

SPRING 2023

# Matters

## MAKE IT A MIDNIGHT TO REMEMBER

Sign up to our Midnight  
Walk helping to mark our  
40th Anniversary, P10

## SPOTLIGHT ON OUR THERAPY TEAM

How our Therapy Team  
are helping people stay  
independent, P4

## ST CATHERINE'S WERE WEIGHT- BEARERS FOR US

The Jenkins family share their  
story of how we cared for  
husband and dad, Mike, P6-7



# CONTENTS

## AT THE HOSPICE AND IN THE COMMUNITY

"I feel Jo and the St Catherine's staff all genuinely care" **3**

## AT THE HOSPICE AND IN THE COMMUNITY

Spotlight on our Therapy Team **4**

## SUPPORT US

Our new Horsham store **5**

## IN THE COMMUNITY

"St Catherine's were weight-bearers for us" **6-7**

## OUR NEW HOSPICE

New hospice update – marking the milestones **8-9**

## SUPPORT US

Make it a midnight to remember! **10**

## VOLUNTEERING

"Counselling helps people accept what's happening in their lives" **11**

## SUPPORT US

Our fantastic fundraisers **12**

## IN THE COMMUNITY

"What makes St Catherine's exceptional is its staff" **13**

## AT THE HOSPICE

"We do everything we can to make the hospice the best possible experience" **14**

## SOMETHING FOR YOU

A hospice recipe **15**

## SUPPORT US

Ways to support us **16**



*"We are so grateful to each and every one of you for everything you have done to enable us to reach this anniversary year, particularly when most recently, financial pressures are being felt so severely."*

Welcome to your Spring edition of Matters and to the first magazine of what will be an incredibly exciting year for St Catherine's, thanks to you.

Throughout 2023 we are marking our 40th anniversary and celebrating the incredible dedication of our supporters who have helped us to reach this significant point in our history. Every bucket collection, every hour volunteered (p11), every fundraising event (p12), and every retweet has helped us to reach this milestone. We are so grateful to each and every one of you for everything you have done to enable us to reach this anniversary year, particularly when most recently, financial pressures are being felt so severely.

Of course, 2023 is also the year we will move to our new home and we are on track to open our state-of-the-art new facility at Pease Pottage in the late Autumn. This exciting new chapter for St Catherine's will ensure we can continue providing the very best end of life and palliative care to our local community at a time when demand for our services continues to grow and grow. You can read the latest update on the new building on p8&9, including how you can help make history by sharing your hospice memories for our time capsule – read on for details!

But our physical building is only one part of what we do. Even with our smart new hospice, many people will continue to choose to be cared for by us in their own homes or as outpatients at the hospice. On p6&7, you can see how our community team supported the Jenkins family in their home and on p4 how Senior Therapist Jo shares her time between the hospice and being out in the community, with Sarah (p3) being one of the people she is able to care for.




This year, we have also continued to see our Covid restrictions, thankfully, easing (though we remain ever vigilant). On p13 you can see how carer Joy and Clinical Nurse Specialist Sandy finally met face-to-face after Sandy supported Joy throughout the pandemic. Our fundraising events are also fully up and running once again and on p10 Laura tells us why she is taking part in her ninth Midnight Walk in June! I'll be there at the finish line again too.

I hope you can find a calm moment to sit back and enjoy your magazine – you can even find a popular recipe from the hospice kitchen to try at home on p15. But most importantly please know that nothing on these pages could happen without your support. Thank you.

*My best, Giles*

P.S. Our cover image is in memory of Joseph Kirby. Our sincere thanks to his family for allowing us to use this wonderful image.

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*"I feel Jo and the St Catherine's staff all genuinely care"*

Sarah Webster was diagnosed with asthma in 2007 but her breathing started to deteriorate rapidly in 2017. It got so bad she struggled to breathe when she was doing anything. The Royal Brompton Hospital confirmed her palliative diagnosis and she was referred to St Catherine's.

*"The moment the consultant at The Brompton saw me she knew it wasn't asthma. Instead, I was diagnosed with Chronic Hypersensitivity Pneumonitis, a form of lung disease that I now know was caused by a severe reaction to mould and damp in the flat where I was living."*

**"I was just 40 years old, and it was life changing news."**

*"After not responding well to treatment, the hospital told me that I might only have a year left of my life. It was at that point I was referred to St Catherine's. A lovely nurse came out to see me and reassured me that palliative care did not mean end of life care."*

*"After that first visit, I had lots of contact with the hospice – they called me once a month and they helped to get my morphine levels correct so that I could keep moving. I decided if I didn't have long left, I just had to make the best of it. I've been determined to help others through my illness and raise awareness of the dangers of damp."*

*"Not everyone living with damp will end up with my condition, but you don't know how susceptible you are until it's too late. If I can help just one person, then I'll be pleased."*



Sarah Webster

*"Jo is one of the most amazing things in my life. She motivates me to keep going and think about myself more."*

**"Thankfully I was put on chemotherapy, and it turned my life around. My lung capacity went from 24% to 40%."**

*"It's now five years since I was diagnosed and the hospice has been great. Before lockdown, I had acupuncture, and I've seen the doctors a couple of times to help my pain management when it gets really bad."*

*"I now see Jo on the Therapy Team, who has helped me to build up my strength and control the pain through stretches and exercise."*

*"Jo is one of the most amazing things in my life. She motivates me to keep going and think about myself more. When I came a couple of weeks ago, I had totally lost sight of myself. I had been so tied*

*up looking after my mum, I hadn't looked after myself and I hadn't spent time on self-care. I didn't realise how lost I was."*

*"Being sick is a full-time job. It is so hard – fitting in my appointments, managing my tiredness, my pain and my oxygen."*

**"Jo puts me back on track and makes me feel more motivated to do my exercises. Keeping active is so important and I try to get between 6,000-11,000 steps every day so I can keep moving and walk my beloved dogs, Albert and Arthur."**

*"I feel Jo and the St Catherine's staff all genuinely care and that can be rare these days. I tell Jo how amazing she is every time I see her!"*

# Spotlight on our Therapy Team

Thanks to your incredible support, we are able to provide a dedicated Therapy Team for the people we care for. Working across our wards and in people's homes, Senior Specialist Therapist, Jo Coltart, explains how the Therapy Team helps people stay motivated, reduce fear and increase confidence.

"I really wanted to work at St Catherine's because I live in Crawley, and I love being part of my community. I feel proud and excited to be making a difference at a time where everything can feel so complicated.

**"The Therapy Team is made up of physiotherapists and occupational therapists and our aim is to help people to be empowered in a time in their lives when they often feel they are losing control.**

"We help people to set goals which can help retain a sense of motivation. For patients, it can sometimes feel like there is a focus on their symptoms and problems, but for the Therapy Team, we look at what they can do and what they want to achieve.

"My role is very varied. In the community, I visit people at home and also run clinics at the hospice for outpatients. We help people come to terms with the deteriorating nature of their conditions and reduce risks at home. A lot of people want to

remain independent and don't want to be looked after. We help create a home exercise plan that is safe within their diagnosis that they know they can do.

"We also teach people to take control of their condition. Breathlessness is a good example. It can be frightening to feel breathless, and it can make people feel anxious. We talk with them about how they're feeling and how to manage it, alongside their carers and their families.

**"As a result, they feel happier and more confident, which is a really lovely gift we can give to people.**

"In the hospice, people have different needs. Sometimes it's actually just saying to a person, "What do you want to do today?" I had one patient recently, and although she wanted to sit out of bed in a chair, she always said no. It was difficult to try and motivate her.

"Then one day, by asking her, "What would you like to do today?" she answered she would like to

leave the room. So, we were able to hoist her out of bed and walked her around the hospice in a specialist wheelchair. Her daughters were just so happy to see her up. She really enjoyed her trip around the hospice site and talking to her daughters, it was a lovely interactive moment. After 20 minutes she headed back to her bed, delighted she had done it. Sadly, only a week later, she died, but she and her daughters had that moment.

**"You can really help a person and their family to be happy in that moment, and that's what's important.**

"The most unique thing about working at St Catherine's is the time it gives you to be holistic and person-centred. It's a gift to spend time with those people, listen to what they need, action it and then go that extra mile.

"You can help them to feel important and empowered and show them that they matter, because they really do."



Jo Coltart



Jo Coltart with Daphne Osborne in the hospice





# Our new Horsham store is open!



The official opening of our new Horsham shop

*"As a local charity, the community really cares about St Catherine's. We do have loyal customers who are searching for a bargain, but a lot of our shoppers and donors also have a personal connection to the hospice and it's wonderful to meet them and hear their own experiences of the charity."*

**One fantastic way the local community supports us is through our network of 14 shops across West Sussex and East Surrey.**

In February we unveiled our exciting new store in the heart of Horsham town centre.

Previously situated in Bishopric, our new larger shop is located in Horsham's Carfax, giving new life to the unit that was once the town's Post Office, making it much more visible for passers-by.

The shop proudly incorporates "Catherine's Bridal" selling a huge array of pre-loved wedding dresses as well as occasion outfits. At a time where shopping sustainably is increasingly popular, we hope the new location will attract brides-to-be to come to find 'the dress' as well as students looking for their perfect prom outfit.

The shop also sells preloved books, clothing and bric-a-brac, and has a dedicated section at the rear selling secondhand furniture.

Dawn our Horsham Shop Manager said, "We are delighted our new store is now open for business, and we are so grateful for the warm welcome we've received in our new Horsham home!"

*"As a local charity, the community really cares about St Catherine's. We do have loyal customers who are searching for a bargain, but a lot of our shoppers and donors also have a personal connection to the hospice and it's wonderful to meet them and hear their own experiences of the charity."*

*"This is the fourth shop St Catherine's have had in the town – but the increased size of our new shop is great. We've been able to expand Catherine's Bridal to make it a showstopping feature of the store. With its own look and feel, and its*

*own changing room, brides now have the space they need to find their perfect dress.*

*"We hope our amazing black-tie dresses will also encourage local residents to consider buying their occasion outfits from us, with prices starting from just £10."*

**Did you know  
St Catherine's retail  
has its own social  
media pages?**

Follow all the latest news  
at **@catherinesbridalstore**  
and **@stchcharityshops**





The Jenkins family: Adam, Sally, Cat and Jack holding a picture of Mike.

## "St Catherine's were weight-bearers for us"

Eight in ten people we support are cared for in their own homes. This is only possible thanks to the generosity of our donors. The Jenkins family know how essential our community support is after we cared for their much-loved husband and father, Mike Jenkins.

Mike was a kind and sociable man who knew St Catherine's well. Living in Crawley from the age of ten, he was even a neighbour to the hospice, living on Malthouse Road, for 14 years.

Mike's wife Sally says: "Mike and I had always known about the hospice, right from those early days when we lived in Malthouse Road. Mike even shook Princess Diana's hand when she visited the hospice in 1988."

**Mike had been diagnosed with prostate cancer for ten years, but his symptoms started to escalate in autumn 2021.**

*"I wasn't keen to let the hospice in at the start. When someone is terminally ill, you are in shock. It's the first stage of the grieving process and you know things are coming to an end."*

*"You think you can cope, and then you realise it's harder than you think. There is so much you don't know."*

*"When we were first referred for palliative care one of the consultants from the hospice came to see us at home. She was excellent. She just knew what we were going through. St Catherine's are experts in pain management and in supporting the family."*

*"That first appointment was such a relief. From then on, I stopped needing to ring several people. I just had the hospice number and I spoke to them. St Catherine's made a big difference."*

### **Mike's son Adam explains:**

*"Before the hospice helped us you could see the pressure building on Mum. St Catherine's were weight-bearers for us. The consultants and nurses were excellent. They were gentle, great communicators and so accurate with what they were saying. It gave Dad an element of control over his pain too and it made such a big difference."*



### Mike's son Jack and his partner Cat also witnessed the positive impact of the care:

"When we came to Sussex we could see Mum and Adam's energy draining. The hospice coming in was light relief for them. The nurses were there to support the whole family. Just being asked "Are you alright?" meant a huge amount at the time."

Sally remembers: "Mike wanted to be at home. If he wanted a cup of tea or to put on the TV, we could do that for him straight away, things were normal. The last month was not just us all being sad. Sometimes Mike used to say, "I still love hearing everything around me. Thank you for doing it all next to me."

"In the final weeks of Mike's life, I spoke to St Catherine's a lot. It's so traumatic to go through but you have to go through it."

**"The last day we had with Mike was a cherished moment. He was fully aware and talking and we were all there around his bed, and he told us he loved us and we told him the same."**

"For us, the hospice equaled help. Once you're in it, you understand it – it is so vital. I just say thank God we had the hospice – it would have made it so much harder for us without it."

### Inspired to fundraise

The family were so thankful to the hospice they decided to fundraise in memory of Mike.

Adam explains: "Before Dad's funeral we set up a JustGiving page and every donation was a massive emotional support to us. It was such a boost and it gave us confidence at a time when it's never been lower."

Jack's partner, Cat, was inspired to take on a huge swimming challenge for St Catherine's. She undertook The Scilly Swim Challenge, a 15km race between the Isles of Scilly.

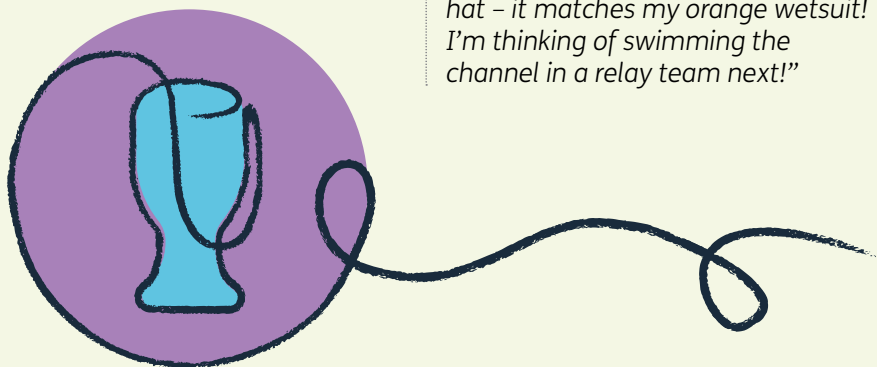
Cat says: "St Catherine's has done so much that it felt the right thing to do. I'd had my eyes on the event for a while and after everything that happened, it gave me the motivation to do the fundraising."

"I wore my St Catherine's t-shirt when I was training and a couple of people came up to me and told me how much hospices meant to them too and they donated to my page. It's moving to see how many people are affected and hold hospices in such high regard."

**"The swim was meant to be 15km in total but because of the terrible weather on the day, the swimming route ended up being 11km. We knew the water was going to be choppy, but I did not expect the weather that we had. I remember thinking, Mike's done this deliberately to test me!"**

"I initially set a fundraising target of £3K, but in the end my total was £5,660!"

Cat is now the proud owner of a new bright orange St Catherine's swimming cap and she's not afraid to wear it; "I'll definitely wear the hat – it matches my orange wetsuit! I'm thinking of swimming the channel in a relay team next!"



Mike Jenkins



Mike with Adam, Jack and Sally

# New hospice update – marking the milestones

After years of planning and fundraising, and thanks to the incredible support we have had from our local community, it is wonderful to see the new hospice at last materialising at our new home in Pease Pottage.

We have seen significant progress in the last few months. Following the installation of the steel frame and floor structures in the summer, we were able to hold our foundation stone ceremony in November; unveiling two stones that marked the contribution of our supporters and all those who work to make the care provided at St Catherine's so special.

**These stones mark this next chapter in our history, being positioned next to the relocated foundation stone from Malthouse Road, which was laid 40 years ago to the day, by Her Majesty the Queen Mother.**

As we reached the halfway mark of construction, the focus was to complete the building structure and make it watertight. Now that the weather is being kept out, the work of fitting out the building on the inside can progress with pace.

We marked the completion of the roof being watertight by holding our Topping Out ceremony in February. As is traditional, this marks the last roofing tile being secured into place. St Catherine's Vice President Andrew Wates and Bill Mackie, both members of the hospice's New Build Project Board, and Mark Hart, MD of Barnes Construction, were on hand to mark this milestone.

**All being well, we are planning for our outstanding care to move to Pease Pottage this autumn. It's not just about the building, but ensuring that all our staff, volunteers and suppliers are ready for our full range of services.**



One of the new foundation stones unveiled at the new hospice (CREDIT: Sussexworld.co.uk)

Over the next few months, we will be finalising what equipment we can bring with us from Malthouse Road, and purchasing the additional equipment needed for our new home. This starts with visits to the new building, helping everyone to envisage what it will be like working at the new hospice. Then we are preparing materials to help us get to grips with the new layout and fixtures, such as hoisting, medical gases and nurse call systems.

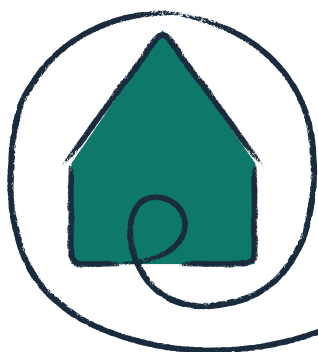
Once the building is completed, we will perform dry runs including running the facility overnight to check everything works. Then, when all checks are complete, we will be ready to move from Malthouse Road over to Pease Pottage with the first people to stay on our wards likely to be in late autumn, and the new chapter of St Catherine's will begin.



Our new hospice is really taking shape



*"The last roofing tile being secured into place by St Catherine's Vice President Andrew Wates and Bill Mackie, both members of the hospice's New Build Project Board, and Mark Hart, MD of Barnes Construction."*



Pictured left to right: Andrew Wates OBE, Bill Mackie and Mark Hart at the topping out event

## Calling all memories!

2023 is a big year! Not only are we opening our new hospice in the Autumn, but we are also celebrating 40 years since St Catherine's first opened its doors on Malthouse Road to help care for our local community.

To mark our significant past and our exciting future, we will be burying a time capsule in the new hospice grounds in July. But we need your memories of the hospice to be included in a special memory book inside the time capsule!

Whatever St Catherine's means to you, we'd love to hear about it.

**Through our website you can:**

- **Share your experiences of St Catherine's**
- **Send us a photo of a loved one we have cared for with a short caption about that special person**

- **Send us a short video message explaining why you kindly support us**
- **Get creative! Write a short poem, paint a picture or compose a song! We'd love to receive anything that is inspired by St Catherine's.**

The time capsule will be a wonderful legacy of our first 40 years. We would love to include as many contributions as possible in the memory book for future hospice staff, volunteers and supporters to uncover in another 40 years – to help mark our 80th anniversary in 2063!



**To send your time capsule memories we have created a special webpage where you can upload your contribution. Visit: [stch.org.uk/time-capsule](https://stch.org.uk/time-capsule)**

# Make it a midnight to remember!

Registration is now open for our flagship Midnight Walk, which takes place on Saturday 10 June and will be bigger and better than ever, helping to mark our 40th anniversary. Laura Connolly has completed the Midnight Walk eight times since it first began in 2011. She tells us why she loves it and will be taking part again this year...

"I first took part in the Midnight Walk in 2011. It was the year my Uncle Pip died, and he was looked after in St Catherine's Hospice. I was a teenager, and I wasn't even aware of what a hospice was. I remember realising, for the first time, that it could be someone's job to look after people in the last few days of their lives. I was in awe of those people and so grateful to the hospice.

"After my uncle died, I felt a bit hopeless, and when I found out about the Midnight Walk it seemed a great a way to help the hospice.

**"The first time I took part I walked 13 miles. The atmosphere was outstanding, and to this day, I have never experienced anything like it. I have now done the event eight times. It is such a great event, so why wouldn't I do it again and again?"**

"There's a real sense of camaraderie and the support you get on the route is great. The marshals give you positive reinforcement the whole way round. They tell you how well you are doing and how much further you have to go.

"So many people taking part are walking in memory of someone. I feel it's a way to take the sadness that you don't know what to do with, and channel it into something positive. There are tutus and glow sticks which are fun on the night, but you also have the remembrance wall for reflection.

**"Every time I cross the finish line, I feel really proud of myself because it's a challenge. As you drink your prosecco at the end, you're so happy for everyone around you too! The more times I do it, the more times I want to do it."**



Laura Connolly (second from right) and her friends taking part in the Midnight Walk

My family and I have now raised £10,500 in total through the Midnight Walk. Whenever I ask for sponsorship, people know I'm asking for a brilliant reason. Uncle Pip's old friends support us every year and donate in memory of him.

For anyone considering taking part, I'd say do it! It's a way to take something sad and turn it into something inspirational, and you will feel amazing as you cross that finishing line!"



Laura Connolly

**Come and join the fun! You can walk two, seven, 13 or 20 miles around Horsham. Register at: [stch.org.uk/midnightwalk](http://stch.org.uk/midnightwalk) or call 01293 447361**



# "Counselling helps people accept what's happening in their lives"

We rely on our amazing network of 775 dedicated volunteers who help us in all areas of the charity – Aryana Snows is one of them. After finishing her student counsellor placement at St Catherine's and graduating, Aryana returned as a volunteer counsellor, helping relatives cope with their grief.

**"I started as a student counsellor at St Catherine's in the third year of my course in October 2021.**

"In India it's only been in the last ten to 15 years we've had hospices, so culturally I didn't know much about them. I thought it would be interesting to expand my counselling experience.

"I really enjoyed the work - and I learnt so much. It was really valuable learning how to hold a dedicated space for people and let everything and anything be ok. Counselling at the hospice helps people to accept where they are at and what's happening in their lives.

**"I've noticed that clients are often very busy diverting away from their grief. My counselling sessions are a dedicated hour where the person can't be anywhere else. They can laugh, cry, be silent, sing, scream – they don't have to think about anyone else.**

"I've now worked with a range of different clients. The youngest I've worked with was in his late 20s and the oldest was in her 80s.

"I also worked face-to-face with one woman who was near the end of her life. We shared the same native tongue. I never expected to do counselling in my own language. It was a wonderful experience. Talking in Punjabi brought a different element to it – and really allowed me to take in the cultural differences. I was really grateful for that experience.

**"Since qualifying as a counsellor, I'm now a full-time therapist. I'm so grateful that St Catherine's has allowed me to continue as a volunteer counsellor.**

"As both a student and a volunteer, I have felt very supported. Counselling can be quite isolating when you're just working on your own. Everyone is so lovely and helpful and there has never been a time where there hasn't been someone to turn to.

"It feels as though the hospice creates a web of support for you – you get different strings of support from the different teams - wellbeing, volunteering, HR - so that you become a therapist in your own unique way with the web holding you.

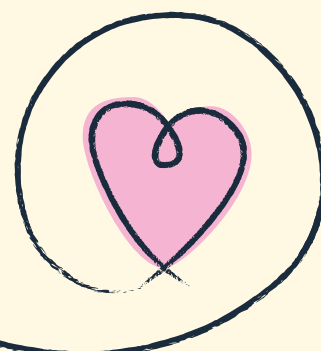
"Before counselling I was a hairdresser where people tell you things in confidence and you learn certain listening skills! The way I look at it, by hairdressing I was helping people feel good on the outside but with therapy I'm helping people on the inside instead."

**"Counselling at the hospice helps people to accept where they are at and what's happening in their lives."**



Aryana Snows

**If you would like to volunteer for St Catherine's or find out more about volunteering opportunities we'd love to hear from you! Contact our volunteering team at [volunteering@stch.org.uk](mailto:volunteering@stch.org.uk)**



# Our fantastic fundraisers

We know that times are very tough right now, which makes us even more grateful for everything our incredible supporters raise for the hospice. We simply couldn't provide our vital end of life care without your donations – thank you! **Here's a snapshot of how a few of our fantastic fundraisers have kindly been raising money for us:**



**Local theatre group Fortress performed Calendar Girls at the Capitol in Horsham in February and donated 50% of its profits to us along with doing bucket collections, raising over £18,000!**

Stacey said, "I fell in love with Calendar Girls the moment I saw it and knew it was the perfect choice! **We picked St Catherine's as our chosen charity because of the amazing work you do.** Many of the cast have had family members who have received care from you and praised the level of care they received so it was an easy decision. We were so impressed with everyone's instant offer to help or willingness to buy a ticket; it just goes to show how well respected the charity is."



**Mat and Michelle Record organise the Balcombe Bullrun, a 7km cross-county run in March. 2023 marked the tenth year they had run the event, raising over £5,000 since it first began!**

Mat said, "We have such an emotional connection to the hospice after Michelle's mum was cared for there. **We feel strongly that people need to support it and you never know when you're going to need its services.** £10 of every registration fee went directly to St Catherine's – plus, the 150 runners received a cow bell medal when they finished - the noise at the finish was such fun!"



**Duncan Ponikwer started the golf society 23 years ago, and since then he and Dave Owen have either individually or jointly been running the events. They have now reached the impressive milestone of raising more than £200,000!**

"In 2000 we started the Golf Society with the intention of introducing businesses to the wonderful work that St Catherine's does, day in, day out. We have gone from 18 attending our first event to over 100 at each of our five events each year. **We are delighted that we have raised over £200,000 and we hope to hit the magic £250,000 figure in 2023!** Why not join us and support St Catherine's whilst playing the game we all enjoy! "Golfing to make a difference".



**Adrienne Brady hosted a barn dance in memory of her husband Kevin and raised an incredible £3,109! It was such a success Adrienne is planning to run it as an annual event.**

Adrienne said, "Back in the day, Kevin and fellow Round-Tablers organised an annual barn dance in aid of local charities. Shortly after losing him in May 2022 I decided to organise a fundraising barn dance in his memory on what would have been his 68th birthday. All of our oldest friends and many others who knew Kevin came along on the night. The band and caller soon had everyone up and do-si-doeing, it was a great evening having fun surrounded by family and friends. **Your amazing nurses gave us 10 months of quality time together, looking after us both and enabling us to continue making happy memories until he had to go.** Thank you so much."

**Our friendly team are happy to help you with any fundraising queries. Just call Monday-Friday between 9am-5pm or drop them a line at [fundraising@stch.org.uk](mailto:fundraising@stch.org.uk)**



# "What makes St Catherine's exceptional is its staff and I could not have got through it without them"

Thanks to the generosity of our supporters, we can support carers like Joy, who was in the tough position of being sole carer for her ex-husband of 25 years, Geoff.

Joy was supported by our community team and, in particular, by Clinical Nurse Specialist, Sandy Harrison. But because of the pandemic, the two women never met face-to-face. Recently, the two women finally crossed paths so that Joy could thank Sandy for supporting her through her toughest times.

## Joy

Joy explains: "Geoff was not the easiest of men and, with no family, it landed on me to care for him.

**"Nursing someone in their home is a very lonely place to be when you don't have any other back-up. I really started to struggle.**

"Thankfully the Doctor referred him to St Catherine's and the support worked like clockwork – even from a distance. Sandy was my lifesaver. Sometimes you have no choice in life, you've got to battle on, but having Sandy's calm voice at the end of the phone was incredible – trying to help me solve problems as they arose.

"Sandy's main concern was that I was alright. It was Sandy who helped me when I found myself at my lowest ebb and I felt like we were fighting a losing battle.

"Sandy helped get Geoff into the hospice for a few days. The support from the hospice team, together with the community team was second to none.

"In the end, Geoff died at home with carers to help me. It had always been his wish to be at home and he died very peacefully.

**"What makes St Catherine's exceptional is its staff and I could not have got through it without them.**

"Meeting Sandy is just brilliant – it's something I've wanted to do, to say thank you to her and everyone who helped me."

## Sandy

"During the pandemic although I never met Joy, we built up a good rapport. St Catherine's needed to look after Joy as she was having to manage so much on her own.

"Caring for a husband you have separated from just makes Joy more of an angel if you ask me! She was a great advocate for Geoff and

she knew him the best, so we had to listen to her and ensure we got the right support for both of them.

**"I did not help Joy alone – I have a fantastic team of experienced nurses that I am able to talk to with years of experience in palliative care, so I asked for help from the team around me.**

"Since Geoff died, Joy has occasionally emailed and continued to express her gratitude. We knew we wanted to meet each other one day – it is such a lovely and important part of supporting someone. It's so great to finally meet her!"



Pictured left to right: Sandy and Joy

# "We do everything we can to make the hospice the best possible experience"

Katie Harbour-Roffey is a Healthcare Assistant on our wards. She shares more about her role and why she "loves everything about her job."

"Before joining St Catherine's, I hadn't worked in a hospice before. I'd worked in care homes, but I'd always been interested in end-of-life care."

## **"At the hospice you get to know every person"**

"Each shift you're designated to a particular ward and if you've been working the day before you work on the same ward, so people have continuity of care."

"The first thing I do is to check on the people staying on the wards. If a family have stayed overnight, I always offer them a relatives' breakfast. It's simple but people are so appreciative – those things make a difference."

## **"I enjoy everything about my job"**

"And I really enjoy giving personal care like a bath. When people come into the hospice, often they've not had a bath for a long time. I love seeing their relaxed face when we're able to hoist them into the bath and the enjoyment something so simple brings them."

"I can paint people's nails or give them hand massages and I'm also able to provide emotional support. I have time to sit with people and hold their hands, and to reassure them and their families during a difficult time."

## **"The care I give can affect me"**

"I remember when we were caring for two ladies with cervical cancer at the hospice on opposite wards. Both were a similar age to me, and their illnesses really resonated



Katie Harbour-Roffey

because at the time I'd just found out I had precancerous cells myself. I couldn't help but think "that could have been me" and it hit home."

## **"I get asked quite a lot 'How will they die? What physically happens?'"**

"I always answer as honestly as I can, so they know what's going to happen. I tell people that their loved one's breathing will change, and there will be some discolouration of their skin. Some people become restless, others look like they're sleeping. I also let people know about the sounds their loved one might make. Sometimes fluid can build up in people's lungs, and it can sound bubbly when they breathe. I reassure relatives it's more distressing for them than the person dying."

People are always thankful for our honesty."

## **"We still provide care during the dying process"**

"I always offer families the choice if they'd like me, or another colleague, to stay with them as someone dies, or they can ring their bell, and someone will be right there."

## **"On the wards, we do everything we can to make the hospice the best possible experience."**

"It's nice when you're told "thank you". I've had goosebumps from some of the praise we've received, but it's just what we do here."

"I don't plan on leaving here until I retire. I'm 40 next year so I've got at least another 25 working years, but I want them to be here."

**If you would like to find out more about joining our team at St Catherine's, visit: [stch.org.uk/employment](https://stch.org.uk/employment)**



# A hospice recipe to enjoy

Our kitchen staff and volunteers work hard 365 days of the year to prepare delicious meals for the people staying on our wards.

Our Cook, Clare Loader, shares a favourite Mary Berry recipe that you can enjoy at home adapted from the Saturday Kitchen website: [saturdaykitchenrecipes.com/mary-berry-recipes/queen-of-puddings-2/](https://www.bbc.com/mary-berry-recipes/queen-of-puddings-2/)

Clare says: "This is a firm favourite. It's a really traditional pudding, it's lovely and soft with sweetness to give our patients a bit of energy and nice and fruity too. We use a good quality jam for the best result and it's delicious served with cream!"

If you try this recipe we'd love to see the results! Post a picture on social media and tag us @StCHospice or email your pictures to: [fundraising@stch.org.uk](mailto:fundraising@stch.org.uk).



Clare Loader



Queen of Puddings

## For the base

600ml/1 pint full-fat milk  
25g/1oz butter, plus extra for greasing the dish  
1 lemon, zest finely grated  
50g/2oz caster sugar  
3 free-range eggs, yolks only  
75g/3oz fresh white breadcrumbs  
4-5 tbsp Raspberry Jam

## For the meringue

175g/6oz caster sugar  
3 free-range eggs, whites only

## Method

Preheat the oven to 170C and grease a 1.4 litre/2½ pint shallow ovenproof dish (one that will fit into a roasting tin).

Very gently warm the milk in a small saucepan. Add the butter, lemon zest and the sugar, stir until dissolved.

Lightly whisk the egg yolks in a bowl. Slowly pour the warm milk into the eggs, while whisking.

Sprinkle the breadcrumbs over the base of the buttered dish and pour over the custard. Leave to stand for about 15 minutes, so the breadcrumbs absorb the liquid.

Carefully transfer the dish to a roasting tin and fill the tin halfway with hot water. Bake the custard in the preheated oven for 25-30 minutes until the custard has set. Set aside to cool.

Whisk the egg whites using an electric hand whisk until stiff peaks form when the whisk is removed. Add the remaining 175g sugar a teaspoon at a time, still whisking on maximum speed until the mixture is stiff and shiny. Transfer the meringue mixture to a piping bag.

Spread 4-5 tablespoons of raspberry jam over the set custard, then pipe the meringue on top.

Lower the oven temperature to 150C and return the pudding to the oven (not in the roasting tin with water) for about 25-30 minutes until the meringue is pale golden and crisp. Serve at once with pouring cream.

# Ways you can help St Catherine's

It is only thanks to our wonderful supporters that we are able to provide vital palliative and end of life care. Demand for our services is incredibly high at the moment and we would love you to continue supporting us, in whatever way suits you. Here are a few ways you can get involved but for more ideas visit [stch.org.uk/support-us](https://www.stch.org.uk/support-us). Thank you so much!



## Trek to Petra

Take on our latest overseas challenge and trek to Petra, in Jordan, one of the seven new wonders of the world. Participants will walk up to ten miles a day, over five consecutive days. The route covers stony desert landscapes

and mountainous rocky terrain, rewarding trekkers with stunning views of some of Jordan's most spectacular natural scenery.

**TREK TO PETRA**

**9-16 NOVEMBER 2024**

Taking place from 9-16 November 2024, we only have 28 places available, sign up today to avoid disappointment: [www.stch.org.uk/petra](https://www.stch.org.uk/petra)

## Leave a gift in your will

Gifts in wills can be a special way to ensure those needing end of life care can be supported now and in the future. When remembering your loved ones in your will, please also consider a donation to St Catherine's. Gifts in wills play an incredibly important role in helping us fund our care.

**Writing or updating your will is simple to do. If you are considering leaving a gift to St Catherine's Hospice feel free to contact us on: 01293 447 361 or email: [giftsinwills@stch.org.uk](mailto:giftsinwills@stch.org.uk)**

## I would like to make a donation:

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

My donation is in memory of: \_\_\_\_\_

My (e.g. mother, husband): \_\_\_\_\_

☐ Tick here if they received care from St Catherine's Hospice

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

## My payment details:

Please make your cheque payable to St Catherine's Hospice **OR** to give by debit/credit card please fill in your details below, thank you:

Card Number:

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Expiry Date:

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**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/matters2023](https://www.stch.org.uk/matters2023)**

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](https://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.

