



WINTER 2020

News

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Thank You!

We would like to thank you for your amazing support and encouragement over the last few difficult months. This Newsletter is full of stories about how we have supported local families during the year, and quite simply this would not have been possible without your support.

It hasn't been an easy year but we will work together to get through these difficult times.

Your support helps us continue to provide the same levels of round-the-clock care, not only during this crisis but long into the future as well.

The **St Gemma's Young People's Service** recently took a group of young people and families for a day out at Flamingo Land. Our Young People's Service supports children and young people across Leeds who have lost someone close to them or have a loved one who is seriously ill. The day out gave everyone a chance to have fun and socialise after a difficult few months and we've had lots of lovely feedback.

Thank you to **Tracey** for sharing this great photo of her family enjoying the day. Tracey explained how valuable St Gemma's has been for her family: *'My mum was cared for by St Gemma's a while ago and it was amazing. Not only was my mum's care great, but it was the little things too that made such a difference to us as a family - like letting my dad stay overnight and letting us sleep in her room. After she died, the care didn't stop there. One of the nurses even came to her funeral which we really appreciated.'*



My son, Sam, was really close to my mum and I noticed that he was struggling emotionally. We got in contact with the team and ever since, they have taken him under their wing and given him the support he needs. Whenever we need to get back in touch, I know they are there for us. He's been on trips and social events with children in a similar situation. St Gemma's supported me with some counselling too. It's not just about the person who is ill or has died, they truly look after the whole family. I've done fundraising for the Hospice too. It's the least I could do. St Gemma's was there for us - it's only right we're there for them.'

It's thanks to your support that we were able to organise something special for the children after months of virtual support. For more details about the St Gemma's Young People's Service or ways we support families go to www.st-gemma.co.uk/family-support



"I'll be remembered for my Sunday dinners and for remembering St Gemma's"

Thanks to our wonderful local community, St Gemma's Hospice has been caring for local patients and families for more than 40 years.

But did you know that gifts in Wills cover the cost of care for one in five of our patients?

A gift in your Will won't cost you anything now but will help to make every day count for patients and families in the future.

Small or large, your gift will ensure St Gemma's is here for families in the heart of our community for many years to come and will bring patients peace and dignity at the end of life.

Mark and Nicky decided to write their Will during St Gemma's Make a Will Month to ensure their wishes are carried out in the future. You can read their story on page 5.



“I’ll be remembered for my ‘dad dancing’ and for remembering St Gemma’s”

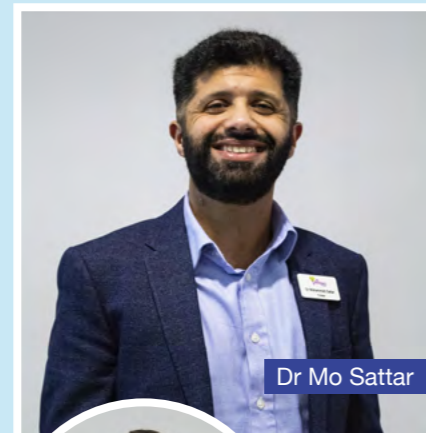
If you’d like to find out more about remembering St Gemma’s with a gift in your Will, please visit: www.st-gemma.co.uk/yourlegacy or you can complete the form below to request a free information pack:

Title..... First Name.....
 Surname.....
 Address.....
Postcode.....
 Telephone.....
 Email.....
 Please tick to receive updates and occasional marketing via email

Your message (optional - but we’d love to hear what you would like to be remembered for!)

.....

We take your data and privacy seriously. To update your information or change how we contact you, call 0113 218 5555, email supportercare@st-gemma.co.uk or visit www.st-gemma.co.uk/privacy.



Dr Mo Sattar



Dr Jon Smith



Phil Corrigan

A warm welcome to our new Trustees

We were delighted to welcome three new members to our Board of Trustees recently. **Dr Mo Sattar** and **Dr Jon Smith**, both local GPs, and **Phil Corrigan**, former Chief Executive of NHS Leeds Clinical Commissioning Group, bring a wealth of experience and skill to complement and strengthen our existing team. The Board of Trustees, who are all volunteers, are collectively accountable for the strategy and governance of the Hospice. The Board, and its committees, ensures that St Gemma’s is effectively, safely, legally and properly run and is meeting its overall purposes.

Dr Mo Sattar told us: *‘I am really delighted to join the St Gemma’s team. They are an outstanding charity specialising in palliative care, which is one of my special interests. I started out wanting to be a surgeon and then switched to be a GP as I love talking to patients. I am also really keen to talk about the work of the Hospice across our community, particularly in the harder to reach communities who may not understand fully how hospice care can support them. I host weekly health and music shows on Leeds Asian community radio station, Fever FM 107.3, and we’re looking forward to hosting members of the St Gemma’s team over the coming months.’*

More information about St Gemma’s Board of Trustees can be found at: www.st-gemma.co.uk/patrons-trustees

Tremendous trading

We began to reopen our charity shops back in June and, at the point of printing this newsletter, 18 of our 24 branches are now trading. Thanks to you, our shops have generated almost half a million pounds for the Hospice since July. That really is phenomenal!

We’ve been overwhelmed with the number of customers coming through the doors and you have donated an extraordinary amount of stock. Thank you! It’s great to be back in so many communities.

Our shops have measures in place to keep our staff, volunteers and customers safe – with sanitiser stations, one way systems, screens at the tills and all donations quarantined before they go on sale.

With such fantastic stock and a talented retail team, we’re always looking at new ways to raise money. We took part in **#SecondHandSeptember**, a national initiative aimed at getting people to stop buying new clothes in favour of pre-loved items. The response was amazing and many of you snapped up a stylish bargain and sent us your photos...

We’ve also recently launched our own Depop shop (www.depop.com/stgemmasshop), and have hundreds of items on sale on our eBay shop too (www.ebay.co.uk/str/stgemmahospiceshop). Check them out today and support your favourite Hospice!

You can find the most up to date list of our shops and their opening dates, times and addresses at www.st-gemma.co.uk/shops



Christmas Greetings

What better way to support your local Hospice than through buying your Christmas cards from our exclusive range of festive designs. 100% of the profits from all our cards directly support the work of the Hospice. And that’s not true of many of the charity Christmas cards you’ll find on sale in supermarkets.

Find them on sale in your local St Gemma’s shop, visit www.st-gemma.co.uk/christmascards or contact 0113 218 5555 to order over the phone.



Odile is a volunteer at our Hunslet shop and here she is looking fabulous in green. This vintage outfit cost just £1.98 from our clearance department!

Why your support matters...

We really value feedback from our patients, family members and carers. It shows us what we’re doing well and helps us to continually improve our services. Your comments are also a welcome boost to the team. Thank you!

Here’s a small selection of the comments we’ve received recently, which really show how valuable our services are and why we need your support to continue providing them.

“Your care enabled me to be with my husband during his last days as a wife not a carer...”

“I cannot think of any way to improve. The care my mum received was second to none. This applies to all the staff - from reception staff to cleaning staff to kitchen staff as well as doctors and nurses...”

“He had been in pain for weeks. You had it sorted within hours...”

“You will never know how much your smiling faces and kindness helped my family. St Gemma’s will never be a place of sadness and grief for us - we will remember this incredibly difficult time with love and appreciation...”

“We had been passed around from pillar to post - then we went to St Gemma’s. Everything fixed, and all with a smile and 5 star service. Never underestimate what you all do...”

“The level of care and attention given could not have been achieved at home. I am forever grateful to the entire team...”

Your story is the story of St Gemma’s...

We are so grateful when individuals share their personal experiences. You put things into words better than we ever could. So we invite you to share your experience of St Gemma’s care in our new online community – Hospice Stories.

Simply visit www.st-gemma.co.uk/hospicestories, share your story and tell our community how St Gemma’s made a difference.



Teaching from a distance

Over recent months the St Gemma’s Academic Unit of Palliative Care has adapted and delivered 100% of its teaching programme via video-conferencing sessions. The team have also developed training videos which have been viewed hundreds of times.

We are currently running some bespoke training sessions and online support for care home staff and other healthcare professionals. We were delighted to hear from the team at Cancer Relief Gibraltar who undertook the training and gave us some amazing feedback.

‘Nursing staff recently undertook some specialist training and we are extremely grateful to St Gemma’s for providing this opportunity to share their learning and experience with us. We very much look forward to working together again.’

To view our latest training courses for healthcare professionals, please visit www.st-gemma.co.uk/professional-development



Chief Nurse Heather McClelland reflects on the last six months

Behind the scenes, we closed our charity shops, postponed fundraising events, and cancelled a whole calendar of training and teaching sessions in our Academic Unit. That's as well as implementing social distancing measures across the site and giving most staff a crash course in online meetings such as Zoom.



Many things have been challenging along the way, such as the unbearable decisions about In-Patient visiting – should we allow visitors, how many and for how long? None of us enjoyed having to impose restrictions of any kind at such a difficult time. But we worked through it, keeping the patient and those around them at the heart of all our decisions.

The most remarkable thing is the resilience and flexibility of staff across the whole organisation. Most of our services have continued as before, albeit with some adjustments. But the teams continue to transform the way they work and we've even managed to develop new services and support for patients during the year.



Our community team have used video-conferencing with patients, enabling them to have conversations about pain, fatigue, nausea, shortness of breath and also about planning for the future. This was a really great innovation for us and enabled us to continue to see patients when face to face contact wasn't possible.

The Day Services team have also been busy developing new ways of supporting and keeping in touch with patients. They have been sending regular updates and the weekly drop-in sessions, Carers group, and Breeze group, which supports patients with Breathlessness, Fatigue and Anxiety management, are all now online via Zoom.

Patients who can't be supported virtually are having any symptoms managed either by telephone support or face-to-face home visits. And we are now beginning to offer Out-Patient appointments once again.

Early in the pandemic we set up a telephone support line for anyone dealing with a bereavement. This has now evolved into a new regional helpline, the West Yorkshire and Harrogate Grief and Loss Support Service. St Gemma's staff and volunteers are involved in supporting the service, which is available to anyone living in the West Yorkshire and Harrogate area who is feeling sad or upset about people dying during the coronavirus pandemic. There is a telephone support line and a live online chat facility where people can talk to a trained professional about how they are feeling. It is open 7 days per week, 8am-8pm. For more information please look at the website: www.wyhpартnership.co.uk/our-priorities/mental-health/grief-and-loss-support-service-easyread

Our Family Support Team also developed a practical funeral guide to help anyone planning a funeral during this period. (www.st-gemma.co.uk/covid19-funeralguide) Losing a loved one is difficult at any time, but the current restrictions make things even harder than usual.

All in all, I've seen the teams rise to the challenge and I'm truly proud of the way we have responded to this crisis as an organisation.

Make your Will... and take care of everything that is important to you

Only 3 in 10 adults in the UK have a Will - now is a great time to have yours written or updated.

October is St Gemma's Make a Will Month, if you sign up by the end of the month you can have your Will written by a professional solicitor in exchange for a donation of your choice! We also have a partnership with online Will writer Kwil so you can make your Will quickly and easily at any time of year.

There is no obligation to leave a gift to St Gemma's, however once you have taken care of your loved ones, a gift of any size really would make a huge difference - caring for patients and families during their difficult journey.

"We have contemplated making a Will for quite a while and like everyone else we have busy family/work lifestyle so never got round to doing it. We have both lost a parent to cancer and appreciate that your life can change quite drastically in a very short period of time. However when we received the St Gemma's Newsletter and saw Make a Will Month advertised, we thought 'what better way to make a Will', whilst also benefitting the amazing work that St Gemma's Hospice does. It is important to us to ensure, in the event of either or both of us passing away, that our wishes are carried out. We would encourage anyone who hasn't made a Will to do the same." **Mark & Nicky Corkhill**



Make your Will today. Visit www.st-gemma.co.uk/makeawillmonth for more details.



Raising funds to support patient care...

Thank you to everyone who's continued to support the vital work of the Hospice over a challenging six months. We're keeping a close eye on the national and local guidance and thoroughly risk assessing any activities. All events will be carefully planned to ensure a Covid-secure environment. As things are changing all the time, please contact us or visit our website for the latest status on all events listed.

Firewalk Saturday 31 October, St Barnabas' Church Hall, Alwoodley (outdoor)

Calling all brave "soles" to conquer the coals this Halloween and walk on burning hot embers to support the Hospice. This is the ultimate test of courage and suitable for all fitness levels. **Contact Pete.**

Christmas Tree Sale 5, 6 & 12 December at St Gemma's Hospice (outdoor)

Make St Gemma's the place to get your Christmas tree this year! Sadly, we cannot run our annual Christmas Market this year but our top quality trees will still be available in a variety of sizes. **Contact Grace** to order.

The Big Leeds Santa Dash Sunday 13 December, Temple Newsam (outdoor)

The family-friendly festive fun run is back again at the new location of Temple Newsam Park. Don your Santa suits and run, walk, dance or skip round the beautiful 5k course. Last year's event sold out and with limited numbers this year we encourage you to book early to avoid missing out. **Contact Pete.**

Festive Bucket Collection Wednesday 16 December, Leeds (outdoor)

Please volunteer to help at our biggest charity collection day of the year - the one day we have permission to collect anywhere in Leeds. You could collect on your local high street for a couple of hours or join us in Leeds City Centre from 12pm - 8pm. **Contact Maria.**



Christmas Tree Collection 7 to 11 January 2021 (register your tree by 3 January)

If you don't want to get your car covered in pine needles or find it difficult to recycle your real Christmas tree after the festivities are over, take advantage of our very popular Christmas Tree Collection service. We will collect and recycle your tree for a small fee. **Contact Emma.**

Bark in the Park 20 February 2021, Temple Newsam (outdoor)

Walkies! Grab your pooch and join our sponsored dog walk through the beautiful grounds of Temple Newsam Park. With a choice of routes plus lots of stalls and activities, it's the perfect day for dog lovers. **Contact Grace.**

Leeds Abseil March 2021, Portland Building, Leeds (outdoor)

Could you dare the drop for St Gemma's next spring? We're looking for brave fundraisers to take on our abseil challenge dropping a whopping 115ft down the side of the Portland Building in Leeds. **Contact Grace.**

G-Force Obstacle Run 20 March 2021, Roundhay Park (outdoor)

Our epic obstacle run is back, featuring military-style and inflatable obstacles. You'll be climbing, crawling, jumping and sliding through the 5k or 10k course. It's the perfect event for groups of friends or work colleagues. **Contact Pete.**

Swim the Channel 1 April - 24 June 2021

Take the plunge and swim the 21-mile distance from Dover to Calais in your local pool over 12 weeks or less. Swimming is low impact so this is ideal for people of all abilities and ages. **Contact Maria.**

Skydive 22 May, 24 July or 26 Sept (additional dates available)

Take to the skies in a challenge like no other. Jump from 15,000ft and experience one whole adrenaline-fuelled minute of free fall, reaching terminal velocity at 120mph all whilst raising vital funds for patients and their families. **Contact Emma.**

Run with Team St Gemma's 2021

Make your miles count by running with Team St Gemma's. We have distances for all abilities, including places in the Leeds 10k, Leeds Half Marathon and the Yorkshire Marathon. **Contact Emma.**

Other ways to help...

Corporate Partnerships with St Gemma's

Could your company support the Hospice? From sponsorship opportunities and marketing partnerships through to events and employee fundraising, we will work closely with you and your business to help you achieve your corporate social responsibility objectives while raising valuable funds. Call **0113 218 5555** or email **fundraising@st-gemma.co.uk**

Local Hospice Lottery

Sign up for the Local Hospice Lottery in support of St Gemma's. You can do this securely online at www.st-gemma.co.uk/hospice-lottery. There's a weekly prize fund of £4,600 and a rollover up to £25,000, all for just £1 per week.

Yorkshire Three Peaks Challenge

Well done to the fantastic Team St Gemma's walkers who all completed our Yorkshire Three Peaks Challenge in September. Despite the heavy rain and foggy conditions, everyone arrived at the finish line in under 12 hours with a smile on their face and thousands of valuable pounds raised.

Simon and his 9-year-old daughter, Lily, also completed the Three Peaks that day - clocking up an impressive 81,208 steps! Our 2021 Three Peaks Challenge will be on Saturday 19th June. **Contact Emma** to take part.



Christmas Knits

Knitters, we need your help to make adorable Santa hats and Christmas puddings! They will be filled with a chocolate truffle and sold as festive treats. If you can't knit you can still help by donating truffles, such as Lindt Lindor or similar brands, or by selling them at work or to friends for £1 each. For more information and knitting pattern, **contact Maria.**



Wear It Festive this December

Support St Gemma's this Christmas by getting your school, workplace or social group to Wear It Festive. Whether it's a good old-fashioned Christmas Jumper Day, a Santa Selfie competition or festive themed quiz, it's great fun for everyone to get involved with. **Contact Anna.**

Give It Up for St Gemma's

Make your new year's resolution stick this year by getting sponsored not to break it! **Contact Anna.**

Anna anna-j@st-gemma.co.uk
Emma emma-h@st-gemma.co.uk

Grace grace-w@st-gemma.co.uk
Maria maria-w@st-gemma.co.uk

Pete pete-w@st-gemma.co.uk
Fundraising Hotline: 0113 218 5555

www.events.st-gemma.co.uk

Light up a Life 2020



**Come together
and remember your
loved ones with
Light up a Life...**

This year has been incredibly challenging for all of us. Many of us have been apart from our friends and families for long periods and some of us have also lost loved ones during the pandemic. For others, the situation has heightened feelings of loss.

Light up a Life is an opportunity for people across Leeds to come together and celebrate those special people we are missing, by dedicating lights on the Christmas trees at St Gemma's Hospice.

This year, it won't be possible to attend the usual candlelit services at the Hospice and Immaculate Heart Church. Instead we will be holding a very special Light up a Life Online remembrance event which will be broadcast live from the Hospice on Sunday 13th December at 5pm. This will be a chance for reflection, celebration and remembrance; there will be music, readings from staff, and the names of everyone being remembered will be shown in a visual roll call. The thousands of lights on the Hospice trees will also be switched on – each light shining in memory of a special life.

Light up a Life Online will be broadcast live from the Hospice on **Sunday 13th December at 5pm**. For full details, visit: www.st-gemma.co.uk/lightupalife

While we can't all be together for Light up a Life in person this year, we can still be there for one another by sharing the moment together at home.

"I've been a Healthcare Assistant at St Gemma's for the past 30 years, since I was 17! I've been through each life milestone at the Hospice: learning to drive, turning 18, getting married, having children, and all the other things life throws at you.

In my time at St Gemma's, I have supported many patients and their families through the transition from life to death. It is my absolute privilege to be there for each person facing this daunting time of their lives. For everyone I care for: I hold hands and give much needed hugs, I reassure family and friends, I provide relief from pain and symptoms, and offer comfort both physically and emotionally.

Every day I walk into the Hospice throughout December, I see the thousands of lights shining on our Hospice trees for Light up a Life. I think of all the special lives being remembered and am reminded of the love that surrounds St Gemma's.

*I hope you and those close to you can come together to join me and the rest of the St Gemma's community for Light up a Life Online." - **Caroline, Healthcare Assistant***



Dedicate your Light today by visiting www.st-gemma.co.uk/lightupalife, calling 0113 306 9170 or returning the donation form included in this Newsletter. You can make a donation of your choice, with every pound supporting local patients and their families so they can spend Christmas in comfort, peace and dignity.

We really want to communicate with you and keep you posted about news, events and updates from across St Gemma's. We also want to show you how your support benefits local patients and their families. But we respect your decision if you wish to change how we send you information, or choose not to hear from us at all. Ring us on **0113 218 5555**, email supportercare@st-gemma.co.uk or update your preferences online: www.st-gemma.co.uk/mydata