

Hospice Lottery

Over the past year the lottery has contributed almost **£100,000** to delivery of patient care within the hospice.



This is a fantastic achievement for everyone who participates, staking £1 a week throughout the year. Not only do you have the chance to win the top prize of £1,000, or one of 32

other cash prizes every week, the hospice also wins too. Lottery members know that even if they don't win a prize, a substantial proportion of their £1 a week subscription goes direct to help Rowcroft Hospice. If you would like to help the hospice by promoting the Lottery in your neighbourhood, village or workplace please contact the **Lottery Office** on **01803 210842** to find out more.

Thank you to everyone who has participated in the Lottery over the past two years. Please continue to support this vital source of income for the hospice and good luck for the next draw.

Rowcroft Hospice Lottery Membership Application

Name (including title):

Address:

Postcode:

Telephone No:

I wish to pay by standing order (please send me details)

I wish to buy chance(s) each week for weeks

and enclose a cheque for

£ made payable to Rowcroft Hospice Lottery.

(suggested minimum is £10 for 10 weeks)

I confirm that I am over 16 years of age

Please return form to:
Rowcroft Hospice Lottery,
FREEPOST (EX3231),
Torquay, TQ2 5LS

Using a stamp saves us postage.

Friends of Rowcroft Sponsored Walk

Beautiful woodland, lakeside and riverside - everything you could hope for in a four and a half mile walk. Why not join our Friends of Rowcroft for their annual sponsored walk and raise valuable funds for Rowcroft at the same time? The walk takes place on 6th May 2006 at Stover Country Park and we welcome everyone to come along. The Friends of Rowcroft organise a variety of fundraising events from coffee mornings to boat trips; raffles to fashion shows and sell Christmas cards throughout the hospice catchment area. Since their formation the Friends have raised over £2 million.

Sponsorship forms for the walk and membership forms for the Friends are available from the Fundraising office on (01803) 210846

DID YOU KNOW? WE HAVE 14 BRANCHES OF THE FRIENDS OF ROWCROFT, SPREADING RIGHT ACROSS OUR SOUTH DEVON CATCHMENT AREA, FROM STARCROSS RIGHT DOWN THE COAST TO BEYOND DARTMOUTH AND UP THROUGH TOTNES TO THE MOOR TOWNS.

For further information on any of the stories featured in *Hospice Matters* please feel free to contact us at:

Rowcroft Hospice
Avenue Road
Torquay
TQ2 5LS
Tel: (01803) 210800
Info@rowcroft-hospice.org.uk
www.rowcrofthospice.org.uk

Fundraising:

Tel: (01803) 217628
fundraising@rowcroft-hospice.org.uk



hospice matters



Hospice Life

What's coming up

Meet our staff and volunteers

Hospice updates

How you can help

Awareness Week 15th – 22nd May:
coming to a town near you!





What we do and how we do it

Rowcroft Hospice provides free of charge care for people in South Devon living with life-threatening illnesses, while supporting their families and carers.

We provide physical, emotional, social and spiritual support when people are terminally ill, to help them live life to the full, for whatever time is left. The hospice is open to everyone in the South Devon area over 18 living with a life-threatening illness.

We provide care for our patients and their families through:

- Our 18 bed in-patient unit
- Our day hospice
- Our community team
- Our bereavement service
- Our lymphoedema clinic

The services have specialist teams that include doctors and nurses, social workers, physiotherapists, occupational therapists, a chaplain, music therapist, craft worker and complementary therapists. The hospice is supported by a large network of volunteers who assist in every area of hospice life from gardening to administration, hairdressing to driving.

DID YOU KNOW? IT COSTS IN EXCESS OF £4.5 MILLION A YEAR TO RUN ROWCROFT HOSPICE, 75% OF THIS IS FUNDED THROUGH THE SUPPORT AND GENEROSITY OF PEOPLE LIKE YOU.

Day Hospice Developments

The day hospice will be getting an exciting new resource thanks to the Gemini Radio Charitable Trust, who have chosen us as their charity of the year alongside the Exeter Hospice, Hospiscare. By holding a range of action packed events throughout 2006 the trust are able to give us a grant of £20,000 to create an



Information and Drop-In Centre in our day hospice. The centre will provide plentiful up-to-date information so that its users can make informed decisions about issues that will affect them and their families. The centre will rely heavily on the skills of the staff and volunteers who will be specially trained to provide this particular service. Different equipment such as online computers will be available, and just as importantly, tea, coffee and a chat will always be on the boil! By dropping in, people can also get access to other members of the day hospice team for specific help and reassurance.

The Drop-in Centre is just one of the developments being made to the day hospice to ensure that our services become available and accessible to more people and better meet the needs of our community.

DID YOU KNOW? OUR DAY HOSPICE TEAM OF STAFF AND VOLUNTEERS INCLUDES SPECIALIST NURSES, SOCIAL WORKERS, MUSIC THERAPIST, COMPLEMENTARY THERAPISTS, HAIRDRESSERS, CRAFT WORKERS, PHYSIOTHERAPISTS, OCCUPATIONAL THERAPISTS AND EVEN PETS AS THERAPY PETS!

Kathleen

Day Hospice Patient

Everybody has their own story to tell.

Kathleen attends Rowcroft day hospice and has been involved in a project called 'My Story'. The aim of the project is to enable life-stories to be written or a particular episode to be recounted. Both the 'My Story' creation process and the finished written and printed account are of equal value. Kathleen's 'My Story' is about her recent escapades 'down-under' last Christmas.



"This story is not an account of my whole life. It starts with a recent high-point - a holiday trip to Australia, which has given me a lot to tell people about. But because that story opened up some interesting connections and contrasts with earlier experiences, I have found myself looking sometimes at episodes in my past life with new eyes, or from a different perspective. Perhaps going down under has somehow stood me on my head in the way I see life, or turned my world up-side-down in some respects!...

"I just felt I had to get on with life and make the best of things, and I still seem to be having my share of good luck."

...We stayed four nights in Sydney with Cynthia and Geoff, my in-laws. I loved the wide-open spaces and modern architecture, and I have photographs of myself on Sydney Harbour Bridge at a very quiet time, and outside the Opera House. Here I had another experience that turned my expectations upside-down. We wanted to view the inside of the building, which was open to the public, but to our disappointment we found that the door giving wheelchair access was closed. However, we pressed the bell and an official appeared and then gave

us a personally escorted VIP tour of the whole building, including green rooms, which the public would not normally see. So, for once, positive discrimination in favour of wheelchairs won the day, and made me feel privileged rather than rejected or shut out...

...Maybe I'm not so bad at making light of my troubles. When my illness was diagnosed, I just felt I had to get on with life and make the best of things, and I still seem to be having my share of good luck. For instance we went by monorail up to a high view-point, where there was a lovely jewellers' shop, and my husband, who wanted a new glass for his watch, also offered to buy me something as a Christmas present. For some time I had wanted a new opal ring to replace the one I had worn for years until the stone had come loose and was lost. The opal is my birth stone, and I'd always regarded my old ring as lucky, because I'd originally won it in a raffle for which we had been given a free ticket when we bought another item in a jewellers. So I was delighted when I was given a beautiful new opal ring in Australia, now I wear it regularly, as a reminder of a happy holiday and of the good luck I have in my life...

...All this helps to confirm me in my belief that if you make the best of difficult situations you find yourself in, and get on with living your life, then that will often turn out to be very good and worthwhile."

David

Volunteer

Volunteers at South Devon's Rowcroft Hospice each have their own personal reasons for signing up to help out. Some may have lost loved ones or friends and wish to give up their time to put something back into the community, while others with specialist skills feel able to contribute - perhaps easing workloads of the professional nursing, medical and other teams.



David, who joined the volunteers at the beginning of the year, is passionate about the work of hospices. At the age of 42 years old he suffered serious illness and needed a lot of support. So perhaps he is one of those rare individuals who has experienced the real meaning of care from both sides - as carer and as cared for. Now retired and, thankfully, fully recovered David, age 45, volunteers in both our day hospice and our in-patient unit.

"I started volunteering at Rowcroft by helping out on the in-patient wards. There was lots to learn - this was all new to me - but my fellow volunteer was really helpful... and the patients were very patient!" Recently David did a shift on the wards on his own! "They gave me a checklist to make sure that I didn't miss anything." The day starts at 9.15am when duties include collecting fresh ice from the ice-making machine, collecting dirty glasses and rubbish and replacing glasses and water jugs. General tidying up is carried out and, time permitting, nurses can be helped with bed-making or time can be spent sitting, reading or talking to the patients. At 10.15am, mid-morning drinks and biscuits are served to the patients. Volunteers may also help patients with their meals if required. If there is time

volunteers may spend time talking or sitting with patients and visitors if appropriate.

"The volunteers are such a mix of people," said David. "They really are ambassadors, each bring individual talents and skills to the work of the hospice. Some volunteers have been involved for more than 20 years. They can bring so much to the patients who sometimes want to talk about home, treatment, how they feel, what they think. They are part of a remarkable service.

"The volunteers also receive a lot from the work they do - the satisfaction that they are helping to make life just that little bit easier for those people in our local community," he said. "The work of the volunteers is not just supportive; it's actually therapeutic. It is so important for everybody - the hospice, the patients, the nursing staff and the volunteers themselves." David had two particular points to make. "I was extremely impressed with the high standard of cleanliness everywhere. It really is first class, as is the food. And on a personal note, every time I arrive at reception I receive a warm welcome from the lovely Marie. She's been smiling across that reception desk for 17 years, I understand!"

DID YOU KNOW? OUR VOLUNTEERS SAVE THE HOSPICE OVER £400,000 A YEAR IN SALARIES WORKING IN OUR GARDENS, RECEPTION, SHOPS AND SPECIALIST AREAS SUCH AS COMPLEMENTARY THERAPY.

Wendy

Lymphoedema specialist nurse

"Any one day may see us offering any number of treatments to suit the needs of our patients, we can sometimes adapt one type of treatment for another patient. It's a learning curve with everyone we see."



Wendy, a lymphoedema specialist nurse in Rowcroft's out-patient clinic, never has the same day twice. "Every patient has different needs and the treatment is very much tailored to each individual case. Rarely do two patients have the same problems" said Wendy.

Lymphoedema, the textbooks say, is a swelling of an arm, leg, or other part of the body, caused by fluid called lymph in the body tissues. The condition can be caused by illnesses such as cancer but can also be a side effect of treatments such as radiotherapy. Wendy and her team of specialist nurses aim to relieve discomfort by reducing swelling and prevent more build-up of fluid.

A lot can be done to manage the condition but it needs long-term care. Although the swelling can usually be reduced, there is always a risk of it coming back. It may take several weeks or months before any real improvement is noticed but with treatment the affected part of the body should become less swollen, easier to move and less uncomfortable.

"We do this by looking at five different aspects of treatment; skincare to prevent infection, limb position and movement, support using compression garments,

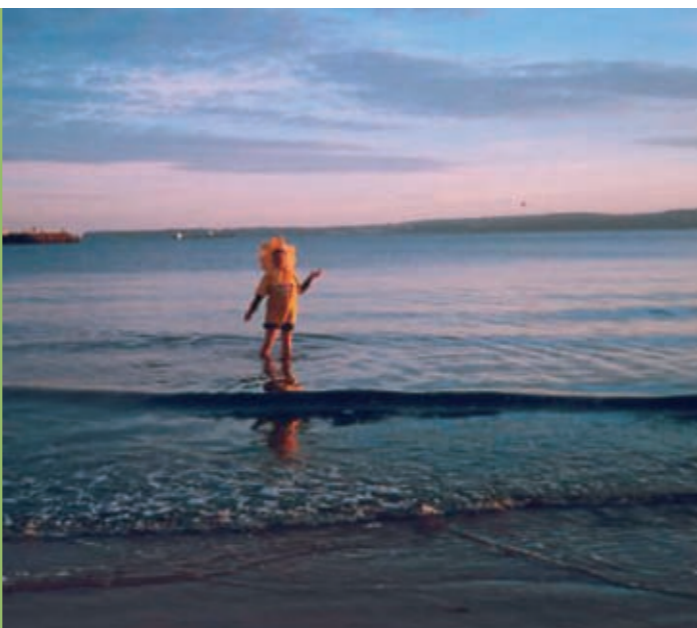
exercises and some types of massage." said Wendy. "Any one day may see us offering any number of treatments to suit the needs of our patients, we can sometimes adapt one type of treatment for another patient. It's a learning curve with everyone we see."

"We all find each day exciting because there are always new problems to be solved."

"Patients with lymphoedema can experience a variety of feelings which arise not only from the discomfort of the condition itself, they may also feel embarrassment, depression, resentment or even anger. We hold support groups that not only allow people in the same situation to get together but we also use them as a mentoring forum. People who are further on with their treatment often show the newer patients the ways they have found to best cope with individual problems."

"We all find each day exciting because there are always new problems to be solved. Solutions discovered one day may often be put to a different use in the days ahead."

DID YOU KNOW? ROWCROFT HOSPICE'S LYMPHOEDEMA CLINIC IS THE ONLY ONE OF ITS TYPE IN SOUTH DEVON



Far left: Rowcroft hospice sandcastle competition

Left : Pat the Penguin shows his support

Centre: Tracey Lavallee cooling off after the Newton Abbot branch of Argos staff sponsored walk carried out to raise money for Rowcroft.

Right : Tristan Cooke from Sparkworld, nr Newton Abbot raised over £2000 through his skydive for Rowcroft.

COMMUNITY FUNDRAISING 2005

From skydiving to skittles, cream teas to colossal climbs, bingo to black tie, you did it all! Throughout 2005, groups, schools, companies and individuals got inventive, got organised and got fundraising. You raised a staggering £80,000 for Rowcroft Hospice, the equivalent to funding two specialist nurses for the year.

Get involved in 2006

If you have an idea for fundraising, contact our community fundraiser Hannah Simmons who will help you get your fundraising off the ground, or why not get involved in one of our exciting 2006 events still to come...

Rowcroft Ribbon Week

15th – 22nd May

Organise a fun fundraising event, wear a ribbon or hold a 'wear blue day' (Friday 20th May) to help us raise awareness for Rowcroft Hospice.

Tea at 3

Throughout June

Last year over 30 teas were held in aid of Rowcroft, it is a fun way to get involved, simply hold a tea party any day in June at 3pm. The beauty of Tea at 3 is that everyone can join in, from high tea at a ritzy hotel to tea break at the office and everything in between! We can provide advice, posters and support to help your event go off with a splash!



Rowcroft Garden Party

24th June

Our annual open day has taken on a new identity as a Garden Party. It is a great opportunity for you to come along and enjoy our beautiful grounds, feast on the wonderful homemade cakes, have a giggle with our games and learn more about the work we do. Everyone is welcome.

Torbay Half Marathon and Fun Run

25th June

If you are into something a little more high energy you could join our team of Rowcroft Runners. We are very proud to have been chosen alongside Macmillan as the Torbay Half Marathon's Charity of the Year. You can run for Rowcroft in either the Half Marathon or the more manageable one-mile Fun Run. Get, fit, get sponsored and support Rowcroft. To enter visit

www.torbayhalfmarathon.co.uk or contact the fundraising office at Rowcroft Hospice on (01803) 217628. If running really isn't your cup of tea we will also need stewards to help the day run smoothly, please get in touch if you can help. Rowcroft will receive £10 for every steward we provide.

DID YOU KNOW? WE NEED TO RAISE £8,500 EVERYDAY IN VOLUNTARY CONTRIBUTIONS

SNIPPETS

Web wonder

We are very pleased to have our new website, up and running at www.rowcrofthospice.org.uk. The site includes information about our services, events, ways to help, winning lottery numbers and much more. It has been created for both patients and their families and for the public who want to learn more about what we do and how we do it. Any feedback is gratefully received: fundraising@rowcroft-hospice.org.uk

25th Anniversary Antics

2007 will be our 25th Anniversary and we are planning lots of antics to celebrate. We hope that South Devon will help us to celebrate, look out for more news on what we will be doing in the next issue of *Hospice Matters*.

Mobile Madness

Got old mobile phones collecting dust 'just in case'? Broken phones hanging around 'for spare'? Well, why not put them to good use? We collect mobile phones and convert them into funds for Rowcroft Hospice. If you have an old mobile phone please drop it into your nearest Rowcroft shop where it will be sent for recycling.

Treasure trove

We have a new Rowcroft shop specialising in furniture, books, CD's and records. The shop is situated in Reddenhill Road, Torquay and as with all our ten shops is a great way to support Rowcroft, both by shopping there or donating your unwanted goods, so make sure you drop by and check out the treasures on offer.

Taking Music Therapy to Malaysia

We are proud to report that our Music Therapist Julian O'Kelly has been selected to speak at the Malaysian Palliative Care Conference on the subject of Music Therapy. Malaysia is hoping to introduce music therapy within its growing palliative care movement and Julian was chosen from therapists across the country to present at the conference. The trip will be fully funded by the Malaysian Palliative Care Association. Although a little daunting by the challenge of the presentation, and workshop for up to 50 participants, Julian is looking forward to the trip and promises to send a postcard.



Calendar Crazy

We have been overwhelmed by the response to our calendar competition which we launched to find images of South Devon to include in our extra special 2007 25th anniversary calendar. A big thank you to everyone who entered our calendar competition, the entries will be judged shortly and the calendar launched in August 2006. Thank you to Haddon Galleries who have given so much time, effort and resources into ensuring the success of the calendar.

Art Action

The hospice has been very lucky to have been loaned an exhibition of work by Torquay artist Deborah Treliving which has been benefiting



staff, patients and their families alike since September 2005. The therapeutic qualities of art in healthcare have long been understood and we are very grateful to Deborah for providing a wonderful enhancement to our environment.