

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

Together

Autumn/
winter
2024



An outstanding
result for
Hospiscare!
See p.5

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Welcome... to Hospiscare's autumn/winter *Together* magazine.



This summer, we were delighted to be awarded an 'outstanding' rating from the Care Quality Commission. This recognition is a testament to the skill and dedication of our staff and the fantastic support of our volunteers and I'm incredibly proud of our hospice team.

However, this year has also seen significant challenges for Hospiscare, as it has for many charities nationwide. Last November, we highlighted that inequity in government hospice funding in Devon, combined with the cost-of-living crisis, had resulted in a £2.5 million funding shortfall for the hospice. Without increased funding, we faced having to reduce our services.

Since then, we've continued to lobby for equitable funding, but the situation is yet to change. Tragically, this has forced us to alter our services this year to protect the hospice's long-term future.

We remain engaged in ongoing discussions about fair funding with Devon's Integrated Care Board, the local body that allocates government healthcare funds, and remain hopeful that statutory funding for our hospice will improve in the future.

Meanwhile, the incredible support of our local community continues to make our work possible, ensuring local people facing terminal illnesses receive the outstanding care they deserve.

In this issue, we update on recent changes to our services (p.5) and reveal our hottest new fundraising event (p.21), plus Michelle shares her story of the "lifeline" Hospiscare provided to her family (p.6).

Andrew Randall
Chief Executive Officer, Hospiscare

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Clinical round-up

Our Head of Inpatient Services, Ruth Wills, provides an update on Hospiscare's care and services.



An outstanding result

We are proud to announce that Hospiscare has been rated as 'outstanding' by the Care Quality Commission, the regulatory body for healthcare services.

Inspectors praised our hospice as "exceptionally effective" and noted that Hospiscare's patients felt they were treated with dignity and care that was flexible, well-coordinated and respectful of patient choices and views. The report also found that our outreach work and partnerships provided palliative care for those in society who might otherwise struggle to access it.

Developing our multi-disciplinary teams (MDTs)

At Hospiscare, we have several MDTs which consist of individuals drawn from different disciplines working together to deliver the best possible care to our patients.



As part of developing these teams, we appointed Rosemary Ferguson into the new role of lead advanced nurse practitioner. Rosemary leads our team of advanced nurse practitioners in providing specialist care to patients in the community and works alongside our medical team delivering care to patients on our ward. This not only helps to enhance the skill of our nurses, but also frees up time for our doctors to have contact with a larger number of patients.

Laura Collard, our Ward Manager, has just completed her non-medical prescribing course – this is the first time that a nurse on our ward has gained this qualification. We are very excited to be able to support her in developing this skill, which enables her to prescribe medication to patients.

New rapid response service replaces Hospiscare@Home

Due to our funding situation and changes in patient need, we reviewed our model of care and developed a new rapid response service which replaces Hospiscare@Home from September.

Operating seven days a week across our full geographical area, the service provides at-home care for patients 'in crisis', by which we mean experiencing acute symptoms or health issues, for up to 72 hours at a time. The rapid response care team – made up of nurses, paramedics and health care assistants – visits patients at home and assesses the most appropriate care for them in accordance with their wishes.

For more information about this service, please visit www.hospiscare.co.uk/at-home or email care@hospiscare.co.uk.



Michelle's story



Hospiscare gently guided us on the end-of-life journey

Michelle remembers the “lifeline” that Hospiscare provided to her family after her husband was diagnosed with cancer.

Michelle and Paul Tetlow lived in East Devon with their son, James. In 2023, Paul received the devastating diagnosis of lung cancer. Michelle explains, “At first, we were put in touch with Hospiscare’s 24/7 phone line, or lifeline as I called it. Here was someone that I could call at any time.



“As things got progressively more serious, Hospiscare’s nurses came to visit us at home. They were just so lovely. They looked after Paul, doing what they could to keep him comfortable, but they were just as concerned about me and James, who has Down’s Syndrome.

“The Hospiscare team just made things happen. At one point, Paul needed medication and I couldn’t get it anywhere.

I'd tried our doctors and the pharmacy – the medication was really important and he just couldn't get it. I spoke to Hospiscare and I don't know what they did, but the medication arrived.

“When I couldn't cope at home anymore, I called Hospiscare. Within 24 hours, Paul was admitted to the hospice where we spent his last two days. It was extraordinary. I remember visiting him and even though he was unconscious, the nurses were there, giving his hands a massage like you'd expect in a 5-star hotel. The care and the love they were showing him was so evident. It didn't matter that he wasn't conscious.”

Paul died on our ward in January 2024. Michelle and her sons, James and Chris, were able to stay by his side.

To honour Paul's memory and raise vital funds for our hospice, Michelle's sons braved a skydive in June and raised over £3,000.

Michelle continues, “Hospiscare takes you on the end-of-life journey in a manageable way. They gently guided us along. We were lucky to be connected with Hospiscare and so lucky that it exists. I can't believe that a service that the local NHS relies on so much isn't fully funded by them, instead it relies on the generosity of ordinary people.

“Everyone should have this kind of access and it worries me that, with lack of funding, others might not. I can't imagine going through what we went through without Hospiscare's support, so if we can do our bit, like my boys jumping out of a plane, then we will!”

Could you take on a challenge or make a donation to help Hospiscare in the face of our £2.5 million funding deficit? Visit www.hospiscare.co.uk/fundraise today.



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Hospiscare's new Tiverton shop is a smash hit



Our newest Hospiscare shop opened its doors earlier this year and quickly became the talk of the town.

Our new shop on Market Walk in Tiverton is the biggest charity shop in the town and sells a wide range of quality pre-loved items, including homeware, furniture and clothing, as well as new goods.

The store is the first of a new model for Hospiscare as in addition to its large open-plan shop floor, there is a donation sorting area which allows the team to receive, process and sell donated items all within one space, helping to reduce costs and make the store more profitable.

Retail Director for Hospiscare, Rhodri Morgan, says, "As the largest charity shop in the town, we can provide our customers with an incredible choice of pre-loved and new goods, as well as the knowledge that every purchase will go towards supporting vital end-of-life care in their community.

"We invite the people of Tiverton to join us as we embark on this new chapter. Together, we can make a meaningful difference to the lives of those who rely on the specialist services provided by Hospiscare."

How you can help

Your support is the heartbeat of our new charity shop, driving our mission to make a positive impact in our community. We need your help to continue this vital work.

Donate your gently-used items, whether clothing, household goods, or furniture. Every donation helps us provide essential support to those in need.

Volunteer and join our dedicated team. Whether you have a few hours to spare or can regularly commit to your shop, your time and skills are invaluable. Pop into the Tiverton shop today to find out more.



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Persimmon Homes is proud to have supported Hospiscare through our Community Champions scheme.

As well as building good quality homes and creating well-paid jobs, our Community Champions scheme makes a real difference to people's lives. We do this by supporting local charities, sports clubs and good causes across the country.

To find out more about new homes in your area please visit: www.persimmonhomes.com/south-west



Ask our doctor



Dr Jenny Hayes, our Deputy Clinical Director and Medical Lead Consultant, answers your question:

I'm experiencing hot flushes and excessive sweating – what will help?

Sweating is a normal bodily function to regulate body temperature, but illness can cause it to become a distressing and troublesome symptom. Hot flushes vary from a mild feeling of warmth in the face, to sweating and palpitations and even drenching night sweats.

Excessive sweating or hot flushes can be very upsetting and tiring, especially if they disturb sleep. Causes vary, from side effects of medication, or hormone and cancer treatments to cancer itself. Below are some suggestions that may help:

Adapt the environment

Introduce a fan, particularly at night, to increase air flow. Reducing the humidity in the room with a dehumidifier may also help.

Consider clothing, bedding and diet choices

Wear moisture-wicking clothing made from synthetic materials to pull sweat away from your body and dress in layers so these can be removed as needed. Use natural fabrics, such as cotton, for bedding and again consider layers that can easily be taken off during the night.

Try to have regular cold drinks or ice chips rather than hot beverages. Avoiding alcohol and spicy foods can also help.

Seek further help

Complementary therapies, such as controlled breathing or yoga, may provide some relief. Your doctor or nurse may be able to adjust your medication or treatment or prescribe medication to help with sweating and hot flushes, although this will depend on what is causing them.

If sweating or hot flushes are new or persistent symptoms, seek advice from your doctor to exclude infection or other possible causes.

Planning a funeral during a cost-of-living crisis



When a loved one dies, you'll want to choose a send-off that feels just right. We've put together some suggestions to help you plan that final farewell while keeping costs down.

Shop around

As with organising any event, going to more than one provider is hugely beneficial. From funeral homes to celebrants, asking for quotes from a variety of professionals will help you find the best deal, as well as the most fitting tribute for your loved one.

Ask for help

Calling around for quotes won't be a top priority when you're grieving, so if you can, reach out to family and friends to help.

If friends or loved ones have particular skills, such as baking or flower arranging, don't be afraid to ask if they can offer their service while you cover the cost of materials.

Prioritise what's important

By considering what's important to you and the person you're remembering, you can cut through

a lot of those 'extra' costs. Do you need a procession of funeral cars or will your own car or a taxi do just fine? Do you need bespoke flowers from a florist or is there a different way that you can add your own personal touch?

Do you need a formal wake?

Hiring a venue and paying for caterers can be a significant cost when it comes to planning a funeral, but what most people want from a wake is the chance to come together and chat about their memories of the person.

With this in mind, could you organise something smaller and more informal, for example a family meal or a gathering at someone's house or garden with everyone bringing an item of food?

If you want to hire a space, a village hall or a room in your local community centre will often be cheaper than a pub or hotel and may allow you to provide your own food and drinks.

Hospiscare's bereavement service is here to support you. Please contact Supportive Care for more information on 01392 688008.

Meet Emily, Hospiscare's first Research Nurse



This year, Hospiscare Advanced Nurse Practitioner, Emily Collyer, became our first Research Nurse. Here she explains how the role was developed and the impact it has on our hospice.

“I joined Hospiscare in 2019 as a Clinical Nurse Specialist in the Sidmouth team. I have always been interested in health research and before joining the hospice, I was a Senior Research Nurse in the haematology department of the Royal Devon University Healthcare NHS Foundation Trust.

“An opportunity arose for Hospiscare to work in partnership with the National Institute for Health Research (NIHR) to develop the new role of Research Nurse. The role is funded for one year by the NIHR.

“Historically, research in palliative care has been limited and this is something we are working to

change. My role enables Hospiscare to be a research-active organisation and therefore provides our clinical staff with opportunities to engage in research, as well as giving our patients access to research opportunities.

“Every day is different, from finding and embedding other people’s research into our organisation, to working with and educating my colleagues to get them interested in developing their own research. My position also fosters collaboration as I work closely with the NIHR as well as the other hospices in the South West to develop practices across our region.

“My role will ensure that Hospiscare continues to improve and grow, not just on a local level, but on a national level too. We will be at the forefront of informing best practice for end-of-life care across the country and bringing this level of care to our ward and at-home services.”



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John's story: Volunteering makes me feel part of a team



John Fitzsimmons began volunteering in our retail team last year. Here he explains what his role involves and why volunteering is so important to him.

“My wife passed away last year after being in the hospice for about a month. I was very grateful to the staff at the hospice for all the help and care they showed my wife, and me. Afterwards, I decided I wanted to spend some of my time in retirement raising funds for Hospiscare. It’s a wonderful organisation and I wanted to do something to help.

“I volunteer at the Hospiscare Warehouse in Exeter. I go through items identified by the team as best to be sold on eBay rather than the shops. I set up the photoshoot, photograph the items and upload them to the computer. I search eBay for similar items to help determine what price to set it as and then post the item on eBay with a description and hope someone will buy it!

“The thing I like most about my volunteering role is the camaraderie of being part of a team again.

There’s that office life that’s quite nice to be a part of where you chat about the work but then the conversation drifts on to what was on telly last night, what good films everyone’s seen... You become part of a team and that’s great, particularly when you’re retired. It can be so easy to lose touch with people and you don’t realise how important the work environment is to your social and cultural life.

“There are all kinds of reasons why people should volunteer. You know you’re helping other people and that feels good. You also get to be part of a team with a caring environment and support for you.”

Interested in volunteering for Hospiscare? We are recruiting shop volunteers in Exmouth, Exeter, Budleigh Salterton, Okehampton, Ottery St Mary, Tiverton and Topsham. Get in touch today by emailing b.stone@hospiscare.co.uk. We are also looking for fundraising volunteers in Okehampton. Please email s.collins@hospiscare.co.uk to find out more.

Enormous THANKS

To all of our supporters!

Thank YOU for all 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. 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 Natasha for taking on a skydive to mark the first anniversary of her mum, Sharon's, death. Natasha raised an amazing £935!



Thanks to an incredible partnership between Hospiscare, Raceworld Exeter and Hilton Ames Executive Chauffeurs, the Devon Business League was born, raising tens of thousands of pounds for Hospiscare!



Thank you to the amazing little people (and staff and families) at Hurly Burly Day Nursery in Tiverton for raising an incredible £162.95 with their Reindeer Run!



Thank you to Mike Stevens at Ottery Men's Shed for making this amazing planter for the garden at King's House in Honiton.



We'd like to send our special thanks to Sam, Josh and all Julie's family for helping us to create 100 Miles in May: The Julie Conway Memorial Challenge, as well as for all their other wonderful fundraising efforts!



Many thanks to all the businesses that took part in the 2024 Big Wave Business Games. 16 businesses battled it out with Ward Williams Associates emerging as champions! The Games raised an incredible £6,500!



We're so grateful to Austina and Declan Gillingham, Tracy Sawyer, James and all their friends and family for holding a quiz night "In memory of Jonny", raising an amazing £1,520.



Thank you to Pam Joy and the members of the Otter Vale Friends of Hospiscare for organising a plant sale, which raised a whopping £3,250!



Thank you to Honiton Carnival club for their generous donation of £200 from profit made during their carnival season.



Thank you to everyone involved in making West Hill Fashion Show such a successful night! From the volunteer models to the businesses involved, this memorable evening raised over £2,200!



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Simon's story: My 30-mile 'Yomp' in memory of Natalie



*Simon honours the memory of his late wife, **Natalie**, with an incredible fundraising challenge.*

Natalie Haworth was first diagnosed with breast cancer in 2007 at just 27-years old. Her husband, Simon, explains, "It came as a complete shock – a cancer diagnosis is not something you're expecting in your 20s. Ten years later, the cancer recurred and it had metastasised.



"Hospiscare became involved in the last few months of Nat's life and in those final weeks, they provided unparalleled support and care, not just to Natalie, but to us as a family. They were there whenever we needed them. Now it's our turn to give back."

To pay tribute to Natalie and raise vital funds for our local hospice, Simon and five friends decided to take on a ‘Yomp’ – Royal Marines slang for a long-distance march carrying full kit – on 18 May 2024.

‘Team Yompers’ ran and speed-marched across more than 30 miles of rugged Dartmoor terrain in less than eight hours, raising over £15,400 for Hospiscare!

Simon continues, “We wanted the Yomp to be very physically challenging to pay tribute to everything Nat went through. Putting a time limit on the challenge was important to me as a reminder that the presence of our loved ones is a time-limited and precious gift.”

Timing also played a key part in the Yompers’ fundraising after Hospiscare announced that it was facing an unprecedented £2.5 million funding deficit and was forced to make cuts to its services.



Simon concludes, “Our fundraising will be just a fraction of what Hospiscare needs. We really hope that we can inspire others to do as much as they can to support the hospice so they can continue delivering much-needed care to others like Natalie.”

To find out more about taking on a challenge to support Hospiscare, visit www.hospiscare.co.uk/challenges

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Our hottest fundraising event yet...

*Senior Events Fundraiser, **Martin Stokke**, answers your questions about Hospiscare's newest, and most daring event, coming to Winslade Park, Exeter on 17 October*

Do you literally walk on fire?

In essence, yes! Firewalking involves walking on a bed of hot coals or embers, a practice used for centuries to test physical and mental limits. Our experienced firewalk trainers will guide you through the process, teaching you techniques to conquer the coals safely. You'll learn how to focus your mind, channel your energy, and overcome self-doubt.

Who can sign up to Firewalk?

This thrilling challenge is open to anyone aged 18 and over and is suitable for all fitness levels. Conquer your fears and impress your peers – and perhaps even tick something off your bucket list?



How will taking part in the Firewalk help Hospiscare?

We're asking each firewalker to raise a minimum of £200 in sponsorship. This could fund five hours of specialised bereavement support or four hours of care at our hospice.

Our patients and their families face many challenges, and by signing up to 'brave the blaze,' you'll stand in solidarity with them. You'll be testing your limits while raising vital funds to ensure they receive our specialist end-of-life care at no cost.

Step out of your comfort zone and onto hot coals this October. Sign up today for an unforgettable experience. Visit www.hospiscare.co.uk/firewalk.

Changes to our Hospiscare Lottery

From October, we'll be making some changes to our weekly lottery.

It's a rollover!

As well as your weekly opportunity to win £1,000, players now have the chance to win a rollover prize of up to £5,000! If the rollover prize isn't won after 19 weeks, £5,000 is guaranteed to be won by one lucky player!

Ticket prices

The Hospiscare Lottery started in May 2000, when a loaf of bread was 52p and a pint of beer was £2.07. Our £1 ticket price no longer stretches as far as it used to. As many of you are aware, our local charity is experiencing a funding crisis and while we're continuing to lobby our local care board for fairer funding, we've made the decision to bring lottery ticket prices up to £2 in line with other charity lotteries around the country.



Why play?

Since those first tickets went on sale in 2000, our lottery has raised over £8,300,000! This funding has been instrumental in providing specialist end-of-life care to our patients and their families and it continues to be one of our most vital sources of income.



Visit www.hospiscarelottery.co.uk or scan the QR code to sign up and support us today.

Hospiscare Lottery is licensed by the Gambling Commission and is a member of the Hospice Lotteries Association. Players must be 18 or over and resident in the UK. Please play responsibly.

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One of the most popular charities that families choose to support in memory of a loved one when arranging their funeral is Hospiscare. Tragically, all too many people know the wonderful ways in which Hospiscare supports terminally ill patients and their families because they have first-hand knowledge. Very sadly in our line of work, we meet many of these families and they all speak of what a blessing Hospiscare was to them, and how a sad situation was made just that bit more bearable by the care they received.

We, at Shoobridge Funeral Services, are privileged to sponsor Hospiscare's Light up a Life events last Christmas and we will be doing so again this Christmas; we are just as proud to sponsor all of their initiatives as they continue to support families that they have journeyed with at very difficult times in their lives.

One of the stand-out comments that many people will make is that Hospiscare didn't just look after their loved one, they looked after the whole family. I have lost count of the number of times someone has said this to me.

As an independent local charity, Hospiscare has been supporting people in Devon living with life-limiting illnesses for over 40 years. Services include support at home, a specialist palliative care ward, out-patients clinics, and supportive therapies. Hospiscare supports close to 2,200 people each year, in some of the hardest times possible. AND TO YOU HOSPISCARE, on behalf of our local and wider community - WE SAY THANK YOU.

Paul Shoobridge, Director, Shoobridge Funeral Services

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For immediate attention, 24 hours a day, please contact one of our offices.



Dates for your diary

The dates for your diary listed below are correct at the time of printing. Skydives, Wing Walks and Coffee Mornings are taking place throughout the year. For up-to-date information, visit www.hospiscare.co.uk/event.



September

- 1-30 Hospiscare Coffee Morning, your own location
- 1-30 Mail Trail, Exmouth
- 1-30 Open Gardens, various locations
– please see our website
- 1 Devon & Somerset Fire and Rescue Open Day, Clyst St George, Exeter
- 7-8 South Coast Ultra Challenge, South Coast
- 7 Skydive, Dunkeswell Airfield, Honiton
- 8 Otter Vale Friends of Hospiscare Monthly Bingo, Ottery St Mary Football Club
- 14 Silent Disco, Orchard House, Exeter
- 21 Classic Tractor Working Weekend, Salcombe Regis, Sidmouth

October

- 13 Otter Vale Friends of Hospiscare Monthly Bingo, Ottery St Mary Football Club
- 17 Hospiscare Firewalk, Winslade Park, Exeter

November

- 2-11 Machu Picchu Trek, Peru
- 10 Otter Vale Friends of Hospiscare Monthly Bingo, Ottery St Mary Football Club
- 16 Grand Sale, Wonford Community Centre, Exeter
- 22 Christmas Bingo, The London Inn, Okehampton
- 29 Ottery Christmas Stalls, Ottery St Mary
- 30 West Hill Christmas Fair, Ottery St Mary

December

- 1-31 Reindeer Run School Challenge, your own location
- 1 Carols at the Park, Deer Park, Honiton
- 4 Light up a Life, Exeter Cathedral, Exeter
- 7 Magdalen Christmas Fair, Exeter
- 7 Otter Vale Friends of Hospiscare Christmas Wreath Making, West Hill, Ottery
- 8 Carols at Padbrooke Park, Cullompton
- 8 Otter Vale Friends of Hospiscare Monthly Bingo, Ottery St Mary Football Club
- 14 Christmas Wreath Workshop, The Coaver Club

January

- 9-11 Recycle your Christmas tree with Hospiscare, see website for locations
- 12 Otter Vale Friends of Hospiscare Monthly Bingo, Ottery St Mary Football Club
- 25-26 Winter Walk Ultra Challenge, Oval Cricket Ground, London

February

- 9 Otter Vale Friends of Hospiscare Monthly Bingo, Ottery St Mary Football Club

March

- 9 Otter Vale Friends of Hospiscare Monthly Bingo, Ottery St Mary Football Club
- 15 Men's Walk, Double Locks, Exeter or your own location

Shopping with Hospiscare

Shop or donate to one of our charity shops to support our local hospice. For a full list of our shop locations, visit www.hospiscare.co.uk/shops.



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

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