

Pilgrims matters

News for Pilgrims Hospices supporters

Autumn 2022



Happy
40th
Birthday
Pilgrims
Hospices

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Chair's comment

Chair of the Board of Trustees, Karen Warden

Dear Supporter

Welcome to the autumn 2022 edition of Pilgrims Matters. It's wonderful to be writing to thank you once again, for the amazing support you provide throughout the year for patients and their families at the most difficult times.

On this occasion I'm filled with positive thoughts and actions as our charity moves away from the dark times of the recent pandemic. Celebration milestones were reached, and I fortunately had the opportunity to be part of them, meeting with staff and volunteers across the sites in person during the summer.

On behalf of the Board of Trustees, I send our heartfelt thanks for your continued support, for hospice care throughout east Kent. The kindness you show through the many ways you support our charity, is paving the way for more research, training and support for those who are already within our care, and for those who will need it in the future.

The summer brought celebrations of 40 years of end-of-life care; staff and volunteers were able to gather again after the long period of restrictions. It was indeed a special time and I was delighted to be able to thank people in person for their commitment to supporting Pilgrims.

The Sunflower Memories appeal has recently taken place; supporters gathered on the three sites to pay tribute to loved ones, share tea and cake and meet with Pilgrims staff who had been part of their loved ones care. More than 500 people attended on the day with many more sharing the event from their homes on the YouTube special service. The successful campaign has raised an incredible £35,000, this year.

This issue celebrates Annie Hogben's 36 years of dedicated service to Pilgrims. She has been influential in the creation of Pilgrims Therapy Centres, education facilities and developing volunteering roles within our important Stepping Stones bereavement services. Shayla Raine, Palliative Specialist Nurse tells us why she became a Pilgrims' nurse, and what makes the role so special for her.

I hope you enjoy your supporter magazine and as the festive season approaches, I send you all my very best wishes.

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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Please keep in touch

Talk to our team

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

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Kent CT2 8JA
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812612

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Kent CT9 4AD
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A small acorn giving birth to mighty oak trees:

Thoughts and reflections by Ann Robertson OBE, Founder and President of Pilgrims Hospices

This year we are celebrating three significant milestones in the lives of our hospices. A ruby anniversary for Canterbury, pearl for Thanet and the coming of age at Ashford. Pilgrims is the only hospice in England operating three inpatient units under one umbrella.

The possibility of such events occurring certainly didn't even enter my mind 40 years ago.

When the Queen Mother opened the hospice in Canterbury on June 8th 1982 it was the launch of the flagship Pilgrims, we were full of pride and joy; also a little apprehensive. Would that fragile craft float or flounder on the rocks of mismanagement? Was she financially watertight or would we find ourselves forced into a salvage operation? How was she going to weather the storms? Had we got a seaworthy crew and would the voyage meet with the approval of the passengers? Most importantly, could we chart a safe and steady course? Questions to which we didn't possess the answers. All we had was an unshakeable faith in the cause to which we were committed.

The financial situation was parlous. With ever increasing running costs, the trustees spent many sleepless nights trying to balance the books. At one

point we were faced with the unpalatable fact that there was only sufficient money to salary the nurses for two months!

Unable to fund any managerial posts, various trustees found themselves voluntarily undertaking roles in income generation, publicity, and doctor coverage for some weekends and holidays. We couldn't even afford to salary a Bursar, (CEO in modern parlance), so another trustee undertook this role for two years. With our entry into the realm of hospice shops, another became responsible for retail and marketing which now enjoys the considerable contribution made by 31 outlets plus eBay and a host of other online platforms.

In 1983, our overheads were about £600,000 which seems ludicrous when set against today's figures, in the region of £15 million.

Despite that uncertain beginning Pilgrims, very soon became a victim of its own success. As the profile of the organisation gained credence with NHS providers across the area, so the demand for the Pilgrims' expertise increased. This resulted in the building of a hospice in Thanet, later to be followed by Ashford. This required the provision of clinics, a day care facility, the services of diversional and



complementary therapists in order to enhance the well-being of patients, and the all-important Home Care team (now known as Hospice at Home). Initially, this consisted of just two nurses who covered the whole of east Kent between them and now numbers 16.

These adjuncts proved to be an invaluable resource and gradually the remit of the hospice grew.

All of this was accomplished without the benefit of computerised records, IT and mobile phones!

The story of Pilgrims is not just a historical chronicle. It is a tribute to the faith of the early pioneers, the spirit of the patients and their families who inspired its inception, and the skill and dedication of the staff, volunteers and fundraisers who have worked tirelessly to keep the ship afloat over the past 40 years. It is a positive example of a small acorn giving birth to mighty oak trees.

And finally, I must give my heartfelt thanks to you, our community, loyal supporters and friends. Thank you for helping us navigate our small flotilla safely through the last 40 years, for staying onboard and sailing with us on the good ship Pilgrims into the future.

We care about your care

Between Jan-Jun 22 we received 261 reviews through I want Great Care, this is what **YOU** told us about **YOUR** experience with Pilgrims.

✓ **97.7%** had a positive experience with us.

On average we scored **4.86** out of five stars.





DELIVERING CARE AND SERVICES FOR 40 YEARS

This year Pilgrims Hospices celebrate 40 years of end-of-life care for the people of east Kent. The first hospice opened in Canterbury in 1982, followed by Thanet in 1992, celebrating its 30th anniversary year, and Ashford in 2001, celebrating its 21st year. That means plenty to celebrate this year!

The hospices were the vision of one local nurse, Ann Robertson, the founder and now Pilgrims' Lifetime President. Ann wanted to make a difference for the people in her community facing terminal illness. Thanks to her devotion, and the help of countless others, today we have almost 200 clinical staff. Together, they support thousands of people each year.

In July, Pilgrims staff and volunteers gathered at the Canterbury hospice on London Road, to share an afternoon with Ann Robertson, and hospice trustees, old and new. Not only to share in the 40 year celebration but to enjoy the welcome return of the staff, volunteers and supporters thank you event, that hasn't been held for two years due to COVID-19.

Ann, who has recently celebrated her 88th birthday, shared her memories with all those present and said: "It is a great privilege to have worked with so many forward thinking and talented individuals over the years; in the early years we faced the day to day headache of meeting our financial needs. As the years have passed, we've established relationships not only with our generous public but with the business community, who help us to raise the profile of our charity and engage with the wider community."

"We remain the welcoming face that will guide people through some of the most difficult times, the support of the community fills our hearts with great joy as we continue our journey to help even more people each year."

The staff at the hospices are truly community heroes, with more than 2,500 people within their care each year. Over the years, Pilgrims has pioneered ground-breaking research in palliative care, embraced innovative, cutting-edge technology to improve the quality of life for patients, and delivers education and training across east Kent for many other health and social care providers.

Pilgrims continues to grow from strength to strength, and in order to provide the much-needed care, our

clinical staff are supported by an award-winning charity fundraising team, an established network of profitable retail shops, a successful local lottery, and a wealth of talents through its invaluable volunteer workforce.

From the very beginning, patients have been at the heart of everything Pilgrims do, and the charity will continue to grow and develop with the help of the community.

Helen Bennett, Pilgrims Chief Executive added: "We were delighted to have our remarkable founder and lifetime president with us for this special occasion. Ann welcomed Her Majesty Queen Elizabeth the Queen Mother to oversee the opening of the hospice in 1982 and we enjoyed sharing some of her special memories of the occasion."

"We were also delighted to have long-standing supporters with us, some who helped establish Pilgrims with Ann, in particular Richard Davies who was a trustee for many, many years at Pilgrims. He was our Chair of the Board of Trustees and retired in 2020 during COVID. We weren't able to say goodbye to him in a way we would have wanted to, so we were thrilled to have Richard and his wife Pauline with us on the day."

40 years of
always
caring

"Here's
to the next
40 years!"

"The wellbeing of my teams across the sites of Pilgrims Hospices is as important today as ever. We've experienced challenging times over the years, especially during the COVID-19 pandemic, which has added to the daily workload for everyone. I have seen staff exceed all expectations to ensure patients are kept at the very heart of all that we do."

"Thank you to all staff, volunteers and supporters from across the hospice sites, we can celebrate in the knowledge that everyone plays an important role within the Pilgrims family."

Karen Warden, current Chair of the Board of Trustees, who joined the Board in 2018 also shared the event with Pilgrims staff and volunteers. She added: "It gives me enormous pleasure, on behalf of the Board of Trustees, to be able to thank everyone who gives so freely of their time and energy to support all that we do. This event is not only to celebrate our 40 years of expert care, but to acknowledge and celebrate the invaluable and unwavering commitment our staff and friends make to Pilgrims Hospices."



5 things you might not know about Pilgrims Retail

Our Pilgrims Retail team love to receive donations so that they can be turned into vital funds to support our services, but here are some facts you might not know and about our dedicated team.

Did you know

... 800 enthusiastic and knowledgeable volunteers give their time to help us run our stores?



Did you know

... that we raised £119,000 from recycled items April 2021 – April 2022.

... And finally, did you know

that we have 31 shops, with our newest Store50 now open in St Peter's Street, Canterbury. Store50 has a vintage retro vibe and is well worth a visit. By nature, charity shops are known for stocking preloved goods; Store50 is taking that a step further, aiming to make second-hand fashion affordable, chic and eco-friendly at the same time.

If you would like to donate furniture or collectable items to Pilgrims Hospices, please call our collection line on 01227 640 000 or complete our online form at www.pilgrimshospices.org/donate-furniture

If you would like donate pre-loved clothing, please drop your items into your local Pilgrims Hospice shop, our shop managers and volunteers will be delighted to see you. Our shop locations can be found on our website at www.pilgrimshospices.org/shops



Trustee Opportunity

Use your experience to make a difference

Every year Pilgrims Hospices helps thousands of people receive the best end-of-life care when they need it most.

We are recruiting new Trustees. For 40 years, Pilgrims Hospices has been providing the highest standard of end-of-life care and support for patients and their families across east Kent.

Can you help to lead us into the future?

Find out more and apply: www.pilgrimshospices.org/trustee



Trees of Love

Pilgrims Hospices
at Canterbury,
Thanet and Ashford
Saturday 3 December,
4-6pm

Trees of Love light up memories across east Kent

The largest remembrance in east Kent is returning once again to our three hospice sites, and other venues across east Kent, this December. We invite those who wish to remember at this special time of year to dedicate beautiful doves on the Trees of Love, and join us for our remembrance services with carols.

Sally shares why remembering her Dad, Robin, at Trees of Love is an essential part of her year.



"My Dad, Robin, was a well-liked member of the community in Sandwich, where he spent most of his life. A postman and member of the local cricket club, he loved his family dearly and would always do what he could for them.

Sadly, he was diagnosed with prostate cancer, living with it bravely for a couple of years before it took hold aggressively. In June 2007, my wonderful Dad lost his battle, with great dignity.

Dad was cared for at the Thanet Hospice at the end of his life, with Mum and myself, always at his side. We cannot fault the care he received. Calm, peaceful and welcoming, the staff cared for us all with such kindness, allowing us to sleep by his bed, and make the most of every moment together.

Trees of Love is special to us as a family. After two years, I felt I wanted another way to remember my dad, moving forward with my grief. I found out about the Trees of Love service and came along to see what it was like. Now it's very much part of my yearly calendar, and I've been attending for nearly nine years. Even after all this time, it still moves me, and I have a few tears during the service.

The beautiful trees are all lit up, and I take photographs of the lights and Dad's dove, to share with my family, especially ones who live far away.

Pilgrims is such a worthy cause and I will continue to support them and all they do for others. With events on all throughout the year, there's something for everybody, and I look forward to attending Trees of Love this year, and remembering my special Dad."

This year, we are hosting our remembrance services with carols 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.

Barham Crematorium, Canterbury Road, Barham
Date and time TBC

Charing Crematorium, Charing Road, Ashford
Date and time TBC

St Peter and St Paul Church, River
Sunday 4 December, 4pm

Firmager, St Nicholas Church, New Romney
Saturday 3 December, 3pm

All Souls Church, Cheriton, Folkestone
Sunday 4 December, 5pm

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

Annie reflects on 36-year career at Pilgrims Hospices

Annie Hogben has worked for Pilgrims Hospices since 1986. Initially a nurse, she then helped to set up the Therapy Centres, and is now based within the charity's Education team, developing volunteer roles that support patients, carers and bereaved loved ones.

In Pilgrims' 40th birthday year, she reflects on her memories with the local hospice charity.

I started work in the Canterbury hospice as a State Enrolled Nurse in May 1986. I was so keen to join the hospice team after hearing a lecture by Cicely Saunders, one of the early founders of the hospice movement, and felt it was the right place for me. When I came to the hospice, there was purely a ward, with the availability of 20 beds for patients across east Kent. Our Medical Director did home visits to support patients in the community, and as always we worked very closely with GPs, district nurses and hospital staff, to support palliative patients and their families in our local communities.

A day centre was opened a year or so later, and this operated five days a week for our community patients. This enabled patients to have an overview of their symptoms as well as engage in a variety of social and creative activities, whilst providing some worthwhile respite for their families. These centres have always been so positive, enhancing the wellbeing of patients of various ages and situations, with much shared joy and laughter.

Allied Health Care Professionals have always been such an important part of

the team supporting patients, families and bereaved relatives at Pilgrims, as have volunteers, who were present on the ward, supporting staff in those early days. It is so lovely that part of my current role has been to be part of the team to reintroduce Ward Support Volunteers, which adds great value to patients and their loved ones.

I left the hospice in 1989 to continue my training and then to work on an oncology unit, the Mountbatten Centre at the Kent and Canterbury Hospital. I returned to the Canterbury hospice in 1992 as a Registered Nurse on the ward. Shortly after this, the specialist community nursing team were introduced, to support community patients and families across the whole of east Kent. This invaluable service now runs throughout all three hospice sites.

I was fortunate to move into the role of Senior Staff Nurse on the ward, and throughout that time experienced many celebrations with patients on the ward, including weddings, anniversaries and other important events. The addition of the Thanet hospice allowed the growth of support services for the people of east Kent, enabling access to services in the local area and increasing the amount of beds available for those requiring in-patient care.

After having my family, I was on duty on nights for a couple of years, before finally leaving the

Canterbury hospice in 2000 to move to the Ashford hospice, to set up the day services centre there. Over these past years, Pilgrims has grown and developed dramatically to meet the needs of the people of east Kent, but always with the wonderful philosophy to support and come alongside patients, families and bereaved loved ones throughout the latter part of a patient's life. I consider it a real privilege to have been part of this amazing team of staff and volunteers for so long.



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40

WHOLE YEARS OF BEING AWESOME

As we celebrate forty years of Pilgrims Hospices and our wonderful, vital services, our Lottery team is proud to be a small part of its history raising funds via our weekly Lottery draw, scratch cards, gift vouchers and superdraws.



We are extremely proud to say that our Lottery has been around for more than half of that time having turned 26 ourselves this year!

We have had very happy winners:



The lottery is an easy way to support the hospice, I'm so chuffed with my win I even doubled my monthly amount to them.

Lottery winner

Across those years, you have enabled the Lottery to donate millions of pounds to help support the many and varied services provided by our fantastic hospice teams. From our in-patient units to care in the community, bereavement support and physiotherapy, to art and crafts... I think you will all agree Pilgrims Hospices is pretty amazing! And so are you, we could not do all of this without your unwavering support. Thank you so much for all you do to show you care, to enable us to go from strength to strength and to continue to provide all of these offerings to those who need us the most.

Our Canterbury hospice was opened by the Queen Mother in 1982 and the world was a very different place. Our growth, (our Thanet hospice is 30 now and Ashford is 21!) coupled with dedication, research and new technology has enabled us to not only care for more people but also to reach out to more of those in our local communities to let them know about our hospices and what we can offer across east Kent.

Our Christmas gift vouchers are the gifts that keep on giving; these unique gifts are available now from as little as £5. Please see the enclosed form for more information.



Help us celebrate! Look out for your 40th birthday celebratory Christmas draw tickets landing on your doormat soon.

Through COVID times, we have been impassioned and empowered to continue to provide care and support and a need to continue to raise vital funds; technology and innovation enabled our vision. Our services and events remained, although a little different but we did continue to provide care and comfort. We kept in touch with our patients, their families and our supporters when we couldn't meet them in person.

How exciting to know we have grown with you and how much more we can do, together we really do make a difference, Happy Birthday Pilgrims Hospices!

Shiralee Riddell
Lottery Manager

For all Pilgrims Hospices Lottery offerings, please visit our website: www.pilgrimshospiceslottery.org or call us on 01227 379 741

What is Wellbeing at Pilgrims Hospices?



Pilgrims Hospices' Wellbeing service is an integral part of hospice life; it is the foundation upon which a sense of trust can be established.

Billy Williams, Wellbeing Practitioner, and Justine Robinson, Therapies and Wellbeing Manager, explain how their team support patients who have been referred to hospice care, as well as their carers and families.

The term 'wellbeing' feels like it's everywhere at the moment, but you might be surprised to see it's an important part of Pilgrims' services. Wellbeing, put very simply, can be seen as 'how you are doing', either as an individual patient or carer, or as part of your family and community.

Often the first port of call for many who have been referred to hospice care, the Wellbeing team provide the building blocks that can help people not only come to terms with their diagnosis, but also enable them to live to their fullest every day.

Wellbeing Practitioners at Pilgrims Hospices provide both patients and carers with holistic, bespoke and tailored therapeutic tools to help them in managing a life-limiting illness. They offer a safe space for people to share their thoughts, open up about their

conditions and connect with others going through similar experiences. They give people time to process, understand and come to terms with their diagnosis, whilst providing them with creative outlets and meaningful interactions. The team help people to realise that a life-limiting diagnosis does not mean life stops; in fact, life after diagnosis can flourish and provide a great deal of fulfilment, opportunity and fun.

Our Therapy Centres

At Pilgrims, we believe a sense of wellbeing is important regardless of diagnosis. Our Therapy Centres offer a chance for connection, comfort, meaning, and joy by supporting patients, carers, families and loved ones in what matters to them.

In our Therapy Centres, we hope to help enhance patients' and carers' wellbeing by supporting them in a variety of ways. This could be by helping them feel more in control of what is happening to them, or understanding their symptoms better. It might be by giving them time to talk to people who are going through a similar situation, or by engaging in an activity that helps them feel better or more relaxed. We also offer the

opportunity to plan for the future and consider what patients might want to create or leave their loved ones as a legacy.

Wellbeing Menu at Pilgrims

Time to Create

In these popular group sessions, patients create artwork based around seasonal themes or events. It is a chance for patients to get together, have fun and try something new.

Patient Virtual Café

Extending its Wellbeing service digitally has meant that Pilgrims is able to include people who are more cautious about leaving home. The Pilgrims Virtual Café is a fantastic opportunity for people to get together virtually, have a chat, make new friends and feel socially connected to the wider world.

Carer Café and Carer Walking Group

Pilgrims' carer services are hugely valuable to families who are caring for loved ones. The Wellbeing team offer support within the Therapy Centres with tea, coffee and a friendly chat, as well as the opportunity to get outdoors, take in some fresh air and meet people going through similar situations in a peaceful and mindful natural environment.

The invaluable support of Trusts and Foundations

Did you know that as a charity, Pilgrims Hospices relies heavily on funding from Trusts and Foundations? They help the charity provide invaluable support for people across east Kent who are living with life limiting conditions. Trusts and Foundations is a term for a wide and diverse set of charitable bodies. Their motivations and ways of operating are as distinctive as the individuals and organisations they represent. Trust and Foundations fundraising refers to the process of asking or applying for support from these charitable bodies that are empowered to make grants for charitable purposes.

At Pilgrims Hospices we apply to a variety of Trusts and this helps us to fund specific services as well as new projects. It has enabled the purchase of a wide range of specialist medical equipment and helped to deliver vital building and refurbishment works. Additionally, funding for core running costs helps us continue delivering our services free of charge for the east Kent community. The charity receives grants of varying sizes and each and every one makes an incredible difference to our patients and our hospice settings.

"At Pilgrims Hospices we are fortunate enough to have received support from a number of Trusts and Foundations. Last year, we received in excess of £185,000 in various grants to support our vital care across the three hospice sites. Each grant is important and makes a significant difference to the patients that we care for. As a charity, we are extremely grateful for every grant that we receive."

Isabel Smith, Trusts Fundraiser.

Kate White, Head of Nursing explains that **"People think that hospices are sad places, but really they are places to help our patients live fully and well in the time that they have. Ongoing improvements to our facilities and equipment enable families, carers and patients to have a brighter and more inspiring setting for their care. A hospice isn't a place to be fearful of – it is a place that removes fears. Every day we want to continue in the spirit of delivering innovative end-of-life care; by updating our facilities."**

Here are just a few recent examples of the generous support that Trusts provide:

- **The Albert Hunt Trust** donated a very generous £50,000 to contribute towards our essential core running costs. This continued support is so valuable to the charity.
- **Cantiacorum Foundation** made a generous donation to allow us to purchase a new floor scrubber and dryer machine. This helps ensure floor cleaning is always at an exceptionally high standard and surfaces are left clean and dry immediately to ensure minimal disruption is caused to hospice users.
- **The Provincial Grand Lodges of Mark Master Masons of Kent** supported Pilgrims with an incredible £16,000 donation from their Mark Benevolent Fund to be used towards core running costs. Pilgrims are very grateful to them for their continued support throughout east Kent.
- At Pilgrims Hospice Ashford, **The Frank Brake Charitable Trust** kindly funded our therapy centre, downstairs reception and garden pergola. We are proud of our long association with the Trust and we are extremely indebted to them for their continued support.

Pilgrims Hospices are thankful to all of the Trusts and Foundations who have or continue to support us. We simply couldn't provide our expert, end-of-life care without them.

There are many items of equipment that are always needed. We are continually working on an equipment replacement program for the benefit of our patients and to enhance our clinical settings. These aren't always funded by Trusts, but by generous members of our community too. If you, your family, group or business would like to support, please get in touch at Fundraising@pilgrimshospices.org



Find out more about Wellbeing at Pilgrims at:
www.pilgrimshospices.org/wellbeing



Danielle grows kitchen garden for Pilgrims Hospices



Danielle Duttson, a former teacher and now gardener, from Ramsgate, has been a Volunteer Kitchen Gardener at Pilgrims Hospice Thanet since January 2022.

She is helping the hospice team to grow vegetables, fruits and herbs that will be enjoyed year-round by patients, staff, volunteers and visitors.

Danielle is using previously-installed raised beds to create a kitchen garden that will provide the hospice with fresh, seasonal produce throughout the year. Her sons – Wilbur (8) and Hugo (6) – sometimes join her to help out.

She said: "Ideally, it will be a space that everyone can enjoy. Hopefully, patients who are well enough will be able to potter and pick their own peas, salads, strawberries and much more. It's early days, but by July the garden will be in full swing."

Danielle's volunteering is appreciated very much by the whole Pilgrims team.

Drew Fowler, Chef at the Thanet hospice, said: "Dannie is fantastic and an amazing asset to us; she plants, tends and nurtures all manner of plants and herbs for us to utilise in the kitchen."

"When it can seem like the bleakest time, having a place that feels like home, where nothing is too much trouble and you're surrounded by nature and compassion, can make a real difference."

"We struggled to maintain the garden ourselves due to staff levels, and would like to thank Dannie for her time and dedication to help towards us producing healthy and nutritious meals for our patients, staff and visitors. It's

so nice for us to be able to tell our patients that some of the food on their plates has been grown right outside, in our hospice gardens. As a team, we thrive off the feedback we receive; it inspires us to go that extra mile and do even more for the people we care for."

Danielle is inspired to support her local hospice charity because some of her close family members received end-of-life care, and she wants others to benefit.

She added: "When it can seem like the bleakest time, having a place that feels like home, where nothing is too much trouble and you're surrounded by nature and compassion, can make a real difference."

"Wilbur and Hugo love planting seeds and watering the beds. Hopefully, they will grow up without the fear and sadness often associated with hospices."

Pilgrims is in need of donations for its kitchen garden, particularly seeds, plug plants, herbs, mulch and compost. If you can help, please contact George Braithwaite, Head Chef at Pilgrims Hospice Thanet:

Telephone: **01843 233 929**

Email: georgina.braithwaite@pilgrimshospices.org



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.

Inspired to become a Pilgrims' volunteer?

Visit www.pilgrimshospices.org/volunteer

People are inspired and motivated to support us for lots of reasons. Many of our volunteers have personal experience of the palliative care and support we offer to patients and their families; some have a special interest or skill that makes a valuable contribution to Pilgrims. Volunteering can also help

you to gain new skills in an area you've always wanted to develop.

We're accredited by REVAMP, a quality mark for Volunteer Involving Organisations developed by Stronger Kent Communities, a leading provider of support for the voluntary sector in Kent.

Christmas Cards 2022

Order online at www.pilgrimshospiceshop.co.uk

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

Pilgrims Hospices

Each pack contains 10 Christmas cards with envelopes



1. Church Choir
Merry Christmas and a Happy New Year



2. Around the World
Merry Christmas and a Happy New Year



3. Crystal Robin
Merry Christmas and a Happy New Year



4. Santa Cycling
Happy Christmas



5. Merry Pugmas
Happy Christmas



6. Poinsettia
Merry Christmas and a Happy New Year



7. Dove of Peace
Merry Christmas and a Happy New Year



8. Twin Pack 1
Santa's Baubles & Christmas Fireplace
A Very Merry Christmas



9. Twin Pack 2
Gonk Postings & Next Stop
Happy Christmas



10. Twin Pack 3
Pink Angel & Blue Angel
Best Wishes at Christmas



11. Canterbury in Winter
With every good wish for Christmas and a Happy New Year



12. Kent in Winter
With every good wish for Christmas and a Happy New Year



13. Tenterden in Winter
With every good wish for Christmas and a Happy New Year



14. Deal in Winter
With every good wish for Christmas and a Happy New Year



15. Whitstable in Winter
With every good wish for Christmas and a Happy New Year



16. Sandwich in Winter
With every good wish for Christmas and a Happy New Year



17. Bumper Pack
20 assorted cards
Designs in pack can vary from those shown

Scan me to go to our online Christmas Shop



PLASTIC FREE!
All our Cards and packaging are 100% Plastic Free and Recyclable



Order online at
www.pilgrimshospiceshop.co.uk

Order No. _____

Date: _____

Item	Qty	Total	Item	Cost	Qty
1. Church Choir, 170x120mm, £3.50			12. Kent in Winter, 170x120mm, £4.50		
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Nurse Shayla shares what she loves about working for Pilgrims Hospices

Helping to improve someone's quality of life, at a point when it's most precious, can lead to great job satisfaction.

Shayla Raine, from Margate is a Pilgrims' Palliative Specialist Nurse (PSN) at the Thanet hospice in Margate. She joined the team recently from a district nurse background. Shayla shares how she became interested in end-of-life care and what she loves about her role.

Shayla said: "I thought I knew end-of-life care well, it's only being here at Pilgrims Hospices, that I realised that there is so much more to know and learn, so much more that families need support-wise and so much more time that is needed with the patient and relatives to enable a peaceful end."

Palliative care nurses provide care that helps patients maintain physical, mental, and emotional health. They take the time to understand the needs of each patient in order to provide a customised treatment plan that provides lasting relief.

Shayla, who is originally from Suffolk, moved to Kent as a young girl and told us:

"Nursing was never something I thought of doing as I grew up, I sort of, fell into the job. I was a cleaner at QEQM hospital for about two years; loved what I was seeing and wanted to be a healthcare assistant. Whilst cleaning the ward one day, a visitor said 'come and work for me'. When I asked what she meant, she informed me she was a nursing home manager. I said I wanted to be a carer not a cleaner anymore and I was offered an interview there and then.

"I worked for the nursing home for about two years, made my way to a senior position and often helped the trained nurses with their duties. One day, one of the nurses asked why I hadn't done my nursing training? I never thought I would be able to, the manager arranged for me to complete

my access level three course and helped me apply for nursing. "I managed the four months and started my nurse training very quickly; 13 years on, I have never looked back."

Kate White, Head of Nursing, says: "It is a pleasure to welcome Shayla to our community nursing team in Thanet. She joins a team of experts providing high quality service to the people of east Kent and I am sure she will be a great asset with her wealth of experience."

Shayla added: "I have always been a community nurse since qualifying in 2010, became team lead in 2015 and completed my District Nurse degree in 2018-2019.

"I became an end-of-life champion for the community nurses and really loved the EOL/palliative side of my role. When I decided it was time to change my pathway, I saw the job advertised for the palliative specialist role and jumped at the chance.

"The team at Thanet are amazing, I have never felt so supported."

Shayla explained: "It's really important to look after your own wellbeing, and when I'm not working, I enjoy riding my motorbike, reading, and watch a lot of comedy to relax. I have lots of reptiles too, so I am always pre-occupied looking after someone or something!"

If you're interested in a nursing or care career at Pilgrims, we'd love to hear from you. Check out our current vacancies for more information and apply today: www.pilgrimshospices.org/jobs



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“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 would be to us all, and gave us that time.”

Sue Duncan, Jeannie's sister



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