

# Matters

## HELPING PEOPLE TO LIVE WELL

GEOFF AND ALEC SHARE HOW  
YOUR SUPPORT MAKES  
A DIFFERENCE TO THEM, P9

## THE TELEPHONE BUDDY SERVICE HAS BEEN A LIFELINE

EARL TELLS US HOW THIS NEW SERVICE HAS  
KEPT HIM CONNECTED TO THE HOSPICE, P10



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*"I hope you've been keeping safe and well. So much has changed since I last welcomed you to Matters, St Catherine's Hospice supporter magazine that keeps you up to date with our hospice and shows how you're helping others in your community."*

When coronavirus first hit, I was overseas on an unpaid sabbatical. I'd planned to spend time with my wife and to travel, but things didn't quite turn out like that.

After my first day back, I don't mind admitting that I got into my car and had to take a long moment. It's been difficult to see all the changes at the hospice. They're necessary, yet so different to our usual ways of caring for local people, and our usual St Catherine's buzz.

The standard of our care remains outstanding, and every decision we've made during this time puts our patients and their families first. We've had to make some tough but necessary choices, in particular, standing down our volunteers, and furloughing some of our staff. It's been really hard, because at St Catherine's we're a team.

**As a valued supporter, you are a vital part of our team too, because without you, there would be no St Catherine's.**

Without your support, there would be no care on our wards (p7), no community care (p8), and no wellbeing support for people like Geoff and Alec (p9).

There would be no way we could implement new services like our Telephone Buddy service (p10), which has kept people like Earl connected to our hospice during this pandemic.

In the early days of coronavirus, The World Health Organisation (WHO) called on people to show compassion, kindness and support to one another. As a generous supporter, these are things you have shown, and continue to show us, in abundance. The amazing love, support and kindness we've received from people like you (p11) has bolstered all of us at St Catherine's and kept us going through the hardest days. Thank you!

It's been humbling to experience such support, despite the challenges many people are facing. Your continuing support is very much appreciated at a time of severe income pressure.

It's only with the help of people like you that we can keep providing outstanding care and support to those that need us. And it's only together that we can help make sure that nobody in our community has to face death and loss alone.

Thank you for standing beside St Catherine's, and for showing us how much you care."

My best,

*Giles Tomsett, Chief Executive*

# Now more than ever, we must look after one another

At a time when death and dying has been brought into focus more than ever before, our work has never been more vital:

- In safely allowing family members to be at someone's bedside on our wards
- In continuing to offer care and support in people's homes – from a safe distance
- In supporting carers, isolated because of lockdown
- In looking after bereaved people, who've had to face unimaginably difficult restrictions, as they've said goodbye to people they love
- In keeping families and support bubbles together
- In preventing vulnerable people being unnecessarily admitted to hospital
- And in working alongside local NHS and social care colleagues to make sure everyone facing death receives the best care possible.

## All of these things only happen because of your support

*"During an unprecedented crisis, when some of you will have faced your own losses, when your own routines have been uprooted, and you've possibly experienced anxiety, confusion, and worry, you have put others in your community first – **thank you.**"*

Even though some of the ways we deliver our care has had to change, the difference it makes hasn't. This is best summed up by a powerful reflection from my colleague, Lisa Rainier, our Chaplain and Spiritual Support Lead – **"Even when a mask muffles some of your words, the hand you offer is clothed in a glove, and the calm in your voice is only heard over the phone, compassion can still be communicated. We're still able to remind and reassure our fellow humans that we're still here: that they are not alone."**

*Not feeling alone, especially when you're living with a terminal diagnosis, is vital, so it's essential we can be here for local people in the future. But with the cancellation of our events, and the recent temporary closure of our charity shops, our income has been very severely affected. It will take time for this to recover.*

## Coronavirus means we've also reviewed our planned move to a larger hospice at Pease Pottage

*As always, we considered what is best for our patients and their families, and decided, with the current complexities of delivering our care in a global pandemic, to delay the start of construction.*

*At this time, we must focus all our attention, resources and expertise on delivering our core services and continuing to provide outstanding care from our current home and in the wider community.*

*I want to reassure you that we remain committed to building a new home for St Catherine's, but our Board of Trustees can only commit the resources to this when we're sure it's the right time. We will keep you updated.*

*I am so proud of how St Catherine's has continued to support people through such challenging times, and worked in support of our wider NHS, but as always, we cannot stand still.*

*Coronavirus has had a severe impact on our revenue but as we emerge from this virus, more people may need our hospice. We need your help, now more than ever, to make sure we can be there for them.*

*I hope the stories in this edition remind you what an incredible difference your support makes, and inspire you to make a regular donation, or to give whatever you're able to afford, today. Thank you."*

*Giles Tomsett, Chief Executive*

**To find out more about our work** and the different ways you can continue to support us please visit: [www.stch.org.uk](http://www.stch.org.uk)



Taken before social distancing was in place



# Keeping people safe has been central to all we do

Thanks to your support, we've continued to provide safe care to local people throughout the coronavirus pandemic. We continued to admit people to our wards and allow them to have visitors; to make essential visits to people in the comfort of their own homes. And where that wasn't appropriate, to provide virtual video and telephone support, so they knew they weren't alone. We'll be sharing more on our work over the next few pages.

To help us provide the safest possible care some of our staff also took on different roles to usual:



*Maxine De Thier Lowe*

## **Maxine De Thier Lowe, our Haywards Heath Assistant Shop Manager**

covered essential visitor screening checks so that patients could still have family and friends at the hospice. She said, "At first I was apprehensive about doing visitor screening. It was so different from my normal role, but I had thorough training, and I got a great sense of fulfilment from knowing I was helping our patients to see their loved ones, especially during such difficult times."

All our visitors really appreciated still being allowed to visit the person they love, and everything that we provided to keep them safe whilst doing so.

My experience will really help me now that I'm back working in our shops. I'm so proud that I work for St Catherine's and can contribute to the amazing work that goes on here."



*Tina Knebel and Felicity Parsons*

**Felicity Parsons, one of our Community Fundraisers,** trained on reception alongside Senior Receptionist, Tina Knebel, so that she'd be able to cover this vital role if needed. Here she shares what she learnt from the experience;

"Spending time on reception made me appreciate how much our receptionists have to constantly coordinate but Tina juggled the various demands like they were nothing! And gave everyone, in person or on the phone, the welcome to St Catherine's they deserve."

One thing I didn't expect was how soon you start to recognise visitors when you're working on reception. Tina knew who everyone was when they arrived, and who they were visiting, so she was able to give each person a personal welcome. It was heart-warming to see people's interactions with her. It made me reflect on how our reception team give everyone who comes to our hospice so much more than just a welcome. They give visitors a feeling of peace and comfort. Their familiar face and friendly smile helps remind people that they're in a home away from home."

Spending time on reception was a powerful reminder of why I absolutely love my job."

# I've fallen in love with nursing again

Some of you reading will probably recognise Andrew Knight – one of our nurses who dedicated many years to caring for people on our wards. During the coronavirus pandemic Andrew returned from retirement. Here, he shares his reflections on what it's been like to return to our hospice.

"It's good to be back. Since I left St Catherine's wards in April 2019, I'd returned to the hospice to teach periodic workshops to my old colleagues, but I had no intention of returning to provide care on the wards again.

Then coronavirus happened. The virus, my conscience, still being on the nursing register, and knowing that I'd like to work in a hospice setting again meant that I could only re-apply to one place: St Catherine's.

## There's nowhere else quite like St Catherine's

Of course, as anyone knows who has spent time here, or experienced any element of our care, the staff are wonderful. Truly. During retirement I travelled around other hospices and I can honestly say that there's nowhere else quite like St Catherine's.

Here, the staff, regardless of position or department are warm, generous, and welcoming. There's an it's-okay-we-can-sort-this attitude to any problem, just the sort of thing you need during such uncertain times.

## I've watched as relatives and friends are allowed to visit the person they love

Since returning, I've watched as relatives and friends have been screened on arrival at the hospice, and then allowed to visit the person they love. They're reassured, not only because we're taking sensible precautions, but by the calming and professional atmosphere promoted by my colleagues doing the screenings.

I believe the reason we're able to promote this calm professionalism is because, as staff, we feel reassured and safe ourselves. We know that any concerns we have will be listened to, and that our working practices are based on the correct advice. There's a huge amount of uncertainty at the moment, but any concerns we may



*"Nobody is taught how to work within a pandemic, but it's been good to see anxiety contained so we can still provide effective care and support to our community."*

bring from home will be accounted for, and any concerns we may have around working alongside patients with a possible COVID-19 diagnosis will be addressed. Sensibly and openly.

## As nurses we're not immune to anxiety or some of the worries you may have felt yourself

Nobody is taught how to work within a pandemic, but it's been good to see anxiety contained so we can still provide effective care and support to our community when it's needed most.

## Since being back, I've fallen in love with nursing again

And the power to make a difference. Just by showing people that I care during this time, so simple a thing to do, I've added another patient to my 'patients I'll never forget' list, and another family as a good memory.

Just by doing my old job again.

Just being here at our lovely St Catherine's."







From left, Sarah and Anna

## We've continued to celebrate life

Even though coronavirus has dominated most of our lives recently, thanks to your generosity, we've continued to help people make precious memories at a time it matters most.

### We wanted to share a few, special moments that your support has made possible:

On Mothers' Day, at Easter, and on Fathers' Day our patients were served up specially decorated breakfast trays, with surprise chocolate treats.

And when a patient on our ward had friends who wanted to come and play music for her, we set up a small performance in our patient garden. All of our patients and their relatives were able to enjoy lovely melodies.

Anna, one of the musicians who visited, said, "I'd never been to the hospice before visiting my friend, and I had a bit of trepidation when I first arrived, but I was struck by how friendly everyone was. Sarah and I were shown to the garden where I set up my cello, and Sarah set up her clarinet.

Sarah and I are both music teachers. We've always bounced off each other and try to paint pictures for people through our music, for example a sunset beach or stormy seas.

*That day our friend was upbeat. She seemed to be more well than the previous time I'd seen her. I wasn't expecting her to be so lively - she was more like the friend I know and love. It was so special to play music for her. I caught her eye a few times and she looked so peaceful. While we were playing one piece, she even let out a contented sigh. We laughed a lot and she joined in on her own air piano. I enjoyed our chit-chat and riffing music together, it felt more like normality for all of us.*

*It was lovely to know our music was enjoyable for other patients too, and nurses told us it was wafting around the corridors. Music has such a soothing effect on people, and playing at the hospice was a positive, uplifting, enjoyable time. It gave me really precious memories with my friend."*

### It's not just our current patients who we're doing our best to create memories for

When one lady got in touch to tell us she was sad she couldn't visit the hospice on the anniversary of her

relative's death, one of our nurses spoke with her. She found out the lady usually wrote a dedication for her relative in the remembrance book in our Quiet Room. The nurse asked for her dedication, and on the day of her relative's anniversary, wrote it in our remembrance book on her behalf. She filmed herself doing this, and sent the lady a video clip.

### Creating special moments for our patients and those closest to them is only possible because of you

At a time when coronavirus has taken so much away - being able to hug our loved ones, to meet people unrestricted, or to gather for our usual celebrations, celebrating, what we can, whenever we can, becomes even more important.

*Thank you for making it possible for us to continue to do this for local people.*



Dr Cathy Gleeson



Dr Julia Fleming

## We're still here to do the very best we can for patients and families

Doctors Cathy Gleeson and Julia Fleming share more about the expert care and support they and their colleagues provide to people on our wards and in their homes across the community.

"Initially, when I was asked how coronavirus has impacted on the care we offer I thought about how difficult it's been, and continues to be, to work from behind a mask, covered in a plastic apron and gloves," says Cathy, "but then I thought, actually, that sounds a bit negative, because in so many ways, our care has stayed exactly the same."

We're missing the hustle and bustle from visitors, volunteers, our PAT (Pets as Therapy) dog coming and going at the hospice; but we're still here to listen to people, to try and sort out their problems, and to do the very best we can, to support people when they need us."

### **We're still visiting people at home too**

Julia adds, "We're still visiting people at home too, but as it's so important to keep our patients safe, wherever we can, we're also providing support via the telephone or video call. Supporting people virtually or when we're wearing

PPE requires different skills, because so often the support we provide isn't only about what we say, but the way we say it. This can be more challenging when you can't see one another's faces, because you're on the phone or you're wearing a mask, but we're getting more used to it now."

### **I said that I hoped he could see that I was smiling behind my mask**

"I do still feel strange at times talking to people from behind a mask," says Cathy. "I've worried whether people can hear me and feel that I'm doing my best to be empathic and caring, but I know that they do feel that because they tell me."

Sometimes, we've even managed to laugh about it. I was talking to one gentleman, apologising for the strange kit we must wear now. I said that I hoped he could see from my eyes that I was smiling behind my mask – he laughed and winked at me in response. I find moments like these hugely reassuring and I hope you will too."

### **To look after people to the best of their ability, the doctors have continued to work as part of a wider team of healthcare professionals throughout the pandemic**

Julia explains, "We work closely alongside GPs, community nurses and care home staff, to jointly look after our patients. This joint working can often help keep people comfortable at home and avoid unnecessary hospital admissions. This is more important than ever now as a lot of people we look after are vulnerable to coronavirus."

### **I'm hugely grateful that you support us to support others**

"We still want to do the best we can to make life as good as it can be for those who have limited time," says Cathy. "But it's only through your support and generous donations that we can manage that. So, I'm hugely grateful that you support us to support others. There's always more people who need our help, so I hope you'll continue to support our work."



# Caring for people in the community

Karen Fentum works as part of our Community Team providing practical hands on care for people in the comfort of their homes. She shares more about her work.



“Coronavirus means we’ve had to adapt quickly, but we’re still out visiting people in the community every day – that’s never stopped. There have been hard moments, as we’ve all worried about taking the virus home to our own families.

## **I lost my mum in a care home at the start of lockdown**

In the few weeks before, there was a man we were caring for waiting to see if he had COVID-19 after coming out of hospital. My colleagues covered those visits, so I was able to visit Mum and see her before she died. When Mum died, the team got together remotely to offer support. We all lit a candle and shared a glass of wine – that was lovely.”

This support is something that extends to their patients and families too. “We build up strong relationships with people,” explains Karen, “so it’s

not uncommon for us to have sensitive conversations. When people ask us ‘Am I dying?’ ‘Will I die today?’ we’re always honest.

## **As well as patients, we support families**

And we’ll refer people to our colleagues for all sorts of help – financial, spiritual, and medical. We’ll also arrange hospital beds or other support equipment from our physio team.

We give people bed baths, give men a shave, paint people’s nails, and wash people’s hair with a special shampoo cap. People tell us it feels amazing afterwards.”

The team also make light meals or support people with home tasks. “We do whatever we can to make life a little easier during a difficult time,” says Karen.

*If you’ve been able to continue supporting us through this very difficult time, thank you – we’re so grateful. It’s only thanks to you that Karen and her colleagues can be there for people in your community.*

*The Community Team have recently been supporting Sam, and her mum, Felicity (known as Jane), at home.*

Sam says, “I spent four weeks caring for Mum on my own before St Catherine’s came to help us. Their support has made a difference in every single way.

## **The PPE hasn’t affected us or their care at all**

They come in twice a day to get Mum up in the morning and get her ready for bed at night. They offer me comfort when times are tough and are always cheerful and upbeat. The girls currently wear full PPE when they visit but it hasn’t affected us or their care at all.

When St Catherine’s first started visiting, Mum was bedridden, but Matt, the physio, came out and got her walking again. Today, Mum can still walk with assistance.

I’ve spoken to Zat, a hospice counsellor too. I’m a big worrier, but Zat has a wonderful way about her, and has helped me think much more positively.

## **I don’t like it when people refer to St Catherine’s as Mum’s ‘carers’**

They’re far more than that for us. Without their help, I couldn’t have managed, and Mum would have had to go into a care home. They’ve helped keep Mum and I together at home – we can’t believe how wonderful they are.”



# Helping people to live well

Enhancing people's wellbeing when they're facing the end of their life is a core part of what we do. We believe it's vital that more people can have as good a quality of life as possible in the time they have remaining. As a valued supporter, it's likely you believe this is important too.

Coronavirus means we've had to temporarily close our Living Well Centres in Crawley and Caterham to keep everyone safe, and we've very much missed seeing our Living Well patients, family members and volunteers.

But our teams have continued to offer people care and support virtually during this time, through individual telephone and video calls, wellbeing videos, and online advice. Lianne, one of our physiotherapists, has also been running weekly exercise classes for patients and their relatives on Zoom.



*Geoff and Di*

## St Catherine's is still helping us

Geoff is currently under our care. Since lockdown, he and his wife, Di, have been joining Lianne's exercise classes on their tablet. Geoff says, "We really look forward to the exercise class each week. We're shielding so it's good to see Lianne and other people. We give them all a wave."

"Using Zoom has been a learning curve for us", adds Di, "but Lianne's wonderful. She's so kind, understanding, and patient. She cheers us up each week and we enjoy the interaction."

Knowing the hospice is still there to support them has made a difference too. "We've continued to have phone calls from Lianne and the nurses," explains Di. "And it's reassuring to know I have someone to turn to, to chat with and to give me advice."

Geoff says, "We appreciate everything the hospice does. Even though we can't visit at the moment, they're still helping us, and they're still there for us."



*Alec and Julie*

## The exercise class has been a big help

Alec has been attending our Living Well Centre for two years and has also been enjoying our Zoom exercise classes. He says, "My wife, Julie, and I both got a lot of value out of attending the Living Well Centre."

During coronavirus we've been shielding in our flat, so Lianne's exercise class has been a big help. We mainly do seated exercises, focusing on our head to our waist, so it's worked out perfectly as I can do them from my chair.

We've also continued to have telephone support. Julie gets a call every week, as she was feeling a bit down and worried about me. She really appreciates that support and chat."

Julie adds, "When you're faced with the prospect that the person you love might not be around much longer it hits you like a brick but the hospice gives you a sense that you'll survive, and somehow, get through it."

At the hospice I enjoyed having a chat, cup of tea or a hand massage with the volunteers. Some of them had been in a similar situation so knew what I'm going through. There's so much value in that understanding."

Alec says, "We've been so impressed with the way St Catherine's does things. They do a fantastic job, and we'd like to thank everyone who makes it possible."

# The new Telephone Buddy service has been a lifeline

Earl is currently under the care of our hospice. Before coronavirus he attended our Living Well Centre every Wednesday. While he's temporarily not able to visit the hospice, he's been speaking to Graham, one of our volunteers, as part of our new Telephone Buddy service. The service was set up to make sure our Living Well patients remain connected to our hospice by having a regular, social call with a volunteer. Here, Earl and Graham share their experiences.

"When one of the nurses told me about this new service I asked if I could speak with Graham because I'd already met him at the Living Well Centre," shares Earl. "They were happy to arrange that, and everything's still driven by my needs."

Graham adds, "I was really pleased to be asked to help whilst I'm not able to physically volunteer at the hospice. It means a lot that I can still support patients. Earl and I get on very well and already have a rapport, as Earl really enjoyed my meditation sessions at the hospice. My professional career was as a policeman, and Earl was a policeman in New Zealand for a while, so we have similar interests too."

## The pair have been chatting on the phone for a few months now

Earl says, "We usually have our call at 10.30am on Wednesdays. We've got lots of things in common and we talk about everything. No subject is barred."

"Conversation flows naturally and it's like having a chat with a friend," explains Graham. "Earl's illness is a very small part. I'll check in on his general wellbeing, but mostly we discuss our past experiences and the world in general." Earl adds, "A lot of laughing goes on! And I look forward to Graham's call each week."

## The Telephone Buddy service was set up to help people under our care feel less isolated

This is something Graham thinks it does well. "It gives people a friendly voice to chat to and lets them know that, while they can't attend the hospice in person for their safety, St Catherine's is still there for them. People know they're not forgotten; it's just the world has changed. The hospice is all about giving people as normal a life as possible and through these calls, St Catherine's continues to do that."

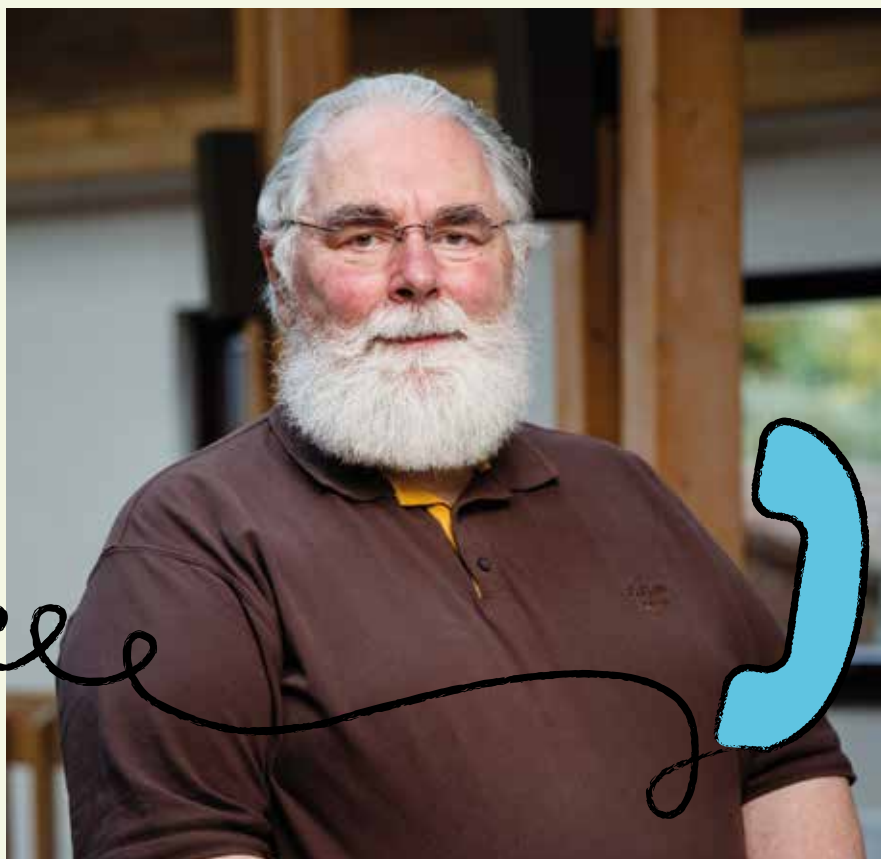
## Earl describes the buddy service as a lifeline

He says, "It's made a real difference. I'm classified as extremely vulnerable so I can't go out and I only get the odd conversation with people. Speaking to Graham each week has been a lifeline. I live with my wife, but for other people who can't access the hospice or who live alone, this service must be a godsend."

Graham said, "It's really nice to know the calls are making a difference. I feel very privileged to do it. People need and appreciate social contact more than ever now, especially patients who are shielding or can't get out. If I can bring happiness to someone else, whilst having a pleasant conversation, it's great."

## Earl hopes the service will continue even when he's able to return to our Living Well Centre

He says, "My calls with Graham work really well. We both want them to continue even when I'm able to visit the hospice again. The calls are a great way to reach more people who need the hospice."





# Thank you to our fantastic fundraisers

As your local hospice, we're proud to help local people through the most difficult of times, but our care and support is only possible thanks to supporters like you.



We've been overwhelmed with the generosity and support we've received throughout the pandemic. One of our nurses described it as "magic" and she's right! So we wanted to celebrate some of your incredible fundraising efforts.

**Gordon completed 1,576 press-ups in lockdown** in the three weeks before his 72nd birthday and raised £2,000. Gordon said, "In 2003, my mother received wonderful care in the hospice and at home. St Catherine's doctors, nurses and carers were truly amazing."

**Carol's Enchanting Garden.** Gordon Gillett and his wife Carol opened their garden to the community over many years. Gordon said, "In January 2019, St Catherine's supported Carol to die peacefully at home, as she wished. When the garden she lovingly created couldn't be opened as planned, because of coronavirus, my family and I decided to share it through a special film featuring our beloved dog, Briony. It's raised more than £5,000."

**5-year-old Jude walked 300,000 steps - the equivalent of Crawley to Paris and raised more than £300!** Jude said, "I wanted to raise money because St Catherine's looked after my Auntie Michelle. She became a star over two years ago, but I want to make sure other people who are poorly are looked after."

**June lopped her lockdown locks** June Harvey shaved off her hair to raise money as we're currently looking after her Mum, Rosemary. June said, "The hospice isn't just looking after my lovely Mum, they're taking care of our entire family. I'm glad to be able to give something back, and I'm thrilled that I've raised over £1,800."

**After she couldn't take part in this year's Midnight Walk, Maureen started making and selling face masks** and has raised over £2,000 whilst helping to keep others safe. She said, "I'm passionate about raising much-needed money for St Catherine's."

**Posties deliver smiles in memory of John.** A team of 30 colleagues from Royal Mail's Horsham Delivery Office delivered post in fancy dress. Kerry Haines, who organised the fundraiser said, "We raised over £4,000 in memory of our colleague John, who was cared for by St Catherine's."

With your continued support, we'll care for local people through this crisis and beyond. Through their good days and bad days, during a time it's needed most. It's only thanks to you that we can do this. Thank you for all you do to support St Catherine's.

**Have you got a fundraising idea you'd like our help with?** Call our Fundraising Team on 01293 447361, email: [comfun@stch.org.uk](mailto:comfun@stch.org.uk) or visit: [www.stch.org.uk/diy](http://www.stch.org.uk/diy)

# Your support keeps us going

We have only been able to continue to provide outstanding, expert care for people across Sussex and Surrey because of our amazing supporters.

But Coronavirus has severely affected our income, so any additional support you are able to give is so appreciated at this time.

## Visit our shops across Sussex and Surrey

To bag a bargain, or donate your pre-loved quality items. If you're a UK taxpayer, remember to register for Gift Aid. This allows us to claim an extra 25 per cent on the value of your donations at no extra cost to you. Please call ahead to your local shop to check opening times and if they're receiving donations before your visit. **To find your nearest shop please visit: [www.stch.org.uk/support-us/charity-shops/shop-locations/](http://www.stch.org.uk/support-us/charity-shops/shop-locations/) or call our Retail team on 01293 583077.**

## Spread cheer with our Christmas cards

It's never felt more important to let our family, friends and colleagues know we're thinking of them. Our St Catherine's Christmas cards are a perfect way to do this!

With a range of designs, our Christmas cards offer something for everyone. Every pack helps us provide end of life care to local people, not just at Christmas but all year round. **To buy your cards, fill out and return the enclosed leaflet, visit your local St Catherine's shop or buy online at: [www.stch.org.uk/shop/](http://www.stch.org.uk/shop/)**

## Leave a gift in your will

The care we give to one in four local people is made possible by gifts people leave us in their wills. To find out more about this incredibly important way of supporting St Catherine's, please call us on: 01293 447361.

When Linda died, she left her entire estate to our hospice. We'd cared for Linda's late husband, Michael's parents, but beyond that we knew little about why Linda chose to make such a generous gift.

Linda's sister Gerry told us she and Linda decided to leave her estate to St Catherine's because of the care the hospice gave Michael's parents. We received an incredible gift of more than £126,000 from her estate.

**We depend on local supporters, like you, remembering St Catherine's in your will, to give expert care to people who need it most. Thank you.**



Linda and Michael



## Keep St Catherine's going with a monthly donation by Direct Debit

If you don't do so already, giving a monthly donation by Direct Debit is an incredibly important thing you can do to provide regular funding to help us support more people in your community.

*A regular donation of £5, £10, or any amount of your choice, will help us to continue to be there for local people when they need us most – now and in the future.*

Even smaller monthly donations help to provide St Catherine's with much-needed funding we can rely on to keep us going each month.

We're conscious that this continues to be a difficult time for everyone, so we're grateful for whatever you feel able to give.

**If you wish to set up a monthly donation by Direct Debit, please use the form overleaf and return to us in the FREEPOST envelope enclosed. Thank you so much.**

To find out more about supporting St Catherine's please contact the Fundraising Team on: 01293 447361 or visit: [www.stch.org.uk/support-us](http://www.stch.org.uk/support-us)



# Can you support with a monthly donation?

Yes, I will help St Catherine's through this difficult period, so you can continue providing care to people in West Sussex and East Surrey when they need it most.

I will give ☐ £5 a month ☐ £10 a month ☐ £20 a month

My own choice of £  a month

Your monthly gift will make sure more local people have the choice to be cared for at home, or in the hospice, at the end of their life, and that no one has to face death and loss alone.

Please select which day in the month your payment will be taken ☐ 1st ☐ 8th ☐ 15th ☐ 23rd

## YOUR DETAILS:

Title:	First Name:	Surname:
Address:		
		Postcode:
Tel No:		Email:

## PLEASE DO NOT SEND THIS FORM TO YOUR BANK/BUILDING SOCIETY

☐ I confirm that I am over 18 and I have authority to set up Direct Debits on this Account

## Instruction to your Bank or Building Society to pay by Direct Debit

Please complete the whole form in block capitals and return to:



St. Catherine's Hospice,  
Malthouse Road,  
Crawley,  
West Sussex,  
RH10 6BH

Service user number

4	3	0	6	1	9
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Reference (St Catherine's Hospice use only)

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Name and full postal address of your Bank or Building Society

To: The Manager	Bank/Building Society:
Address:	
Postcode:	

Instruction to your Bank or Building Society

Please pay St Catherine's Hospice Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with St Catherine's Hospice and, if so, details will be passed electronically to my Bank/Building Society.

Name(s) of Account Holder(s)


Signature(s):

Date:

Bank/Building Society account number

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Branch sort code

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Banks and Building Societies may not accept Direct Debit Instructions for some types of account.

## How we keep your data and stay in touch:

We will keep your details safe and secure. More information on how we use your data can be found in our privacy statement, which can be viewed on our website at [www.stch.org.uk/privacy-statement/](http://www.stch.org.uk/privacy-statement/). For further details, or if you would like to change your preferences on how we contact you, please call one of our Supporter Services team on 01293 447360.

Please return your completed form in the enclosed envelope or to:

Supporter Services, St Catherine's Hospice, Malthouse Road, Crawley, West Sussex, RH10 6BH



# St Catherine's Weekly Lottery



For just £1 each week, win one of the following prizes:

**1 x £1,000 | 40 x £20**

Play your part in our care, just send the form below back in the enclosed envelope.



**YOUR DETAILS:**

Title:	First Name:	Surname:
Address:		
Postcode:		
Tel No:	Email:	
Date of Birth*:		* You must be over 16 to play

**You can choose how much you pay each month.** The more you pay, the more chances you have to win in our weekly lottery, and the more people you help. By playing our lottery, you're making sure our nurses can be there to provide people in your community with care and comfort when it's needed the most. Thank you.

**Monthly payment:** ☐ £5 per month ☐ £10 per month ☐ My own choice of £ \_\_\_\_\_ per month

**Please select which day in the month you would like your payment taken** ☐ 1st ☐ 8th ☐ 15th ☐ 23rd

**Instruction to your Bank or Building Society to pay by Direct Debit**

**Please complete the whole form in block capitals and return to:**



St. Catherine's Hospice,  
Malthouse Road,  
Crawley,  
West Sussex,  
RH10 6BH

Name and full postal address of your Bank or Building Society

To: The Manager	Bank/Building Society:
Address:	
Postcode:	

Name(s) of Account Holder(s)

Bank/Building Society account number

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Branch sort code

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Service user number

4	3	0	6	1	9
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Reference (St Catherine's Hospice use only)

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