been writing together for the last couple of years as Deal Poets Society, and we launched our first anthology, Love, Life, Loss at the end of 2019, with a celebration at the Lighthouse in January last year. Again, all the proceeds from that work have gone to Pilgrims Hospices; we are planning a second volume for the end of this year.

Benj (Irving Benjamin)

Christmas Cards 2021

Order online at www.pilgrimshospiceshop.co.uk

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



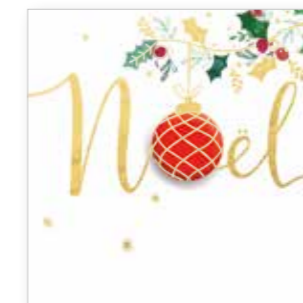
1. Nativity
160 x 160mm

With every good wish for
Christmas and a Happy New Year
£3.00



2. Snowy Robin
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Christmas and a Happy New Year
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4. Harvest Wreath
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5. Santa's Circus & Ringmaster Santa
Twin Pack - 160 x 160mm

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£3.00



6. Three Gnome Santas & Cycling Gnome Santa
Twin Pack - 160 x 160mm

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Christmas and a Happy New Year
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10. Canterbury
123 x 170mm

With every good wish for
Christmas and a Happy New Year
£4.00



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20 assorted cards
Designs in pack can
vary from those shown
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Plastic Free!
All our cards come
in packs of 10 and
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No.	Description <i>(Cards come in packs of 10 with envelopes)</i>	Size	Price	Quantity	Total Cost
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2	Snowy Robin	160 x 160mm	£3.00		
3	Noel	160 x 160mm	£3.00		
4	Harvest Wreath	160 x 160mm	£3.00		
5	Santa's Circus & Ringmaster Santa (TP)	160 x 160mm	£3.00		
6	Three Gnome Santas & Cycling Gnome Santa (TP)	160 x 160mm	£3.00		
7	Choir Boys	120 x 170mm	£3.00		
8	Sporty Santa	120 x 170mm	£3.00		
9	Kent in Winter	170 x 123mm	£4.00		
10	Canterbury	123 x 170mm	£4.00		
11	Bumper Pack - 20 cards	Various	£5.00		

UK Postage & packaging details:

Orders under £20 = £3.75 £20.01 to £50.00 = £4.95

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

Total	
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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 2021.



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.

Pilgrims Hospices in East Kent is a company limited by guarantee. Registered office: 56 London Road, Canterbury, Kent CT2 8JA. Registered as a company in England No. 2000560.

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.

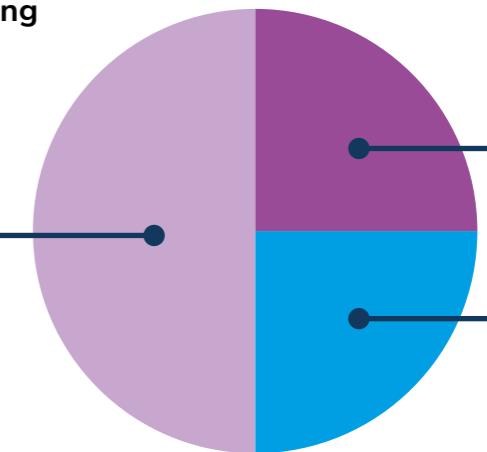
Leaving a gift in your Will... your legacy everlasting



Gifts in Wills play a vital part in our ability to continue caring for our local community. They provide a quarter of our funding and support the care of 1 in 4 of all our patients.



50%
Other fundraising



*Figures based on a 3 year average from 2016-19 accounts

Dawn Mayton has written a gift to Pilgrims in her Will as a thanks for helping her survive cancer over 20 years ago

"I was first referred to Pilgrims by my GP in 2000, after a three year struggle with ovarian cancer. I had undergone various treatments, but was unfortunately told there wasn't much more that could be done. I carried on with treatment at a local hospital, but found that it was the hospice that gave me the comfort and support I needed. Once a week I would participate in Time to Create activity groups, holistic massage, and I made use of their counselling service.

A second opinion gave me the opportunity to have potentially life saving surgery. I was scared and worn down by my illness and wasn't sure I could go through with it, but it was the Pilgrims counsellors who gave me the courage I needed to have the treatment, which eventually saved my life. They helped me so much and were there to guide me through this journey. I never felt alone whilst in their care just knowing that other people were going through something similar, and it wasn't just me this was happening to.

Pilgrims was that comfort, the family support that I needed to get through and carry on with the things that

mattered most. This is why over twenty years on I have chosen to leave a gift to Pilgrims in my Will. I believe that the incredible care the Hospice provides cannot go unnoticed, and I want to ensure that they are still here for generations to come when they need them most, supporting the community through challenging and unprecedented times."

It is only thanks to people like Dawn, that we can be sure in the knowledge that we will be able to continue providing our expert care and support for future generations. Should you choose to leave a gift to Pilgrims in your Will, you will be helping to ensure future care for people across east Kent.

If you are considering leaving a gift in your Will to Pilgrims Hospices, we would like to take this opportunity to give you our most sincere thanks for your generosity.

For more on leaving a gift in your Will, or to request a copy of our brochure visit

www.pilgrimshospices.org/giftinwill, or to speak to our friendly Gifts in Wills team call 01227 782062 or email giftsinwills@pilgrimshospices.org.

Hospice at Home: “The hidden gem of hospice care”



Pilgrims Hospices offer a wide range of support to people across east Kent who are living with life-limiting conditions – on its wards and in its Therapy Centres in Ashford, Canterbury and Thanet, and also out in the local community within peoples’ own homes.

One such service is Hospice at Home; working with those considered to be within the last 72 hours of life, this vital team of Senior Healthcare Assistants (SHCAs) support families through the dying process at an incredibly difficult and important moment. Between them, they travel across the whole of east Kent to offer their skills and support. They work in shifts from 07:30-21:00, always in pairs.

contact if a patient needs medicines administering. We also report any changes in a patients’ condition to them and the palliative specialist nurses, so that their care is joined up and tailored to them.

“Hospice at Home is the hidden gem of Pilgrims’ care. It’s such a rewarding role, and it’s a real privilege to be allowed into peoples’ homes at a very difficult time. We’re not there to take over, just to support; you can see the pressure taken off family members when we arrive.

“It can be an emotionally and physically challenging role, but we also have an overwhelming feeling of pride and reward in what we do. It’s a real privilege to be able to support patients and families at an extremely personal time.”

Hospice at Home has continued to be a much-needed and appreciated service during COVID-19. Early on in the pandemic, no visitors were allowed in the hospice buildings; as people were advised to stay home, more were able to care for loved ones there. This meant that many patients chose to be at home with loved ones at the end of their lives. The team was also deployed to the hospice wards and wider community, supporting where needed, especially at the height of the second wave over Christmas 2020.

The team holistically accompanies patients in their journeys - from identifying when they’re nearing the end of life, providing last offices, and caring for the family afterwards.

They continued:

“Most SHCA skills are transferable to other roles, particularly when working

on the hospice wards, which we have often covered as a team. During the pandemic, we’ve regularly supported our colleagues at this very challenging time.

“Our team became trainers for local nursing and residential homes, showing staff how to ‘don and doff’ PPE correctly. We also assisted a nursing home that was in crisis when their staff and residents all contracted COVID.”

Kate White, Head of Nursing at Pilgrims, said: “Hospice at Home offer an invaluable service to those wishing to die at home by attending their home to give expert personal care in the last few days of life. They are able to take the time to support the patient and their loved ones at a most difficult time, with compassion and dedication. I receive numerous compliments from family members who’ve been so grateful and relieved for their input, as it means the patient’s wish to die at home is fulfilled. The team is vital to our overall hospice service, giving people choice and an alternative to inpatient care.”

Each year Pilgrims Hospices give care and comfort to over 2,500 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.

Hospice at Home team (pictured above), from left to right: Rachel Kendall-Jones, Sharon Beal, Daniel Brown, Sharron Hill, Tracy Fullarton and Becky Baldwin

Team Leader, Mandy Hilden (pictured left)



The Hospice at Home service began in 2009 and is a small team of seven SHCAs.

Referrals to the service are made via

GPs, Pilgrims’ multidisciplinary team, a hospital palliative care team or district nurse, and the team aim to respond within four hours.

If a patient wants to be discharged from hospice or hospital care to die at home, the team help to make this possible; 24-hour care at home is not available, but the team can visit a couple of times a day to provide support and personal care.

The team said:

“We help with personal care and offer emotional support to families and carers. We’re not time-restricted like some care providers are, so it’s nice to be able to give people our full, undivided attention for as long as they need it.

“We have a good relationship with district nursing teams, who we

Mr C shares afternoon tea

The staff at Pilgrims Hospices celebrated the first Frontline Workers Day on Monday 5th July with an afternoon tea box gifted by an anonymous donor.



On this important day when the country recognised and thanked all colleagues in the NHS, social care

and frontline workers, it was explained the donor felt it was something very personal that could be done for the staff on all three of the hospice sites in Ashford, Canterbury and Thanet.

The generous gesture was made by a member of the public, Mr C. who explained he’d experienced Hospice support for a member of his family and recognised the importance of Hospices within the local community. The difficult experience of end-of-life care for a loved one was made more bearable by the warmth and love given by everyone at the hospice.

Mr C. explained he had also been extremely ill when struck down by the COVID-19 virus. Many of us are aware that having a near death experience has a way of making you review life and the things around you that are important. He is now slowly recovering and should return to full health thanks to the support and care of the amazing NHS.

The gift boxes have been managed with the support of Ian Ashton, Pilgrims Hospices, Catering Manager, who purchased ingredients and

products on behalf of our benefactor. Ian said: “We are very touched by the kindness of this member of the public. We were able to offer a range of sandwiches, cakes, fruit and savouries for all dietary requirements regardless of the shift pattern that staff worked on the day.

“My team loved being part of this kind gesture and were proud to do some extra baking to make treats for the special day.

“As we explained to staff as the event approached, many of them planned to gather with their colleagues for mini picnics in the hospice gardens. Those who worked different shifts were able to take their boxes home to share with family or if they can’t make it to site on that day staff could collect their tea box the next day as they will be safely preserved in the Hospice fridges.

Although it was a day to celebrate, at 11:00am Pilgrims were able to pause for two minutes to remember the men and women from the NHS, social care and other key services who lost their lives in the service of others and the nation also took time out to remember the sacrifice of so many people.

Helen Bennett, Pilgrims Hospices Chief Executive said: “This was such a thoughtful gesture, we are very humbled to have been so highly thought of by a member of the public.”

Once we have put 2020 firmly behind us, this is the chance for a huge community celebration, with our

“At the hospices, we take great pride in providing a very special level of care for people at the end of their lives. Ensuring we do as much as possible for their loved ones is important too. Thank you very much Mr C., we are pleased to know you are recovering well yourself.”

minds firmly fixed on the amazing work of our NHS and frontline heroes.

Hannah Sole, Pilgrims Supporter Relations Team Leader said: “I’m very proud of my team who have been here throughout this difficult year; providing non clinical and essential support to those who need to contact the hospices for a wide variety of reasons. We’ve adapted our working practices to ensure safety throughout the working days. What a lovely treat from Mr. C., it’s great to be recognised along with our clinical and care colleagues, we are all part of the Pilgrims family, offering care and support to people currently using our services and those who continue to need our support or support us, after their loved ones have passed away.”





Remembrance
services
with carols

Trees of Love



Saturday 4 December

Ashford ✦ Canterbury ✦ Thanet
outdoor services at Pilgrims Hospices

Sunday 5 December

All Souls Church ✦ Cheriton

TBC

Barham ✦ Charing Crematoriums

Sunday 12 December

St Peter and St Paul Church ✦ Dover

Join Pilgrims Hospices this December to remember family and friends by dedicating a dove on our Trees of Love, and come together at venues across east Kent for a remembrance service with carols.

www.pilgrimshospices.org/treesoflove | 01227 782062
supporter.relations@pilgrimshospices.org