

# YOUR *local* HOSPICE NEWS



Saying goodbye to a loved one during the pandemic was made possible because of your help. [PG 3](#)

Supporting greater numbers of people at home when they need it the most. [PG 5](#)

Local community rally round in our time of need – thank you! [PG 6](#)

## CEO Update: Thank you for your amazing support during the COVID-19 crisis

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**T**hank you for your tremendous generosity towards protecting and caring for the most vulnerable people in Harrow and Brent during extremely uncertain and difficult times.

We understand you personally may have found the last few months challenging. On behalf of everyone at St Luke's we cannot thank you enough for standing by us as we continue to support local people who need us as they approach the end of their life.

As I write this, we all as a community are adapting to a new way of life. St Luke's is also working on what the new normal means to us as we enter the recovery phase from COVID-19. We are exploring how we can safely open our day services. Our charity shops will also reopen in a phased way.

Our dedicated and compassionate staff wear personal protective equipment to keep them safe as they continue to care for people at the hospice and in hundreds of homes. We also continue to stand by our NHS colleagues by relieving the burden that COVID-19 has caused. This



includes reducing unnecessary hospital admissions, providing specialist support in people's homes, extending admittance in our inpatient unit and supporting local GPs.

It is only because of the incredible generosity of the local community that our vital support has not stopped and we remain strong in delivering expert care with compassion and dignity when people need it the most.

The hospice's financial position is stable but we have endured

a long period where our shops have had to stay closed and we have had to postpone or cancel our fundraising events. This has had a huge financial impact on the hospice and your continued support has never been so vital in providing the best end of life care to the people in our community.

Thank you



Alpana Malde

## Your incredible generosity provided specialist care to Sunita's mum during the COVID-19 crisis

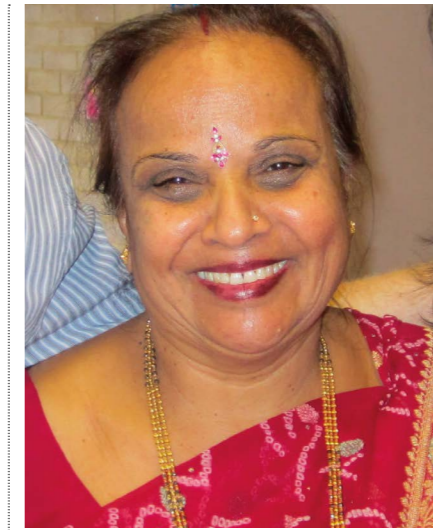
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**"M**um had been battling cancer for 2 and a half years and dad and I were by her side throughout her cancer journey.

"She had countless hospital appointments and treatments and we wanted to care for mum at home, but then her health started getting a lot worse. A few of St Luke's Brent Community Team nurses had visited mum at home and they could see she was really not well or coping within the home environment. One of their senior nurses told us that she was going to get mum a bed at the hospice and mum loved it there. It was so much more peaceful for her than being at home.

"Taking mum to St Luke's inpatient unit was the best decision we had ever made. We all felt mum should have come to St Luke's earlier. The hospice team are like family to us. Their service is outstanding.

"Mum had an amazing relationship with the staff. They were all so caring and kind. They called her by her first name, gave dignity and respect until the end, showering her and asking what she would like to eat. She would also have daily visits by the doctors.



**"I knew mum didn't have long and I wanted to spend every waking moment with her. The nurses were amazing and let me sleep at the hospice every night on the pull-out bed in her room."**

"Sadly because of the coronavirus restrictions, only 1 person was allowed to visit mum. She chose to be with me and dad wasn't able to see mum for 2 weeks which was hard for my parents. However the nurse let dad talk to mum through the garden windows a couple of times which really helped during this difficult period.

"As mum became really poorly, dad and I were both able to be there with mum. Towards the end I don't know if she could see us or hear us but I think it's nice she knew someone was there and she didn't die alone.

**"As mum took her last breath, we both held her hands and told her lots of positive things until she died in our arms."**

"As soon as she stopped breathing a member of staff came in and comforted us as we were in shock and denial.

"My brother came down from Bedfordshire a few hours after mum had passed away. He was able to say his final goodbye in a special room at the hospice. He was so lucky he could do this, as I know many people in the community who have lost family have not had an opportunity to say goodbye because of the coronavirus."



St Luke's inpatient unit extended admission times to 11pm during the crisis to help meet the increased demand for beds and to support the over-stretched London Ambulance Service.

## You can remember someone special in St Luke's memory garden

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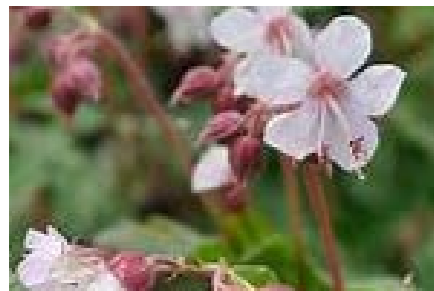


Leave a lasting tribute in memory of someone close to your heart in our quiet and beautiful memory garden at the front of the hospice. Your support in remembering the people you have loved and lost will help provide the best end of life care in our community.



### Dedicate a rose bush

Donate £250 to dedicate a beautiful rose bush with a personalised plaque which will feature for 1 year.



### Dedicate a flowering shrub

Donate £200 to dedicate a beautiful flowering shrub with a personalised plaque which will feature for 1 year.

### Leave an everlasting dedication in memory of a loved one

Dedicate an engraved brick in our special path of life or a personalised memorial bench in St Luke's memory garden. Your tribute will remain a permanent place of remembrance for the person close to your heart for years to come.

When it is safe to do so, we would be delighted to invite you to see your tribute and hope our memory garden will remain a special place which you can come to visit, reflect and remember all year round.

For more information, please contact our helpful supporter care team on 020 8382 8030, [donations@stlukes-hospice.org](mailto:donations@stlukes-hospice.org) or visit: [www.stlukes-hospice.org/memorygarden](http://www.stlukes-hospice.org/memorygarden)

## Providing specialist support to more local people at home than ever before

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**“When we first meet a patient it is important for us to get to know the person and help manage their symptoms so they feel more comfortable. Finding out what is important to them is always at the centre of our support.”**



“We have become a much bigger telephone advice hub for many more health professionals and patients as well as continuing safe visits with personal protective equipment to people's homes.

“While many people we are supporting have survived COVID-19, people have died in our care. We are all affected when a person we care for dies but we feel comforted by knowing we have listened to their needs and done everything we can to fulfil all their wishes.

“I am really proud of St Luke's and so thankful to everyone who is helping to continue this specialist support in our community.”

Your generosity helps reduce unnecessary hospital admissions for local people. It also eases the pressure on our NHS colleagues and enables our expert nurses to support local GPs to ensure people approaching the end of their life receive the best possible care in their homes.

“Together we discuss and make plans for their care and we try to meet their wishes whilst offering information and support throughout.

“Before the COVID-19 crisis, each nurse had a particular area in Brent where they would provide support. Our service rapidly adapted to the increased workload due to the pandemic, by responding to far greater numbers of local people by working both face to face and virtually. Nurses are no longer restricted to one area and we can quickly help more people.

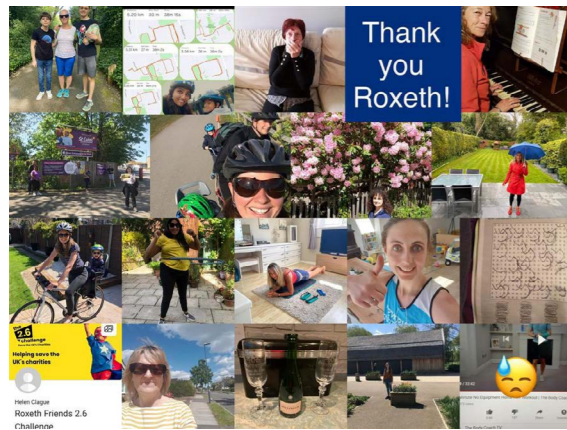
**T**he senior nurses in St Luke's Brent Community Team provide specialist end of life care advice, which enables people to remain in the comfort of their homes. During the COVID-19 crisis our team has responded to double the usual number of calls for support.

Brent Community Specialist Palliative Care Team Manager, Lorraine Gilbert, shares how her team overcame the challenges of COVID-19 to ensure greater numbers of local people were able to get the care they need and in record time.



St Luke's specialist nurses are responding more quickly to calls for support and visits to homes during COVID-19, ensuring local people have the help they need to remain at home.

# Home Heroes take on fun challenges to support local hospice care – thank you!



Thank you Roxeth!

grateful to all our Home Heroes and hope their efforts help inspire more local people to take on a fundraising challenge of their own.

Staff past and present from Roxeth Primary School came together by taking on a range

of fun challenges from their own homes. From hula hooping to practicing the piano, running and cycling, the staff have collectively raised over £1,200.

This is an incredible amount and teacher, Helen Clague who coordinated this group of over

30 fundraisers said: "We wanted to do something positive at this time of crisis to help our community. St Luke's is a great local cause and by supporting the hospice together, we were able to stay connected in a positive way. Especially by filming and sharing ourselves whilst doing our fun challenges. It felt good to make a difference and it was a wonderful way to entertain the children at home."

One teacher said: 'As part of the 2.6 challenge, my 5 year old son, Owen loved doing 26 star jumps a day far more than my thighs liked me doing 26 minutes of Joe Wicks!'

**A** huge thank you to all our supporters who have been busy raising vital funds for local hospice care during the recent lockdown by taking on lots of different fundraising challenges from home.

Chris walked 1 million steps, Nirav ran a half marathon, Kenton Lawn Tennis Club members even back-flipped, danced the waltz and took vows of silence! We are incredibly

**If you would like to take on a challenge and be a Home Hero visit [www.stlukes-hospice.org/homehero](http://www.stlukes-hospice.org/homehero) for tips and ideas or contact our friendly team on 020 8382 8023 or email [fundraising@stlukes-hospice.org](mailto:fundraising@stlukes-hospice.org)**

# Local people, businesses and community groups donate essentials – thank you so much!



We would like to give a huge thank you for all the wonderful gifts given by so many individuals, community groups and local businesses in Harrow and Brent during extremely challenging times. St Luke's

was in real need of personal protective equipment at the height of the pandemic in order to protect our doctors and nurses and you did not let us down.

We have been amazed and so grateful for your kind donations of gloves, masks, aprons, hand sanitisers, antibacterial wipes, toothbrushes, clothing,

Easter eggs for our patients, regular delicious food packages for our staff, and so much more in our time of need.

**If your business would like more information on how to support St Luke's, please contact Kiran or Jo on 020 8382 8056 or email [partnerships@stlukes-hospice.org](mailto:partnerships@stlukes-hospice.org)**

# Supporting local GPs during the COVID-19 pandemic



**S**t Luke's expert medical team have designed and delivered three educational webinar sessions to support and educate local GPs across North West London during the pandemic. This helps GPs to improve the way they care for vulnerable and elderly people when coping with both a terminal illness and COVID-19.

St Luke's Medical Director, Dr Charles Daniels says: "We set up these programmes because we realised that many GPs were having to help people make informed decisions about treating an infectious disease which they knew little about and how best to manage it. We also recognised that GPs were having many difficult and sensitive conversations with sick people

and their relatives, and we felt they may benefit from our help and experience on how to handle these difficult talks.

"We invited two NHS hospital colleagues to explain the experiences and treatments being offered to people with COVID-19 in hospital. We used this information along with our expertise to provide useful guidance and top tips in our education programmes.

"GPs told us that this improved their ability to talk sensitively around this serious illness to someone who may be frightened and anxious about what may happen to them. We also helped GPs understand how to meet patients' wishes and to centre and plan their care and treatment around what matters to their patients.

"Nearly 200 GPs in Harrow and Brent attended our webinars. This included the largest single attendance in Harrow for a local GP education programme. We plan to hold further educational webinar training sessions to help more GPs in our community."

**The difference your support could make to the lives of local people.**

**£56** could fund a 2 hour assessment by a Community Specialist Nurse, ensuring people receive the care they need when and where they need it.



**£22** could fund an hour of practical help via our 24-hour advice line, to a patient or family member who is self-isolating at home, preventing unnecessary A&E admissions.



**£75** could enable an inpatient unit nurse to provide 3 hours of personal end of life care, helping to manage patients' pain, meeting all their needs and providing support to their families.



**£35** could fund a home visit from a Health Care Assistant, providing practical support including bathing, washing and preparing meals.



**Donate today at [www.stlukes-hospice.org/donate](http://www.stlukes-hospice.org/donate) or call 020 8382 8030**

**A regular gift helps give ongoing compassionate care to local people both now and in the future.**

# Secure your future and ensure your wishes are taken care of

Having a Will is the only way to ensure your family, friends, and those you care about are provided for in the way you want. It is an important document which helps to get your affairs in order and gives you and the people you care about some peace of mind for the future. To help you, we have teamed up with Farewill, the largest Will writer in the UK, who will provide you with a free basic Will-writing service online with no cost to you.



Your personal details including any gifts that you may leave will remain anonymous, unless you opt-in and choose to share this information with St Luke's.

There is no obligation to leave us a gift in your Will but we hope that you may consider being part of our future. Legacies are incredibly important for the hospice and fund almost a quarter of the cost of our specialist care for local people when they need it the most.

**Your legacy is our future and we are so grateful to all our legacy partners – thank you.**

**Visit [www.stlukes-hospice.org/freewills](http://www.stlukes-hospice.org/freewills) or call 020 8382 8056**



St Luke's Hospice, Kenton Grange, Kenton Road, Harrow, HA3 0YG

w: [www.stlukes-hospice.org](http://www.stlukes-hospice.org) t: 020 8382 8000 e: [info@stlukes-hospice.org](mailto:info@stlukes-hospice.org)

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