

Pilgrims matters

News for Pilgrims Hospices supporters

Autumn / Winter 2024



Launching Pilgrims Compassionate Communities Strategy

Page 4



Help us reach
25,000
Lottery entries
for 2025

Page 13



A huge, heartfelt thank you goes out to everyone who has kindly supported Pilgrims Hospices Bed Appeal, raising £166,853 to purchase 36 new specialist beds

Page 7



**Thank
you
You did it!**

**Introducing Niomi:
A dedicated Ward
Support Volunteer**

Page 16





Chair's comment

Dear Friends and Supporters,

As we usher in the Autumn season, it gives me great pleasure to welcome you to our special edition of Pilgrims Matters. Your unwavering dedication and contributions are the lifeblood of Pilgrims Hospices, and for that, the entire Pilgrims team extends our heartfelt thanks.

This past Spring and Summer have been marked by incredible efforts from our supporters – hiking, skydiving, wing walking, cycling, and countless other activities – all in aid of our vital end-of-life charity. On behalf of the Board of Trustees, I tip my hat to each of you for your brilliant support!

I am certain that you will enjoy reading this edition of our magazine, filled with inspiring stories of courage and initiative from our patients, staff, volunteers, and supporters.

As the weather cools, and you continue to find innovative ways to support us, whether through volunteering, donations, or honouring the memory of a loved one please be assured that every gesture helps us continue our crucial work for those who need us.

Purchasing festive greeting cards or a Pilgrims Lottery ticket is another way you can make a tangible difference. Every £1 spent goes a long way in supporting our mission.

We're also proud to welcome more corporate supporters each month. Local businesses are not only donating their time on hospice sites but are also helping us create a greener, more sustainable environment. Their involvement is crucial in advancing our facilities and gaining traction in important new projects and care developments.

Your continued support is essential in helping us remain at the forefront of end-of-life care.

Wishing you all a peaceful festive season.

Warm regards,

Karen Warden

Karen Warden
Chair of Trustees, Pilgrims Hospices

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

Contents

Introducing Compassionate Communities	4
Our updated Strategy	6
Bed Appeal update – You did it!	7
Dottie's Little Hog Hospital brings joy	8
News in brief	9
Trees of Love: Jenny's story	10
Fundraising dates for your diary	11
Kass walks 10 miles for Pilgrims Hospices	12
Pilgrims Hospices Lottery	13
Gifts in Wills can change lives	14
Stepping Stones services branch out	15
Introducing our Ward Support Volunteer – Niomi	16
Local businesses making a difference	17
Pilgrims Christmas Cards	18



Talk to our team

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

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Kent CT2 8JA
t 01227 459 700/
812612

Hythe Road,
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Kent TN24 0NE
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Ramsgate Road,
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t 01843 233 920

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A message from our CEO

Welcome to the Autumn and Winter 2024 edition of Pilgrims Matters

Summer has been a busy time for us all here at Pilgrims, we were delighted to launch our refreshed 2024-2027 Strategy, "Compassionate Care for Every Patient, Every Family, Every Time", setting out our vision for the future of Pilgrims Hospices in the continued delivery of hospice care across east Kent. You can read more about our strategic aims and ambitions on page 6 of Pilgrims Matters.

We're also proud to launch our Compassionate Communities strategy, encouraging people from all walks of life to support those facing life-limiting illnesses, death, and bereavement. This initiative is a significant step forward in fostering a more supportive and inclusive society.

With your support our Bed Appeal has been a remarkable success. We have reached our target of nearly £170,000 enabling us to replace all the beds at each of our three hospice sites – thank you.



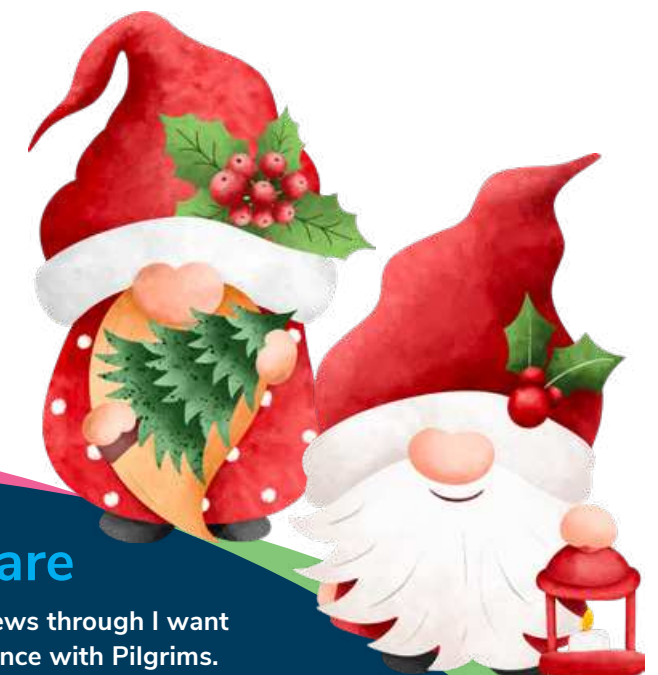
As we move forward, I hope many of you will join our Trees of Love appeal, a poignant time to remember our loved ones and celebrate their memories.

However you support Pilgrims Hospices, your contribution makes a profound difference. We simply couldn't do what we do without you.

Warmest wishes and season's greetings,

Helen Bennett

Helen Bennett, FCIPD
Chief Executive Officer



We care about your care

From 1st January to 31st June 2024 we received 413 reviews through I want Great Care, this is what **YOU** told us about **YOUR** experience with Pilgrims.

✓ **98.5%**
had a positive
experience with us.

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

Launching Pilgrims Compassionate Communities Strategy

In the tranquillity of our hospices, where every corner whispers stories of care and compassion, a new chapter is unfolding. This chapter isn't just about providing care within the walls of our hospices; it's about extending compassion into the very fabric of our communities across east Kent.



Embracing compassion

At the core of Pilgrims Hospices mission is the belief that end-of-life care is not just about medical attention, but about holistic, compassionate support that encompasses the emotional, spiritual, and social wellbeing of our patients and their families. This philosophy has guided our care practices within the hospices, but we recognise a growing need to extend this ethos into the broader community. Compassion is essential for healthy ageing, serious illness, dying, grieving and caregiving.

Communities that come together to care and support one another with compassion, kindness and friendship, are fundamental to our health, quality of life and happiness.

On average, in palliative and end-of-life care, a patient will have contact with a healthcare service for just 5% of the time. The other 95% is filled with care and support directly from their community – family and friends, neighbours and colleagues, groups and organisations. While families continue to provide the majority of care for their loved ones at end-of-life, they often do so with limited or no support, meaning people who are dying, and their carers, can often experience fear and isolation, with little awareness around death, or how to manage loss.

What is a Compassionate Community?

A Compassionate Community is one where people from all walks of life understand, recognise, and participate in the support of those facing life-limiting illnesses, death, and bereavement. It is a community where care is not confined to healthcare professionals but is a shared responsibility. Friends, neighbours, schools, businesses, and local organisations all play a role in creating an environment where everyone feels supported.

A Compassionate Community inspires, encourages, facilitates, supports and celebrates care for one another during life's most testing moments and experiences, and is vital in improving the quality of life for those who are dying, and the people caring for them.

Pilgrims Hospices is proud to be part of Compassionate Communities UK, a movement committed to improving end-of-life care and bereavement support for all.

As a lead end-of-life care and bereavement support provider, we want to work with our local communities to dispel the myths around death and dying, empowering our local communities to be better prepared and enabled to look after each other, now and in the future. At the heart of our Compassionate Communities strategy are three foundational pillars: Inspire, Support, and Celebrate, which guide every aspect of our initiative, ensuring our efforts are comprehensive, inclusive, and impactful.

Inspire

Inspire encompasses the compassionate activities we develop to motivate and engage others in acts of kindness and care.

"The launch of our Compassionate Communities Strategy is a testament to Pilgrims commitment to holistic care. We believe that by fostering a culture of compassion, we can create a ripple effect that touches every life within our communities. This initiative is not just about supporting those at the end of life but about nurturing a community that values empathy, kindness, and mutual support. I am thrilled to lead on this work, knowing that together we can build a future where care and compassion are at the heart of every community interaction."

Sophie Van Walwyk, Head of Psychosocial & Bereavement Services, and Lead for Pilgrims Compassionate Communities strategy



Through educational programmes, awareness campaigns, and volunteer opportunities, we aim to ignite a passion for empathy and community involvement.

Support

Support focuses on the assistance we can offer to individuals and organisations, creating a network of resources and partnerships that enhance the collective ability to provide holistic care. This includes training, collaborative initiatives, and shared expertise.

Celebrate

Celebrate is about recognising and honouring the efforts of individuals, groups, and communities that exemplify compassion. Through events, awards, and public acknowledgments, we want to shine a light on those who make a difference, fostering a culture of gratitude and inspiration.

Get involved in building a Compassionate Community

Everyone can be part of their local Compassionate Community – friends, neighbours, colleagues, businesses, groups and organisations all have a role to play. To build truly Compassionate Communities, we need a network of volunteers and organisations who want to make a difference in their local area, who may have the skills and resources, or want to develop new initiatives, to support and care for individuals and families who are facing death, dying, loss and grief, and to better prepare the people of east Kent to cope with end-of-life.

If you'd like to help develop new compassionate initiatives in your local area, or are interested in being part of a local development group, please visit pilgrimshospices.org/compassionate-communities and complete an expression of interest form.

We are currently developing an online directory of all Compassionate Community activities across east Kent, so that everyone can access information about the support available to them in their local area, and we can recognise and celebrate everyone's contribution.

If you are already involved in activities and initiatives that create a Compassionate Community in your local area – we invite you to tell us about it and allow us to share it with everyone in our community. Please email: CompassionateCommunitiesEK@pilgrimshospices.org

Pilgrims Hospices is delighted to announce the launch of our updated 2024-2027 Pilgrims Hospices strategy, aimed at enhancing our mission to make a difference to the lives of individuals in east Kent who are facing the last year of life as well as their families and those that care for them.



A copy of our full strategy can be found at pilgrimshospices.org/strategy

Compassionate care for every patient, every family, every time

Our revised strategy represents a significant step forward in our commitment to continue to deliver exceptional end-of-life care while addressing the evolving needs of our community and maximising our reach and influence across the health and social care system.

Our 2024-2027 Strategy is designed with four key objectives in mind:

① Prioritise

Putting the patient and their family at the centre of all we do:

Delivering the care they need, when and where they need it. This includes ensuring equal access to and early identification of those that may need our compassionate and expert care.



③ Grow

Growing our income to sustain our work:

A core part of our strategy is to ensure we have a sustainable funding model by diversifying our income streams and building on the partnerships that provide us with the statutory and commercial income to enable us to deliver our care.



② Maximise

Maximising our influence and reach:

We recognise that we are a part of a very big system and we can't achieve what we need to alone; we will work with partners across our local health and social care system who share our vision.



④ Drive

Driving excellence and innovation through a dynamic workforce:

The expertise, energy and passion of our staff and volunteers are key to realising our vision and mission. We will invest in our people and provide them with the opportunity to continually develop their knowledge and skills.



Pilgrims key messages:

- Our commitment to compassionate care remains unwavering as we embark on this new chapter;
- We are dedicated to continuously improving and evolving our services to better support our local communities;
- Collaboration and partnership remain at the heart of our approach to delivering exceptional palliative and end-of-life care.



Thank you
You did it!

A huge, heartfelt thank you goes out to everyone who has kindly supported Pilgrims Hospices Bed Appeal, raising **£166,853** to purchase 36 new specialist beds for our hospices in Canterbury, Thanet and Ashford.

"It's only possible for us to offer the much-needed care and comfort our patients deserve with these specialist beds. Thank you to everyone who has helped make this a reality, you really have made a world of difference."



Laura and Sarah, Senior Ward Sisters

The response we have received has been nothing short of overwhelming, and we cannot thank you enough for helping us to reach this incredible goal. The widespread generosity shown by individuals, companies and trusts has ensured that patients remain as comfortable as possible for those precious days spent in our hospices.

These beds have already made such a meaningful difference in the lives of those we care for, and will prove vital in providing comfort and safety to the over 900 people that need them every year.

Pilgrims Hospices journey began with just two beds at the Canterbury hospice in 1982, and our services have grown each and every year to meet the needs of the local community.

Our growth has only been possible because of the kind and generous support we continue to receive from people like you. We simply couldn't do it without you, thank you.

Have you supported the Bed Appeal? Find your name on the Wall of Fame!

Visit pilgrimshospices.org/bedappeal to find your name amongst the hundreds of others who have helped purchase 36 new specialist beds for the hospices.



Pilgrims Healthcare Assistants accepting the delivery of beds at the Canterbury hospice

Dottie's Little Hog Hospital brings joy to Pilgrims Hospices Living Well therapy group

Earlier this year, the Therapy Centre at Pilgrims Hospice in Canterbury was filled with excitement and curiosity as we welcomed guest speaker Jo and some very special guests from Dottie's Little Hog Hospital, which is based at Retreat into Wonderland CIC, in Herne Bay. Our patients using the Wellbeing and Therapy Centre services were delighted to meet a variety of animals, including guinea pigs, an owl, and an impressively large tortoise named Dave.

The visit was part of our ongoing efforts to provide enriching and therapeutic experiences for our patients. Animals have a unique way of bringing comfort and joy, and this visit was no exception. The patients were particularly fascinated by the stories from the rescue centre in Herne Bay, where they specialise in the care and rehabilitation of hedgehogs.

The star of the day was undoubtedly Mumbles, a three-year-old barn owl whose majestic presence captivated everyone in the room. Alongside Mumbles were some adorable guinea pigs, Barry, Wednesday, and Morticia, who brought smiles and laughter with their antics.

Dave the tortoise was another highlight. His slow and steady demeanour provided a soothing presence, allowing patients to engage in gentle interaction.

Our patients eagerly asked questions and shared their own stories about pets and wildlife.



This visit underscores the importance of animal-assisted therapy as part of the comprehensive care provided by Pilgrims Hospices.

It was heart-warming to see how the presence of these animals sparked conversations and lifted spirits. Learning about the rescue work that is undertaken at Dottie's Little Hog Hospital, provided an additional layer of interest and connection.

Such interactions are invaluable, not only for the joy they bring but also for the therapeutic benefits they offer. The smiles, the laughter, and the meaningful conversations that ensued are a testament to the positive impact of these visits.

We are grateful to Dottie's Little Hog Hospital for their continued support and dedication to our patients. These moments of happiness and engagement are crucial for the wellbeing of our patients, and we look forward to many more visits in the future.

If you would like more information on services available at Pilgrims Hospices, in Ashford, Canterbury and Thanet or within the east Kent community, you can reach out to our team here: www.pilgrimshospices.org/advice-line/

Ian Ashton,
Pilgrims
Hospices
Catering
Services
Manager



This is more than just a garden; it is a testament to the power of community, care, and the simple joys that nature can bring.



New Kitchen Garden

Canterbury is celebrating the fruits—literally—of a new kitchen garden made possible through generous funding from the Environment Fund, administered by the Kent Community Foundation. This initiative, is already making a significant difference on the lives of patients, volunteers, visitors, and staff.

Within the hospice grounds, this flourishing garden is home to a variety of herbs and plants, including rhubarb, parsley, chives, rosemary, and leeks. These fresh ingredients are not only enhancing the culinary offerings at the hospice but are also bringing a sense of connection to nature and the community.

The impact of the garden is already being felt across the hospice. The kitchen team has enthusiastically begun incorporating these homegrown ingredients into their meals, creating nourishing dishes like homemade leek and parmesan risotto and salmon niçoise salad with green beans picked straight from the garden.

Looking to the future, the kitchen garden holds the promise of an even greater variety of vegetables and herbs, further enriching the hospice menu. Pilgrims Hospices Catering Services Manager, Ian Ashton expressed his excitement, stating, "It's wonderful to step outside and pick fresh herbs or vegetables from our own garden. It adds a special touch to the dishes we prepare for our patients."

This project would not have been possible without the dedication and hard work of the hospice's kitchen team, volunteer gardeners, and everyone who has contributed to bringing the kitchen garden to life. Their efforts have cultivated not just a garden, but a source of hope and healing for the entire hospice community.

Happy Birthday to Deal Pilgrims Hospices Shop! 40 Years of Community Support and Compassion

We're thrilled to celebrate a special milestone – Pilgrims Hospices Shop on Deal High Street is turning 40! Since 1984, our beloved shop at 128 High Street has been more than just a place to find great bargains; it's been a cornerstone of the community. To mark this occasion, we reopened in July after a fantastic refurbishment.

Over the years, the shop has evolved from its humble beginnings as a grocery store into a vibrant hub where locals come to find quality clothing, unique bric-a-brac, and good books.

More than that, it's become a place where friendships are formed, and memories are made.

We owe our success to the unwavering support of the Deal community and our amazing volunteers, like Linda Jackson, who currently helps at our Deal shop, Linda's mother Peggy Shirley was one of our original volunteers..

Their dedication, along with your generosity, has helped us make a real difference in the lives of those receiving care from Pilgrims Hospices.

You can read the full story here pilgrimshospices.org/news/happy-birthday-pilgrims-hospices-deal-shop/





Pilgrims Hospices
in Canterbury,
Thanet and Ashford,
Saturday 7 December
at 4pm.

Jenny shares her first experience of Trees of Love, remembering her husband Graham

My husband Graham was a kind and generous man, a nature, literature and music lover. After attending the same primary school, we reunited in our teens at a German musical evening hosted by Graham's school and we would go onto spend a wonderful 55 years together.

We were introduced to Pilgrims Hospices later on in Graham's illness. He often found it difficult to put his thoughts into words, but when presented the option of more treatment, he knew that was not for him.

When Graham died, I didn't know who to turn to, but the bereavement support offered to us by Pilgrims has been such a help. When you just want someone to listen, they just let us talk.

My granddaughter Charlotte recently started art college which has been such a creative outlet for her. When the invitation for Trees of Love came through my door, she decorated her grandfather's dove with a drawing depicting

the owl and pussy cat in a tree, as she discovered he was fond of the poem by Edward Lear. By sheer coincidence, my daughter (Charlotte's aunt) revealed that the week her father had passed, she found a greetings card depicting the 'Owl and the Pussy Cat' scene, and this has brought our family closer together.

Last year, I attended the remembrance service at the Thanet hospice. Although I attended alone, it was such a welcoming atmosphere, and it was comforting to share the experience with others who knew what I was going through. The service was lovely, and I was able to share the order of service and a picture of Graham's illuminated dove with my family.

Previously, I had volunteered for another hospice so I had experience in the kind of care that a hospice provides. But having now received that support myself, I can recognise how fantastic they really are. I'm happy to support this wonderful charity in any way that I can.

Do you have someone to remember like Jenny?

This December, join us for Trees of Love, the largest remembrance service in east Kent.

We invite everyone who wishes to remember someone this festive season to dedicate a dove in their memory, to be placed on the illuminated Trees of Love. Then come together at the remembrance services to enjoy warm refreshments and carols, while reflecting on your precious memories.

Who will you dedicate a dove to?

To remember your loved one visit pilgrimshospices.org/treesoflove, or contact our friendly Supporter Relations Team on **01227 782062**.

Invites to follow in early October



Graham's beautiful dove

Venue	Date	Time
All Souls Church, Cheriton, Folkestone	Sunday 1 December	5pm
Firmager, St Nicholas Church, New Romney	Saturday 7 December	3pm
St Peter and St Paul Church, River	Sunday 8 December	4pm
St Leonards Church, Hythe	Sunday 15 December	3pm
Charing Crematorium, Charing Road, Ashford	Monday 16 December	4:30pm
Barham Crematorium, Canterbury Road, Barham	Wednesday 18 December	4:30pm
Herne Bay Crematorium, Bullockstone Road, Herne Bay	Friday 20 December	5pm

To see a full list of our Trees of Love remembrance services, visit our website pilgrimshospices.org/treesoflove

Dates for your diary

● Running ● In Memory ● Community

Whatever your passion or hobby, there's something for everyone to get involved in over the coming months!

Christmas Fair, Ashford Saturday 16 November



Location:

Kingswood, Grosvenor Hall, Kennington, Ashford, TN24 9JZ

Join us for our annual Christmas Fair! Visit stalls brimming with seasonal crafts, gifts, delicious refreshments, entertainment and games. Plus, you can visit Santa and his elves. It's fun for all the family! Whether you're looking for the perfect present or simply want to get in the Christmas mood by soaking up the live festive music, there will be something for everyone.

Entry fees:

Adults: £3
Under 16s: Free
Visit Santa: £4

Contact: Ashford Community Fundraising

Trees of Love Saturday 7 December



Location:

Pilgrims Hospice in Ashford, Canterbury and Thanet.

Dedicate a dove to remember someone special this festive season. Then, join us for a remembrance service with carols, mulled wine and mince pies at our hospices and other venues across east Kent.

Contact: Individual Giving Team
treesoflove@pilgrimshospices.org

Santas on the Run! Sunday 15 December



Location:

Herne Bay Clocktower, CT6 5JQ

Celebrate the countdown to Christmas by joining the jolliest jog of the year!

Choose from a 3k, 5k or 10k challenge along the scenic Herne Bay seafront.

It's the perfect way to step into the ho, ho, holiday spirit and raise money for a good Claus!

Registration:

Early bird entry (closes 4 Nov)

Adults: £15, Under 18s: £10

Standard entry (closes 9 Dec)

Adults: £18, Under 18s: £12

On the day entry

Adults: £25, Under 18s: £15

Sponsorship: As much as you can!

Contact: Canterbury Community Fundraising

Christmas Tree Recycling 11-12 January



Tree-mendous news! Pilgrims Christmas Tree Recycling campaign is returning to Ashford, Canterbury and Thanet Council areas this festive season. When it comes to saying farewell to your festive fir, Pilgrims can help you enjoy a hassle-free end to the festive period with our environmentally-friendly service.

Registration: Requests can be made with a chosen donation.

Website:

pilgrimshospices.org/treerecycling

Your support
helps us
to make a
difference

Want to register?

If you would like to register your interest in an event, fundraise or help in another way, visit pilgrimshospices.org or email fundraising@pilgrimshospices.org

Got a question? Don't hesitate to contact our friendly team!
01227 782062

Please note: all events will launch on the website closer to the time of the event. Please visit: pilgrimshospices.org/events

Kass walks 10 miles for Pilgrims Hospices to say thank you for mum's care



Kass Rose from Westgate-on-Sea took on a 10-mile walking challenge from Westgate to Herne Bay on 28 August 2024, raising vital funds for Pilgrims Hospices and exceeding her £250 fundraising target.

Her mum, Sue Warren from Cliffsend, is currently being supported by the local hospice charity after being diagnosed with bowel cancer in January 2023.

Kass, who is a Duty Manager at the Turner Contemporary in Margate, walked with her friend, Catriona. She said: "The walk was a big challenge for me as I have a disability myself, but I was excited to do it and get going.

"When Mum was first diagnosed, it was a very scary, shocking time for our family. But she's still going strong, drinking her wine and enjoying life, despite her illness. She really looks forward to attending Living Well, a Wellbeing group at the Thanet hospice, each week. It's so good for her mental

health. Pilgrims has been very supportive of her and her needs, and she comes out smiling. I know they will continue to support her through her cancer journey, making her life comfortable and happy."

Sue is a keen creative; she belongs to patchwork groups in Thanet and has led a felt art workshop at the Living Well group. She also plans to join the Time to Create therapeutic arts group and get involved with Look Club, a Turner Contemporary initiative that is collaborating with Pilgrims to facilitate art experiences for patients.

Sue, who worked as an A&E nurse for most of her career, said: "When palliative care was first mentioned to me, the nurse said, "Don't be alarmed", but I didn't need to think about it – I said,

"Yes, please." Pilgrims has so much to offer. I've enjoyed music and dancing, and we've had some very good speakers; the Powell-Cotton Museum gave a really interesting history talk. I've also had reiki therapy, which was lovely. Pilgrims gives me hope and purpose."

Kass added: "I've seen first-hand how Pilgrims support patients and their families. It's a place where you can go to get the extra support you need for yourself and loved ones. They don't just offer end-of-life care, but also help people to live well. I hope that any money I raise and donate will enable others to benefit from Pilgrims care in the future."

You can follow Kass' fundraising journey and donate via her JustGiving page:

www.justgiving.com/crowdfunding/katherine-rose-4

For more information on Pilgrims Hospices' Wellbeing Programme, visit pilgrimshospices.org/wellbeing, email wellbeing.enquiries@pilgrimshospices.org or call the Pilgrims Hospices Advice Line on **01233 504 133**.

Pilgrims Hospices is a charity dedicated to providing expert care and support to patients with life-limiting illnesses in east Kent. Our services ensure comfort, dignity, and quality of life for patients and their families, offering compassionate care both in hospice settings and in the community.



We are looking forward to another great year ahead at Pilgrims Hospices Lottery, making over 5,500 people smile when they receive their winnings! We had an extremely delighted and very surprised Mrs T from Broadstairs who won one of our largest rollover prizes of £18,000 this year, when I spoke to her she hadn't quite decided what to spend it on but I imagine it was enjoyed!



Help us reach
25,000
members for
2025.

Although a steep hill to climb, we haven't given up on our hopes and dreams to reach 25,000 lottery entries for 2025. Perhaps you could help us reach our goal, if already a member you could increase your chances of winning whilst giving and if not a member already please do join, we are still

only £1 per entry per week!



Just complete and return the form enclosed and return in the envelope provided, scan

the QR code or go online lottery@pilgrimshospices.org

We have more than 100 guaranteed cash prizes to be won and enjoyed across the region every single week plus our fabulous rollover that can reach up to £20,000.

We know previous winners have enjoyed lovely holidays, trips to meet up with family, huge parties, new cars, weddings and a new kitchen!

The only question is... What would you spend yours on?

The season of good will is fast approaching and I am delighted to let you know that our ever popular Christmas Gift Vouchers are back by demand. You can give your loved ones the chance to win BIG and still from only £5. Where else could you buy a fully personalised gift for just a fiver?

The best gifts are those that help others and this really is the gift that keeps on giving. Order yours today it's easy, order online lottery@pilgrimshospices.org just look for Gift Vouchers. Or call Jo on **01227 379741**

Very much a part of our yearly fundraising calendar your raffle pack should have already landed on your doormat. Even more chances to win great prizes just in time for Christmas treats.

Only £1 a ticket please take part if you can. £12 (1 x book) will pay for a special Christmas lunch for someone receiving compassionate care at one of our hospices.

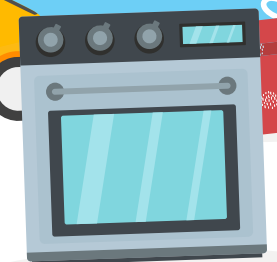
If you need more raffle books, didn't receive yours or need any other information about Pilgrims Hospices Lottery and associated products please call your Pilgrims friendly Lottery team on **01227 379741** or email us lottery@pilgrimshospices.org

Together we really do make a difference.

With warmest wishes

Shiralee

We have more than 100 guaranteed cash prizes won and enjoyed across the region every single week



Gifts in Wills help fund the care of 1 in 4 patients every year.

Gifts in Wills have the power to change the lives of those needing end of life care across east Kent, every year

"I had a dear friend who became a Pilgrims in-patient in 1983. Up until then I had never been into a hospice and, like many others, had a perception that it would be a gloomy, foreboding place. However I was delighted to experience Pilgrims as caring, welcoming and supportive – a bright, vibrant building and truly caring, kind, friendly and compassionate staff. They took care of my friend so well – and also helped her family with their grief when my friend died. I was so very impressed with this incredible organisation and the care they gave my friend and her family at all stages of her journey – I could not believe this incredible charity was funded almost entirely through donations. I vowed at that point to do all I could to support such a worthy cause.

Since then, I have fundraised for Pilgrims on numerous occasions – and I still am fundraising now. Over the years I've done all sorts of things – including running six marathons,

organising my own fundraising events and taking part in many organised by Pilgrims. The list is long – and it will continue to grow!

In 2009, I was made redundant – so I dedicated half a day every week to volunteer at Pilgrims, as well as continuing to fundraise. I started later that year as part of the Canterbury volunteer group and my duties included manning Reception and taking tea and coffee to the patients and families on the wards. I was then trained as a hospice complementary therapist, to give hand and foot massages to the patients and carers when they came to the hospice for pamper days. In 2011, Pilgrims started the Dover Outreach – so I went there every Friday to provide hand and foot massage to patients and carers.

Each year, Pilgrims cares for an estimated 30% of people who die in east Kent.

I have chosen to make a gift in my Will, so my support can continue, even when I am no longer here in person.

I've kept in close contact with Pilgrims since – and in July 2023, I started running a programme at the Canterbury Therapy Centre called 'Relax and Restore' – again as a volunteer. The programme made a really positive difference to patients. My long-term relationship supporting Pilgrims – both as a fundraiser and volunteer – is the reason why I have chosen to also make a gift in my Will, so my support can continue, even when I am no longer here in person."

Jayne's support for Pilgrims will continue, even when she's gone

Has Jayne's story inspired you to find out more? or do you have your own story that might inspire others? If you have a story to share, or would like more information about leaving Pilgrims a gift in your Will, our friendly team would love to speak to you. You can contact Hannah or Ellie on 01227 782060 or via giftsinwills@pilgrimshospices.org

Make a Gift in your Will your final act of kindness, supporting hospice care for generations to come.

Jayne Dunsbee, Pilgrims Volunteer

Stepping Stones Bereavement Services:

Expanding Pilgrims Bereavement Support in east Kent.

Grief is a natural yet overwhelming experience that often leaves us feeling isolated and unsure where to seek support. Pilgrims Stepping Stones bereavement services are here to help, offering comprehensive support to any adult in east Kent, regardless of the circumstances surrounding their loss.

Stepping Stones provides a variety of support groups in Ashford, Canterbury, and Thanet. These groups are open to all adults in east Kent. The program's specially trained volunteers guide individuals through the grieving process, helping them understand and navigate the complex emotions that come with loss. By sharing experiences and listening to others, participants often find comfort in knowing they are not alone, forming new friendships and support networks that can extend beyond their grief.

In 2019, Pilgrims introduced Stepping Stones Bereavement Cafés, held monthly at each local Pilgrims hospice. These cafés offer a relaxed, safe environment for bereaved adults to meet others, share their experiences, and learn strategies to cope with grief. Each 1.5-hour session is limited in size to ensure everyone has the opportunity to participate as

much or as little as they wish. The Ashford café meets on the first Friday of each month, Canterbury on the first Saturday, and Thanet on the last Friday, with refreshments provided.

Recognising the benefits of nature, gentle exercise, and social interaction, Pilgrims also launched Stepping Stones Bereavement Walk & Talk Groups. These weekly walks (weather permitting) offer a tranquil setting for bereaved adults to support each other through their grief. Walks take place in various locations across east Kent, including Conningbrook Lakes in Ashford, Pilgrims Hospice Canterbury, and Pegwell Nature Reserve or The Westcliff in Ramsgate.

Pilgrims is eager to expand these invaluable services by recruiting new volunteers. We are especially interested in volunteers to help establish new walking and coffee groups in the Romney Marsh and Deal areas. If you are passionate about supporting others through their grief, please contact our Bereavement Services Coordinators at steppingstones@pilgrimshospices.org or call 01233 504127 (Option 2) to learn more about volunteering opportunities

Quotes from Participants:

"It was invaluable to have a safe space to express my feelings."

"I always feel better after a meeting."

"A fantastic group so cathartic!"

Join us in supporting the bereaved community of east Kent.

Read this article in more detail on Pilgrims Hospices website newsfeed here: [pilgrimshospices.org/news](https://www.pilgrimshospices.org/news)

Introducing Niomi: A dedicated Ward Support Volunteer

Niomi is a cherished member of the Pilgrims Hospice Ashford community, where she serves as a Ward Support Volunteer.

Her journey and experiences reflect her deep commitment to providing comfort and support to both patients and their families during some of life's most challenging moments.

Embracing the role with compassion and experience

Niomi's background is rich in caregiving and community involvement. After working as a professional nanny for ten years and raising her own children, she transitioned into teaching and later, community care. Her extensive experience, particularly with dementia clients and those at the end of life, has equipped her with the skills and empathy needed to support hospice patients and their families effectively. Every situation is unique. It's about working out what's required for each individual.

Working out what's required

Inspired by Dr. Kathryn Mannix's patient-led approach to end-of-life care, Niomi joined Pilgrims Hospices. With the *End in Mind*, a book by Mannix, profoundly influenced her perspective, reinforcing the importance of open, honest conversations about death and dying.

A day in the life of a hospice volunteer

At Pilgrims Hospices, Niomi visits patients and families, offering her presence and assistance, which often frees up time for nurses. Her role involves simple yet significant actions — listening, offering reassurance, and providing a comforting presence. Niomi emphasises the importance of respecting boundaries and ensuring that patients are comfortable with her

company: "Every situation is unique. It's about working out what's required for each individual," she says.

Supporting families and enhancing the hospice environment

Recognising a need for more activities for visiting children, Niomi took the initiative to provide bookmarks, drawing paper, and other art materials. This effort, supported by Hospice Services Manager, Wendy Kelk, helps ease the pressure on parents and creates a more welcoming environment for young visitors.

Niomi also highlights the supportive and positive atmosphere among the hospice staff: "I talk to the nurses, and they often tell me this is the happiest they've been in years. Annie Hogben, Expert Volunteer Project Lead, in particular, is a wonderful support to all of us. She makes you feel great, as if you are the only one in the room."

Balancing volunteering with professional life

In addition to her volunteer work, Niomi runs her own Personal Assistant (PA) company. Her PA role involves companionship, meal preparation, and assisting clients with organising their lives, focusing on those with dementia.

Looking ahead with gratitude

Reflecting on her role at Pilgrims Hospices, Niomi feels both lucky and blessed to be part of such an

incredible team: "This environment understands how a person dies, enabling patients to remain dignified. It's how everyone deserves to die, frankly. I'm very grateful to be, in a small way, part of this."

Her passion for the hospice and its mission shines through in every interaction, making a significant impact on the lives of those she serves. As Niomi continues her journey, she remains dedicated to supporting Pilgrims Hospices, hoping to inspire others to join her in this fulfilling and essential work.

Niomi, alongside her husband, also trained diligently to participate in the fundraising event Pilgrims Hospices Cycle Challenge in May 2024. Demonstrating remarkable courage and commitment, she undertook the 30-mile ride across the beautiful Kent countryside during the 14th annual event, contributing not only through her volunteer work, but also by actively raising funds to support the hospice's vital services.

Join us at Pilgrims Hospices

If you feel inspired by Niomi's experiences and would like to learn more about how you can make a difference, please consider joining us at Pilgrims Hospices. Together, we can provide compassionate care and support to those who need it most.

Inspired to become a Pilgrims' volunteer?

Visit pilgrimshospices.org/volunteer



Niomi and her husband at Cycle Challenge

Blaze Signs: Broadstairs based company, Blaze raised over £2k from their football tournament.



Local businesses making a difference in the community

Pilgrims Hospices is proud to work with a number of businesses in east Kent as they pledge their support to local hospice care. It has been a busy year for the Corporate and Trusts Partnerships team and we are incredibly grateful to our supporters who have been, and continue to be part of it. From Golf Days to Football Tournaments, volunteering and payroll giving, our corporate supporters have been busy raising vital funds, and showing their commitment to Pilgrims.

Benefits of supporting a charity:

By working with Pilgrims your business and workforce will be part of the driving force behind ensuring the charity continues to be here for people who need access to quality end-of-life care, not only now but in the future too. With lots of commercial competition for businesses in what can often feel like a list of endless choices, pledging your support for Pilgrims can make your business stand out from the crowd.

From boosting your businesses reputation in a fulfilling way to enhancing team morale and engagement, the benefits of supporting Pilgrims extend far beyond the value of a monetary donation.

How your business could get involved:

- Choose us as your next Charity of the Year
- Commercial Partnership
- Payroll Giving
- Event sponsorship
- Organise an event
- Staff fundraising
- Volunteering

If you would like to get involved with Pilgrims Hospices and help support thousands of people each year in east Kent, please contact leila.ilkhan@pilgrimshospices.org

Isabel Smith, Senior Trusts Fundraiser, works with teams across the charity, both clinical and wider support staff helping with the delivery of a range of projects from replacing vital equipment to renovating spaces in the hospice buildings.

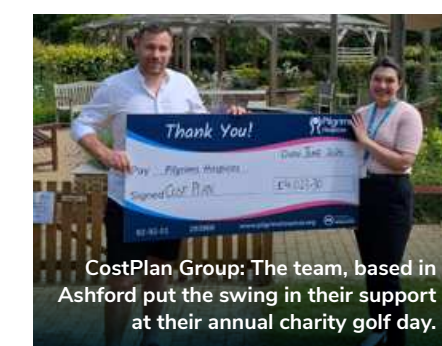
Over the past few months, the charity has been very grateful for the continued support we receive from charitable trusts and foundations. With this we have been able to achieve so much:

- Our Kitchen Garden at the Canterbury hospice was funded by Kent Community Foundation through their Environment Fund, and with care of our green-fingered volunteers, we can grow our own fresh produce.
- Our Bed Appeal has been kindly supported by a number of Charitable Trusts including Cantiacorum Foundation.

- The R V Coleman Trust, the Frank Brake Charitable Trust and Roger De Haan Charitable Trust, who are all helping our patients to remain comfortable.
- Funding for renovations of one of our family lounges at the Ashford hospice has been given a kick-start with support from the B&Q Foundation.



Kitchen Garden at the Canterbury hospice: Funded by Kent Community Foundation, Environment Fund.

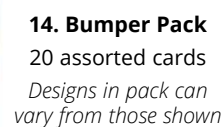
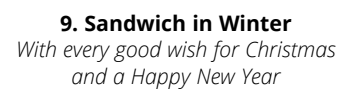
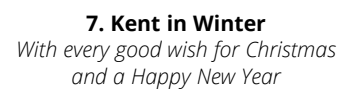
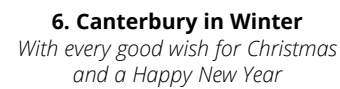


CostPlan Group: The team, based in Ashford put the swing in their support at their annual charity golf day.

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Please return your completed order form and cheque payment 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 2023. If you require assistance please call our help line on **01268 684054.**

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Signature

Date _____

We would like you to hear from Pilgrims Hospices?

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

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

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

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

Volunteer and make a difference



Volunteer, make friends, learn new skills, and be part of the Pilgrims family.

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.



There are so many ways that you can get involved



**Pilgrims
Therapy
Centres**



**Fundraising
events &
activities**



**Gardening
& outside
maintenance**



**Three local
in-patient units**



**Pilgrims
charity shops**



**Bereavement
support**

Find out more
eastkent@pilgrimshospices.org
pilgrimshospices.org/volunteer



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