



Autumn 2022

We Care



IN THIS ISSUE!.. Honours at the Hospice.
An extraordinary day for a remarkable patient. Page 4

Hello...



Annie Webber
Chief Executive

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As we prepare for a potentially challenging autumn and winter season, we want to reassure you all that St Luke's is ready to provide support and care to as many people as possible. With some uncertain times ahead for all of us, we will get through it together. We are more grateful now than ever for your continued support. It means the world to us, our patients and their families and we give you our heartfelt thanks.

Since our last issue, we are delighted to have won the Health Care Team Award at the Brent Adult Social Care Awards. This is thanks to everyone in our Pall 24 and Home Care teams who work so hard, providing excellent patient care in the community - we are immensely proud of them all!

It is thanks to your help that we are able to provide a vital service to so many people at home so please read our touching story on page 10 about the difference your support makes.

We had a visit by order of Her Majesty the Queen at the Hospice last autumn when one of our remarkable patients, Carol Hart, received her MBE from the Lord Lieutenant

in our Woodgrange Centre. It was a proud and memorable occasion. Carol's husband, Nigel and daughter, Emma share this extraordinary experience with us on pages 4 and 5.

Celebrating her 20 year milestone volunteering for St Luke's, we are grateful to Doreen Wolf for all her years of dedication and for taking the time to tell us why her bumpy start in life led her here and why she stayed so long on page 8. Thank you Doreen.

Our events team have been busy planning lots of fun ways for you to help us keep doing what we do - see page 3. Don't miss out on the cheerful Santa Dash on 11 December and you'll want to put 27 November in your diary for our free, annual Light up a Life event. This is a poignant time to reflect and remember your loved ones and to let their lights shine on. You can find out more on page 7.

Please let us know your thoughts and feedback on the magazine at communications@stlukes-hospice.org. We'd love to hear from 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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UPCOMING

EVENTS

Fire Walk

Thursday 29 September 2022, 7pm
Harrow Masonic Centre
Tickets £25
www.stlukes-hospice.org/firewalk

Golf Day, sponsored by Toureen Group

Friday 7 October, 11:30am
Aldenham Golf and Country Club
www.stlukes-hospice.org/golfdays



Light Up A Life

Sunday 27 November, 4:30pm
St Luke's Hospice
www.stlukes-hospice.org/lul



Santa Dash

Sunday 11 December 2022, 11am
Nower Hill School
Tickets start from £7.50
www.stlukes-hospice.org/santadash



London Marathon

Sunday 23 April 2023
www.stlukes-hospice.org/londonmarathon

Annual Walk

Sat 29 April – Tues 2 May 2023
Isle of Wight
Bookings open Autumn 2022

London 2 Brighton with Ultra Challenge

27-28 May 2023
www.stlukes-hospice.org/london2brighton

London to Paris Bike Ride with Charity Challenge

14-18 June 2023
www.stlukes-hospice.org/londontoparisbike



London 10 Peaks walk with Charity Challenge

Dates available: 1 April, 19 Aug and 11 Nov 2023

Or why not fundraise your own way? Head shave, cake or books sale, tea or garden party, donations for special events, charity football match. The choice is yours!

Honours at the Hospice for a very proud moment



Nigel Hart first met Carol at a youth club back in the late 70s. They remained together and were happily married for almost 40 years until she very sadly lost her battle with cancer last November. We met up with Nigel and their daughter Emma, to find out more about Carol's remarkable life and to hear how she came to be presented with an MBE at St Luke's.

Carol achieved a huge amount in her life but what always mattered most to her was family. A daughter, big sister, wife, mother to Emma and Michelle and a proud Grandma to seven grandchildren, she was also known throughout her local community as Auntie Carol. Nigel told us, "She had this amazing love for everybody. She was like a powerhouse and was such an inspiration to people. And she was always bubbly. She had this amazing laugh. Everybody smiled when she laughed! She had this fantastic effect on everyone."

He continued, "She was exceptionally capable. Whatever she set her mind to. She just did." Since 2002, Carol managed over 300 volunteers for the Association of Jewish Refugees (AJR). She also represented the charity at national Holocaust commemorations. She introduced services to enhance the dignity and quality of life for Holocaust survivors and she was a lifeline for many, keeping in regular contact on the telephone with those who were alone. In 2019 Carol was nominated for Woman of the Year but the TV awards event was postponed two years in a row because of Covid and she sadly never got to go.

Carol had already survived stage 4 breast cancer so when she learnt in the summer of 2020 that she now had uterine cancer, she was stoic. She initially carried on working, with many around her unaware of her serious illness. Emma told us that she even organised a family holiday to Center Parcs for the family that August, bringing all the food. But between September and November she suffered a very quick decline. During that time there were many hospital visits but Emma added, "I don't think any of us thought it would end so quickly."

When Carol was referred to St Luke's, it was already somewhere very familiar to Nigel because his mother had passed away here six years ago. "My parents actually celebrated their 65th anniversary while she was in the Hospice. Everyone was amazing." He continued, "When Carol phoned me to say that they were stopping her treatment, I knew then that she wouldn't have much longer. They said they would transfer her to St Luke's and I basically thought there is no better place."

But months before coming to St Luke's, Carol had been told that she was on the New Year's

Honours List to receive an MBE for her services to the AJR. She had received a letter saying it was going to be on 15 December at Windsor Castle. Nigel told us, "I think she hoped it was going to be William to give it to her. But by that time she was struggling with walking and we didn't think she would make it. We spoke to the Cabinet Office and St Luke's and it was quickly arranged that this immensely proud moment could take place at the Hospice."

Emma added, "At first Mum was adamant she didn't want it because she'd basically been in her nightdress for the last six weeks and hadn't got out of bed. She wasn't in the headspace to be thinking about such a thing. A part of us was really worried, were we doing the wrong thing?" So it wasn't arranged until the day it was officially rubberstamped. "Then she started worrying about what she was going to wear and the earrings and the jewellery and the makeup but we helped her figure it all out and she was very happy that we did".

“The Hospice is such a wonderful place and gave us peace of mind. We always knew that she would be properly cared for here. We were there just ten days but the staff, they just keep going and helping people.”

"It was so special. St Luke's gave us this lovely room and this guy arrives in his fancy car with a flag on the front and he comes out wearing his uniform including a sword. Me and my sister were Facetiming our children, so all the grandchildren were watching. It was a wonderful afternoon and I think she really appreciated it. She was really happy and although exhausted afterwards, she seemed really at peace."

Very sadly, Carol passed away just four days later.

Nigel told us, "The Hospice is such a wonderful place and gave us peace of mind. We always knew that she would be properly cared for here. We were there just ten days but the staff, they just keep going and helping people."

Wanting to help and remain a part of the Hospice community, Nigel undertook the Annual Walk this summer, raising much needed funds. "When I heard about the walk, I thought, I've got to do it. Because you need the funds and I'll do whatever I can do to help."

“They said they would transfer her to St Luke's and I basically thought there is no better place.”



Walk the Isle of Wight with St Luke's

Join us on Saturday 29 April as we travel to the Isle of Wight for several days of scenic walking and exploration around the island for our 2023 Annual Walk.

We will stay in HF Holiday's picturesque Freshwater Bay House, stood atop the island's classic white cliffs and dominating its namesake bay. Extensive gardens with

direct access to the beach on one side and a path across Tennyson Down to the needles on the other, make this a location to be envied!

Prices start from £300 and include all aspects of your stay from food to daily travel. Delicious cooked breakfasts, freshly made packed lunches and 3 course evening meals are provided as part of the

package, as are your guided walking routes and fabulous company – this really is a trip not to be missed!

Parin first joined the Annual Walk in 2021 after his mum received care in the Inpatient Unit and he is now a regular walker. He says, 'I have met some great friends and I look forward to supporting this wonderful charity over the coming years.'



Join us on Wednesday 2 November at 7pm at Harrow Masonic Centre to find out more about the walk, meet your fellow walkers (they're a friendly bunch!) and chat to the events team. Email events@stlukes-hospice.org or call Alex on 020 8382 8104 to find out more.

Make a will for free in October!

This October sees the return of Make a Will month and this year we have 3 solicitors taking part, helping you to create your will for free. If you need to update or replace your will, there is also the option to do that this month.

Research tells us that 59% of the UK don't have a will. This amounts to more than 31 million people who are at risk of losing everything they own by letting the law decide who should inherit from them when they die. This also means that

the tax man could take a large proportion of your estate.

Whilst writing your free will, there is no obligation to leave anything to St Luke's but we would be very grateful if you would please consider remembering us and leaving a gift. The care of 1 in 8 of our patients is paid for by the funding that comes from gifts in wills so however large or small your gift, it will ensure that St Luke's Hospice is here for those who need us for years to come.



To participate, please contact: remember@stlukes-hospice.org or call 020 8382 8000



Join our special group of friends

We are so grateful to all of our friends who support us with a monthly gift. This helps us budget and plan for new projects to give the best end of life care for people like Audrey's husband.

Audrey is part of our special group of friends and shares: "My husband was cared for at the Hospice for the last 10

days of his life. It was a very caring and calm place. There was always somebody there to support us when we needed them. Everybody was so helpful with such good will. It was a lovely place for him to be at the end of his life.

My husband had a good relationship with the staff and was able to cope with his

illness with their support. He benefitted from their care and kindness and was surrounded by family all of the time.

We are really grateful that St Luke's could accommodate him because we know your beds are very special and sought after. We felt very lucky that he was able to be there. So many people out there need this care. I feel whatever little I could donate each month was going to be a bit helpful. It would be wonderful if other people could do the same."

Would you consider joining Audrey and being part of this wonderful group of friends by making a regular gift today?

Please sign up at www.stlukes-hospice.org/donate or call our friendly supporter care team on 020 8382 8030.

Remember your loved one with St Luke's

Please join our free Light Up A Life remembrance event at the Hospice's memory garden on Sunday 27 November at 4.30pm.

This special 'in-memory of' event gives people great comfort because they can turn the rest of the world off and dedicate all thoughts to those who have been loved and lost. We hope that Light Up A Life will give you precious moments

to do the same for your loved ones, who may or may not have been cared for by the Hospice.

It will be wonderful to come together in-person as a community to enjoy musical performances and to hear heart-warming talks from our staff and a family we have supported. You will see the switching on of our special Hospice lights which will shine throughout December.



Please dedicate a light in your loved one's memory with a donation to St Luke's free end of life care, and see your tributes shine in our memory garden and on our online tribute page.

Visit www.stlukes-hospice.org/lul or call our friendly supporter care team on 020 8382 8030.

Why I have volunteered at St Luke's for over 20 years

“ I was a very young child when my father passed away and then eighteen months later my mother also died, both of them from cancer. I was too young to understand what was happening. Luckily for me and my sister, we were then brought up by two aunts and uncles. As these losses occurred shortly after World War II, neither of our aunts and uncles were able to take the two of us together as they had children of their own so I was brought up by one aunt and uncle and my sister by the other. Fortunately, both families lived very close to each other.

Fast forward sixty plus years and when I was coming up to retirement, I used to pass The Grange building at St Luke's Hospice every day on the way to work. The Grange is a most beautiful building and used to be a Manor House.

Because of the many losses in my family, the thought kept coming to me that I'd like to volunteer for a charity that helps cancer patients when I retire. Then in 2002 I applied for the voluntary post of receptionist at St Luke's and was accepted at the end of April. I had previously been employed as a secretary/PA to the Chairman and Company Secretary of a FTSE 100 company.

My duties were during a four-hour shift, once a week, and I chose Wednesday afternoons. I really enjoyed these shifts, working with one other volunteer. Many families and friends of the patients visited for the first time and were amazed that the Hospice is like a 5-star hotel with exemplary care provided by the medical staff. Receptionists' duties are mainly to greet



“ I've loved every moment volunteering at St. Luke's. It's a cheerful place, the staff and other volunteers are so friendly. ”

visitors, answer the telephone and frank post. I worked with many different people and with one lovely lady in particular for ten years. Many of them became my friends.

The only time (other than illness and holidays) I didn't work was during the lockdown from March to October 2020.

This July at a summer party to celebrate 35 years of care, I was presented with my 20-year badge, together with a beautiful bouquet of flowers, bottle of Prosecco and chocolates. I was also handed a lovely letter of thanks for my loyalty and dedication which I shall cherish.

I've loved every moment volunteering at St Luke's. It's a cheerful place, the staff and other volunteers are so friendly. After completing just over 20 years of service and because I'm not as fit as I was, I decided that I had done my bit for this wonderful charity and that someone else should take my place.”

St Luke's at St Ann's

St Luke's at St Ann's is often mistaken for a boutique store – and rightly so! We take huge pride in displaying our range of eclectic, regular, high street and designer goods. Our appealing window and shop captivate and draw in casual passers-by, often resulting in a big smile when they leave clutching their precious finds.

Careful attention to detail is paid to restoring, shining & cleaning all items for our customers' satisfaction. Our staff and volunteers are trained to be welcoming, helpful and empathetic towards all customers. Client feedback is valued and always taken very seriously. Every special occasion or event, be it Christmas or the Queen's Platinum jubilee, is celebrated by us. Our windows, depicting royal artwork, were done by the agency wetheseeds.co.uk via the Harrow Town Centre Business Improvement District. We were well stocked with memorabilia and related items, resulting in a surge of happy customers.



Thorough research is done by the shop's staff to ensure high end goods are reduce priced and made accessible to everybody. We have a large base of regular clientele who return to us and are known to us by name. For us it's not just a business but an important way to raise funds to help the Hospice. We are proud to be helping them do their charitable work for the greater good of the people of Harrow and Brent, providing free and vital care for people with incurable illness and during their end of life.

Sandra, Manager

Volunteers with a variety of talents – behind the scenes at our ebay store

Our eBay team is manned by a formidable and dedicated team consisting of Carlo, Erin and Surin.

They could not do their job without the amazing and priceless help of a small group of volunteers, all of whom have a remarkable variety of skills. We have Dick, our tech and camera expert; Ronnie, interested in everything music and musical instruments related; Mark, who has a fantastic memory and knowledge of vintage toys and memorabilia; Manoj, also a tech expert with the addition of previous experience in selling on eBay; Sanjey, our photographer who can make anything look good; Louise,



This Emma Bridgewater Bowl from 1993 sold for over £41!

who is a specialist in books, and Methusa, who recently joined us as a university student on a summer break.

Although small, our eBay team is raising thousands of pounds every week for the Hospice. But they could do so much more with a larger number of volunteers.

In particular, we are looking for specialist volunteers with knowledge of art, glass, pottery, jewellery and clothes (vintage or not). We would also be keen to hear from anyone who has an interest in e-commerce and who has a few hours a week to spare. **Please contact us via email ebay@stlukes-hospice.org or contact Carlo directly at 020 8206 9923**

The difference your support makes

I'd like to take you on a journey with me to meet a patient and family we cared for at home.



“George had always envisaged that he would walk his daughter down the aisle”

Helping patients at home...

George was 67 and living with his wife, Jane. They had a 27 year old daughter who was getting married in 6 month's time.

He was in a wheelchair and had been given 9 months left to live. He had marked the wedding day on a calendar with a big red cross and told us he was hoping to die before then so that he wouldn't have to deal with what he referred to as the 'wedding issue'.

George had always envisaged that he would walk his daughter down the aisle and did not want her to remember him this way or for people to be looking at him and not her.

He had lost contact with his friends and lost interest in his beloved football. He had not left the house for 3 months since it was decided he was no longer well enough for any further treatment.

We worked with George and involved his wife in helping manage his symptoms which started to improve his quality of life. We were able to help build his confidence and improve his mobility.

We managed to source football tickets and supported George to attend a match with his future son in law. He used the wheelchair and reported

a "thoroughly enjoyable if not somewhat exhausting day" - made even better by the fact that his team won.

After this, his wife noticed that he would take more of an interest in things and made contact again with some of his old friends.

Unfortunately after a deterioration he was then admitted to St Luke's Inpatient Unit but once here, with physiotherapy and pain management he used the wheelchair less and less. He was able to talk about his feelings and worries about the wedding. George was discharged home and continued to receive community team support.

I am delighted to tell you that George did walk Shelly down the aisle.

Soon after this, George's condition deteriorated further but he was able to get the extra support he needed to stay at home. He died a week later, at home, with his wife and daughter by his side.

Jane later told us that George had wanted us to know that he felt we were the "best travel agents he had ever dealt with and that St Luke's ensured he travelled 1st Class to his journey's end". She added, "You helped guide George and all of us on how to live until he died and we will never forget the impact this had".

Every year we help over 560 patients in their own homes. Each visit costs £30.60 and your vital support helps to make this happen.

We are incredibly grateful to everyone who kindly donated to our summer Home Care Appeal and collectively raised over £4000. This could fund over 130 patient home visits, giving practical and emotional support for terminally ill people and their families. This is amazing – thank you so much!

If you haven't already, you can still help people who are coping with an end of life illness at home by donating however much you can to our Home Care Appeal at www.stlukes-hospice.org/homecare



Santa Dash

Our family (and pet) friendly 5k fun run returns to Nower Hill School in Pinner on Sunday 11 December. It is the perfect event to get you, your family and friends into the Christmas spirit as you don a Santa suit and run, jog or walk the streets of Pinner with over 200 other Santas.

Early-bird prices start from £7.50 – so don't delay and book now. Entry includes your Santa suit, a free mince pie and medal.

For more information please visit www.stlukes-hospice.org/santadash

Your chance to win

£1000!



Are you feeling the pinch with the rise in living costs? Give yourself the chance to win our £1,000 jackpot by signing up to St Luke's Lottery today.

By playing, you could win one of ten cash prizes every week. You will also be our Hospice hero because your lucky number will give the best end of life care to the people in our community.

Are you ready to be a hero and have the chance to win a cash prize?

It's only £1 a week to play and all you need to do is complete our short online form at www.stlukes-hospice.org/lottery or phone 020 8382 8097.



Getting to know our staff



starts quite early at 07:30 taking handover from the night staff, responding to emails, checking the schedules for the day and supporting staff in their roles. I ensure that the unit runs smoothly on a daily basis. Part of my role is also participating in direct patient care. I have to say this is the part of my job that brings me the greatest joy. Whilst administering care you really get to know your patient and are able to make a bond with them. To share the moments of the patient's journey is such a privilege. And it's always nice to hear feedback from patients and their families.

3 What made you smile recently?

There are so many things that make me smile. I love the camaraderie within the team, seeing families visiting their loved ones and looking out into the Hospice garden.

4 If you could pick up a new skill in an instant, what would it be?

I would love to play the piano. I find music so relaxing.

5 Who would be your three ideal dinner party guests?

I can hear the team laughing at this one as I can't cook!! It would be David Attenborough, Nelson Mandela and someone who can make me laugh.

Rachel Nakaanga

60 seconds with

1 Tell us about your role at St Luke's...

I joined St Luke's 13 years ago as a band 5 nurse, having just returned from Zambia where I had been working as a nurse for 6 years. My current role is the Ward manager for the Inpatient Unit.

I have really enjoyed working at the Hospice. We get to be part of so many different patient

journeys. It is a real privilege. So many people think that a Hospice is such a sad place to work. That has never been my experience. We have a lot of laughter and positive times.

2 What is a typical day like in IPU?

We don't have a typical day - each day is unique. However throughout the day there are consistent tasks to be achieved. The day usually