

Friends

The newsletter of Rossendale Hospice

As a valued and loyal friend of the Rossendale Hospice we'd like to welcome you to our new home...



Integrated Health
Care Centre
Registered Charity No. 1008228



By 2006 the building had become tired and in need of major repair. Plans evolved to create more accessible, modern and cost effective health care premises in the centre of Rawtenstall, which would also house the Hospice.

Rationalisation of the Hospital site began and the Hospice was

Rossendale Hospice was founded 23 years ago by a group of local people. Their aim was simple, but clear: to create a service for the people of Rossendale Valley who were living with cancer and the many difficulties such a diagnosis brings – not only for the patient, but for their families too.

At that time the Hospice was housed within bungalow type premises, kindly donated by East Lancashire Hospital Trust, located within the grounds of Rossendale General Hospital site.

It soon became clearly evident that Hospice care was much needed and equally appreciated by local people.

The bungalow became too small to accommodate the number of patients and when larger premises became available on the Hospital site, the Hospice transferred into them, with the continued support of East Lancashire Hospitals Trust and generous fundraising efforts of local folk.

temporarily relocated to what had previously been Ward 6, again ably assisted by the hospital trust who bore the capital costs of the move.

Although we were very happy in our new surroundings, we were always aware that time on the site was limited. We have, however, been comforted by the knowledge that from the outset, the Hospice was included in plans for a first class health care provision in Rawtenstall.

It seems little time since plans were drawn up and consultations began to ensure we would have equally good, if not better, facilities for the future.

Building began in earnest in October 2008. Progress was remarkable. The end result is Hospice premises to be proud of, with our doors now open to deliver vital palliative care services to our current and future patients.

Open Days...

If you would like to take a look around our new premises, please join us on either:-

Monday 14th June
or Monday 28th June

Session times

- 10am to 12 noon
- 2-4pm
- 5.30 - 6.30pm

If these dates are not convenient, please contact us and we will try to help.

Patrons of
Rossendale
Hospice

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SUPPORTERS SINCE 1981

ARTHOUSE



Our sincere thanks go to the hospital trust for all its help and support over the past 21 years to NHS East Lancashire for embracing the Hospice within the new Rossendale Primary Health Care Centre, and to Eric Wright Construction, all of whom have helped us to create premises to be proud of. Everyone involved, from day one, has shared our vision – the patients are delighted!

A note from our Chairman...

Well, we've made it into our fantastic new premises!



A great deal of planning and organising has gone into the move, but anyone who sees the end result must surely agree that we now have superb

facilities from which to carry out our work.

Our thanks must go to NHS East Lancashire for offering us the opportunity to be part of the Rossendale Primary Health Centre development and to the builders, Eric Wright construction, for being so sympathetic to our unique needs. The outcome is a splendid new Hospice, of which everyone can be

proud. Not only do we have a brand new building, but we are more conveniently located in the Valley for our patients, and also have the opportunity of working more closely with a whole variety of other health professionals.

We intend to have an open day when everything is in place and if you are able to visit I guarantee that you will be impressed.

Because we have not been required to pay for the capital costs we have been able to concentrate our spending on new furniture and furnishings to make sure that the environment is really top quality. We have been helped considerably by

another timely grant from the Department of Health, which has covered most of these costs, so almost all of our funds will continue to be committed to patient care, which is what people expect when they give so generously to the Hospice.

The Trustees would like to thank Irene Smith, Hospice Manager, and her team for dedicating so much time and effort to achieving this major goal. With the facilities now available we believe that the Hospice can consolidate and extend the range and quality of services that we can offer to the people of Rossendale.

Watch this space!

A Hospice is a special concept of care, designed to provide comfort and support to patients and their families.

What services do we offer...

You would be amazed by the number of people who really don't know what a Hospice is, or the services we provide... Despite this, many people raise money on our behalf and give generously. We thought you might like to know exactly what we do and to hear it from those who really do know, our patients.

Day Therapy Service



community, we deliver a unique service caring for people with advanced illness.

We recognise that when someone is very ill, everyone in the family is affected.

Our care extends beyond the treatment of physical symptoms to support the emotional, psychological, spiritual and social needs of our patients, their families, children, friends and carers.

Day therapy is one of the central services we offer to people with cancer and other life-limiting conditions, e.g. Motor Neurone disease, Multiple sclerosis and Heart failure, within a warm, welcoming and safe environment.

Thanks to our dedicated staff and the strong partnerships we have with a wide range of professionals within the



Let us introduce you to...

...a lovely lady, Barbara Davies, who very kindly agreed to share her experience with you.

Barbara is one of many ladies diagnosed with Breast Cancer. Like many other ladies in her position, she too was very frightened, scared of the future and the unknown.

After completing surgery and further treatment, Barbara's daughter suggested the Hospice. Her suggestion was at first, not very welcome!

Barbara admits that just the word 'Hospice' conjured up all sorts of thoughts and when the day arrived, how she very nearly backed out. Here's what Barbara had to say about the Hospice

"From the moment I walked in, I could sense the warmth and caring and to be met by the smiling and reassuring face of one of the nurses put me instantly at ease.



Apart from being looked after with generous supplies of tea and enjoying a delicious lunch (not cooked by me!), I cannot tell you how wonderful it was to speak to

people who were in the same situation, who felt the same things. It was great for me to be able to chat to other patients and help them as much as they helped me.

Having been a patient at the Hospice, if ever I hear of anyone who has been diagnosed with cancer or any other life-limiting disease I instantly say 'Contact the Hospice and find out what its all about' Forget the word 'Hospice' and think of the words hope, strength and caring, because that's what a Hospice is really all about.

I cannot thank everyone at the Hospice enough for all they have done to support me and my family..."

If you feel you would like more information about our services, we will deal with your call in confidence. We can arrange to come to your home or invite you along to the Hospice to take a look around. Tel: 01706 253633.

Our services are available, free of charge to patients, families and carers.

Two of our gentlemen patients very kindly offered to share their thoughts about the Hospice with us.

Here's what Alan had to say:

"I have been attending the Hospice for a year and the care and attention I have received has been wonderful. It has helped me to cope with my medical condition and mix with people with confidence.

I can't speak too highly for the nurses and staff and it makes you realise what a great job they do. The Hospice is a happy place and we have plenty of fun. I would say to anybody, don't be put off going to the Hospice.

I feel I have gained a lot from visiting weekly and am still benefiting from what the Hospice has to offer."

Ron was equally as pleased to share his experience with you:

Ron is no stranger to the Hospice environment, having worked at Sue Ryder, Cheltenham for 10 years, as a volunteer.

Consequently, when Ron unfortunately found himself in need of our services, he wasn't at all phased by the word 'Hospice' and had a good understanding of how we were able to help.

Here's what Ron had to say about Day Therapy Services:

"I don't get out and about much, my mobility is not as good as it used to be and for a chap who was, up until not that long ago, fit and active, it comes as a bit of a shock. My weekly trip to the Hospice really gives me something to focus on and look forward to. I thoroughly enjoy the therapeutic massage which helps my symptoms and chatting with the other patients and staff.

The atmosphere is very good, very friendly and I enjoy going so much.

The staff are very friendly and helpful – nothing is too much trouble.

I would not hesitate to recommend Rossendale Hospice to anyone who needs their help."



All of our services are available to both patients, families and carers, Free of Charge. It costs around £13,000 per week to keep the Hospice going, so please continue to support us, you can see how much the services mean to our patients and their families. Thank you.

Family and Carer support

It can be difficult to deal with the impact of the many changes that the diagnosis of a life-limiting or terminal illness inevitably brings and **Rossendale Hospice is committed to enhancing and developing services, including the provision of support to family members and others who are affected.**

The support offered includes:

- > Free and confidential counselling for relatives and carers who are finding it difficult to cope with their feelings
- > Complementary therapies, such as aromatherapy massage or reiki, to release stress and tension
- > Befriending service which offers carers and patients home visits by a carefully selected and trained volunteer, known as the befriender. This gives the option of some social contact for the patient and for the carer to have the opportunity to have some time to themselves and go out, whilst the befriender sits with the person they care for.
- > Pre-and-post-bereavement counselling for adults or children and young people within the family.

If you would like to know more, please contact Marion McCall, Family Support Lead on 01706 253633



Many people fear talking openly about their feelings and do not have a real understanding of the benefits of working with a trained counsellor.

Here's what one of our patients, Karen, who accessed bereavement counselling support at the Hospice had to say:

"I wasn't sure it would help at all at first, but I had nothing to lose, so I gave it a try – I was very pleasantly surprised. My counsellor was fantastic. Very easy and comfortable to speak to, I trusted her very quickly and she talked a lot of sense. I looked forward to my weekly sessions and felt totally uplifted after them. My counsellor is a credit to the Hospice. I would definitely recommend her to my family or friends – **Thank you**"



Feeling Privileged...

We are very proud of our achievements over the years and feel privileged to be able to support and care for patients who really need our services.

It is a frustration to us that the word 'Hospice' creates a very wrong impression for those who may need our services.

We hope that you may have gained more insight into the services and support we offer.

If you, or someone you know needs or would like to know more about our services, please give us a call on 01706 253633.

We will deal with your call in confidence, can arrange to come out and see you at home, or invite you along to the Hospice to take a look around.



Hospice at Home

Many of our poorly patients prefer to be cared for at home, in familiar surroundings with and by the people they love.

In conjunction with a whole host of other professionals within the community, our Hospice at Home team provides care, comfort and support to patients and their family/carer.

Last year the Hospice at Home service played a fundamental role in preventing unnecessary and unwanted admission to hospital.

One of our Hospice at Home patients is local man Alan Lack, who has lived and worked in Rossendale all his life. He worked in a local mill for many years and has been married to Jean for 14 years. Once retired he enjoyed driving, but had to give it up in July 2009 due to his illness. Alan still enjoys his garden and has won trophies for his vegetables in the local horticultural society competitions.

Alan's story begins when he was diagnosed with Leukaemia in 2000. He underwent chemotherapy treatment in 2009, but had to stop due to the side effects in August 2009. His condition has deteriorated in the last 6 months, and he and Jean, (who has medical problems of her own) struggled to cope.



The extended family are also providing support to both Jean and Alan, but caring for a loved one every day, seven days a week is exhausting.

Following a referral to Hospice at Home from Social Services, Carol, one of our staff nurses visited Alan and Jean in their own home to carry out a full assessment of both Alan's needs as a patient and Jean's needs as a carer.

A care package was then put in place with an experienced Hospice at Home healthcare assistant visiting Alan daily to assist with personal care and support for Jean. The Hospice at Home staff nurses liaise with the district nurses, GP,

and occupational therapists to ensure that Alan gets the best care possible.

As Alan's condition has deteriorated, the care has increased to twice a day to meet his needs, with his condition constantly monitored to ensure the right kind and amount of care is given.

The daily interaction between Alan and our team of 6 Hospice at Home healthcare assistants and staff nurse is therapeutic as well as supportive and has enabled Alan and Jean to get more out of life. Alan also attends Day Therapy at Rossendale Hospice once a week.

Jean says that the Hospice at Home healthcare assistants are "cheerful and friendly" they make you feel comfortable, and make your day, the extra help has given her a "new lease of life."

This break from the daily routine gives Jean some time to herself every day, when she can relax knowing Alan is in very safe hands.

Over the past 12 months, the Hospice at Home team have assisted 78% of patients whose choice was to be cared for at home (39/50).

A note from our Treasurer



The move to our new premises is the start of another exciting chapter in the continued development of Rossendale Hospice. We are pleased to report that the superb facilities that we now enjoy have not significantly increased our running costs. But (a big but!) annual costs, although comparable, still equate to around £13,000 per week, 52 weeks per year. We will still continue to benefit from an Annual Grant from the PCT and have recently secured a further 12 month extension of the contract with Social Services.

We are and will continue to be highly reliant on the continued support of the business' and the public who year on year astound us with their generosity.

Without your continued support the services from Rossendale Hospice simply could not exist.

**Andrew Walmsley
Treasurer**

We offer support and encouragement to help patients achieve the best quality of life.

Introducing the 'Moving On' Group

Moving On After Treatment...

The Hospice offers a personalised programme of care to our patients over a 12 week period.

Many people are in a position to return to work and 'move on' with life.

Some of our patients become friends and gain a great deal from sharing their own personal experiences, whilst at the same time are a little daunted once their programme of care with the Hospice comes to an end.

Consequently in November 2009 a self-help group, aptly titled 'Moving On' was formed by ex Hospice patients who

have experienced a cancer diagnosis and who want to progress and enjoy life.

The aim of the group is to provide some extra support and bridge the gap between the end of the early diagnosis programme and going it alone.

Moving On is open to anybody who has had a cancer diagnosis whatever stage they are at, as long as they have a desire to Move On with life. Whilst not under-estimating the impact that a cancer diagnosis has on a person, the group does not wish to focus on ill health, but rather look towards the future in a positive light.

We hope to make new acquaintances and share experiences and interests over a cup of tea or coffee in a relaxing environment where people understand, because they have been through a difficult journey too.

The group meets on the first Monday of each month at the Hospice except, on bank holidays.

For further information please contact Pat on 01706 216376, Judith on 01706 220304 or Lesley 01706 219615 anytime except evenings and weekends! Alternatively you can phone the Hospice on 01706 253633.

Introducing...

Patron To The Hospice

ARTHOUSE

Having become Rossendale Hospice's second patron late last year, leading interior decor company, Arthouse has supported the Hospice most generously, both practically and financially.

The Waterfoot-based company has raised money through 'non-uniform days', tombolas, Friends & Family sample sale evenings and other fun events. In addition to fundraising, Arthouse's designers have also helped Hospice staff with the colour schemes and decor for the our new premises; while wallpaper and some art pieces to help bring the scheme to life have also been supplied free of charge.

We rely on donations of over half a million pounds to survive every year and welcome Arthouse as an additional patron to the Hospice.

Their involvement goes far beyond simple

monetary donations. Certainly, the donation of their beautiful wallcoverings and art pieces has helped us tremendously in the costs of our relocation, minimising the use of charitable funds and allowing us to ensure limited resources are invested in the continuation and development of vital patient services.

Anita Kenyon, managing director of Arthouse, adds: "The fact that many of our staff live locally and have seen firsthand the care and attention that Rossendale Hospice gives to its patients has been incredibly motivating; and it's no surprise that the team here is really relishing its role as patron.

"As well as having some great fun raising funds, we feel privileged to have been able to put our skills to a more practical use by helping the Hospice with the interior design at their new base, creating a scheme that is both stylish and soothing, and will also stand the test of time." Further information about Arthouse can be found at www.arthouse.com.

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SOLICITORS SINCE 1791

Legal team ensure move goes through without a hitch

Longstanding patrons Woodcocks have also played their part in our relocation and in doing so have helped to strengthen this long-standing relationship.

During our move Woodcock have helped us with all the legalities and contractual details - all without charge.

The leading Rossendale solicitors have been supporters of the hospice for many years, becoming the first ever patron three years ago. Established in 1791 Woodcocks is one of the oldest established family firms of solicitors in the country. It has offices in Bury, Haslingden, Rawtenstall, Ramsbottom and Bacup.

Our New Contact Details...



Main Line: 01706 253633
Facsimile: 01706 213132
Email: admin@rossendalehospice.org
Web: www.rossendalehospice.org

Rossendale Hospice, New Cribden House,
Rossendale Primary Health Care Centre,
161 Bacup Road, Rawtenstall BB4 7PL.

Registered Charity No. 1008228
Company Limited by Guarantee No. 2655764

Fundraising and Volunteering

If you think you can help in any way at all, just give the Fundraising department a ring on 01706 253633 or email fundraising@rossendalehospice.org

t: 01706 253633