

Pilgrims matters

News for Pilgrims Hospices supporters

Spring 2022



ALWAYS CARING...
so patients can share precious moments with their loved ones

"They allowed us to just be with Cath, without any pressure, and made sure she was comfortable and surrounded by our family right to the end"
Bernard Packer, Cath's husband



JUST £7.50 A MONTH
COULD HELP PROVIDE ALL THE MEDICINE NEEDED AT ONE OF OUR INPATIENT UNITS OVER 24 HOURS

Become part of Always Caring by supporting us with a monthly donation
With regular, assured income you can help Pilgrims be here Always Caring for families every day.

As a member of ALWAYS CARING you receive

- Always Caring Pin Badge**
Our thanks for your committed support.
- Always Caring Facebook Community**
With access to the behind-the-scenes life at Pilgrims Hospices. Search 'Pilgrims Hospices Always Caring' on Facebook and request to join.
- Annual Impact Report**
Showing the difference your support is making to those we care for.
- Annual Reception**
Come together once a year at a special venue in east Kent, to learn about your incredible impact.

Thank you for your committed support
We're delighted to welcome you as part of Pilgrims Hospices Always Caring 2021



Find out more
visit:
pilgrimshospices.org/alwayscaring
email:
always.caring@pilgrimshospices.org
call:
01227 782062

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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 huge thank you to everyone who has continued to support our charity during such challenging times. I know looking forward to life beyond COVID-19 restrictions and some normality, we will continue to provide our patients, staff and volunteers with the very best care and support. Rest assured that safety remains our priority.

Our volunteers continue to return to support the charity within the hospices, at events and as members of Pilgrims volunteer shop workforce. It is a great joy to be able to thank them for their support once again.

In the Autumn Pilgrims Matters issue we shared details about our regular Trees of Love remembrance events which were held throughout December 2021. More than 1,200 people supported our campaign, with events being held at the hospices and at indoor venues in New Romney, River, Cheriton, Charing and Barham. Every penny making a difference to those people who need our care the most. The usual services at the hospices were replaced by a filmed service which is available to view on YouTube.

This very important event has been running for more than 20 years and in that time, we are pleased to say that we have just reached the milestone of raising over £1 million for the hospices. Thank you to all those who supported the appeal over the years and to our incredible volunteers who help us to make it happen each and every year.

This Spring we ask supporters to dedicate a sunflower to someone special for Pilgrims Sunflower Memories Appeal 2022. And we invite you to join us for a summer tea party in July in the gardens of our hospices to spend time remembering together with family and friends.

With some of the wonderful summer fundraising events taking place, please take care and stay safe.

As always, we hope you enjoy our supporter magazine and send you our thanks for your generous support.

Spring will bring us new hope again.

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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A message from our CEO

Welcome once again to Pilgrims Matters, I hope you will enjoy reading the articles and insight into our services. Our supporter magazine is just one of the important ways for us to share news with the friends of Pilgrims Hospices.

We are very proud to share with you, the launch of 'Always Caring', our new supporter programme.

Over the two past years, we've seen the biggest outpouring of support for the hospice through our Still here, Still caring appeal, which raised an enormous £300,000 and played a huge part in helping us to navigate our way through the COVID-19 pandemic.

From the time the crisis began, the importance of regular giving to the hospice was clear. Having assurance in our income is the only way that we can continue to deliver the best possible care.

Always Caring, will be a committed supporter club which through regular direct debit donations will make an impact daily, securing Pilgrims' care for future generations.

We look forward to welcoming you to join as part of Pilgrims Hospices Always Caring supporter programme.

The Pilgrims Lottery goes from strength to strength with a record-breaking year. There are now more than 23,000 £1 weekly tickets, moving us closer to our target membership of 25,000. Every £1 membership is helping us to achieve

great things for people who need our end-of-life care in east Kent.

It wouldn't be Pilgrims Matters without supporter fundraising stories, and information on our dedicated volunteer workforce. You can read how Charlotte, Mark and young Hugo Bousfield raised more than £1,300 for our charity in memory of Charlotte's mum Jane Mounter on page 5, and how volunteers are supporting the digital capture of patient voices; enabling them to leave an additional vocal memory for their family and friends on page 15.

In this issue we recognise the work of our retail team. With discerning customers looking for an improved shopping experience, many of our shops have undergone a refit to achieve a high street appearance. The difference is showing in our sales, and by the end of this financial year, shop takings will be £4.4 million.

Please take some time to enjoy the latest Pilgrims Matters, and please do consider Make a Will Month to ensure your wishes are in place before you die. This year marks the 10th anniversary of the hospice charity scheme which has



raised more than £170,000 for hospice care. There are seven solicitor firms across east Kent who are giving their time and expertise to write or update Wills in exchange for a donation to Pilgrims. Appointments are available throughout April and May. Please find more information on page 4.

Our fundraising activities and your generosity, mean that we are able to continue to offer our end-of-life services to our local communities when and where they need it. With your help and support we intend to continually develop and improve our services so that we are still here, still caring now and in the future.

I hope you find this issue of Pilgrims Matters informative, enjoyable and interesting.

With very best wishes,

Helen Bennett, FCIPD
Chief Executive

We care about your care

In 2021 we received 785 reviews through I want Great Care, this is what **YOU** told us about **YOUR** experience with Pilgrims.

✓ **97.3%**
had a positive
experience with us.

On average we scored
4.83 out of five stars.
★★★★★

Make a Will Month celebrates tenth year of supporting hospice care

This year, seven solicitor firms across east Kent are generously giving their time and expertise to write or update Wills, in exchange for donations to Pilgrims Hospices.

This year marks the 10th anniversary of the hospice charity's Make a Will Month scheme, normally held in February, which has raised over £170,000 for hospice care. For 2022, appointments will be available throughout April and May* for those who wish to make or amend Single or Mirror Wills.

Ellie Cane, Individual Giving Officer, said:

"We're delighted to say that we are building on the previous success of this appeal by welcoming two new solicitor firms for Make a Will Month 2022. Martin Tolhurst in Ashford, and Stilwell & Singleton in Deal, Dover and Sandwich have joined us to help more people in east Kent get their Will made."

One of the many lessons the Covid-19 pandemic has taught is the importance of being prepared for the unexpected, and part of this is ensuring you have a Will in place so you have the

reassurance of knowing your wishes will be fulfilled after you've gone.

"I'd like to take this opportunity to thank all the firms that have supported Pilgrims over the last ten years by partnering with us for Make a Will Month, and encourage everyone in east Kent to take this chance to make or update your Will whilst supporting their local hospice."

"We've heard first-hand just how invaluable the work of Pilgrims really is. Many clients choose to support them when drafting their Wills so we are incredibly grateful for the opportunity to show our support too!"
Zara King, Stilwell & Singleton

"Your will is such an important document and there can be no doubt it is worth doing it properly. Making an appointment with one of our experts is a great way to donate to a crucial local charity and receive something of significant benefit to

you and your family in return."
Simon Crooks, Partner, Boys & Maughan Solicitors

There are seven participating solicitor firms taking part in Make a Will Month 2022: Stilwell & Singleton – Robinson Allfree – Prospero Solicitors – Martin Tolhurst – Girlings Solicitors – Gardner Croft – Boys and Maughan.

Suggested donations are £150 for a straightforward single Will, or £250 for an uncomplicated double Will. Those taking part are also welcome to donate more if they choose. An additional charge will be agreed with the chosen solicitor for a more complex Will. Visit pilgrimshospices.org/makeawill for a description of a complex Will.

*Participating month may differ from firm to firm.

Visit pilgrimshospices.org/makeawill to see a full list of participating solicitors, and contact your preferred firm directly to make your appointment.

Bousfield family's fantastic fundraising for local hospice care



Charlotte, Mark and Hugo Bousfield from Canterbury are keen supporters of Pilgrims Hospices; to date, they have raised more than £1,300 for the charity.

They fundraise in memory of Charlotte's mum, Jane Mounter, who received Pilgrims' vital end-of-life care at the Thanet hospice in 2017.

Jane lived in Beltinge, Herne Bay, where she was a well-known member of the local community. She was a devoted wife, mother and grandmother, and a much-loved ophthalmic nurse in the outpatients department at Kent and Canterbury Hospital.

Charlotte said: "She was the life and soul of the party and has left a big hole in our lives."

"When Mum was admitted to the hospice, I was frightened because I thought it was a place of sadness where everything would be very clinical – but I was amazed from the moment I walked in. I was overwhelmed by the kindness and care that Pilgrims' staff offered, not only to Mum but to our whole family. We could use all the different spaces, including the beautiful gardens, the family room – which was ideal with Hugo, who was four at the time – and the small chapel area for quiet moments of reflection. My mum was made to feel comfortable, reassured and, most importantly of all, normal."

Mark and Hugo have taken part in Pilgrims' festive fun-run, Santas on the Run! in Herne Bay, every year since 2017. The family have also supported Pilgrims' annual

Trees of Love remembrance campaign and been involved with several other fundraising activities. As a family, they fundraise to give back and say thank you for the care Jane received, helping to ensure that others can benefit from local hospice services.

Charlotte added: "Pilgrims has become a cause incredibly close to our hearts; the work they do day in and day out to make the most painful moments in life a little bit easier, more bearable and totally human, is nothing short of amazing. We will always be grateful for those last moments with Mum in such a safe place."

"They're a great local charity, and we are forever connected to them through my mum. Pilgrims helps thousands of people every single day to make their last moments with special people matter. Through fundraising, we hope to raise awareness of this great cause and offer a small gesture that might help other families in difficult times."

You can support Charlotte, Mark and Hugo by donating to their JustGiving page www.justgiving.com/fundraising/Mark-Bousfield2

Each year, Pilgrims Hospices give care and comfort to thousands of 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.



Events programme

● Flagship Events ● Community Events ● Runs ● Challenges

10 April 2022	Challenge
Brighton Marathon	
30 April 2022	29 May 2022
Isle of Wight Ultra Challenge	RideLondon-Essex 100
1 May 2022	8 June 2022
Cycle Challenge	Conquer Mount Toubkal
14 May 2022	11 June 2022
Jurassic Coast Ultra Challenge	Pilgrims Way Challenge
14 May 2022	24 June 2022
Tandem Skydive/ Wing Walking	Hadrian's Wall 25-mile Trek
28 May 2022	15 July 2022
London 2 Brighton Ultra	UK 3 Peaks Challenge
	16 & 17 July 2022
	Garden Safari, St Margaret's

17 July 2022	13 August 2022
Tandem Skydive/ Wing Walking	Ashford Summer Fair, Mersham
24 July 2022	13 August 2022
Pilgrims Garden Festival, Faversham	Hadrian's Wall 25km Trek
30 July 2022	19 August 2022
Sunflower Memories	UK 3 Peaks Challenge
13 August 2022	29 August 2022
Hadrian's Wall 25-mile Trek	Canterbury Half Marathon

3 September 2022	2 October 2022
South Coast Ultra Challenge	London Marathon
4 September 2022	
London Big Half	
10 September 2022	
Thames Path Ultra Challenge	
11 September 2022	
Tandem Skydive/ Wing Walking	
16 September 2022	
Hadrian's Wall 25-mile Trek	

Pilgrims events will launch on our website and social media closer to the event dates, please check back nearer the time for more information – www.pilgrimshospices.org/events



Pilgrims launches new supporter programme

Pilgrims Hospices ALWAYS CARING

Over the past year we have seen the biggest outpouring of support for the hospice to our Still here, Still caring appeal, which raised an incredible £300,000, and played a huge part helping us weather the Covid-19 pandemic.

Now, almost two years on from when this crisis first began, the importance of regular giving to the hospice is clear. We can care alongside our patients only if we know that you are alongside us. With your regular committed support we will know that no matter what we face, we can get through it – we can only do it together.

Being able to predict and have assurance in our income is the only way that we can continue to deliver the best possible care. This is why we are launching Pilgrims Hospices Always Caring, a committed supporter club which through regular Direct Debit donations makes an impact every day, securing Pilgrims care for future generations.

What you get when you join Always Caring

Always Caring Welcome Pack and pin badge

When you first join you will receive an Always Caring welcome pack, including a special pin badge, to thank you for your committed support. We will ask you at this point how, and how often, you would like to receive communications going forward.

Always Caring Facebook Community

You will be invited to join the **Always Caring** Facebook group which will give you access to a behind the scenes look into life at Pilgrims Hospices.

Annual Impact Report

Once a year we will send you an impact report on the difference your support through **Always Caring** has made to the people we care for at Pilgrims Hospices.

Always Caring Annual Reception

We will invite you to join us for an annual reception at a special venue in east Kent, to hear first-hand our latest news and updates, and about the impact you have made.

With your regular committed support we will know that no matter what we face, we can get through it – we can only do it together.

The difference YOU can make through Always Caring:

Always caring...so you can share precious moments with those you love

"We were able to enjoy valuable time together, at one of the pamper days we were invited along to, and for Jeannie particularly it was such a nice break from her illness."

Always caring...so you know you are not alone

"As Jeannie's main carer, I received a great deal of practical support, but I was also seen as a person, watching her younger sister reach the end of her life."

The variety of care and support that Sue and her family experienced at Pilgrims is only possible due to regular, committed support from our community

My family and I experienced the enormous breadth of care that Pilgrims has to offer, whilst my sister, Jeannie was in the last year of her life. The care and support they gave Jeannie and me in her last months was so very important to us, helping her maintain her independence, spend quality time with her family and all the time we were supported and guided through by the amazing staff at Pilgrims.

We greatly appreciated our time in the Therapy Centre, which provided a space for us to enjoy valuable time together, as well as the chance for Jeannie to find comfort in sharing with people who understood what she was going through.

After Jeannie died, Pilgrims stayed by our side, offering bereavement support to my mother, Anne, who was really struggling. They gave her somebody who was kind and caring to share her memories with, and it helped her so much.

Everybody at Pilgrims was always very kind. When you're dying, and everyone around you knows that, nobody wants to talk about it. Pilgrims were not afraid to talk about it, and not afraid to deal with our tears. I'm so grateful that such a variety of care and support was available for us, and this can only be thanks to the generosity of the local community.



Right: Sue, with her sister Jeannie
Far right: Anne, with daughters, Cate and Jeannie

Always caring...so we can walk beside you and shoulder the load

"The care and support they gave Jeannie in her last months was incredible. She'd been supported and guided through her illness by the amazing staff at Pilgrims."

Always caring...so we can listen and ease your worries

"When Jeannie could no longer manage the stairs at home, the Pilgrims Team were absolutely fantastic. I've never forgotten the kindness I was treated with. The fact Pilgrims was always there, I always felt that if I needed advice or help for me or my sister, that somebody would be here to help."

Always caring...so we can create magical moments and memories for you and your loved ones

"Pilgrims helped Jeannie be well enough to spend what would be her last Christmas at home with her family. It was so wonderful that they understood how important it was to all of us, and gave us that time."

Always caring...so we can put our arms around those you leave behind

"Everyone rallies around you when someone dies; but after the funeral, that support can disappear. But Pilgrims didn't. It was so comforting to know that they recognised grief doesn't stop just because you've had the funeral."



The difference your Direct Debit could make

A gift of
£7.50
a month

would over the course of a year pay for all the medicine used at one of our inpatient units over a 24 hour period



A gift of
£10
a month

would cover the cost of an hour of staffing for our telephone advice line every month, to ensure we're always on hand to offer support and care whenever we're needed

A gift of
£25
a month

would cover an hour of nursing care every month



If you would like to make a difference by setting up a Direct Debit and becoming a member of Pilgrims Hospices Always Caring please complete the form attached to the enclosed letter, and return in the FREEPOST envelope provided.

For more information or to join online visit www.pilgrimshospices.org/alwayscaring or call our Supporter Relations Team on 01227 782062.

In conversation:

We hear from a Pilgrims research participant



Pilgrims is currently running a clinical trial, called the MePFAC study, looking at the use of a drug called 'methylphenidate' to see if it helps cancer patients with their symptoms of fatigue (tiredness). The trial is comparing patients who are taking the real drug with patients taking a dummy version (placebo) to test if it improves their levels of fatigue. This research is happening in a selection of hospitals and hospices across the country and being led by University College London.

Charlotte Brigden, Pilgrims Hospices Research Facilitator, caught up with one of our patients who recently took part in the study. The patient wanted to share their experience of what it was like and why they wanted to get involved. We are keeping their identity anonymous.

Thank you very much for taking the time to speak to me about your experience on the trial. Was this the first research study you have taken part in?

Yes, it was the first one I have taken part in and I was very interested when it was mentioned to me.

How did you find out about it?

The hospice doctor and nurse mentioned it to me when I had my appointment. I spoke a lot with them about having had fatigue in my life and feeling exhausted. When they mentioned that the hospice was involved in a trial to look at a drug for helping with fatigue I was more than happy to consider it. They passed my details on to the hospice research team who then called me and explained what was involved.

I can see that having fatigue was a reason why you wanted to take part. Is there anything else that motivated you?

I was interested in taking part in a trial because of my nosy nature, and it could be of benefit to me if the drug was shown to work. I was willing to try anything I could to see if it would make me feel better. I had tried fatigue management classes in the past but I couldn't get on board with them as everyone in the entire class was much older than me. This drug seemed like a possible alternative. Sarah, the Research Nurse, explained that I would be

able to continue on the medication at the end if it had benefitted me. I would have to re-start it as they wouldn't have known if I was on the medication or the placebo.

What was taking part in this research study like?

Really interesting. I met with Sarah, the research nurse and Dr Saha, and sat for an hour discussing all aspects of the trial, they explained that I could pull out of the trial at any time. They continued to see me for visits, they were so lovely, it was like catching up with a friend. I was contacted weekly to check how I was getting on and to change the dose. There were different forms to fill in. I was on the trial for ten weeks which didn't feel too long. I do not know if I was on the real drug or on a placebo but I felt as if it was working well on the lower doses. There are screening tests to do as part of the trial before starting and prescribing the drug to check you are suitable, which seemed quite over the top but I understood why they had to do this for safety reasons.

Was the experience of research what you expected?

I didn't really know what to expect. Once I'd spoken with Sarah and Dr Saha it was clear what to expect, both at the beginning and across the ten weeks. I certainly satisfied my internal nosiness!

Would you recommend other patients to consider taking part in research?

Yes absolutely, it was nice to feel you are making a difference or helping, after all the help the hospice has given me. It was one of the most positive aspects of my treatment to date. I have nothing but good things to say about all the care the hospice has given me. If they said there is something they will do I could trust that they will do it. It was the same when they cared for my dad too. It can be too late to change the end for someone, but if the work of the hospice can positively change someone's life in some way before then, that is a nice thing. It was very interesting and I'm glad I took part in the research.

Thank you very much for sharing your research experience.

To find out more about this study, other research at Pilgrims, or enquire about taking part, contact: charlotte.brigden@pilgrimshospices.org or visit www.pilgrimshospices.org/research

Hiking for hospice care:

Building a community and breaking records!

It's nothing new that spending time in the great outdoors, walking and being active, does wonders for our physical health, but it doesn't stop there. Research shows that being outside, particularly in nature, has many benefits for our mental wellbeing as well.

From a long hike, to a simple lunchtime stroll, walking has been proven effective in reducing anxiety, stress and fatigue, and there is evidence to show that walking in nature improves those results even further. That's because different parts of our brain activate while in a natural environment. Our mind calms, leading to physiological changes including reductions in heart rate and blood pressure.

The activity can lead to improved self-esteem, mood and sleep quality, and physically active people have up to a 30% reduced risk of becoming depressed. With all these benefits, it's little wonder why so many choose to join our growing hiking community.

We've come so far...

We're proud of our growing community of hikers and so grateful for the generous support they show Pilgrims Hospices. Thanks to their fantastic fundraising efforts, Pilgrims is able to be there for thousands of people living with an incurable illness across east Kent now and in the future.

Experience the best walks in the world... virtually

Pilgrims Hospices offers a wide range of virtual walking challenges that anyone can take part in wherever they live. The award-winning Pilgrims Virtual Hike series features popular trails from across the UK and abroad and invites intrepid supporters to complete the equivalent trail distance throughout the month from, or near to, their own homes. It's amazing to see how much there is to explore within reach from our own doorsteps, and the satisfaction is made all the sweeter seeing progress tracked along a virtual version of the real trail route.

Check out the latest challenge in the Virtual Hike series at www.pilgrimshospices.org/get-involved/events-and-challenges

Pilgrims Way Challenge

Since its introduction in 2018, the Pilgrims Way Challenge has quickly become a firm favourite in the Pilgrims Hospices fundraising calendar, attracting a sell-out 800 people each year to lace up their walking boots or running shoes and explore the rural beauty of one of England's oldest and least-trodden national trails. At the 2021 event alone, participants hiked a collective distance of 22,500kms; the same as walking from Land's End to John o'Groats 16 times. And, despite the difficulties of recent years, our wonderful hikers went the extra mile with their fundraising too, breaking all Pilgrims records to raise a staggering £167,000 for hospice care!

Find out more about the Pilgrims Way Challenge on Saturday 11th June 2022 at www.pilgrimswaychallenge.org

A community of kindred spirits

Even if you mostly strike out on solo adventures, you can share the trail with plenty of like-minded people by becoming an active member of our Pilgrims Hospices Walking and Hiking community group on Facebook. It's full of the latest news about walks you can get involved with and enthusiastic hikers like you inspiring and encouraging each other by sharing photos and stories of their daily adventures.

Join in the fun at www.facebook.com/groups/pilgrimswalkingandhiking



Proud to be Pilgrims People

Pilgrims Hospices can only continue to deliver our much-valued services to the people of east Kent with the ongoing support of our people. Our staff and volunteers make an immeasurable contribution to our work impacting the lives of people in our community.

The welfare of our employees is paramount and we continue to invest in the health and wellbeing of our people to ensure they have the opportunities to develop in their personal and professional lives.

Building on our strong foundations, and the learning brought about as a result of the COVID-19 pandemic, we have recently set out our Health and Wellbeing Roadmap which focuses on;

Emotional and Mental Wellbeing

– Ensuring every member of the workforce has access to tools and services to support and improve their emotional and mental wellbeing.

Supporting Our Workforce

Recognising that people are living and working longer, and that with the right support, these workers can continue to make an invaluable contribution to the charity.

Reward and Recognition – Motivating and improving the morale of staff and volunteers by ensuring each individual feels valued and recognised for their contribution.

Successful Leadership – Empowering managers with the skills they need to promote wellbeing within their teams and to create a positive, healthy culture.

Following the launch of the Health and Wellbeing strategy, and to support in promoting an environment for all staff and volunteers, where we can talk openly about our health and wellbeing, we have sought to introduce the role of Mental Health First Aiders across the charity. Mental Health First Aiders provide first line support to staff and volunteers ensuring they have access to tailored mental health provision where needed, helping our people to remain healthy, and well.

In addition to health and wellbeing, the charity is seeking to ensure individual experiences of working and volunteering at Pilgrims is as fulfilling as possible. We are committed to the personal development of staff and volunteers, building their capability,

resilience and increased engagement to adapt to and embrace change as the charity continues to grow so that we can achieve our vision and continue to help people live well in every moment.

Pilgrims Hospices aspire to be an employer of choice in east Kent and through our people achieve our vision 'of a community where people with a terminal illness and their family and friends are supported and empowered to live well in mind and body until the very last moment of their life'.

The pandemic has been a difficult time for us all, and it was with huge regret that we had to significantly scale back our volunteer services throughout 2020 and into 2021.

However, we used this time to reflect, identify and build upon the future needs of our clinical services and how volunteers can contribute to supporting our strategy. We developed a new Ward Support Volunteer role, to assist our nursing and care teams on the inpatient units, which went live in November 2021 and is already receiving positive feedback from the volunteers, our nursing teams and more importantly, our patients and their families in the inpatient units.

We are looking forward to restoring our volunteering services in 2022.



The Ann Robertson Centre, Pilgrims' dedicated Education and Training Centre

As we move forward in 2022, Pilgrims Hospices Education and Training Centre continues to concentrate on delivering training to professionals through both classroom and virtual sessions.

The need to keep medical teams supported across the whole of the healthcare sector is paramount. We are continually researching new opportunities, ways of learning, and keeping up to date with developments around end-of-life care.

"Education has always been a key part of our work. It's fantastic we now have this designated facility and income generator for future projects. This building will ensure Pilgrims can maintain its reputation for being at the cutting edge of palliative care."

Ann Robertson,
founder of Pilgrims Hospices
and former district nurse

Keeping our clinical team's training current and up to date is vital. Our clinical leads continually review opportunities to add to the already extensive range of training resources.

In addition to offering bespoke training courses, the Ann Robertson Centre, named after our hospice founder also offers a range of training rooms and classrooms for hire at very competitive rates.

The Training and Education Team have taken the opportunity to review its current resources, seek out new opportunities and partners to work with whilst keeping strong links with those we frequently work with.

We appreciate the support of organisations and customers who have continued to use our facilities and training over recent months. We would welcome the opportunity to assist any new enquiries; charities, businesses or organisations seeking modern affordable facilities for hire. All profits from the centre go back into providing vital, compassionate Pilgrims care. Whether you are looking for a meeting space to hold a relaxed one-on-one or a larger scale conference of up to 40 people, our meeting rooms can accommodate your needs. Refreshments and catering can be provided upon request. We offer complimentary Wi-Fi and free on-site parking.

For further details visit
www.annrobertsoncentre.org or
info@annrobertsoncentre.org
or call 01227 812 626



Pilgrims nurse Peter retires after 44-year career



Peter Hall from Folkestone was a familiar face at Pilgrims Hospices since its first hospice opened in Canterbury in 1982. Originally a staff nurse, he eventually joined the community team and spent most of his career supporting patients in their own homes across east Kent.

Peter was born in Germany; his father was in the army, so the family travelled often before settling in Folkestone in 1977. He married his wife, Brigid, in 1982 and together they have three daughters: Ruth, Rosie and Ann.

He said: "I left school with very few qualifications, just an Art O-Level at Grade C. Whilst loafing around, I bumped into a friend doing a pre-nursing course and became inspired by a desire to help people, particularly those who were ill. So, I gathered a few more O-Levels and was accepted into nurse training at Kent and Canterbury Hospital."

Peter qualified in April 1982 and shortly afterwards became a Pilgrims nurse; he received a royal handshake from the Queen Mother when she opened the Canterbury hospice that year.

From 1982-83, he worked on the Cheerful Sparrows ward at Queen Elizabeth The Queen Mother Hospital in Margate. He also nursed on the intensive care unit (ICU) at Kent and Canterbury Hospital. Peter returned to Pilgrims in 1988 as a community nurse, supporting patients in the Herne Bay, Thanet and Folkestone areas.

He continued: "I was interested in the holistic nature of palliative care. On the ICU, even if a patient is unconscious their families are there for us to talk to, so there are similarities in the way Pilgrims care for the whole family and support them after bereavement, too."

"I loved being out and about and visiting people in their own homes, it's a different dynamic to the wards. Even though a patient is unwell, they're still the boss – we don't come to take over, just to advise and help them achieve their goals as best they can. I especially enjoyed Christmas, it's fun to see how different families celebrate!"

Peter added: "I worked with lots of lovely people and we were lucky to have access to many different specialities between us – occupational therapists, physiotherapists, counsellors, to name just a few. I've always found teamworking really enjoyable."

"It also ties in with what drew me to palliative care; Pilgrims was built on a foundation of loving people and wanting to serve them at a difficult time. Although initially a Christian organisation, this broad, compassionate ethos laid the foundations for the holistic secular care we have now."

Spending the last part of his career nursing through a global pandemic has presented both challenges and

opportunities for Peter and the wider Pilgrims workforce.

"I'd gone part-time by the time the pandemic started, so that eased things and not much changed for me. Telephone contact was a challenge initially, but it made me appreciate being able to visit people again when we could. We also realised that some things can actually be done more efficiently over the phone or online."

Kate White, Head of Nursing at Pilgrims, added: "Peter has been the fabric of Pilgrims for so many years. His retirement is a great loss to us, but mostly to our patients and their families. Peter has always gone the extra mile, putting the patient at the centre of all he does. I have no doubt he will be remembered fondly by all the people whose lives he has touched. He takes with him a wealth of experience and knowledge as well as a great sense of humour."

Upon retiring, Peter has no immediate plans other than to spend time with his wife and family.

He said: "I'm going to drift into it. I've got a 1,000-piece jigsaw puzzle that I've always wanted to do but never had the time, so that's first on my list!"

"My wife and I are going to tidy up our church's garden. Our daughter, Rosie, gets married soon and we're also planning a trip to Oklahoma, USA next spring to visit our eldest daughter, Ruth, and her family, which will be lovely. We have lots to look forward to."

Pilgrims Hospices Lottery springs into action

As the days begin to lighten the Pilgrims team start to build the many and varied fundraising initiatives for our much anticipated wonderful new hospice in Canterbury. That being said, we are very proud to know that we are very much building on our existing heritage.

We have incredible community support that has been ever present. Our record breaking year at Pilgrims Hospices Lottery just proves how amazing you, our supporters really are. Through straitened times you have joined in your hundreds to support Pilgrims Hospices. We now have over 23,000 members and are getting ever closer to our target membership of 25,000. Your membership means a great deal and goes a long way. All of those weekly £1 entries really do add up and make a huge difference. You are helping us to achieve our goal of reaching every individual in east Kent that needs us. Every £1 helps our skilled teams provide care and comfort in our therapy centres, our hospices, outreach centres and in people's homes creating smiles and memories along the way.

Within Pilgrims Hospices Lottery, with your support we have built our income and grown our revenue streams with one increasingly important purpose in mind; to be able to support the vital services provided by our wonderful Hospices. We are proud to say that following the first building block of our ever popular Lottery weekly membership draw we are now able to offer our super successful yearly superdraws, last year's raised an incredible £60,000! Hot on the heels of these successes and by popular demand we were able to introduce the Pilgrims Hospices scratch cards which are available at all of our retail outlets and our hospice reception areas, only £1 each with a £1,000 top prize.

We have offered general and Christmas gift vouchers for many

years and in recent years further developed beautiful bespoke wedding favours all giving lucky recipients the chance of winning up to £20,000.

So, that's our portfolio of offerings to date. We continue to innovate and look for fresh ideas to continue to build, to reach as wide an audience as possible purely and solely, with passion and pride to increase our fundraising opportunities to enable our hospices to care for more people in the local area.

I hope there is something you like. If you need any further information about Pilgrims Hospices Lottery and associated products please do call me on 01227 379741, visit www.pilgrimshospiceslottery.org or email us at lottery@pilgrimshospices.org

Thank you, you really do make a difference.

Shiralee Riddell
Pilgrims Hospices
Lottery Manager



**Map of
Dec 21 to
Feb 22
winners**

Building a better charity retail business

Pilgrims Hospices opened their first shops over 20 years ago. At the time charity shops tended to be a bit scruffy and more of a jumble sale. Our shops were initially run entirely by volunteers who did an amazing job of establishing the shops in our communities, and starting to build a reputation for good quality second hand clothing and furniture. Our local communities have always supported the shops with large volumes of good quality donations which have meant that the retail operation has continued to grow year on year.

More recently, charity retail has changed considerably, and our customers now expect our shops to look and feel more like any other retail outlet on the High Street. So a few years ago we set out to grow our retail offering and make the shops more professional.

This meant that many of the shops required refits to bring them up to date, and to provide more suitable fixtures and fittings that we could present goods for sale on.

And what a difference that has made to our fundraising. In 2015 our annual takings through the shops was £2.7m, by the end of this financial year, our takings will be £4.4m.

So what did we do to make that happen? Well, first of all, we engaged with our fantastic volunteer team across all the shops to explain what we had planned for each of their shops, and to get their ideas of what would help to grow our revenue. We then employed Managers for most of the shops to drive the business in each shop, and to provide much needed support to the volunteer team.

We invested in specialist tills that would make the processing of sales easier and quicker, and would provide us with detailed information to help us make the right decisions about what products we should sell, and where.

Then, because we had those specialist tills, we were able to start using the Retail Gift Aid scheme – which allows us to

In 2015 our annual takings through the shops was £2.7m, by the end of this financial year, our takings will be £4.4m



We now have a total of 30 shops across East Kent, from Tenterden to Margate, and are able to offer a very broad range of goods at competitive prices to all of our customers.

claim an additional 25% from goods sold that have been gift aided, so a £10.00 coat becomes worth £12.50 to us by claiming back tax paid by the donor. This is extra money for us that comes at no cost to the donor. This year Gift Aid will be worth an additional £350,000 to us.

Once the new teams were in place and we had meaningful information from shop sales we were able to categorise each of the shops to make sure they were providing the right products at the right prices to the local communities that they served. This led us to create Discount shops in Ramsgate, Margate and Dover, where almost all goods are offered at less than £5, and most clothing offered at £1. We were also able to create 'boutique' shops in Whitstable, Sandwich and Hythe where we present goods in a different way, and offer more 'high end' brands for sale.

We now have a total of 30 shops across East Kent, from Tenterden to Margate, and are able to offer a very broad range of goods at competitive prices to all of our customers and supporters. Recently the drive for consumers to consider the impact of fast fashion has led a desire for more sustainable fashion, all of the clothing we offer for sale is pre-loved so more and more environmentally conscious consumers are visiting our shops, and that's good for us and the planet.

Throughout all of the changes that have taken place over the years, and especially in the past few years, one thing has remained constant, our amazing volunteer teams who give over 150,000 hours of their time each year to support the shops.

Pilgrims volunteers: Our foundation of support

Over the past three years we have been developing volunteer roles in a variety of settings, Our Stepping Stones trained volunteers facilitate monthly peer support groups at each of our hospice sites. Bereavement can often increase feelings of loneliness and isolation and these emotions are likely to have escalated over the past two years for many people. Stepping Stones volunteers offer support and signposting to anyone who is grieving, irrespective of time, cause or relationship. The support groups meet every month in our comfortable therapies lounges, where bereaved people can gain support over a cup of tea and a biscuit. Our volunteers have been able to support people from a range of settings and it is wonderful to see people coming along to the groups again, where they can meet others in similar situations.

Exploring new approaches to volunteering

Volunteers offer a sustained, caring connection to the patients and families we care for. This has been very evident with the introduction of our new team of ward support volunteers. The volunteers are now embedded in the ward teams across our three hospices, providing direct support and assistance to our patients and their loved ones on our wards.

The aim of this non-clinical role is to place our patients at the centre of everything we do and to provide positive engagement and emotional support, whilst meeting holistic needs of the people we care for.

This volunteer role will work closely with our multi-professional team on a daily basis adding value to patients, families, visitors, fellow volunteers and staff. The role will form a key part of the welcoming atmosphere we aspire to achieve on the wards at all times and help us extend the hospice ethos.

'Volunteers play a vital role in our society, in a myriad of ways and in all types of settings. The hospice and palliative sector, like many others, benefits from the time freely given by thousands of volunteers each week and could not achieve all that it does without them. These volunteers complement the workforce and are able to increase significantly the scope and reach of the work that these essential services are able to offer'
– Annie Hogben, Expert Volunteer Development Lead

Help the hospices, volunteering: Vital to our future

Moving forward, we hope to develop other volunteer roles to directly support clinical services and will continue to work closely with our local communities. We recognise a diverse volunteer network brings the benefits of a broader range of skills, expertise and knowledge to those we provide care and support to. It is a real pleasure to work alongside our team of fantastic volunteers in all areas here at Pilgrims.



Promoting excellence in the future

Our exciting Blackbird project allows us to digitally capture the distinct voice of those we love and will be present in the morning or the evening whenever we want to hear their voice. By giving our patients their voice, we can enable them to leave an additional vocal memory for their family and friends. Following the recording these precious memories will be downloaded onto a little blackbird USB stick. We are now in the process of training Blackbird volunteers to support this unique project moving forwards, once trained our pilot volunteers will work with patients in our Therapy Centres and in outpatient settings.





Sunflower MEMORIES 2022

Saturday 30th 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 we invite you to join us for a summer tea party in the gardens of our hospices at Ashford, Canterbury and Thanet, to spend time remembering together with family and friends.



Someone
Special

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