

News from your local hospice charity | Exeter, Mid & East Devon

Together

Spring
2023



NEW Hospiscare@Home
team now covering
Okehampton, Crediton and
North Dartmoor. See p.7

Because every day matters
www.hospiscare.co.uk

Registered charity no. 297798



Hospiscare
Caring in the heart of Devon

Welcome to Hospiscare's spring newsletter, *Together*

I am delighted to welcome you to our latest *Together* magazine, full of news, advice and support from your local hospice charity.

Last year, we reflected on 40 years of Hospiscare and the journey our charity has made, from one nurse caring for patients in Exeter to a specialist service that now spans 1,028 square miles of Devon's heartland.



We are proud to be a local charity, supported almost entirely by our wonderful community and here to serve the people of Exeter, Mid and East Devon. Being local allows us to adapt to the needs of our community and the most recent instance of this is of course the expansion of our Hospiscare@Home service into the areas around Crediton, Okehampton and North Dartmoor.

Thanks to a small group of private funders in this area, we were able to launch this new Hospiscare@Home service in April 2022 and bring our care closer to home in this rural community. Their generosity has given us the funding to implement the service but we will need the fundraising support of the community to sustain this provision. The service has been operating for almost a year now and has had an incredible impact in this short time. For all of the details, please turn to p.7.

Also inside this issue of *Together*, our clinical team update us on their work (p.4) and we share news of the exciting fundraising events we have in store for 2023 (p.9 and p.16). In addition, we share stories from our incredible supporters (p.14), our wonderful volunteer Mary (p.13) and our first Marketing & Communications Apprentice, Emily (p.15).

Fortunately, we have a strong level of financial reserves to support us through the short term. Despite this, the cost of living crisis is starting to have a significant impact on our finances and this, coupled with the fact that we are still recovering from the pandemic, means we have a lot of work to do to stabilise our finances.

Looking to the future, we will shortly release our three-year strategy, informed by four main areas of focus: maintaining our quality of care, income generation, retention and recruitment of staff and finally developing a modern day workplace. Keep an eye on our website for further information.

I close this welcome message with a final thank you. I am incredibly proud to lead a charity that is so firmly embedded in its local community. We are extremely fortunate to have so many dedicated supporters who are a pivotal part of making every day matter to our patients and their loved ones.



Andrew Randall
Chief Executive Officer of Hospiscare

Contents

You make a difference – Regular Giving	3	Mary wins Hospice UK's Volunteer of the Year award!	13
Clinical round-up	4	Our blooming lovely Open Gardeners share their support for Hospiscare	14
Practising self-care when you're grieving	5	Meet Emily, Hospiscare's first Marketing and Communications Apprentice	15
Helen's story: Meeting Lynn from Hospiscare will stay with me forever	6	Are you ready for fun in the sun with Hospiscare?	16
Bringing our care closer to home	7	The wonderful world of Wills	17
The journey of a Hospiscare shop donation	8	Hospiscare's House Clearance Service	18
Veronica's story: Joining Men's Walk in honour of George	9	Dates for your diary	19
Enormous thanks	10		
Ask our chef...	12		

The Hospiscare privacy policy is regularly reviewed and updated, so please visit www.hospiscare.co.uk/privacy to check the latest version. Hospiscare is a charity and company registered in England and Wales with a company number 2164215 and registered charity number 297798 at the following address: Hospiscare, Searle House, Dryden Road, Exeter, Devon, EX2 5JJ.





You make a difference



Regular donations help secure the future of our charity in uncertain times like these and ensure that we can continue to deliver our vital service at no cost to our patients and their families.

Here are some examples of the important work you can help fund through your collective donations:



£26.65 could pay for an hour's care on our specialist ward



£94.94 could pay for a day's fuel for our community nurses visiting patients in their homes



£219 could pay for a nurse's shift on our specialist ward

Make a regular donation

Please send completed form to: Hospiscare, Searle House, Dryden Road, Exeter, EX2 5JJ. Contact us by calling 01392 688020

Your details

Your title _____ First name _____ Surname _____

Your address _____

_____ Postcode _____

Tel number _____ Email _____

Data Protection: Supporters of Hospiscare are precious and we respect your privacy. We will not sell or give your details to other organisations for marketing purposes without your express consent.

Communication with you: We would like to keep you informed about our work and events. If you prefer not to receive these updates please let us know by phone: 01392 688020, email: fundraising@hospiscare.co.uk, or post.

A regular gift will help Hospiscare nurses make a difference to more people

I would like to give £8 £12 £20 Other £ each month. Date of monthly payment 1st 15th



Instruction to your Bank or Building Society to pay by Direct Debit



Please fill in the whole form and send it to: Hospiscare, Searle House, Dryden Road, Exeter EX2 5JJ
Name and full postal address of your Bank or Building Society

To: The Manager _____ Bank/building society _____

Address _____

Postcode _____

Names(s) of Account Holder(s) _____

Bank/Building Society account number _____

Branch Sort Code _____

Service user number

2 7 7 9 6 3

Reference

Instruction to your Bank or Building Society
Please pay Hospiscare Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Hospiscare and, if so, details will be passed electronically to my Bank/Building Society.

Signature _____

Date _____

Banks and Building Societies may not accept Direct Debit Instructions for some types of account.

DDI 5 8/16

giftaid it

Can we Gift Aid your donation?

I want to Gift Aid my donation and any donations I make in the future or have made in the past 4 years to Hospiscare.

I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference. I understand that Hospiscare will reclaim 25p of tax on every £1 that I have given.

Signature(s) _____

Date _____

Clinical round-up



Our Clinical Director, Ann Rhys, provides an update on Hospiscare's care and services.

Working with St Petrock's in the Community

In December 2019, our Exeter Community Team began a project in partnership with St Petrock's, the homelessness charity for Exeter. Unfortunately the project was halted due to the COVID-19 pandemic but as of January 2021, work with our homeless community recommenced.

The aims of this project are to:

- raise awareness of Hospiscare
- provide access to our services for the local homeless community
- provide specialist palliative care and advice
- improve access for the homeless and provide them with the opportunity to express their end-of-life wishes ahead of time.

Every week, members of our nursing team take a walk around the city centre, meeting with members of the homeless community in order to build relationships and offer support where needed.

This outreach initiative has enabled us to care for five patients from the homeless community and facilitated the admission of one patient to our ward at the end of last year.

Supportive Care

In February, we were pleased to reinstate our Film Club at Searle House. On Thursday evenings from 6.30pm-9.00pm, patients, family members and carers can come together to enjoy a film and some light refreshments. This was a much-loved club before the pandemic and it has been brilliant to see this up and running again.

At the beginning of this year, we were able to establish several bereavement drop in groups. Meetings are taking place on the last Wednesday of every month at the Toast Café in Okehampton, the last Tuesday of every month at Halberton Court Café in Tiverton and the last Thursday of every month at the Waffle Café in Axminster.

For further details and how you can get involved, call our supportive care team on 01392 688040 or email supportivecare@hospiscare.co.uk.

Searle House Reception

As of November 2022, our Reception at Searle House in Exeter has regained fully operational status for the first time since the outset of the pandemic. This means that patients, visitors and volunteers are able to come and go without restriction and use the seating areas to enjoy a cuppa and a chat.

We have received incredibly positive feedback from patients, families and volunteers regarding the opening up of the Reception area and it has been a pleasure to welcome people back to the hospice.



Practising self-care when you're grieving



When someone you love dies, it can feel as if life will never go back to 'normal' again. Adapting to life without that special person being there will take time, and likely many false starts.

With the practicalities of arranging a funeral and looking after friends and family, self-care could easily fall by the wayside but looking after yourself will enable you to take care of those around you.

Every person grieves differently. Below are some suggestions for self-care strategies that you may find useful:

Spending time with family and friends

Your loved ones may be giving you space to avoid intruding on your grief. Often, those around you will wait for you to make the first move and as difficult as it can be to send that text or pick up the phone, reaching out for a cuppa or a walk gives that gentle signal that you would like company.

Maintain the connection with your loved one

Although your loved one is gone, the relationship you had still exists. If they are the person you shared daily news with, you may find it helpful to keep doing this, whether by writing to them in a journal or visiting a special place you shared and speaking to them. It may seem a little strange at first but it can bring comfort.

Listen to yourself

With so much going on, it can be easy to push aside your feelings and needs. Remember to take a moment and listen to what your body is telling you; cry when you feel like crying, sleep when you're feeling tired, connect with those around you if you need to talk.

Be kind to yourself

No one expects you to be able to do everything. There is no 'perfect' way to grieve. Take every day as it comes and don't put pressure on yourself. Grief is exhausting, a marathon of a journey, and it will take as long as it takes.

Take time for the things you love

Grief and guilt are often intertwined. When moments of happiness replace your sadness, you may feel guilty and reluctant to continue doing the things that make you feel good. Whether it's getting back into a hobby or treating yourself to a pampering appointment, feeling good does not diminish your grief and will instead help you on your journey through it.

Keep active

Physical exercise has been shown to improve your mood and while hitting the gym may be the last thing you fancy, even gentle exercise such as walking and swimming can release those endorphins.

Be patient with those around

Many people struggle to find the 'right' thing to say to a person who is grieving. In reality, there are no right things and it's worth bearing this in mind. The people around you are doing their best to be there and comfort you, even if they don't have the right words for it.

For further advice and support on bereavement and grief, please visit our website:
www.hospiscare.co.uk/how-we-help/supporting-friends-and-family/grief-bereavement-support/

Helen's story: Meeting Lynn from Hospiscare will stay with me forever



“In September 2021, I realised that there were more physical challenges that Mum was dealing with. The rollercoaster of appointments and scans that followed was overwhelming.

“In November, I managed to take a short family holiday and while we were away, Mum was admitted to hospital. It was so traumatic. She was taken by ambulance and didn't have any of us with her. Mum's scan results showed that she had a bowel tumour. From then on, Mum needed daily care and support. My first meeting with Lynn from Hospiscare will stay with me forever. Everything I was going through felt like a whirlwind, but Lynn was kind and, above all, honest. That, for me, was the most powerful and helpful conversation during that time.

“I knew where we were heading. My years of nursing and knowledge of care, despite being a long time ago, had never left me. I decided it was time to bring Mum home to our farm and nurse her myself. The help and support from Hospiscare was overwhelming; I could call the nurses at any time and their words and advice were so valuable.

“I clearly remember talking to one Hospiscare nurse when Mum was in her final hours. She described what Mum was going through as climbing a mountain; pausing and taking a breath before her final resting place. The imagery helped me enormously and Mum and I sat and listened to music and imagined climbing Mount Snowdon, which she adored.

“I am so thankful to have been able to nurse Mum at our farm and that life was able to carry on around her for those last few weeks. It was the hardest thing that I have ever done, and one of the best.”

After training as a nurse in Exeter, Helen Taverner spent many happy years working in the profession before family and business commitments caused a shift in her career.

Helen and her husband, Rob, founded Taverner's Farm and opened Orange Elephant Ice Cream Parlour. Helen's mum, Pat, moved to Devon after her husband passed away. Helen explains, “Mum has always been fiercely independent. She travelled to Australia twice a year after Dad passed away to see my brothers and their family. Moving to Devon, Mum made a new life for herself and was such a huge part of our lives, helping to bring up our children.”

Following one of Pat's trips to Australia in 2019, Helen noticed that something wasn't right. “We tentatively began the process of investigation and after several doctors' appointments, Mum was diagnosed with Alzheimer's. This was an enormous mental blow to Mum.

“The help and support from Hospiscare was overwhelming; I could call the nurses at any time and their words and advice were so valuable.”



Bringing our care closer to home

Thanks to the generosity of a small group of individuals and organisations, we were able to expand our specialist Hospiscare@Home service into the areas surrounding Crediton, Okehampton and North Dartmoor in April 2022.

The service aims to support a patient's choice to remain at home for the last few weeks or days of their life. In 2015, the Office for National Statistics found that about 81% of patients wished to die at home. In 2018, Public Health England reported that only 23.5% of patients died at home in the year 2016.

We have been working closely with our NHS community colleagues to provide expertise and support for those patients with complex, specialist palliative care needs. These relationships have strengthened during this period and with collaborative working, we are successfully supporting patients and those important to them at the end of their life.

From April to December 2022, the new Hospiscare@Home service received 76 referrals. Our nurses carried out over 600 visits to patients' homes and of the 63 patients who died in our care, 62 died in their preferred place. One of these patients was Chris*, a 58 year-old gentleman with end-stage liver failure. Our Hospiscare@Home nurse, Hannah, explains "Chris lived alone with his dog, Millie. His only other relative was his step-mum who lived locally and popped in once a day, but wasn't able to provide personal care. After receiving his diagnosis, Chris wanted to die at home with Millie by his side.

"Chris really struggled with day-to-day tasks in the months leading up to his death. We provided care for Chris and

encouraged him to shower and supported him with day-to-day tasks like laundry. We also applied for funding from a local trust to purchase basic items like towels and bedding.

"When Chris's condition deteriorated further and he became bed-bound, we provided care twice a day which included a bed-bath wash and replenishing his medications, which were delivered via a syringe pump.

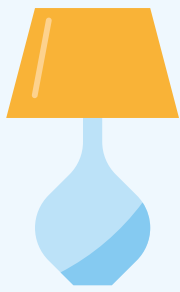
"Chris died peacefully during the night with Millie by his side, which was his wish. Following his death, we were able to take care of the practical arrangements, from contacting the appropriate healthcare professionals to collecting equipment. We also provided emotional support to Chris's step-mother.

"We were all concerned about what would happen to Millie the dog, but Chris's step-mum agreed to take her!"

In less than a year, our new Hospiscare@Home service has proved to be invaluable to patients like Chris. With your support, we will be able to sustain this specialist provision and support patients in the areas surrounding Crediton, Okehampton and North Dartmoor to die at home.

Donate today to support end-of-life care in your community, or consider leaving a gift in your Will. Please visit www.hospiscare.co.uk/hospiscarehome

**The patient's name has been changed to protect their confidentiality.*



The journey of a Hospiscare shop donation

Have you ever wondered what happens to your items after you've donated them to Hospiscare? We're here to take you on that journey behind the scenes in our Hospiscare warehouse.



1. The donation is brought to our Hospiscare warehouse shop by the customer

2. The donation is received with thanks and the customer is asked if they would like to Gift Aid their donation.

In 2021-2022, £116,864 was generated by Gift Aid

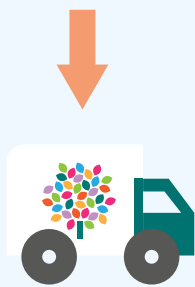


3. The donation is moved into the sorting area of the warehouse



4. Our dedicated staff members and volunteers sort through the donations into:

Sellable items



5. Our drivers are instructed as to what stock is required for each of our 17 shops and donations are loaded into the van

Recyclable items



Last year, we recycled 223 tonnes of donations. Unfortunately, items such as broken glass and wooden furniture cannot be sent to our recycler and disposing of these cost our charity £3,573



6. When the item reaches the shop floor for sale, it has passed through six pairs of staff and volunteer hands!

Refuse items that are of poor quality and can't be recycled



Disposing of these items cost our charity £46,669 last year



7. The pre-loved item is then bought by one of our happy customers and continues on its journey to its new home

To donate your quality, pre-loved items and be part of this incredible journey, simply visit any of our 17 shops across Exeter, Mid and East Devon. For a full list of our shops, please refer to the back cover of *Together* or visit www.hospiscare.co.uk/shops.

Veronica's story: Joining Men's Walk in honour of George



Last spring, we shared the incredible story of George Pert, who was determined to support our SOS Appeal and take part in Men's Walk, despite his cancer diagnosis.

As a long-term Men's Walk supporter, George's illness had prevented him from taking part in 2021. This made him more determined than ever to step up for Hospiscare during our emergency appeal.

George completed Men's Walk 'Your Way' with his faithful four-legged Men's Walk partner, Ruaraidh, and his wife, Veronica. George's ambition to join his fellow supporters and "be part of the big day itself" was fulfilled when he made it to Double Locks with Ruaraidh and his son, Matthew, by his side.

Through his unwavering support of our hospice, George was named Men's Walk's top fundraiser for 2022, with his sponsorship exceeding £3,600!

Veronica, explains "George was so courageous. He faced the prospect of dying in such a head-on way. On the morning that he died, we were still laughing and joking like always. That's what I miss most about him, he always filled our house with laughter.

"The hospice staff were really brilliant when George was ill – they gave us so much support. He had a bed here at home and when he was transferred to the ward, the biggest

thing he was worried about was whether Ruaraidh could visit! Ruaraidh is quite a bouncy dog and I was worried about him jumping all over the place on the ward, but I couldn't believe it – he was like a different dog. It was like he knew what was going on and he was as calm as anything.

"When the hospice called to tell us it was time, we took Ruaraidh because that's what George wanted. It was like he knew. He went straight up to George and put his head on him and laid down."

This year, Veronica hopes to take part in Men's Walk on Saturday 18 March with her sons and Ruaraidh in memory of George. The Tally Ho, the couple's favourite local pub, is also putting together a team to honour George. Veronica explains, "When George first took part, he was really fit and healthy and of course we never thought that he would need Hospiscare's services. When he became ill, I didn't want him to push himself but he was so determined to take part. He knew he'd be able to raise a lot of money for Hospiscare.

"It's important for us to do this for George. He loved the camaraderie of Men's Walk and thought Hospiscare was such a worthy cause to support."



Men's Walk is a vital form of income for our local charity. Join us for 2023 and raise funds to support patients like George.

Visit www.hospiscare.co.uk/menswalk

Enormous THANKS

To all of our supporters!

Thank YOU for all of the amazing things that you do to support Hospiscare. We are so grateful to each and every one of you for giving your time, money and energy to our local charity during this difficult time. Your fundraising continues to be both genius and ingenious and we are so thankful to have such a fantastic community. Across these pages, you'll find a few of you in action...



Thank you to Jonathan Beddall for taking on the Tallinn Marathon in memory of his father, Quentin. Jonathan raised a fantastic £7,932 for Hospiscare!



Thank you to Brodie Knee for hosting a wonderful Coffee Morning that raised £724.75!



Thank you to Lewdown Young Farmers Club for choosing Hospiscare as one of their charities for 2021/2022 and raising £2,260.23.



Thank you to Debbie and the team at World of Country Life for their continued support in 2022.



Thank you to Sarah Hobson and her friends for walking the Tiverton Canal in memory of Sarah's mum, Lisa. Together, they raised an incredible £1,200!



Thank you to Di Davies and the Pinhoe and Broadclyst Support Group for raising £5,515 at their Grand Sale and Coffee Morning.



Thank you to Tiverton Rotary Club for choosing Hospiscare as your President's Charity for 2022/2023.



Thank you to the Otter Vale Friends who organised a Bumper Plant Sale and raised a fantastic £2,445!



Thank you to Harry Buckley for cycling from Land's End to John O'Groats over nine days in memory of his Nana, Marnie Burgoyne. Harry raised an amazing £4,293.43 for Hospiscare!



Thank you to Adrian Hewitt, the Exeter Golf and Country Club Seniors and Maurice and Gael Salzman for raising an incredible £7,574.22 during 2022.



Thank you to Rupert Ballantyne for your continued support, including your recent frog racing fundraiser!



Thank you to Dawn Enticott who continues to go above and beyond for Hospiscare. Dawn was recently awarded Citizen of the Year and has raised almost £3,000 for Hospiscare!

Thank you to our 2022 trekkers!

Thank you to the 26 Hospiscare Heroes who took their fundraising efforts to new heights last year in Nepal, making Hospiscare's Himalayan Trek our most successful overseas trek to date, with over £94,000 raised collectively!

If you'd like to take on the trip of a lifetime in aid of your local hospice, please visit www.hospiscare.co.uk/trek



Thank you to the 40 Club of 2022!

The 40 Club was a brand new initiative for 2022 and aimed to bring 40 businesses together to raise £1,000 each to support Hospiscare in our 40th year. We hoped to reach a target of £40,000 but our incredible business community pulled together to raise a staggering £85,000! This was celebrated at a stunning awards ceremony supported by our friends at Winslade Park, with special guest Don Armand and man on the mic Joe Fisher, where all the businesses were recognised for their incredible contributions.

The 40 Club will return for 2023 with 40 incredible businesses pledging their support for our local charity.



Ask our chef...

Lil Badcock, our Chef Manager, answers your question about providing adequate nutrition at the end of life

My loved one can't eat very much, how can I help keep up their calorie intake?

As your loved one nears the end of their life, they may experience a loss of appetite or find the physical act of chewing and swallowing more difficult. To ensure that they are maintaining their weight, or gaining weight if needed, they need to take in more calories than they are burning. There are several simple changes you can make to their diet in order to do this:

Replace low-fat foods with full-fat alternatives

Use whole milk and cream when cooking or making drinks and replace low-fat spreads with butter or nut butters.

Provide small meals and regular snacks

By reducing the portion sizes of meals, this will allow for regular snacking which will help build up calories without your loved one feeling overly full. Try snack foods such as:

- Bread sticks, crackers, olives, guacamole, hummus
- Trail mix, nuts and seeds – half a cup adds approximately 200 calories
- Fruit with nut butter – an apple or banana with 2tbsp of peanut butter adds approximately 300 calories

Reduce liquids with meals

Avoid providing your loved one with drinks 30 minutes before eating and reduce their liquid intake with meals to prevent them feeling full.

Add extras or condiments to meals

Try topping potatoes or vegetables with grated full-fat cheese or add honey, chopped nuts or dried fruit to cereals or porridge. Introduce mayonnaise, hummus or avocado to sandwiches or plain crackers.

It is important to continue to provide your loved one with as healthy and balanced a diet as possible, whilst also focusing on calorie rich foods:

- **Proteins**, such as red meat, pork, oily fish, whole milk, eggs, cheese, full-fat yogurts and cream
- **Carbohydrates**, such as potatoes, brown rice, pinto beans and whole grain pasta and bread



- **Fats**, such as nuts, nut butters, olives, butter, mayonnaise, high fat cheeses, avocados and salad dressings.

Many of us would assume that high calorie junk foods and sugary drinks would be helpful to introduce but as these are not a healthy source of weight gain, these types of food and drinks should be avoided.

If you're still struggling to increase your loved one's calorie intake, you should consult their GP, Hospiscare nurse or a dietician. There are supplement drinks and powders available but these should only be used following advice from a healthcare professional.



Mary wins Hospiscare UK's Volunteer of the Year award!

Last November, one of our incredible volunteers, who has supported our hospice charity from its very inception, was recognised with a national award.

Mary Bolshaw's astounding volunteering career spans over four decades and during that time, she has been involved with many different aspects of our local hospice. Mary explains, "My main role involves fundraising for Hospiscare but that hasn't stopped me doing other things! I have volunteered in the Reception at Kings House in Honiton and driven patients to appointments for around 35 years.

"By trade, I'm a caterer and I've found that anything that involves food is a good fundraiser! From lunches and catering for Jubilee events to my more recent involvement in funeral catering, if it will raise money for Hospiscare and I can do it, then I will!"

Winning Hospiscare UK's Volunteer of the Year award came as a complete shock to Mary and she continues, "I didn't know anything about the award! Toni, Hospiscare's fundraiser for my area, arrived at my door about a fortnight before the ceremony to tell me. She brought me a balloon and a card and she was in tears, so then I was in tears!"

"Being presented with the award was just something else. It's so hard to describe how much it means. Since I've come home from the awards ceremony in Glasgow, people have been so incredibly kind and generous with their comments. Even though I got the award, it doesn't lessen the fact that I am part of a team and we all play our part. After all, there's no 'I' in 'team'!"

"Over the past four decades, Hospiscare is the only charity that I've supported. I'm driven to keep the service running. It's such a valuable service that is so needed and it won't run without people supporting it. We can't let anything happen to Hospiscare and I feel very strongly about that.

"To anyone thinking of volunteering for Hospiscare, my advice is do it! It's as easy as that. I can't describe the rewards of being part of a team who are so dedicated to giving their all to help the charity survive. It's worth its weight in gold. We're able to help provide a service for those who need it most and that feeling is worth more than anything."

I'm driven to keep the service running. It's such a valuable service that is so needed and it won't run without people supporting it. We can't let anything happen to Hospiscare and I feel very strongly about that."

If you'd like to volunteer your time to support Hospiscare, please visit www.hospiscare.co.uk/volunteer to find out more and get in touch.

Our blooming lovely Open Gardeners share their support for Hospiscare



Friends and neighbours Judy Mead, Sue Glanville and Minna Egan have collaborated for over ten years to open their gardens and raise vital funds for Hospiscare.

Over the past decade, the trio have worked together with a wider group of dedicated supporters to open their gardens on Matford Road in Exeter. Judy, organiser of the Matford gardens, explains, “It’s a long-term endeavour to open our gardens. We garden all year round, but especially leading up to our opening dates to ensure our gardens are as good as they can be on the day.”

Minna continues, “I made over 200 scones for our gardens last year! I also organised a jazz band for entertainment. It was hugely popular and really encouraged people to linger in the gardens, which of course helps raise more money for Hospiscare!”

The Matford Gardens are able to offer a unique experience by opening together in support of Hospiscare. Judy explains, “It’s a great way to spend the afternoon wandering around all of our gardens, and with tea and baked goods thrown in, it really is the icing on the cake! People really enjoy the variety that we have to offer and love to chat about their own gardens and experiences.”

Sue continues, “We have lots of keen gardeners visit to get tips and tricks for their own gardens or to share their advice with us. Last year, I had a mystery plant in my garden – I couldn’t figure out what it was! We ended up with several people gathered around trying to solve the mystery – we got there in the end!”

With our specialist ward just a ten minute walk away, the Matford gardeners feel a close connection with Hospiscare. Judy continues, “Hospiscare is a favourite charity round

“It really is a win-win to open our gardens for Hospiscare; we enjoy it hugely and it benefits an important local cause.”

here as we’re so near to the hospice. I was supported by Hospiscare when my husband was dying and so many of us in the neighbourhood have been affected by terminal illness.”

Minna continues, “It really is a win-win to open our gardens for Hospiscare; we enjoy it hugely and it benefits an important local cause.”

For anyone considering opening their garden for Hospiscare, Judy advises “Your garden doesn’t need to be perfect; it’s about sharing the experience.”

Minna continues, “Make sure you have enough volunteers or friends and family on board to help so you can host and enjoy the day.”

Sue concludes, “It’s a great way to bring people together and meet those in your area. It fosters a sense of community, especially as we’re all working together to support the same worthy cause.”

To find out more about opening your garden to support local end-of-life care, or to visit a Hospiscare Open Garden near you, go to www.hospiscare.co.uk/gardens

Meet Emily, Hospiscare's first Marketing and Communications Apprentice



Emily Hart joined our Marketing and Communications team in September 2021 as the department's first apprentice. Emily graduates in March 2023 and here she explains what is involved in her role and why she chose to join the Hospiscare team.

"I knew I wanted to do a marketing apprenticeship and when I saw this position advertised on the government website, it just seemed perfect. I wanted to work for a charity and be able to help in some way rather than undertake an apprenticeship with a company or business.

"For my application, I had to do an assessment followed by a writing task, as well as send through examples of my college work. I was so nervous for my interview but after meeting the team, I felt so much more comfortable. Everyone was so nice and it was a very different experience to other interviews I'd had!

"My role here at Hospiscare has been so varied. I was thrown straight into the role, but definitely in a good way! I've been involved with planning and managing the hospice's social media accounts as well as taking photos and filming at our events and for patient and family interviews. There are so many creative elements involved, from editing films

and photos to creating posters and graphics. I mainly enjoy these design elements, as well as the video editing, although it can be daunting at times.

"There have been some real highlights in working for Hospiscare and one of these was putting together our 40th anniversary film in 2022. I filmed all of the interviews and I loved hearing everyone's stories about the early days of Hospiscare and how the charity has grown. I edited all of the footage and produced the final film and even though it was hard work, I was really proud to be a part of it.

"I really didn't know what to expect coming into this role. I hadn't worked in an office environment before, let alone for a hospice! It's such a caring place and I know that I'm helping a bigger cause, which is really important to me.

"Doing this apprenticeship with Hospiscare has made me realise that I want to continue doing something to help people and make a difference."

To find out about career opportunities at Hospiscare, including the apprenticeships we have to offer, please visit www.hospiscare.co.uk/jobs



Are you ready for fun in the sun with Hospiscare?

At the end of last year, we made the decision to ‘retire’ one of our longest-running fundraising events: The Twilight Walk.

Despite it being a popular highlight in our charity’s fundraising calendar, the amount raised by Twilight has fallen in recent years, resulting in the event not being profitable enough to continue.

Twilight will remain one of our fundraising favourites and this is largely due to the incredible dedication and support of our TwilighTERS. During its lifetime, Twilight raised almost £900,000 for our local hospice and we are incredibly grateful to everyone who made this possible.

We couldn’t leave your summer lacking in Hospiscare fundraising fun and that’s why we’re introducing a brand new event, open to EVERYONE!

Get ready to dig out your Hawaiian shirts, floppy sun hats and coolest shades for the Hospiscare Summer Walk, coming to Darts Farm on Saturday 8 July 2023.

This family-friendly event is a celebration of summer favourites so you can expect ice cream, a strawberries and cream picnic and even a quintessentially summery glass of Pimms! The seven-mile walking route takes in beautiful views of the Exe Estuary and is suitable for a wide range of ages and abilities, and of course four-legged family members are welcome too!

Get ready to flood your Insta feed as our event route promises

a range of exciting entertainment and plenty of gram-worthy photo opportunities. This truly is a one-of-a-kind event for Devon and we’re excited to bring the summer festival vibes to Darts Farm.

We are proud to announce that this is our first ‘kind to the environment’ event, which means we will use upcycled and natural event décor and there will be no t-shirts and unnecessary single use plastic.


Every penny of sponsorship raised will go directly to fund specialist end-of-life care in your community.

Jurassic Fibre, who have generously sponsored our Twilight Walk for three years, are returning as headline sponsors for the Hospiscare Summer Walk and we are so grateful for their continued support.

Hospiscare would also like to thank Darts Farm for welcoming us to the perfect venue for our first Summer Walk.

To find out how you can join the fun in the sun and raise vital funds for your local hospice charity, visit www.hospiscare.co.uk/summerwalk.

The wonderful world of Wills



Making a Will is often seen as something dull or intimidating to do but with the right instructions from a qualified professional, you can enjoy peace of mind and bring a smile to those you love.

Here are just a few things you may not know about making a Will:

1. You don't always have to be 18 to make a Will

If you are a soldier on active duty or a sailor at sea, you can be any age when you make your Will.

2. You can't leave your estate to your pet

Your furry or feathered friend might be the most loved member of your family, but unfortunately they cannot own property or money so you can't leave anything to them in your Will. However, you can put provisions in place for them to be taken care of, like Mrs Mandel's birds. After her death, Mrs Mandel left specific instructions that her birds should continue to live in the aviary in her \$4 million New York property!

3. Your debts don't die with you

Sadly, any debts that are outstanding when you die will need to be paid from estate funds. Once these have been paid, the remainder of your estate can be distributed in accordance with the wishes expressed in your Will.

4. Your love can live on through your legacy

You can leave gifts to the people and charities you love in your Will. This even includes romantic gestures, like the US comedian Jack Benny who died in 1974 and left instructions in his Will for one long-stemmed red rose to be delivered every day to his widow, Mary.

5. Your Will cannot appoint someone to make decisions for you

A Will only ever comes into force upon a person's death.

You therefore cannot grant powers or instructions to be followed while you're alive. To do this, you will need another document called a Lasting Power of Attorney. You can find out more by visiting our website and searching 'power of attorney'.

6. 'I don't need a Will, my spouse will automatically get everything'

Without a Will, your spouse will not automatically inherit all of your assets. This will depend on the regulations at that time so you need to make your instructions clear in a Will, as the Bard, William Shakespeare did when he left his wife only his 'second best bed' and then everything else to his daughter!

7. Gifts to charity are tax free

You may not have known that any gift you make to a UK charity in your Will is free of inheritance tax. As well as the gift itself being tax-free, charitable gifts can also reduce the amount of inheritance tax that the rest of your estate will pay.

Gifts in Wills are vital in funding the specialist care that we provide to local patients and their families. You simply need our registered charity number (297798).

Our will-writing service is available all year round in partnership with local solicitors who waive their fee in order for you to make a donation to Hospiscare.

To find out more, visit www.hospiscare.co.uk/wills or call Louise on 01392 688020.



Hospiscare's House Clearance Service

Hospiscare has a dedicated House Clearance team who offer a range of services for homes across Exeter, Mid and East Devon.

After a loved one has died, going through their things can be a painful ordeal. Our team will treat the property with understanding and care, whilst providing an efficient service at what can be a very difficult time.

As well as helping to clear properties after a friend or relative has died, our team has been called out to help when people are moving house, down-sizing or relocating or if a friend or relative has gone into care. We work directly with solicitors and care homes to assist their clients and ensure that this process is as smooth as possible for all involved. Hospiscare's House Clearance service can help with properties of any size, from a single room upwards.

Our team aims to get the best value from every item cleared from a property and we therefore sell as much as possible across our 17 shops and online through our Hospiscare Online Shop and eBay store. Any unsellable items are recycled, re-used or up-cycled where possible to generate funds for Hospiscare. Any non-recyclable items are disposed of at a registered waste transfer facility.

Last year, our friendly team helped 67 households, with all of the money raised from the service going directly to fund specialist care for Hospiscare's patients and families.

Here's what our customers had to say about our service:

"Thank you once again to the team. My sister and I both appreciated all of your hard work and the place looked spotless. We have been so impressed with your swift and efficient service, which has made a difficult job so much simpler. We have already recommended your service to several others." - Jane

"I can't thank you enough for doing such a splendid job, which far exceeded my best expectations. Not only was the house squeaky clean, but it smelled wonderful too! It was just thrilling to walk through the house and see how immaculate you had left it. Such a weight has now been lifted off my shoulders. Please pass on my heartfelt appreciation to your wonderful team." - Minna

"I would like to thank all concerned for the wonderful job you did. I am also so pleased that Mum's things will hopefully generate much-needed cash for Hospiscare." - Lisa

To find out more about the service and for a no-obligation estimate, get in touch with the team today by calling **01392 453057.**

Dates for your diary

Visit hospiscare.co.uk for more!

The dates for your diary listed below are correct at the time of printing. Up-to-date information can be found on Hospiscare's website.

March

- 12 Hospiscare Bingo, Ottery St Mary Football Club, Ottery St Mary
- 18 Men's Walk, Double Locks, Exeter and your own location
- 25 Total Coastal, Kingswear (Ultra marathon), Preston Green (Half marathon), Shaldon (10k run)
- 26 Charity Dance Show starring Janette Manrara and Aljaž Škorjanec, Northcott Theatre, Exeter

April

- 1-30 Open Gardens, various locations – please see our website
- 9 Hospiscare Bingo, Ottery St Mary Football Club, Ottery St Mary
- 23 London Marathon, London

May

- 1-31 Open Gardens, various locations – please see our website
- 7 Skydive, Dunkeswell Airfield, Dunkeswell, Honiton
- 7 Wing Walk, Dunkeswell Airfield, Dunkeswell, Honiton
- 14 Hospiscare Bingo, Ottery St Mary Football Club, Ottery St Mary
- 20 Bumper Plant Sale, The Institute, Ottery St Mary
- 21 Great West Run, Exeter

June

- 1-30 Open Gardens, various locations – please see our website
- 11 Hospiscare Bingo, Ottery St Mary Football Club, Ottery St Mary

July

- 1-31 Open Gardens, various locations – please see our website
- 8 Hospiscare Summer Walk, Darts Farm, Topsham
- 9 Hospiscare Bingo, Ottery St Mary Football Club, Ottery St Mary
- 26 Skydive, Dunkeswell Airfield, Dunkeswell, Honiton

August

- 1-31 Open Gardens, various locations – please see our website
- 5 Cream Tea and Jazz at Coldharbour Farm House, East Hill
- 13 Hospiscare Bingo, Ottery St Mary Football Club, Ottery St Mary
- 26 Hospiscare Summer Fête, Cadhay House, Ottery St Mary

September

- 1-30 Open Gardens, various locations – please see our website
- 2 Skydive, Dunkeswell Airfield, Dunkeswell, Honiton
- 2 Wing Walk, Dunkeswell Airfield, Dunkeswell, Honiton
- 10 Hospiscare Bingo, Ottery St Mary Football Club, Ottery St Mary



Play for just £1 a week!

To WIN up to £1,000!



www.hospiscarelotttery.co.uk

Licensed by www.gamblingcommission.gov.uk, License no. 5120
Players must be aged 16+. Please play responsibly.
BeGambleAware.org

Together

Spring
2023



Because every day matters

www.hospiscare.co.uk

Registered charity no. 297798

Hospiscare
Caring in the heart of Devon

Shop online

Search for 'Hospiscare' on eBay™ or Amazon™ to raise money and find unique items!



SUPPORT HOSPISCARE BY SHOPPING WITH AMAZON SMILE

When you shop at smile.amazon.co.uk Amazon donates to Hospiscare



Find vintage clothing, homewares, furniture and more in the Hospiscare Online Shop



Visit: shop.hospiscare.co.uk



facebook.com/Hospiscare

twitter.com/Hospiscare

instagram.com/hospiscaredevon



Visit one of our Hospiscare shops near you...

- Buckland House, South Street, Axminster
- 1 High Street, Budleigh Salterton
- 129 High Street, Crediton
- 24 Fore Street, Cullompton
- 158/159 Cowick Street, Exeter
- 90-92 Fore Street, Exeter
- 84 South Street, Exeter
- Unit 2 Trusham Road, Marsh Barton, Exeter
- 37 Exeter Road, Exmouth
- 49 The Parade, Exmouth
- Dowell Street, Honiton
- 5 The Arcade, Okehampton
- 12 Broad Street, Ottery St Mary
- 2 Marine Crescent, Seaton
- 27-29 Gold Street, Tiverton
- 9 Fore Street, Topsham
- Summer Lane, Whipton

Thank you for your support!