

St Luke's 
HOSPICE

Spring 2021

We Care



**"I feel valued as
a human being"**

Page 4

IN THIS ISSUE!.. St Luke's Hospice wins national care award

Welcome



Alpana Malde
Chief Executive

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Hello...

At St Luke's we have so much to be thankful for, we have been able to carry on caring for people who really needed us during the pandemic, and we have confidence in happier times ahead because of the overwhelming support we have received from you. Our work has been recognised and we have won a national care award which you can read about on page 3. We are certainly looking forward to welcoming more patients to the hospice building as outpatients and making sure everyone in our community has access to our services. We have recently partnered with the Barbara Bus Charity to provide wheelchair accessible transport for our patients to come to the hospice, which you can read about on page 3.

In this issue, we are delighted to introduce you to Bina, who has been cared for by St Luke's for over six years, dispelling the traditional myth that a hospice cares for people in the very last months or days of life. Read Bina's compelling story on the compassionate care that she has received on page 4.

We continue to be so thankful for all the support we received over the past year, and we would like to share with you our new annual fundraising awards on page 6. To give you an insight into how your support makes a difference, we hear from one of our patients and a volunteer on page 10. We also hear from one of our Social Workers, Stella Murray on what life has been like supporting families through the pandemic on page 12.

Thank you to all of our hospice teams, frontline workers, office staff, fundraising and retail colleagues, and of course, our amazing and dedicated volunteers, who have pulled out all the stops and kept the hospice running smoothly for our patients and their families, our biggest priority. The strength we have as an organisation comes from you, our supporters and our community. Thank you, you continue to amaze me and make me proud to be part of the St Luke's family.

Stay in touch

Call: 020 8382 8000

Email: info@stlukes-hospice.org

Visit: stlukes-hospice.org

Write: Kenton Grange, 385 Kenton Road, Harrow, Middlesex, HA3 0YG

Follow us:

 facebook.com/stlukeshospice

 twitter.com/StLukesHarrow

 instagram.com/stlukeshospice

Registered Charity No. 298555



Volunteer Driver Ian

New service hits the road

We are delighted to have launched a new service through a partnership with the Barbara Bus Fund, allowing us to transport patients directly to the hospice.

Barbara Bus provides wheelchair accessible transport to those who need help to get out and about.

This partnership has allowed us to utilise these vehicles, being driven by our wonderful volunteers willing to give up their time, often at very short notice, to shuttle patients to and from the hospice. Earlier in the year, we saw our first patient be collected and driven to our IPU by proud volunteer Ian, pictured.

The service has allowed us to reduce dependency on the overstretched London Ambulance Service. Our patients have also benefited from timely transfers without a prolonged wait, allowing our staff to leave their shift on time to go home to their families.

Have you seen our new user-friendly website?

After months of hard work, we are delighted to announce the launch of our new website - www.stlukes-hospice.org

The new website is designed to make St Luke's more accessible and comes at a time when accessing digital resources easily and quickly is crucial.

Visitors to the website have better access to information and advice, including video content, shops locator maps and referral forms. Supporters can effortlessly donate, and health and social care

professionals can register for online courses.

Our partner agency, Agency for Good, has worked tirelessly with us to design the website. We are thrilled with the results and want to express our sincerest gratitude to Agency for Good who have generously donated their expertise and a huge amount of time to develop the website at a minimal cost.

We hope you find the new website helpful, informative and fresh!



St Luke's Hospice wins national care award

We are delighted to announce that we have won the national award for 'Contribution to Sector Development' at the prestigious Markel 3rd Sector Care Awards on Friday 12 February.

St Luke's was recognised for our 24/7 Palliative Helpline and working in collaboration with the London Ambulance Service.

Dr Charles Daniels, St Luke's Medical Director, received the award from host Esther Rantzen during a virtual ceremony. Commenting on the accolade, Dr Daniels said: "It is a real honour, and we are all incredibly proud to have won. This award recognises the excellent work of our nurses and consultants, who ensure that the people of Harrow and Brent receive the best possible end of life care. It also shows how effective their advice is to ambulance paramedics so that our patients can get the care they seek in their own homes and avoid unwanted hospitalisations."

The Markel 3rd Sector Care Awards is organised by Care Management Matters and developed in conjunction with the National Care Forum.



A home away from home

For six years, retired Chief Biomedical Scientist Bina has battled stage four breast cancer, determined to live her life to the fullest. St Luke's has been there for her every time she needed our specialist support.

"The word hospice was frightening to me. It is linked with where people go to die, but I am living proof that it is a place that gives specialist care as well as help and support to live a dignified life."

In 2015, post-retirement, Bina was diagnosed with breast cancer with both a primary and secondary breast cancer diagnosis at the same time, which meant that the cancer had already spread to her liver. Following six cycles of chemotherapy, Bina has since been receiving treatment every six weeks. She is now on her ninety-seventh cycle of this immunotherapy.

"I became an outpatient at St Luke's in 2015. Over the years, the hospice has enhanced the quality of my remaining life. It is a place where I sigh with relief when I enter the premises, and I feel that I am safe here. I meet friends that are in the same situation as me, where I am not judged, the professionals will take care of my needs. Here I am not alone, as at home, even with my family, I feel I do not want to burden them with my illness all the time. I like to feel as independent as possible and give them a break as well."

In 2019, Bina's breast cancer progressed further and now battles with brain metastasis, requiring regular scans and intense radiotherapy. She also has severe osteoarthritis but due to the high risk of infection, is unable to have a vital knee replacement, severely affecting her mobility.

"The hospice has supported me with medical equipment, such as an adjustable hospital bed which has prevented bedsores, and I can now get in and out of bed independently. Due to

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my inability to walk upstairs, I have had some adjustments made to my bannisters and a temporary ramp installed outside my house so I can use my walking aids to be as independent as possible. I also have a recliner sofa to elevate my swollen feet and have walking aids to help my mobility.”

“Following the radiotherapy for brain metastasis, I needed pain management due to severe headaches. The nurses at the hospice helped

me as they were my first port of contact. My condition always seemed to get worse late at night. I rang one of the nurses almost every night for two weeks, and she guided me on how to manage the pain. Since then, every Friday, I get a call from the nurses, who check in on my condition”

When the COVID-19 pandemic hit, the hospice was closed to outpatients attending day activities and was substituted for online group sessions.

“During the lockdown, the online programmes really supported me. I attended Zoom meetings for art therapy, and on Fridays, we have a tea and chat session where we meet for online quizzes and even had fun celebrating Diwali. Although I miss the socialising and sharing experiences with people in a similar situation, the online sessions have taken the isolation aspect away, and it is a positive experience, improves the quality of my life, and I feel valued as a human being.”

You can help us continue to make a difference when it matters the most by making a regular gift today. Please visit www.stlukes-hospice.org/donate or call us on 0208 382 8030. Thank you!

Fundraising Awards 2021



We are delighted to announce the winners of our 2021 Fundraising Awards. These are awarded in special recognition of people who have gone above and beyond in their support for St Luke's Hospice over the last year. Alpana Malde, Chief Executive said "Congratulations to all our Fundraising Awards winners. Your dedication allows the staff at the hospice to continue caring for the people in our community at the end of their life. Well done and thank you so much!"



COMMUNITY GROUP OF THE YEAR: Kutch Madhapar Community

The Kutch Madhapar Community took part in My Midnight Walk over the summer and also sent proceeds from a hugely successful Bhajan, together raising £6,500 for St Luke's.



YOUTH GROUP OF THE YEAR: Third Kenton Scout Group

Third Kenton Scouts created their own challenge to collectively walk, run, cycle, scooter or skateboard 1000km (the distance from their HQ in Kenton to the international Scout Centre in Switzerland) raising over £6,000!



BUSINESS FUNDRAISER OF THE YEAR: St George's Shopping Centre Harrow

St George's raised over £2,500 in some wonderfully creative ways – our favourite was the ghoulishly delightful Halloween (vending) Machine.



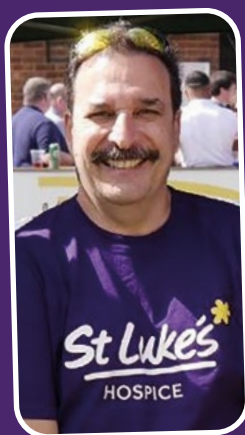
STAFF FUNDRAISER OF THE YEAR: Margaret Wilcock

Margaret, one of our nurses, inspired us all when she braved the shave for St Luke's while undergoing treatment for cancer. She raised over £2,500 and looked totally fabulous!

FUNDRAISING VOLUNTEER OF THE YEAR:

Wembley Arena Collecting Team

The team of volunteers raised over £3,400 at music concerts plus an incredible £2,300 in a socially distanced way outside M&S Pinner before and after the first lockdown.



FUNDRAISING INNOVATION OF THE YEAR: Philip Barnett and Bryan Kesselman

The pair have held two online Quiz Cabaret events that raised an incredible £10,000! The pair's musical talent took centre stage in these hugely entertaining quizzes.

SCHOOL/COLLEGE OF THE YEAR:

St Dominic's Sixth Form College

St Dominic's won't let a cancelled event stop them – they organised their own Santa Dash when we couldn't and staff and students raised a whopping £2,000.



Harrow and Brent Business Network

We are delighted to announce the launch of a new business initiative, the Harrow and Brent Business Network, a VIP membership scheme for our most valued business partners in the community. The business network is a monthly or annual giving scheme, providing St Luke's with regular income to deliver vital hospice services. In return, each member will receive a range of benefits including business networking opportunities, social media recognition, and marketing opportunities tailored to their organisation. We are very grateful for the support received from local companies over the years, and we want to continue to build mutually beneficial partnerships.

Over the year, we aim to increase our network by including our most committed business partners, which will help develop our brand awareness in the community



and build connections locally with businesses supportive of St Luke's inspiring work. As Khilan Shah, Director of Drop Me Ltd says: "It's a privilege and honour to be part of St Luke's community. I support St Luke's Hospice because I admire the work they do to support the community and their families."

A huge thank you to the following founding members of our network for all the support they give us in helping us provide free end of life care for local people.



DROP ME LTD



For more information about joining our network, please contact Nicole Silver, our Corporate Partnerships Manager, by emailing partnerships@stlukes-hospice.org or calling 020 8382 8112.

Do you dare?



Bungee jump

160 or 300 feet high!

Looking for a fun filled COVID-19 safe activity?

Just Jump It

On your own or in a tandem, bungee jump for St Luke's Hospice.

Locations:

Windsor

The 02 Greenwich

Sign up – www.stlukes-hospice.org/events



Skydive

Be a St Luke's Skydiver

Join us as we take over Hinton Airfield and skydive for St Luke's Hospice.

St Luke's Skydiver, Lisa Egan said:

"I can't describe the feeling.

It's incredible! It's amazing!"

Dates:

Saturday 8 May

Saturday 4 September

Sign up – www.stlukes-hospice.org/events

Volunteering Corner



We're glad to have you back!

We have missed all of our amazing volunteers during the lockdown, and it feels great to welcome you all back. It is important to us that all of our volunteers feel safe and comfortable, and we have taken all

the necessary steps to adapt to pandemic guidelines.

We are so proud of our volunteers and want to thank you for all your incredible support. We aim that your time with us is enjoyable, engaging and rewarding.

Whether you are one of our long-standing volunteers, or you are new to St Luke's Hospice, we couldn't do what we do without you.

Could you volunteer?

We rely upon our volunteers for a wide range of roles, however the pandemic has hit us hard, with many of volunteers sadly having to say goodbye to us. This means that now more than ever, we need YOU to consider becoming a volunteer.

Our retail team have lots of amazing volunteering opportunities across our shops, warehouse and eBay teams.

Are you a qualified complementary therapist? Then you could help ease symptoms and improve the quality of life of our patients through holistic care.

Perhaps you love to get creative with a camera, and could join us as a volunteer videographer, or take some great high quality photographs at our events. We also need fundraising collection volunteers.

Even if the only skill you feel you have to offer is a warm smile, if you are interested in volunteering then we want to hear from you! Learn more about volunteering with St Luke's by visiting our website or emailing volunteering@stlukes-hospice.org



We have a range of volunteer roles, at the hospice or in one of our 18 shops.

Thank you!

Our retail team would like to say a big thank you to all of our supporters for keeping hold of their donations whilst we were closed during the lockdown. Your patience has been vital, we will need your donations which will help us recover from the significant loss of income we have suffered.

We would also like to thank our supporters for the generous donations we have received since we reopened. Please keep your donations coming in!

We are looking for good quality clothes and bric-a-brac. We can also collect small furniture. Collections will be contactless, with our drivers wearing PPE and using hand sanitiser. Visit our website www.stlukes-hospice.org for more info.



Items that cannot be accepted

Safety reasons

We don't accept items that may be dangerous to our staff, volunteers or customers.

We also don't accept safety equipment that we can't guarantee is still effective.

Hygiene reasons

We do not accept items that present a hygiene risk in their use or handling.

Legal reasons

We do not accept items that are legally prohibited from sale. We also do not accept items that need a licence that is either inappropriate or too expensive.

Wellbeing reasons

We do not accept legal items that may cause harm.

Undesirability

We do not accept items that are unlikely to sell.

Items we can't sell in our charity shops

- Computers and laptops
- Modems, routers, fax machines, Sky and Virgin TV boxes
- Tube televisions
- Electric blankets
- Printers and scanners
- White goods
- Lawn mowers and trimmers
- Bicycles
- All types of protective headgear including cycle helmets, motorbike helmets, riding hats and hard hats
- Walking frames and crutches
- Children's car seats or booster seats, baby baths and potties, used breast pumps, sterilisers or baby monitors unless new in original packaging
- Baby walking frames, door bouncers, baby slings
- Child safety gates
- Upholstered foam-filled furniture
- Blinds
- Pillows and quilts that are not in new, unused, condition
- Animal beds and cages
- Inflatables
- Hot water bottles
- Commodes
- Food, medicine or chemicals

The difference your support makes

“After a lifetime of work, I wanted to give something back”

Cathy has volunteered with St Luke’s for half a decade, bringing her warm smile and team spirit to our retail volunteering team.

“In 2016, my dad was a patient at St Luke’s Hospice, where he received exceptional care and attention. Whenever my daughter and I would visit him, we were made to feel welcome and comfortable, and together we all enjoyed his lovely room looking out to

the beautiful gardens. After my dad passed, I felt moved to do something for St Luke’s, and so I became a volunteer.

After a lifetime of work, I knew that I wanted to give something back to society, and volunteering in the Kenton Road shop has allowed me to do exactly that. It is a very special place, and I thoroughly enjoy the two afternoons I spend working there each week.

One of the reasons why the Kenton Road shop is special is

because of the brilliant people who work there. I think that our customers immediately feel the lovely atmosphere when they come in, and appreciate the friendliness of the staff. Manager Aaron and Assistant Manager Rob are exceptional people who always have a smile on their faces and are ready to help their staff and customers.

I would like to say a big thank you to all the staff at the shop for making me feel welcome and one of the team and I urge anyone thinking about volunteering to get in touch with St Luke’s!”



Cathy volunteers at the Kenton Road shop



“Without St Luke’s, things would be different for me”

Wendy’s cancer sadly became terminal in 2020, resulting in her needing increasing support and care from her daughters, Angela and Trina. Facing worsening symptoms, Wendy was referred to St Luke’s earlier this year, where a stay in our IPU has helped her immensely.

“I was diagnosed with kidney cancer in 2019, which spread to my lungs and bones, becoming terminal in July 2020. It affects my daily life, making me breathless and tired and causing great pain and stiffness

making it difficult to walk. Early in 2021, I was referred to the hospice to help me manage my pain levels. I was already familiar with St Luke’s after they cared for my husband in 2017, and I knew it to be a lovely place.

I recently spent nine days admitted to the inpatient unit where the wonderful St Luke’s staff helped enormously. Without them, things would currently be very different for me. They have helped me manage my pain using methods like a heat pad and tens

machine. I also had massages from the complementary therapy team.

The staff made me feel incredibly cared for and helped me reach a point where I felt comfortable to be discharged home.

The support that my family have received from St Luke’s has been greatly appreciated. I think that people should support St Luke’s because they support people to the end.”

Honour your loved one on St Luke's Tree of Life

We understand it is difficult when you lose someone close to your heart. You can make meaningful and lasting memories to celebrate their life whilst supporting compassionate and dignified end of life care for local people.

Join Angela as she dedicates three leaves on St Luke's Tree of Life display at the hospice in memory of her mother, father and husband. Angela says: "I always remember my times at the hospice. I often read the leaves on St Luke's Tree of Life, and I wanted this for my loved ones to show others that these leaves let family memories live on. I still go to see the leaves, and they make me smile about the memories I have of my nearest and dearest.

"The unconditional care and attention that the staff at St Luke's give is nothing less than incredible. Each and every person makes time for both patients and families in what can only be described as the toughest and darkest moments. They put you at ease and make this journey peaceful and calm, and most of all, that everything will be ok. It is comforting to know that my dedications will help continue this amazing care."

Let your memories of your loved ones live on by dedicating an engraved copper, silver or gold leaf on our Tree of Life for a year, after which we will return your leaf in a presentation box to treasure as a keepsake. Find out more at www.stlukes-hospice.org/treeoflife or call our friendly supporter team on 020 8382 8142.



Remember the fun you had at Midnight Walk?

New and improved for 2021, and COVID-safe of course. **Register your interest now!**

To be the first to know more:

Visit:

www.stlukes-hospice.org.uk/events

Email us:

midnightwalk@stlukes-hospice.org or follow us on social media

Getting to know our staff



Stella Murray

1 Tell us about your role at St Luke's. How has it changed during the pandemic?

My name is Stella and I am a senior social worker within the Patient and Family Support Team. As a social worker, I have an important role to support meaningful end of life and bereavement care. I use my knowledge and skills to help people to deal with the impact of what is happening to them, and to have a good life and death.

One of the best things about my role is that I am able to explore both the practical and emotional sides of social work. Some days, I might be filling out financial

forms and applications, other days, I could be engaging with patients and supporting them with any worries or concerns they might have. Both of these elements are incredibly important to ensure that we are truly delivering holistic care.

2 What is the most rewarding part of your role?

It's rewarding to know that you can make a difference in someone's life. My favourite part of this job is helping people discover what they need to do to achieve their goal for the end of their life or improve their quality of life. Just knowing that I was able to make a small difference at the end of the patient's journey means a lot to me even if that just means holding their hand, if that is what they need.

3 Tell us about the Hospice Hearts? Why are they so important to families?

During the pandemic it's been so sad that families have not been allowed to see a loved one, touch a loved one, or give someone a much needed hug. This has been so missed by our patients and families, work colleagues and in our own personal lives.

We have been giving out hand crafted hearts that have been donated to the hospice, bringing families together when they have been separated during the pandemic. One heart is given to the patient and the other to a family member, partner or friend. The hearts have provided great comfort to a loved one.

Thank you to all our supporters that have made our lovely hearts. It has made such a difference to our patients and families.

4 If you could learn to do something, what would it be and why?

I would love to learn about bees and beekeeping. Honey is delicious and has healing properties. There is so much to learn about beekeeping, and not to mention, I love it on my toast!

5 If you had a superpower what would it be and why?

If I had a super power, it would be precognition – the ability to see the future. The pandemic has been devastating for everyone and I would just love to be able to tell people when it will all be over!