

We Care



Meet Harry and Margaret, the couple that have spent over 20 years volunteering for St Luke's!
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IN THIS ISSUE!.. St Luke's events are back!
Plus, have you bought your Xmas cards?



Alpana Malde
Chief Executive

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Hello...

We are very thankful to be in what seems to be a period of recovery. With cautious optimism, we hope that with the continuation of the successful vaccination program, COVID-19 will continue to decrease in our community. As we look to the future, it is encouraging to see more people coming into the Hospice building, Hospice activities returning, and our teams continuing to work hard to ensure we do this safely, following government guidelines. In the summer, we were delighted to launch our new Moments in Life service, and you can read how it allowed Severine to capture life-long memories on page 4.

It was great to see our biggest fundraiser, Midnight Walk, return in the summer, which you can read about on page 3, and we look forward to the return of Santa Dash (page 11). All of the shops have been thriving, and we are so grateful for the generous donations we have received, which led to the successful art sale at our Stanmore shop on page 10.

I am delighted to see so many of our volunteers return to

their essential roles, whether that involves helping patients and their families directly, supporting income generation in the shops or through fundraising, or by providing admin support. Some volunteers have quite understandably decided to not return to their role. This means we really do need to find some new volunteers. If you know someone who has a little spare time, please ask them to be in touch! Find out more on page 9.

As the festive season draws near, take a look at our selection of Christmas cards and 2022 diaries which are on sale in all of our shops on page 10.

Last year we faced extraordinary challenges, however, with your support, we were able to continue our vital care to patients and their families. You stayed with us, supported us, and we are truly grateful for your kindness. We simply couldn't continue our care without you. Thank you.



Call: 020 8382 8000

Email: info@stlukes-hospice.org

Visit: stlukes-hospice.org

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

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Midnight Walk 2021!

Huge congratulations to every one of the 700 supporters who completed our Midnight Walk on Saturday 24 July. And a massive thank you to all the volunteers and partners who helped make the event happen this year. After a break in 2020, it was a very special night for our biggest event.

Our Chief Executive Alpana Malde was delighted to be joined by Lord Popat of Harrow to cut the ribbon and start the walk from Byron Recreation Ground. This year, we were thrilled to welcome children and men to walk alongside the wonderful

women who have traditionally taken part, and our amazing walkers have raised over £70,000 so we can continue to make every moment matter for people as they approach the end of their life. Thank you to everyone who took part.



Save the date for next year's event – Saturday 25 June 2022 – and sign up now for our Super Early Bird rates: www.stlukes-hospice.org/midnightwalk

St Luke's Memory Garden launch events

In early July, more than 100 people joined us over 4 events to launch the St Luke's Memory Garden. Loved ones were remembered with guests enjoying a beautiful poem, a sound therapy session and a tour of the garden led by the volunteer designer of the stunning space, Linda Scarr. The garden, at the front of the hospice building, is a special and peaceful place and you are welcome to visit at any time to reflect and remember.



If you would like to leave a tribute to a loved one in the garden, please call Sheila on 020 8382 8142.

Feeling heard, understood and empowered.

St Luke's new service, 'Moments in Life', offers people the opportunity to capture a memory or memoir with the help of one of our trained Wellbeing Volunteers. Speech and Language Therapist, Severine, talks openly about why she wanted to capture her life story to share with her family.

"The idea of writing the story of my life came from a discussion with my 10-year-old daughter as she was very upset when I had to share the news of my diagnosis with her. I asked her if explaining my numerous illnesses from my childhood and throughout my life would be helpful to her. She was so eager with the idea. We both came up with the idea of a book as I thought she could read it when she felt ready for it and I knew that seeing her sad would make me cry, which was not what I wanted her to remember.

I was first referred to St Luke's after my diagnosis of brain cancer in 2019. I was taken aback by the referral and was quite hesitant to go to access the day services at St Luke's, as I knew it was a charity helping people with terminal conditions. I had just had my first, quite traumatising, experience of caring for my grandad before he passed away in October 2018 and did not want to go through that again.

With the encouragement of my husband, I decided to give it a try but was quite anxious. I met a nurse and a social worker there who were extremely supportive and sympathetic, despite me trying to explain my situation in the most disorganised way possible and through many

tears. However, they managed to give me hope and make me smile! I then met Deidre for massage sessions. These were incredibly beneficial and gave me the opportunity to "forget about the world".

During one of my sessions with Deidre, I told her I had made a promise to my daughter to write my life story but did not know how to begin. Deidre spontaneously picked up on this idea and offered to organise things for me, which I am so grateful for! She started setting up the 'Moments in Life' service dedicated to help not only me but other patients at St Luke's.

I am very lucky to have been able to be chosen as the "guinea pig" to try out this new service. 'Moments in Life' has enough flexibility to suit various needs and abilities of the

“ I had made a promise to my daughter to write my life story but did not know how to begin. ”

patients. It is not a "one sizes fits all" and in that sense, it is perfect! Julie, my biographer, was a perfect match. She has the ability to organise and structure our work (which I once had but am now unable to do). She is very enthusiastic, empathetic and frank, which helped me to open up without hesitation. Now, I don't know when to stop! I felt encouraged and I am very proud to have had the opportunity to contribute to its name.

This project created a real motivation for me and a target to look forward to after this quite depressing condition I was stamped with.

We are now reaching the end of my book but I hope to be able to bounce back on what I have created and find another project to keep me looking forward to the future and feel useful. St Luke's has helped my family and me in many ways: it has kept me enthusiastic and encouraged me to create many enjoyable memories with my family and my children.

I am grateful to have discovered St Luke's, and especially the staff at Woodgrange. They made me feel heard, understood and empowered. I would definitely recommend the service to others and reassure them that as an outpatient, it is not the end of the road, it is the opportunity for a new start!

I have often donated to St Luke's charity shops but never expected to benefit from their services. I have now met amazing people and I am happy to experience the charity in action!

St Luke's Wellbeing Service can provide you with a safe, trusted and comfortable way to help record your story or memoir through a platform of your choice.

Make a Will Month October 2021



Did you know that the care of 1 in 8 of our patients is made possible thanks to gifts in wills? It is because of these generous gifts, however large or small, that St Luke's Hospice can ensure we are here for future generations to come.

Recent research has shown that 3 in 5 adults in the UK do not have a will in place. A will is in the only way of ensuring financial security for your loved ones, and guaranteeing that the people and causes you care about benefit when you are gone.

Throughout October, St Luke's Hospice will be offering you the opportunity to write or amend a basic will or mirror will for free. Find out more on our website: www.stlukes-hospice.org/giftinwill

Did you know that you can leave just 1% of your estate to charity, meaning those closest to you still inherit 99%? So when the time is right for you to leave a gift in your will, please remember St Luke's Hospice. Your gift will make such a difference.



Join us to walk St Oswald's Way

Join the St Luke's Hospice Annual Walk in May 2022 for a wonderful walking holiday in beautiful Northumberland. You will walk along St Oswald's Way long distance footpath enjoying the magnificent landscapes of north east England. Your adventure will cover 4 nights and 5 days, with a fantastic group of people. We promise you an amazing experience!

Earlier this year, walkers celebrated 25 years of fundraising walks, enjoying the Coleridge Way in Devon and Somerset. Together the walkers raised more than £63,000 to fund care for people at the end of their life and we would love you to be a part of the group in 2022.

To get a taste of the experience and to prepare for the adventure, the St Luke's Walking Club leads a series of training walks

through autumn and spring. All levels of experience are welcome, with walks led by experienced volunteer walkers. To find out more visit www.stlukestrainingwalks.org.uk

To register your interest, contact Alex by email at Aking@stlukes-hospice.org or call her on 020 8382 8104, or visit our website: www.stlukes-hospice.org/annualwalk

What would you do with an extra £1,000?



We spoke to one of our recent £1,000 winners, Mrs Annenberg, on what she did with her winnings:

"I couldn't believe I won because I was lucky enough to have won £100 a couple of months before too. I actually thought there was some mistake at first but then I was really excited when I realised I had won £1,000! My daughter is getting married in Las Vegas next year so we will be putting my winnings towards going out there."



"I've always wanted to support the hospice and I think their lottery is a really good way of regularly doing this. I don't really play to win. That's an added bonus."

Signing up is quick and easy – simply call our lottery team on 020 8382 8030 or visit www.stlukes-hospice.org/lottery



Book a holiday? Treat yourself, family or friends?

For just £1 a week you could be the next £1,000 jackpot winner of our weekly lottery. As well as being in with a chance of winning one of 15 cash prizes, you can also feel good about supporting St Luke's Hospice.

Shine a light in memory of your loved one

Losing someone you love has been even more difficult than usual during the last year. The whole grieving process has been especially tough.



If you have sadly lost a family member or friend, then we'd like to invite you to honour them by shining a light in their memory.

They don't need to have received care from St Luke's. Our Light Up A Life appeal is about remembering anyone important to you.

You can see your tribute shine by making an online dedication on our tribute page (pictured above) with a photo and personal dedication message.



We'll also add your loved one's name to a special star which we'll hang on our remembrance trees at the hospice.

Many people get comfort from joining our Light Up A Life remembrance event, which will take place on Sunday 5 December. There will be music and inspiring talks from our staff and families. We'll hold a poignant moment of silence and end by switching on the lights in the St Luke's Memory Garden – with each one representing the life of someone special.

To make a dedication or for up to date information about the event, please visit www.stlukes-hospice.org/lul or call our friendly supporter team on 020 8382 8142.



We would like to welcome the newest member of the Harrow and Brent Business Network, The Jaspar Foundation.

Volunteering Corner



Couples who volunteer together, stay together!

Meet Harry and Margaret, two incredible volunteers who have over 20 years' service apiece across various roles at the Hospice providing support and bringing their fun and friendly spirit to teams they have worked with.

The couple first met in 1994 while Harry was a swimming instructor. Then in 1996, when Harry was made redundant, he applied for a driver job with the Hospice, at first as a volunteer, then going on to be a paid member of the team

doing collections and deliveries for the shops.

When Margaret was made redundant in 1997, Harry suggested volunteering at the Hospice, and Margaret joined the Receptionist Team working Friday mornings. Margaret then moved to the Pinner Shop, where she helped run the shop as Assistant Manager.

When the Kenton Furniture shop opened, Harry joined the team as the van driver, and Margaret joined him at the shop. When they weren't working, both Margaret and Harry helped out by volunteering their time.

Following retirement from their paid roles, Margaret and Harry stayed on as volunteers with Margaret at the Harrow Weald clothing shop and Harry next door in the Electrical shop. This year Harry celebrated his 25th year volunteering with St Luke's, while Margaret will be celebrating her Silver Jubilee in 2022. We are so lucky to have some incredible volunteers who have been with us for many years.

Shops corner



Stanmore shop celebrates the arts!

When the Stanmore shop reopened in April following lockdown they noticed that they were receiving a lot of amazing art donations. Shop Manager Dree, along with volunteer Angela decided that it would be a good idea to display the art all over the shop as an exhibition. Once the plan was born, the idea started to grow and it was decided that they would run an Art Week during the first week of June.

For the two months leading up to the exhibition, Dree and Angela researched the pieces they had to establish history

and possible prices, networked with local art dealers to promote the art and the exhibition, reached out to Harrow Art Centre for help and promoted the upcoming event to all their customers.

For Dree, it wasn't just about the art, she said: "It was a way to reach out to a new audience of people who wouldn't usually come into a charity shop to get them to look at charity shops differently as a place for art and antiques."

On Tuesday 1 June, the doors to Art Week were opened and the shop was greeted with a

wealth of customers who were keen to view the collection. Any potential buyers of the art we able to place a bid for pieces with the opportunity to increase their bids on the final day.

The week was a great success bringing in new customers to the shop, many of whom now return regularly to see what other treasures the shop has.

Due to the success of Art Week, Dree and the team at Stanmore are now planning an Antiques Week which will hopefully take place in November. Please keep an eye on our social media channels for more information.

The difference your support makes



Volunteering at the Donation Centre

On average, the Donation Centre in Stanmore takes in over 1,200 bags of donation a week for St Luke's supporters. We hear from Andy who has been volunteering for almost a year, helping to sort and process the donations ready for sending to the shops.

"When considering volunteering, I wasn't sure that I had the skills required to work effectively on the hospice site, and having worked in the retail industry, I decided that I would prefer not to return to the customer side, so I volunteered to work at the Donation Centre.

"I immediately felt welcomed by the cheerful team that work there; and gradually got my head around sorting the huge range of donated items, happily supported by the staff already working there.

"The role includes sorting out saleable items for the individual shops and eBay sales as well as sorting into categories. A lot to get your head around initially, but support is always available alongside chat and light-hearted banter. I also help with receiving donations dropped off by donors and collected in the St Luke vans.

"I have now been volunteering for almost a year and have currently settled down to helping on Fridays. It's a busy day and often the donations exceed what is sorted ready for sending out, and a backlog builds up. But I look forward to my day in the warehouse. From the friendly chats and welcome from those working at the warehouse to chatting with the donors as I help unload their cars."

We always need help to process all the amazing things we receive at the Donation Centre. If you like to know more about the role, you can visit our website or email volunteering@stlukes-hospice.org



Santa Dash is back!

Join us for a Christmas cracker of an event – Santa Dash is returning for you this winter! The family-friendly event is a 5km sponsored fun run or walk around Pinner. It is the perfect event to get you into the Christmas spirit with family and friends. If over 200

people dressed up as Santa doesn't put a smile on your face, you can have a mince pie on us! Actually, everyone that takes part will get a mince pie treat, plus an on-course treat, finisher medal and of course your very own and quite wonderful Santa suit for you to wear as you dash.

The event starts and finishes at Nower Hill School and registration is currently at early bird prices of just £12.50 for adults and £7.50 for children, so don't delay, sign up today!

DIY Santa Dash

We want everyone to have the chance to be Santa for the day. You can sign up to do your own Santa Dash at your school or community group, or with friends and family at a time and location that works best for you.

Find out more and register on our website or contact the fundraising team at events@stlukes-hospice.org or on 020 8382 8112.

www.stlukes-hospice.org/santadash

Join Us



Have you purchased your Christmas cards?

Support St Luke's this Christmas by purchasing from our new range of Christmas cards. Christmas cards are available to buy in all our charity shops and at the Hospice reception. Cards are available in a pack of 10, and are priced at £3.99 per pack. 100% of the profits go directly to St Luke's Hospice.

St Luke's 2022 Diaries

For 2022 we have 4 beautifully designed diaries priced at £2.50, which will be available in all St Luke's Hospice shops and at the Hospice reception from October.



Getting to know our staff



60
seconds
with

Romila Barreto

1 Tell us about your role at St Luke's

Hi, my name is Romila and I am the Shops Manager at Rayners Lane. A big part of my role is managing the shop which includes handling and sorting donations, training and recruiting volunteers, making sure we provide the best customer service, and building good relations with my volunteers and customers.

2 What is a typical day like in the shops?

No two days are the same. Every day is a busy day keeping me on my toes! Sometimes we are flooded with donations whereas on some days we might not receive any. In this case we rely on donations being brought to us from the warehouse. On some days we might deal with some

challenging situations but what makes it worthwhile is when we have customers returning to the shop impressed with our customer service, happy in the knowledge that their purchase has supported local hospice care. The shop is not only a vital funding source but also an opportunity to connect with people and to talk about the work that St Luke's does.

3 What is your favourite thing about working in the shop?

I love the variety of my role and being able to work with so many passionate people. I appreciate that all of my volunteers always go that extra mile to help the shop.

4 What has been the weirdest donation the shop has received?

We receive quite a lot of weird donations but the most hilarious was an adult toy! We had never come across such a personal item before. I laughed and thought 'did someone really mean to donate a used toy?!' Needless to say, the item was put in the bin for health and safety reasons.

5 Tell us something that might surprise us about you?

I simply can't live without music and I have a band called Fenitales Soul Music Of Goa. I am a Comperè and a theatre artist.