

VIOLET SHARES HOW, THANKS
TO YOU, WE'VE BEEN ABLE
TO CARE FOR HER AT HOME, P7

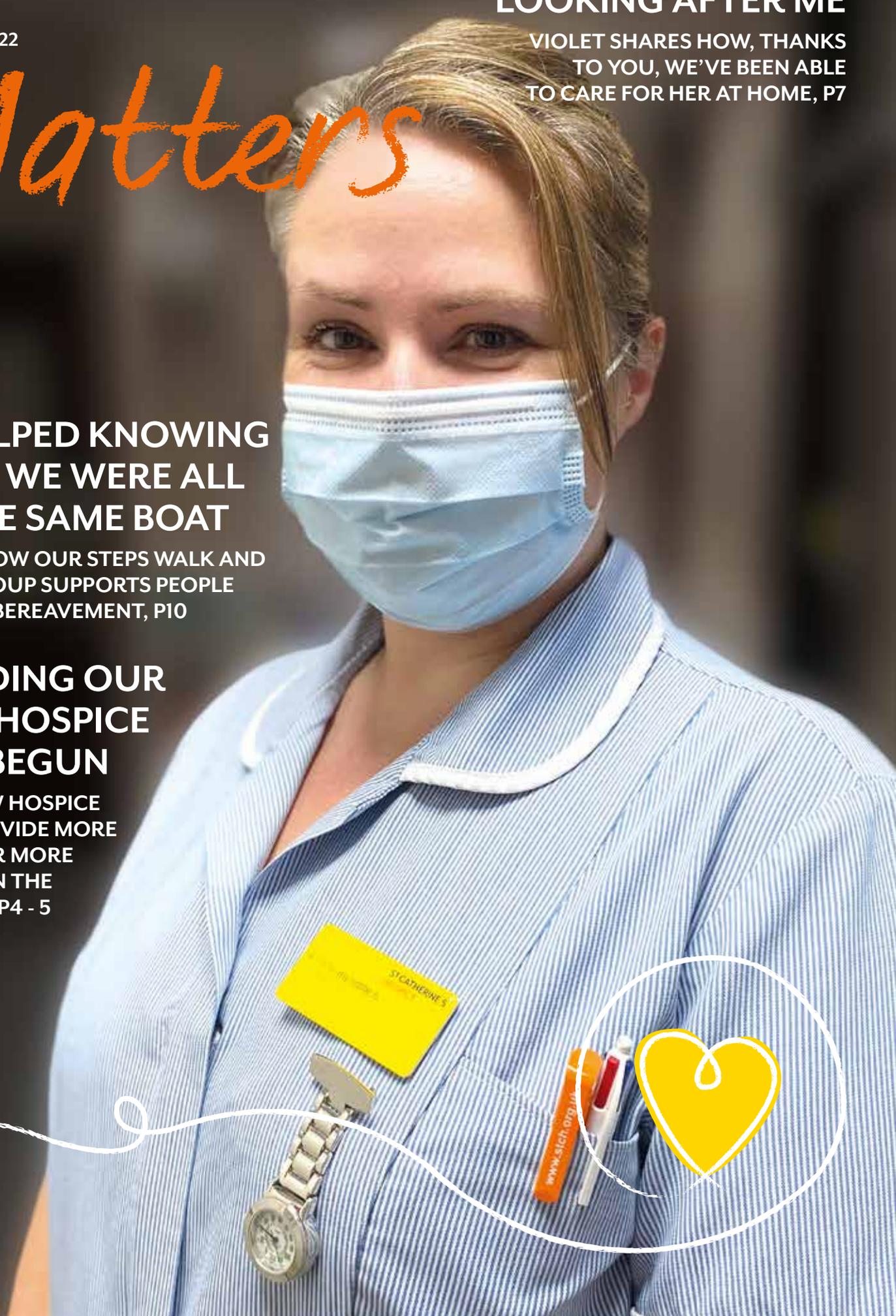
Matters

IT HELPED KNOWING THAT WE WERE ALL IN THE SAME BOAT

LEARN HOW OUR STEPS WALK AND
TALK GROUP SUPPORTS PEOPLE
DURING BEREAVEMENT, P10

BUILDING OUR NEW HOSPICE HAS BEGUN

OUR NEW HOSPICE
WILL PROVIDE MORE
CARE FOR MORE
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 St Catherine’s Hospice Crawley

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Mel and Anthea

“Our heart and soul are in this place”

“Welcome to the Spring edition of Matters. We’re Mel and Anthea, two proud volunteers at St Catherine’s Hospice. We’re so pleased to be back helping in the hospice kitchen after we had to pause our volunteering because of coronavirus. We found it really hard not coming in to help during the pandemic as this place is in our heart and soul.

Like many of you we both have first-hand experience of the hospice’s care. Both our husbands were at the hospice at the end of their lives so we can empathise with what other people are going through, and we feel like we’re giving something back when we volunteer here.

It’s a privilege to support patients and we always feel appreciated as volunteers. Everyone interacts and it’s like we’re one, big happy family – you’re a part of that family too.

The catering staff we volunteer with do everything so beautifully for people. The care they put in is every bit as much as a London hotel. They offer so many little, thoughtful touches like decorating patient meal trays. Those things make such a difference. People here are always prepared to do the compassionate thing. We’re proud to do that too as part of our role is thinking about how we can make a difference. Can we offer someone a cup of tea or a kind word? It’s those things that get them through.

We’ve shared in some special moments here at the hospice as well. Once the catering team organised a rainbow party for a lady who had been staying on the wards. It’s lovely to be involved in moments like that, and it’s extra special to think these moments are only possible thanks to the support we all give.

It’s an exciting time for St Catherine’s with a brand new hospice on the horizon. Whilst that will bring change for all of us who know and love St Catherine’s, and have had someone we love die here, it’s really important we champion the new hospice and continue our support because St Catherine’s is such a wonderful support service.

The hospice is a big part of our lives, and we know it’s a big part of yours too. We hope you’ll enjoy reading the latest updates.”

Warm regards,

Mel and Anthea, Volunteers at St Catherine’s Hospice

When Anthea’s grandfather died in the 1950’s it was very traumatising. He died in a hospital bed in pain. Her family would have given anything to have him in somewhere like the hospice. Together, we need to make sure more families have the chance to have our help.

"During hard days I think of you and your support"

Shelley Goshawk is our Ward Matron at St Catherine's. Here she shares an update.

"The last few months have been so challenging. More people have needed our help than ever before, and the pressure has been huge while colleagues have been off work with COVID or isolating because family members are sick. The pandemic continues and there have been many days where things have felt relentless.

But I want to extend my heartfelt gratitude because it's during those days that I think of you. I think of all you do to support us and how you've continued to do that whilst living through the pandemic yourself - none of us have been unaffected. I feel indebted to you because it's your generosity that has helped us to provide care when it's needed most. It's helped us allow families like Stephen's (p8-9) to spend time with each other and people like Violet (p7) to stay at home where they're most comfortable, reassured that our team is on the end of the phone day or night.

Your support has also created some incredibly precious moments. Like when we held a beautiful wedding for Lesley and Luke in our hospice garden or treated Clair to a spa day at the hospice with friends, complete with beauty treatments, cocktails and afternoon tea.

Memories like these are cherished - thank you so much for helping people to create them.

Whilst we're here for the happy moments we're also here to support people through their saddest moments too. That's why we've re-started our Steps Walk and Talk bereavement group (p10) led by our counsellors. Bereavement can feel so lonely so to bring people



together to share their experiences in a supportive, safe space is a privilege.

Coronavirus has shown the devastating impact of people dying without support. We need to make sure people are always supported in the future. As local people live longer with more complex illnesses, we will need more hospice beds and to provide more care in the community as most people choose to die at home. **We can't do that from our current hospice. As you read this edition, you'll see how much your support and donations have**

helped others in your community and why our hospice's growth and your continued support is more important than ever. Now is the time to help more people so I'm excited to share that the building of our new hospice has begun. You can read more overleaf.

Whilst we're seeking funding for the new hospice and looking towards an exciting future, our teams aren't standing still. They continue to provide outstanding care from our current hospice and in people's homes. Your donations allow them to do this - **I can't thank you enough."**



Lesley and Luke's wedding in our hospice garden





Looking to the future: Building our new hospice has begun

Our vision is a world where everyone can face death informed, supported and pain free, but we're not there yet. Our new hospice home at Pease Pottage will provide more care for our community, at a time when it's needed more than ever.

Research shows demand for hospice services will rapidly increase in the future with an ageing population along with delays and disruptions to diagnosis and treatment during the pandemic. Current trends suggest that there could be twice as many deaths in hospices, care homes, and private homes in 20 years' time. Coronavirus has also caused devastating disruption to people's health. During the pandemic there were 50,000 late-stage diagnoses for cancer (*Macmillan Cancer Support, 2021*) and significant worsening of symptoms amongst people living with dementia (*Alzheimer's Society 2020*).

And bereavement is now a national crisis

Early data from Cardiff University's Marie Curie Palliative Care Research Centre and the University of Bristol found many bereaved people are experiencing severe vulnerability in

their grief. They're facing long waiting lists or being told they're ineligible for help. Our hospice can provide specialist bereavement support in our community to help people navigate their loss.

The time is now

Despite the excellent work of the NHS, too many have experienced tragic deaths during the pandemic. People have died alone without family or friends by their side, or experienced uncertainty or delay to their treatments. Others have felt terrible guilt because they were unable to fulfil a loved one's last wishes or say goodbye in a meaningful way.

So many people didn't have the death they deserved or wanted and so many others had to cope with bereavement isolated and alone. With your help, we want to make sure that they don't ever have to cope alone again.



An illustration of our new family spaces



Exterior of our new hospice home



An illustration of a patient room at our new hospice

Work on our new hospice has begun

Our new hospice will allow us to meet the increasing demand for hospice care that's coming. We're thrilled to share that we're now setting the foundations ready for our new building's steel framework to be assembled this summer. Following this we hope to have our first rooms complete by around August 2023 and will be welcoming people to our new hospice in Autumn next year.

Our new hospice is incredibly special because it's a dream that's only been made possible thanks to the generosity of our community

Including Bill Bridges, a local landowner who donated land at Pease Pottage in memory of his mother who received our care and John Shemeld who left us a significant gift in his will in 2014. Since then we've continued to receive wonderful support and gifts from supporters in our local community. We've received a further donation of £600,000 from Thakeham Homes and Abri, and recent significant grants from the Garfield Weston Foundation and Wolfson Foundation.

But there is still more to do as we have a final £800,000 to raise. We'll share more information and details of how you can help us soon.

What our new hospice will look like

Our new home at Pease Pottage will give us space to develop our services and respond to increasing and changing need as more people need help now and in the future.

Moving in will allow us to expand our community services so we can support more families at home. We will also increase our wellbeing, emotional care and bereavement support by offering private counselling rooms, a reflective courtyard and spiritual space.

There will be 24 beds, an increase from 18 beds in our current hospice, and all rooms will offer people a peaceful private garden and ensuite bathroom. 12 rooms have adjoining sitting rooms for families to stay overnight. Four rooms have been especially designed to meet the needs of people with dementia and all rooms have bedroom hoists for safe and dignified movement. Additionally, four rooms have bathroom hoists for people who need this extra support. Our current hospice lacks space to have difficult and private conversations with family members so our new building has dedicated space to allow greater dignity and comfort. There are also family spaces for relatives on each ward to prepare food, relax and take a moment.

To make a donation towards our new hospice please visit:

www.stch.org.uk/newhospice

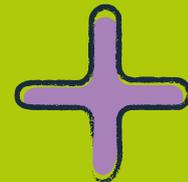
The difference a new hospice will make



We will care for an additional 250 people as outpatients and a further 110 patients on our wards each year



We will re-introduce respite care on our wards, giving carers a much needed break from caring for someone they love at home



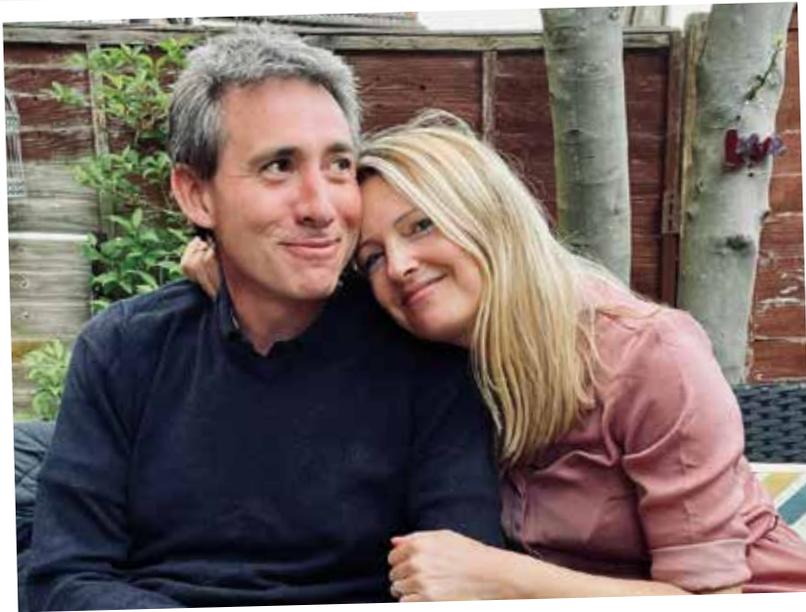
We will begin offering step-down care for people coming out of hospital who are not quite ready to return home



Enhanced wellbeing groups such as breathe easy clinics, emotional support groups, and physiotherapist led exercise classes will help people to live as well as they can for as long as they can



To help people cope with loss and bereavement, we will have private rooms to speak with family members and dedicated spaces for remembrance and contemplation.



Stephen and his wife Lucy



While we're planning our move, our care continues

Emma shares how our team were able to care for her brother-in-law Stephen at the hospice last September.

"The team made going through hell not only bearable but also full of love"

When Stephen started to deteriorate the team were honest, so we knew exactly what was happening, but they were also so kind and respectful. They let us know that those who wanted to say goodbye to Stephen should do so, this meant all his close family and friends managed to visit. Nurses even set up the visitor room for me and my sister Lucy, Stephen's wife, so we could sleep at the hospice overnight. It reminded me of the childhood sleepovers we had in each other's bedrooms. When a nurse went past she jokingly said, "no talking too loudly you two!" Despite everything that was happening this made us laugh.

The hospice felt like home

Nurses brought us cups of tea and there was real respect when they were talking with Stephen. He wasn't

always the easiest patient as he often wanted to get out of bed, and we had to stop him so he didn't fall, but it was traumatic as he was so young. He just kept fighting because he was only 48 years old.

Stephen had his own room so we could play his music even when he was asleep. We played a song that he and Lucy had danced to together on repeat and it felt really personal. When Lucy wanted one of his Billabong T-shirts to dress him in that had been in the wash, nurses found it for her. There was just lots and lots of kindness.

Stephen wanted to stay at home but as he became less well Lucy decided that the hospice was the right place for him

Being there was so much better than any other alternative as it had the same feeling of care as being at home. Lucy could be with Stephen as much as she wanted, and he was peaceful and comfortable.

St Catherine's provided our whole family with so much care and love

It was like someone holding your hand through the worst possible period. My sister never thought she'd become a widow in her mid-40's but having people who got to know Stephen care for him made things feel less lonely for her. The team helped make sure there was no trauma so Lucy could deal with the situation with less layers of worry - they did an incredible job.

My brother and I felt like we needed to give something back

We wanted to show our gratitude for everything the hospice did, so we took part in Ride Reigate last year. 10 family members between the ages of 8 - 75, including Stephen's 16 year old son, cycled together as Steve's Stormtroopers. We raised over £2,500 in Stephen's memory for the hospice."

"St Catherine's gives me confidence someone is looking after me"

Thanks to the generosity of local people like you, we've been supporting Violet at home after she was diagnosed with cancer. Here Violet shares more.

"I found out my cancer was terminal when I saw palliative care ticked in a tick box on a medical form I was sent. When I read that I thought "how long have I got?"

When my oncologist referred me to St Catherine's it was a shock

My brother died at the hospice and I thought it was just a comfortable, loving place where people were admitted to die. You never want to be referred because you think it's the final nail in a coffin. I had no idea the hospice offered other services or that people were sometimes discharged.

My illness caused some difficult times

Sometimes I was in so much pain I couldn't speak, and I was writhing on the floor. With coronavirus, services were overwhelmed and I didn't know who to turn to. One day I closed my eyes and said goodbye to the world as I didn't want to wake up again.

St Catherine's stepped in to help

They supported me in ways I didn't even know they could, I really wouldn't have coped without them especially during coronavirus. The hospice sent someone to visit me at home and it's been so helpful to hear a friendly voice on the phone. A phone call with the hospice always makes me feel better.

Knowing I can call St Catherine's provides such reassurance

The team understand I'm a very practical person and they've never said "I'm so sorry" as that's not what I want to hear but they've helped me sort out my problems. They've always listened and had time for me. They've spoken to doctors to help me deal with my pain and prescribed medications that are there when



I go to the chemist. Their support has lifted some of my stress and worry - I'd be lost without them.

The team have been the only people who've been there and who I could get hold of at a time the NHS has been under unprecedented pressure.

I like to be in control of myself and the hospice has given me that, but I also have confidence they're looking after me.

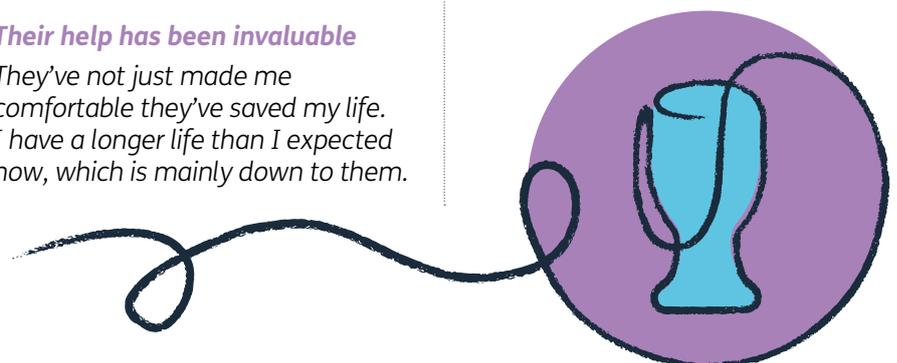
Their help has been invaluable

They've not just made me comfortable they've saved my life. I have a longer life than I expected now, which is mainly down to them.

If anyone else is in a similar situation and is referred to the hospice I want to reassure you they're there to help you not to bury you!

But the hospice relies on fundraising

Without people like you, the hospice wouldn't be able to help people like they've helped me. Thank you so much."





Left to Right - Rosie, Jack, Stephen and Sarah

"The hospice isn't a conveyor belt to the afterlife"

58-year-old Stephen was diagnosed with pancreatic cancer in September 2020 and stayed in our hospice last year. Here Stephen and his daughters Sarah and Rosie share their experience.

"I came into the hospice to try and stabilise my pain and to adjust my medication," says Stephen but he admits "I didn't like the thought of coming here because I thought it was a one-way system. It's not the sort of place you think you're going to come and have a good time. The word hospice automatically leads you to believe it's a place to be avoided."

Just before Stephen came to the hospice his daughter Sarah moved to Finland but his son Jack and other daughter Rosie visited him here

"Jack and I were both quite nervous," explains Rosie. "We didn't know what the hospice was going to be like, and it was COVID times as well. When we first got here

everyone was so lovely it made us feel really at ease. Dad met us and took us into the lounge. There was a little table with lemonade and squash. The first thing Dad said was "try this lemonade - it's amazing." Jack and I did and it was delightful. Then we sat in the hospice garden with Dad. It was lovely and where we spent most of our time."

During his time at the hospice Stephen's cancer rapidly spread so the team supported his family

"I'd been here a week when it became obvious my cancer had progressed," explains Stephen, "so one of the doctors put some time aside so Jack and Rosie could speak with her. Sarah joined us on speakerphone from Finland. I wanted my kids to be able to ask

anything they wanted. This whole thing is a shock to me, so in a way, it's more of a shock to them."

"The doctor, in a lovely way, said this is how your Dad is. This is what's happening, this is the progress, and this is his pain," says Rosie. "She explained everything really well and asked if we had questions but at that point Jack and I knew his illness was getting worse and we needed to prepare ourselves."

"I dialled in from a forest just outside Helsinki and I appreciated how the hospice team made such an effort to include me. They made sure I could understand everything that was said," says Sarah. "I asked the doctor, "do you think I should come back?" She said, "if you're thinking about coming back then it's probably

a good thing to do now.” It was a clear answer to a difficult question.”

“The conversation was handled very sensitively and was very helpful,” adds Stephen. “We spoke plainly - I think you have to do that when you have a diagnosis like I’ve got.”

“I think Dad realised he was going to die while he was at the hospice,” explains Rosie. “The severity of the situation suddenly clicked in his head. As a family we’d already spoken about it but I think he was in denial. At St Catherine’s he let his guard down.”

When Sarah flew home she also visited her Dad at the hospice

“Being in the hospice was the first time that Dad really allowed himself to be looked after and that helped him relax. People cooked for him. They sorted his medicine. And if he pressed his bell the nurses would bring him lemonade. He loved it and it’s the first thing he told me when I saw him.”

“There’s not the sombre atmosphere you’d expect when people are unwell in different rooms here,” explains Stephen. “You hear children

laughing in the corridors and families coming together. I didn’t expect the hospice to have gardens or to have a room to myself. I video called one friend and he said it’s more like a health spa than a hospice!”

“Knowing Dad was being looked after and had all he needed helped us feel comfortable and was really reassuring,” says Rosie. “The hospice made Dad’s life and our lives easier in so many different ways,” adds Sarah.

“It’s been wonderful,” says Stephen. “It’s not a conveyor belt to the afterlife, it’s a place where people are vibrant and happy. As a patient I’m put first in everything. Staff take the trouble to listen and there’s a community ethos around the place. The atmosphere is amazingly positive.”

After a few weeks at the hospice Stephen decided he wanted to go home so our ward team arranged for our community team to visit him

“I’m a bit apprehensive about leaving as the hospice is a safety net” explains Stephen, “but it reassures me knowing I’ll still have the help of the team.”

Once their Dad was home Sarah, Jack and Rosie made precious memories with him including flying along the South Coast in a light aircraft, “that was such a cool experience” recalls Sarah and a holiday to Dorset

“Mainly Dad just wanted to spend time with us,” explains Rosie. “We watched the Repair Shop on repeat, in his living room with his cats - he loved that.”

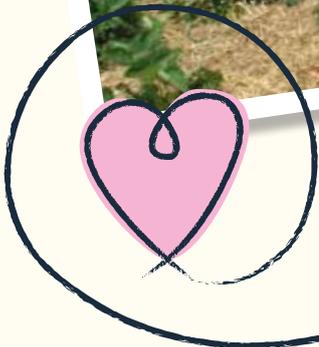
Stephen died at home in August 2021. Before he died, he gave Sarah, Jack and Rosie a ring each inscribed with “with you always”.



Stephen with his children



Left to Right - Rosie, Stephen and Sarah



"It helped knowing that we were all in the same boat"

Thanks to your support, we're there to care for people from diagnosis through to bereavement. As part of this we run a Steps Walk and Talk bereavement group.

Nicola, one of our counsellors, leads the group. "People are more willing to go out walking since the pandemic and there are so many benefits to being in nature", explains Nicola. "The group provides therapy from walking and talking with people experiencing similar things. It helps as it's often easier to have difficult conversations when walking side by side. In counselling we often try to normalise how people are feeling, and to let them know that it's natural to feel sad, distressed and tearful when someone they love has died. To hear from someone else in the group that they're feeling the same way adds an additional authenticity."

Something Kathy, who joined the Steps group after her husband died agrees with, "It helped just knowing that we were all in the same boat."

Helen attended the group after losing her parents, who she cared for, within hours of each other. "I felt like we could talk to each other about anything which meant I didn't feel so alone" explains Helen. "The walks became like a treat day!"

"Some of the group were bereaved during the pandemic and their isolation has been so much more," explains Nicola. "And for people who've cared for someone, part of their grief is also about reclaiming who they were before, now the person has died."

"It helped to have space to talk about the people we've been bereaved of and acknowledge that they existed," says Helen. "Sometimes when someone passes away people don't want to mention them and it's like they've just disappeared."



Tilgate Lake - picture courtesy of Brian Baker

"It made me feel more positive about what comes next" - Helen

"I'm not a natural talker so I found it difficult to open up in front of people at first, but Nicola encourages you to talk without pushing you too far or making you feel uncomfortable," adds Kathy. "You don't always have to talk either." "Nicola was a safety net for us but also blended into the background," explains Helen. "She eased and encouraged us, and we felt she really cared."

Although the group were different ages and from different backgrounds, they became very supportive of one another and they continue to meet now their Steps Walk and Talk sessions have ended, something Nicola encourages. "After an isolating experience like bereavement it's great that our groups go forward as a friendship or walking group - that's what we hope each group will do."

"Attending the group was really good for me," says Helen. "It made me realise there's no right answer to bereavement and that I'm coping alright in a difficult situation. I feel more positive about what comes next now. I'd encourage everyone to try it." Kathy agrees, "It demonstrated how much further down the line I am with my own bereavement than I thought. If anyone is unsure, I'd say give it a go and see how you feel."



Tilgate Lake at sunset - Picture courtesy of Brian Baker

Your fundraising has never been more needed

It's no secret that the coronavirus pandemic has caused a significant reduction in our fundraising income. Although we're starting to see positive signs of recovery and we are hoping to bring back our fundraising events, we know it will take time for our finances to get over the challenges of the last two years.

Your financial support and fundraising efforts are needed now more than ever and would make an incredible difference to local families in the

community all around you. What could you do to help support us today?

We're ready to support you with your fundraising! Call our Fundraising Team between 9am and 5pm Monday to Friday on 01293 447361, email: fundraising@stch.org.uk or visit: www.stch.org.uk/diy

Here's what other local people have been doing:



6 year old Lottie, 5 year old Flora and 4 year old Harold challenged themselves to do 100 things to raise £100 for our hospice after we cared for their Grandma. Lottie chose to run 100 laps around the garden, Flora, who enjoys baking, decided to make 100 peppermint creams and Harold decided to write 100 alphabet letters. Katie, the children's Mum, said, "I'm so proud of them. Every parent wants their children to grow up to be kind and loving and seeing them do this for other people in our community is quite sweet." The inspiring siblings smashed their fundraising goal raising over £1,100!



Chris Sykes asked for birthday donations on Facebook to celebrate her 'big' birthday and raised over £1,000.

Chris said, "I've never fundraised before but asking people to donate to the hospice for my birthday was easy. I got far more out of watching my fundraising total climb than I would have opening gifts no matter how thoughtful and well-intended they were. It was a wonderful way to celebrate!"



84 year old Dave Rose completed his second skydive in memory of his wife Sheila. He raised more than £2,000.

"I did my first skydive for the hospice in 2018 and managed to raise over £1,500," explains Dave. "This time I raised over £2,000. Getting Sheila into the hospice was such a positive experience. It was very tranquil and people were so kind and caring. I really like to show my appreciation for that. Fundraising has also helped to give me a sense of purpose particularly during lockdown."



Grace ran the London Marathon with her friend Harriet in memory of her Mum Carol. They raised over £3,000.

"The memories of the devoted care, compassion and support the hospice gave my Mum and our family will stick with me forever. I fundraised to make sure the hospice can continue its amazing work."

Support your local hospice today

Your generosity has allowed us to continue to provide vital care and support through some of the most challenging times we've all faced. But there are more people who need our help. Please continue your support so that we can be here when it's needed most. Here are some ways you can help local families living with terminal illness today:

Step out under the stars in our Midnight Walk

Our much-loved Midnight Walk is back! Gather your family, friends or colleagues for an unmissable night-time walk through Horsham on Saturday 3 September 2022. Choose from a 20, 13 or 7 mile route – how far will you walk for your local hospice?

Sign up online at: www.stch.org.uk/midnightwalk or call 01293 447361. Make sure you sign up by 30 April to receive an exclusive early bird entry rate of £15 for adults and £10 for children.

Join our weekly lottery

For £5 a month, you can be in with a chance of winning a cash prize – our first prize of £1,000 and 40 runner up prizes of £20. Don't miss your chance to play an important part in caring for your community.

Scan our QR code below to sign up. Alternatively call 01293 447373.



I would like to make a donation

I would like to give £ _____ (please specify your choice of donation)

Name: _____

Address: _____

Postcode: _____

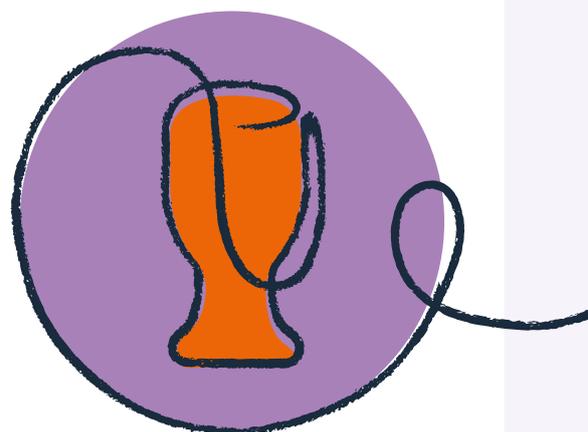
My payment details

I enclose a cheque made payable to St Catherine's Hospice **OR**

Please debit from my MasterCard/Visa card, details below:

Card Number: - - -

Expiry Date: / CVV



**Please return this form to: St Catherine's Hospice, Malthouse Road, Crawley, West Sussex, RH10 6BH
OR donate by phone: 01293 447361 or online at: www.stch.org.uk/matters2022**

St Catherine's Hospice will keep your details safe and secure. More information on how we use your data can be found in our privacy statement here: www.stch.org.uk/privacystatement. By returning this form, you confirm that you are aware of the privacy policy and accept how St Catherine's will handle your information. If you have any questions or if you would like to change how we contact you, please call our Supporter Services team on 01293 447361.