


St Luke's 
HOSPICE



Autumn 2024

We Care



How our care
and dedication
helps Brenda
live fully
Page 4

IN THIS ISSUE... Find out how you can support our events
PLUS More about the difference you make

Hello...



Lindsey Bennister
Chief Executive

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This edition of We Care celebrates St Luke's community and our impact as a local community hospice. Our volunteers and supporters across Brent and Harrow are our true "hospice heroes", raising vital funds and awareness to help us continue to deliver our services for people at end of life across the two boroughs.

Demand for our services is increasing, and more and more people are looking to St Luke's Hospice to provide them with support and care at a difficult time in their lives. Our bereavement support service is expanding, with more volunteers being trained to provide compassionate and caring support to family members who have been bereaved. Our specialist nurses are providing more care to people at end of life in their own homes, and our 24 hour Helpline, Pall 24, is receiving increasing numbers of calls from patients, family members and health professionals seeking advice and support.

Yet, times are challenging for the hospice sector, and it's no different for St Luke's.

Rising costs over several years have meant hospices across the UK, including us, are facing growing financial pressure. We have seen significant increases in costs such as medicines, energy, and food - all areas where costs can't be reduced without significant impact on our services and patients. Our care is mostly funded through the efforts of our supporters who raise vital funds for our services. Only a third of our income comes from NHS statutory funding and this hasn't kept pace with rising costs and changing need. Increasingly, we are looking to our already-generous local communities to help us meet the shortfall.

From everyone at St Luke's Hospice, we extend our gratitude and appreciation to our local communities for your incredible support. I hope you enjoy celebrating our 'heroes' with us, in this edition of We Care...



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:

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 x.com/StLukesHarrow

The difference you make

2,000

Last year, we cared for over 2,000 people at our hospice or at home



7,000

Our PALL 24 team took over 7,000 calls through their support helpline



1,000

We provided over 1,000 complementary therapy and physiotherapy sessions



Thank you so much for your support, we can't do any of this without you.

How your support helps



£36

could fund bereavement support session for a person coping with grief



£72

could fund a physiotherapy session, helping a person feel safe, mobile and independent



£285

pays for a community nurse to support patients and their families in their own homes for a day



£225

can help fund a nurse for a whole day in IPU



What it costs to provide our care

£11m

annually to run our hospice and all our 17 shops

£22,465

to operate our hospice services per day

£634

to care for one patient per day in our IPU

We receive 27% of these overall costs from the NHS; the rest of the funding comes from the generosity of the community through donations and other fundraising activities, plus money raised through our charity shops.

Without your support, St Luke's Hospice would not exist, so please help us to make sure we can keep providing end of life care for our community in Harrow and Brent now and into the future. To make a donation please visit www.stlukes-hospice.org/supporting-us/donate-now/



“ Every little step is a victory ”

Brenda Brown was diagnosed with bone cancer in 2012 and was experiencing high levels of pain because of the tumour in her spine; in 2023 she was referred to St Luke’s Hospice. This is her story.

“In the past 17 years I have never had an episode of pain like this one. Every now and then it flares up and in August this year I was feeling a lot of pain in my back. I started trying to get a definitive answer about what was going on. I didn’t know if the pain was caused by muscles, or the bone and I wasn’t able to control it at home. That’s when I was referred to St Luke’s by my oncology team.”

Dr Gurpreet, Palliative Medicine Consultant at

St Luke’s, came to see Brenda at home and at that stage she was mobile so when the Hospice was mentioned, Brenda thought “no, I don’t need that”; she said, “No – I’m not dying!”

Dr Gurpreet explained that St Luke’s is not just for those who are dying, but for those with an incurable illness. The Hospice not only treats patients holistically with a whole range of services under one roof to help with pain



management, but also provides various therapies to support .

Brenda said, "I was still on my feet and sort of managing things. But the pain got progressively worse, so I called your PALL 24 helpline. I needed to get my pain under control. I was suffering too much, and I saw the effect my suffering was having on my husband and the children with me crying all the time and my husband not knowing what to do and feeling helpless. And then it just made sense that I come in."

“I’m amazed at how every single member of staff here is so informed about me. The Hospice has all the services needed to help me all under one roof.”

This was week three. "I was blown away by the amount of care and dedication I received and the amount of services on offer. I feel like I am in a home away from home. It is bright, airy and modern. The garden is beautiful. I love looking out at the robins and squirrels and everyone has been so attentive. They have all made me feel at ease."

"I was in so much pain when I came in here, but it was under control in a matter of days. They kept trying different things and asking how I was feeling. They were clear about what was working and what wasn't. And at the end of the first week, I had a reflexology session – that was just amazing!

"I'm amazed at how every single member of staff here is so informed about me. The Hospice has all the services needed to help me all under one roof.

"Being able to walk to the shower with a zimmer frame instead of sitting in the shower chair has been the best for me. Just being able to stand and not be in pain. The amount of support you get from the nurses on every shift all helps. It's very personalised care. A nurse will start her shift and say, 'You walked up the stairs. I can't believe you did!' It shows that the team are talking to each other. Everyone knows what you've achieved and sees your progress. Every little step is a victory. They give you the praise you need to get through to the next day and it makes you feel like part of the family. They are all here willing to cheer you on and help you succeed. It's a pleasure to stay here."

Brenda is now back at home and is grateful that she can visit the Hospice whenever she needs as an outpatient.

"It takes a special kind of person to work at the Hospice. Every treatment and service that I've had has played a big part in my recovery. I needed to re-adapt to my home environment but the fact that I can still have access to all that's on offer at St Luke's is really great."

The many faces of volunteering

Our dedicated team of over 400 volunteers provide vital support for both our hospice and shops across Harrow and Brent. Without this support from volunteers like you, we wouldn't be able to provide expert end of life care for our community. Read why supporting St Luke's is so important to them. If you'd like to find out how you can get involved, please contact volunteering@stlukes-hospice.org



Bakkavor Meals London, corporate volunteers

"Bakkavor has many colleagues who have visited a St Luke's charity shop or been affected by the charity through a friend or family member. This year, our Site Employee Forum chose St Luke's as their 2024 Charity of the Year meaning any fundraising we do will go towards the hospice's amazing work.

"We wanted to make sure we supported St Luke's in other ways too, so reached out to the team and volunteered for an afternoon in the donation centre. Our team had a great time sorting through donations and we look forward to supporting again in the future."



Andy Carter, shops volunteer

Andy Carter is a long-standing volunteer in our donation centre.

"I volunteer at the warehouse on Fridays, where we accept and sort donations. I will happily sort anything but tend to sort donations that aren't clothes. The range of donations is fascinating, and we always have a laugh and a banter as we work.

There are usually few items that catch my eye, while sorting, for future birthday and Christmas presents, that I can buy at the shop next door."



Linda Scarr, volunteer gardener

"I came here 15 years ago after my brother died; I saw an advert in We Care Magazine about the need for volunteers, and I thought, 'Well, that's right up my street because I love gardening.' During that time, I've had a lot of positive feedback from relatives and patients about how much they enjoy the garden. In 2020, I was asked to design the memory garden. I feel like that's one of the best things I've done. Creating a memory garden is one of the big highlights of my life."

Donating to St Luke's Hospice Charity Shops

Donating to our charity shops is a wonderful way to declutter your home and help to fund end of life care in Harrow and Brent. Here is a guide to what items you can donate.

Following these guidelines means you can ensure your donations are both useful and appreciated. It costs us money

to dispose of anything that we can't sell, so if your donation is better quality, more money can be raised towards our patient care. Feel free to check with your local St Luke's charity shop if you are unsure if your donation is suitable.

We also accept 'unwearable clothing and textiles' as this

brings us in funds, but we would appreciate it if they were in a separate bag so we can easily recycle them.

Your donations make end of life care in Harrow and Brent possible. Thank you for supporting us.

Our handy guide to donating

Donation Bag

Wearable clothes & textiles

Clothes and textiles that are no longer wanted and could be worn by someone else.

These items are:

Clean, dry, in good condition, ready to wear.



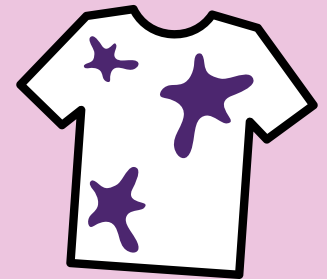
Separate Bag

Unwearable clothes & textiles

Clothes and textiles that are clean but can't be worn or used again, could be recycled.

These items are:

Torn, stained, marked, stretched, shrunk, damaged, broken.

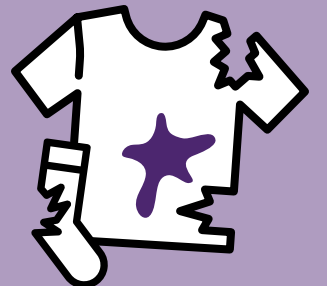


Not for donation

Waste / Contaminated clothes or textiles

These are:

Clothes or non-clothing items that are soiled (dirty, wet, contaminated) and could contaminate other textiles and prevent them from being reused or recycled.



If you are interested in volunteering at any of our events please contact fundraising@stlukes-hospice.org to find out more about you can help.





Light up a Life

Remember someone special and celebrate their life



Join us at St Luke's on Sunday, 1 December at 4.30pm to remember someone special. Reflect on your precious memories, light a candle in their honour, listen to musical performances, hear from the relative of a patient who experienced the difference our care makes, and enjoy some refreshments.

Hand write your message on one of our dedication cards and add it to those already displayed, in

memory of someone special.

Dedication cards will be available to collect from our reception prior to the event.

To request a card in the post, please contact our friendly Supporter Care Team on 020 8382 8030 or donations@stlukes-hospice.org. To upload your online dedication, including a message and photo, visit our special Light up a Life dedication page www.stlukes-hospice.org/lul

Mark shared his thoughts with us: "I have attended the Light up a Life event at St Luke's for several years in memory of my mother who was cared for by the hospice in her final days. Attending with family members has been a really moving experience and a lovely way to share memories and be with others who had lost loved ones recently and a while ago, but shared the same appreciation of the care and support they had received at St Luke's. I'm looking forward to lighting a candle, walking in the memory garden, and sharing a reflective moment with others.

To find out more about our event, reserve a place or to order beautifully crafted ceramic hearts with dedications in memory of someone special, visit our website at www.stlukes-hospice.org/lul or call 020 8382 8030. We will also have special Light Up a Life products to purchase on the night of the event.

For more information, please visit www.register.enthuse.com/ps/event/LightupALife20242

Make a lasting impact by leaving a legacy

Our essential care services rely heavily on fundraising, with about one-third of our income coming from NHS funding. However, rising costs has meant hospice finances are now at their worst in 20 years, forcing many charities to cut services, close beds, and make staff redundant- all at a time when our services are vitally needed.

Amid this crisis, legacy gifts have become more important than ever, providing a stable pillar of sustainable income for St Luke's, and providing care and support for 1 in 7 of our patients.

After taking care of your friends and family, please consider leaving a gift in your Will to St Luke's Hospice to help secure us our future. You can also take advantage of our Free Wills Month in October to make this possible.

Your legacy will have a lasting impact, ensuring that we can continue to support those who need us most.

For more information, please visit www.stlukes-hospice.org/supporting-us/leave-a-gift-in-your-will/

Dedicate a leaf on St Luke's Tree of Life

The loss of someone close to you is difficult and finding a positive way to celebrate their life can be comforting.

Our beautifully crafted Tree of Life stands in our reception, proudly displaying copper, silver and gold leaves engraved with personal messages remembering someone special. Each leaf on our tree is a dedication to the life of an extra special person and helps us provide free expert end of life care for people living in Harrow and Brent.

Leaves can be ordered all year round. Choose from one of three colours: copper for £250, silver for £500 or gold for £750 and the message you want inscribed. Once your leaf is ready to be displayed our Supporter Care Team will be in touch to arrange a viewing. Your engraved leaf will be displayed on our tree for a year, at which time you can choose to either renew for another year, or have it returned in a presentation box to treasure as a keepsake.



Dedicate a leaf today by visiting our website at www.stlukes-hospice.org/dedicatealeaf

Alternatively, you can call 020 8382 8142 or email donations@stlukes-hospice.org

Play our lottery and be part of the special community making a difference to end of life care

In 2023, an amazing £253,191 was raised by St Luke's Hospice supporters who played our lottery. This was enough to fund just over one whole month of care in our Inpatient Unit. Not only did they make an incredible difference to individuals living with a life-limiting

illness and their families, but each play gave them a chance of winning one of our 15 prizes, each week.

A recent winner of our weekly £1,000 Jackpot told us: "It is such a joy to support a local charity that local people benefit from."

Each year, there are 780 lucky winners of our lottery prizes with 52 of those winning the top prize of £1,000. Could you be our next winner?



To read more about our lottery and how to buy a ticket visit www.stlukes-hospice.org/lottery

Join our community



St Luke's welcomes Kingsbury Mandir's tenth anniversary celebrations

St Luke's Hospice was honoured to serve as the starting point for the grand procession celebrating the tenth anniversary of Shree Swaminarayan Mandir Kingsbury on Saturday, 24 August.

The grand procession began at the Hospice, symbolising the strong and cherished partnership between St Luke's and the Mandir.

In a significant gesture of support, Acharya Shree Jitendriyapriya Swamiji Maharaj presented a cheque for over £79,000 to the Hospice. This amount, raised over the past decade through their dedicated fundraising

activities, underscores the Mandir's ongoing commitment to supporting St Luke's.

The Mandir community has also been actively involved in our annual Midnight Walk, the largest fundraising event in Harrow and Brent. In recent years, the Mandir's Yoga Group has raised thousands for the Hospice by taking part in the event.

We are deeply grateful for the unwavering support and generosity of Shree Swaminarayan Mandir Kingsbury, which has a profound and positive impact on the lives of those we care for.

Event volunteers needed

We need energetic volunteers to help us shake buckets and get donations at exciting events at the fantastic Wembley Arena. Plus, if you're local to Harrow or Brent, we're on the hunt for regular collectors to help with box replacements and collections from our friendly neighbourhood shops.

Let's spread some cheer, shake those buckets, and make every coin count!

Ready to help?

Drop us a message at fundraising@stlukes-hospice.org and join the fun.

Annual Walk



We are delighted with the support from our 67 incredible walkers this year, and for raising the fantastic amount of £92,000 towards hospice care - thank you! Please come along to our Annual Walk Information Evening on Tuesday, 5 November at the Masonic Centre, Northwick Circle in Harrow (HA3 0EL) to hear more about our 23 - 26 May 2025 exciting walk in Dovedale, the Peak District. **Register your interest by emailing annualwalk@stlukes-hospice.org**

Santa Dash

Get ready to kick off the festive season with St Luke's annual Santa Dash on Sunday, 8 December 2024. This year, we're making the event bigger and better by offering a fantastic Christmas market where you can book a free stall and get a head start on your holiday shopping. It's the perfect opportunity to find unique gifts, enjoy delicious seasonal food and drink, and soak up the festive atmosphere. And, of course, no Christmas event would be complete without a visit to Santa's Grotto, where you and your family can meet Santa himself and capture those magical holiday memories.

When you register, either online beforehand or on the day, you'll receive your very own Santa outfit to wear during the event. Whether you're a seasoned runner or just want to enjoy a fun day out with family and friends, this event is perfect for everyone. Dress up in your Santa suit, and join us for a jog

through the streets, spreading festive cheer and raising vital funds for St Luke's Hospice. Every step you take helps us provide expert end of life care to those who need it most. So, come along, enjoy the festivities, and be part of one of our most joyful events of the year!



Midnight Walk 2024 raises over £70,000!

A huge well done and thank you to everyone who took part in the 2024 Midnight Walk, which raised over £70,000! Around 900 people took part in the challenge in June and all funds raised have gone to support those we care for living with life limiting illnesses in our community.

Other ways to support us

Supporting St Luke's Hospice is a meaningful way to make a difference in the lives of those facing life-limiting illnesses. You can:

- Take part in our fundraising events, or host your own
- Make a regular gift
- Volunteer your time or skills at our hospice, shops or at one of our events

Xmas Tree Recycling

Pre book your Christmas tree for recycling on 11 & 12 January 2025



Join us and make a difference - how to get involved

To find out more about all our events and how you can support St Luke's please visit our website or email fundraising@stlukes-hospice.org



Meet the team



Charlotte Kingston

My advice to someone considering a job or role within palliative care or a hospice is to just do it. I have been supported so much in my role and have been offered so many opportunities. I have completed a level 6 palliative care course and am due to start a level 7 course at university this September. The job is so rewarding, and the job satisfaction is second to none.

4 How do you recharge and care for yourself outside of work?

I love to go walking and listening to podcasts, I find having time to myself outside is one of the best ways to reflect and relax after a day's work.

5 What's one thing you wish people knew about hospice care of your work?

One thing I wish people knew about hospice care is how rewarding it is. People often ask how I can do such a job, but the answer is job satisfaction. It is so rewarding after discussing patient's worries and symptoms to be able to provide solutions and methods to effectively manage them.

6 One thing that made you smile recently?

One thing which made me smile recently was when I had referred a patient into the Inpatient Unit who was deteriorating at home. During his admission it was his birthday, so his family and our team threw him a party and decorated his room with bunting and balloons. It was lovely to be involved in the celebrations and it brought great joy to the patient and his family.

1 Tell us about your role at St Luke's

I am one of the Palliative Care Clinical Nurse Specialists (CNS) with the Brent Community Team. My role as a CNS is to support patients and their families within the community who suffer from terminal and life limiting conditions. We provide holistic and individualised care to ensure a good quality of life for our patients. This includes symptom management such as managing pain, nausea and vomiting and breathlessness. We also provide emotional and psychological support for our patients and families to discuss advance care planning such as preferred places of care and treatment escalation plans.

2 What's the most rewarding aspect of working at St Luke's

One of the many rewarding aspects of working here is building relationships and rapport with the patients and their families. I find it inspirational hearing about patients' life stories and their journeys. I feel it is a privilege that patients are so open and honest about their lives and welcome you into their family at such a difficult and vulnerable time.

3 What advice would you give to someone considering a career in healthcare or hospice work?

To find out more about roles like this at St Luke's please visit www.stlukes-hospice.org/join-our-team