

Spring 2016

Hospice matters

News and stories from Rowcroft Hospice

Making every moment precious

Patients and
supporters share
their stories

www.rowcrofthospice.org.uk



rowcroft
hospice



Registered Charity No: 282723

In this edition of Hospice Matters

News

- 04** What's been happening at the hospice
- 05** Our latest fundraising news
- 06** A round up of our retail news

Discover

- 07** Pump up your shoulder pads for the 80s
Sleep Walk
- 08** What does Rowcroft mean to you?
- 10** Learn about our new film, Love Life Every Day
- 12** A look at what the future holds for Rowcroft
- 13** Community team patient Julia Halligan interviews physiotherapist Lucy Goldsmith

Welcome

We asked Dianne Feasby, the wife of one of our patients, Stephen, to introduce this special edition of *Hospice Matters*.

My husband Steve and I were introduced to Rowcroft by one of the hospice's Community Nurses when Steve was diagnosed with Mesothelioma cancer, which for Steve is incurable. I admit when Rowcroft was suggested we felt scared and thought this is it...the end...

But nearly one year on and how wrong were we?! I cannot sing the praises of Rowcroft enough, it is a wonderful place. I was over the moon when asked if I could write this opening letter, I have so much praise and thanks I could write a book. Myself and Steve have been so cared for by the super heroes at Rowcroft; we have learnt how to live again.

We attended a six week course called 'A Breath of Fresh Air' to help Steve's breathing and the group became our weekly social club. The delightful Art

Therapist found Steve had a hidden talent for drawing. You can watch a clip of him in a session in Rowcroft's new film, which you can read more about on page 10. Then there's Bev the brave Physiotherapist, who takes Steve to the gym and helps him with balance and exercise. We've also both had Complementary Therapy and oh my, how grateful can one be to relax and spend time with such loving, special people?

Rowcroft has become a massive part of our lives; giving not just me and Steve, but our whole family back some quality and happiness. Rowcroft has helped us cope at a very scary time and has put the word 'happy' back into our family.

We hope you enjoy reading this special issue of *Hospice Matters*.

Love Di

Support us

14 Ways you can support us in 2016

17 Dedicate a flower in our Meadow of Memories

Thank you to all the amazing people who have helped to create this edition of Hospice Matters

Keep in touch

 @RowcroftHospice

 'rowcroft hospice'

 blog.rowcrofthospice.org.uk

We welcome any views, comments and suggestions for future publications of *Hospice Matters*. Email communications@rowcroft-hospice.org.uk or call 01803 210866.



 Pat greets her very special visitor, Puzzle

Hold your horses

There was a lot of horsing around on our Inpatient Unit last September as a patient of ours, Pat West, received a special visit from her granddaughter on horseback. Pat's daughter, Sally, arranged the visit and said on the day: "We've been able to bring a bit of home into the hospice for Mum." Pat's Occupational Therapist, Sarah Reynolds, added: "To be able to provide Pat with an opportunity to see the lovely Puzzle and her family together in the grounds of the hospice before she passed away was just wonderful. It was a very special moment for the family and all the staff and volunteers here."



Thank you!

We would like to say a big thank you to all those who took the time to complete the survey attached to the Spring 2015 issue of Hospice Matters. The results suggested that you value the publication, would like to continue receiving it every six months and enjoy the combination of patient and family stories, as well as information about our services. We will continue to take all of your feedback on board as we create future editions of Hospice Matters.

The Fundraising Scoop



 Team Rowcroft at Everest Base Camp

Rising to the challenge

A number of brave fundraisers completed some incredible challenges for us in 2015, raising a combined total of £25,000. Paul Barton paddled 100km down the Zambezi River, a team of four climbed to the Everest Base Camp, and Shaun Pedley and Ryan Barter – the Oarsome Buoys, rowed across the Atlantic. Paul said: “If you’re thinking about taking on an extreme challenge for Rowcroft, my advice would be to do it!” Find out more about Rowcroft’s extreme fundraising challenges at www.rowcrofthospice.org.uk/challenges.

Make a Will Week

Take part in Make a Will Week by making or updating your Will with one of our participating solicitors from 16–20 May and your entire fee will be donated directly to Rowcroft, helping us to support thousands of people across South Devon. For more information visit www.rowcrofthospice.org.uk/will-week.

Event success

Rowcroft’s 2015 events, The Colour Rush, Sleep Walk and one-off Colour Road Rush raised an amazing combined figure of £333,641 to help support patients and families in South Devon to have the best days possible.



Retail Round Up



Totnes sales boom

📷 Penny, Nicola and Rhianna in the Totnes shop

Sales in our Totnes shop have increased following its refurbishment in 2015, helping to raise more money to support our patients and their families. Manager Nicola Shellard said: "Our shop is now a bit of everything, which is what Totnes is really!"

New for 2016

Plans are well underway to open a new shop in Newton Abbot town centre in Spring. We are also hoping to open a cafe in Ashburton in 2016...watch this space for more exciting news!

Relocated Brixham Shop now open

Our Brixham shop has re-opened in a prime new town centre location; 19–21 Fore Street. The new premises, formerly a bank, have undergone careful renovation, with the old bank's vault turned into a dedicated book room. Caroline Wannell, Head of Retail at Rowcroft, explained: "The shop is three times the size of our previous premises, so there's more potential for income generation."

Happy Birthday Distribution Centre

Staff and volunteers at our Distribution Centre have been celebrating the centre's first birthday, which since opening has contributed to a significant rise in sales income. The centre sorts and distributes all donated items to ensure each of the hospice's 12 shops is stocked with items suitable for its customer base. It has also helped the hospice to develop its e-commerce offering.

THE Sleep Walk

2016

South Devon's biggest girls' night out



Saturday 9th July

www.rowcroftsleewalk.org.uk

Supported by:

HYUNDAI  **Torbay**



Search for 'Barbara the Sheep'

raising funds for
rowcroft
hospice



Registered Charity No: 282723

What does Rowcroft mean to you?

For some Rowcroft is a sanctuary, somewhere they remember fondly, for others it means care and support at home, enabling precious time with family and friends. For many it's somewhere worthy of spare pennies, time or physical efforts. For this special edition of Hospice Matters we asked our patients, their loved ones and our supporters what Rowcroft means to them. On the following pages are a few of the descriptions we've had. If you would like to share your thoughts, email communications@rowcroft-hospice.org.uk.

"My lovely mother-in-law was with you last year and felt like she was in a five star hotel with the lovely food and the caring staff. She was a trained nurse herself and loved her time in Rowcroft, you are all wonderful, thank you."

Lynne, Facebook

"A little haven of peace and calm."

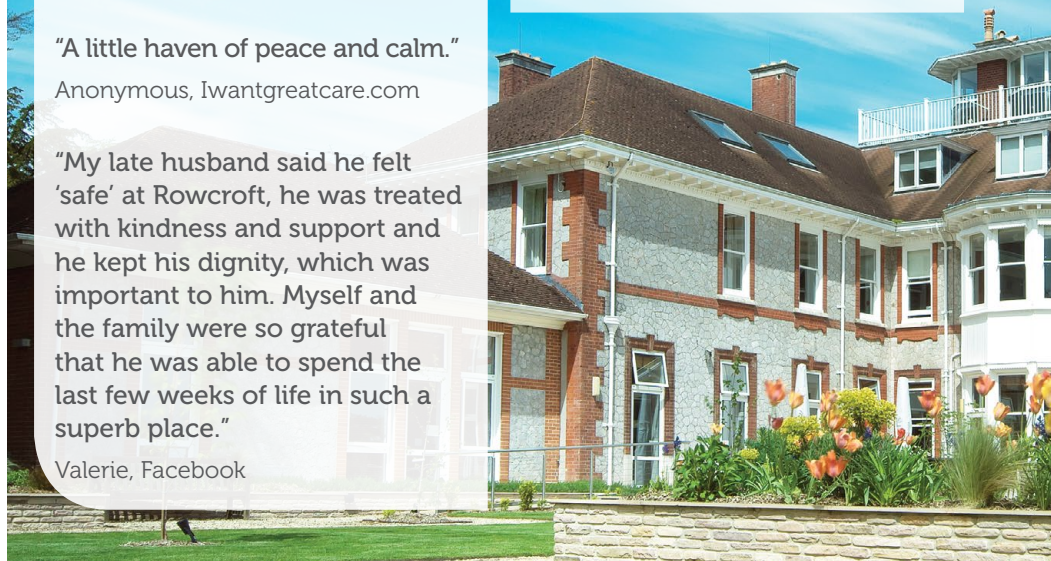
Anonymous, Iwantgreatcare.com

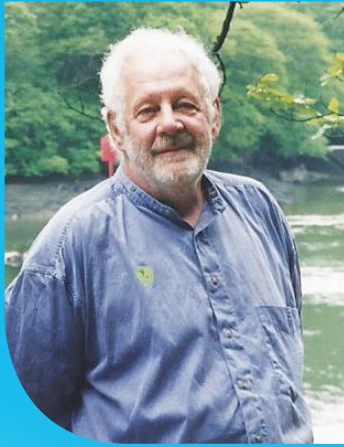
"My late husband said he felt 'safe' at Rowcroft, he was treated with kindness and support and he kept his dignity, which was important to him. Myself and the family were so grateful that he was able to spend the last few weeks of life in such a superb place."

Valerie, Facebook

"I cannot express or put into words what Rowcroft means to me. I was introduced to the Outpatient Centre at a time when my anxiety was going through the roof! Rowcroft became my saviour, for which I shall be grateful forever."

Stephen, by email





 Bruce Rowland

Thousands
of people across
South Devon
receive care
and support from
us every year

“Rowcroft has given me the opportunity to be fully alive and feel well right up to the end”

Rock and roll star Bruce Rowland, a former drummer in The Grease Band who played with the likes of Joe Cocker, and in later years Fairport Convention, was cared for at the hospice in 2015. Before he died, he shared his very honest account of his time at Rowcroft. His wife Barbara kindly gave us permission to print his story in this issue of Hospice Matters. Here is what Rowcroft meant to him.

“I was diagnosed with metastatic bladder cancer in early 2014 and despite chemotherapy I was found to have a tumour pressing on my sciatic nerve. I was referred to Rowcroft and put on a pain relief programme. I am so happy to be here. Their motto should be ‘yes you can’. I’ve travelled around the world and seen linen like this in the finest hotels. The food is ‘cordon bleu’ and it’s the little things that make the difference — the cheery volunteers, the various therapists, the sound of a Spanish guitar drifting through the wards, the incomparable nursing staff and the building itself. People think of hospices as places that people go to die — but Rowcroft has given me the opportunity to be fully alive and feel well, right up to the end. My family and I are truly indebted to the dedicated team who have shown me so much love and compassion.” ○



Love Life Every Day

In 2015 we decided to address the common misconception of hospices as depressing places by celebrating the genuine moments of joy, happiness and love that happen here every day. Thanks to a generous donation from Galliford Try and Greg and Judy Fitzgerald, we produced a film to capture precious moments shared between patients, their families, hospice staff and volunteers on a daily basis.

"A lot of people think hospices are just places where people come to die," explained Rowcroft's Chief

Executive Giles Charnaud, "but that couldn't be further from the truth. Rowcroft is a place where people come to live.

"We hope that by making and sharing this film, more people will come to understand what really

happens at the hospice, and how it is able to grant people moments that can be treasured forever."

" People think that hospices are places you go to die, the film better shows what Rowcroft truly does. "

Every scene features genuine moments that happened at the hospice and in our patients' homes during a week of

filming. To view the film, and see how we seek to love life every day, visit www.rowcrofthospice.org.uk/love-life-every-day. ○

Meet the patients who appear in our film

Dennis Tresidder (pictured, left) from Torquay was filmed at his fortnightly Music Therapy session

"When I was referred to Rowcroft I couldn't walk in a straight line, I had suffered a massive heart attack that left me with memory loss and problems with my balance and breathing. The hospice organised aids for my mobility and introduced me to Occupational Therapists for my breathing and the Music Therapist, David, because I used to be a musician. I have a lot to thank the hospice for, they have helped me with my moods and David has re-installed my confidence and co-ordination so I can play the keyboard again. At first the filming was daunting but within five minutes it was like I was doing my normal Music Therapy session. It's nice to pay something back to the hospice by being in the film."



Marian Wild, from Dartmouth, was filmed at her Breath of Fresh Air (BOFA) session in the hospice's Outpatient Centre

"I was referred to Rowcroft in March 2015 for the six week BOFA course which has helped me with breathlessness. The filming was fun; the film crew were great and didn't intrude at all. I think it's really important that people know what an important part of the community the hospice is. The film is really good, it will make people realise that a hospice is not a frightening place to be."



Mike Harris was filmed at his home in Chudleigh

"Over the last couple of years Rowcroft has been a tremendous benefit to me. I've had therapies at home such as massage, which have really helped me, and I've also been on a course to help me with my breathing. The Love Life Every Day film crew spent a couple of hours at my house, filming me in several situations. The new film is very well put together; people think that hospices are places you go to die, the film better shows what Rowcroft truly does."



Support our
future with
a regular
donation

Shaping the future

Rowcroft aims to meet the end of life needs of people in South Devon now, and in the future. To do so, we need to understand our capacity and ensure we have the services, staff and resources to meet growing demand.

We have been doing two key things to prepare; we have undertaken a study to better understand what capacity we have to meet demand for our services, and are considering the future functional requirements of our Inpatient Unit.

Although preliminary work, the study found that in 2011–13 there was an annual average of 3,397 deaths in Torbay and South Devon, and Rowcroft provided care in approximately 22% of cases. It also showed that by 2030, Rowcroft

will potentially need to support an additional 132 patients and their families per year.

We will continue to collect information for a year so we can consider whether we need to make changes to the way we deliver our services and will use the information in talks with the NHS and our own planning for the future. We will also consider our Inpatient Unit and what it needs to treat and care for people requiring this service in 10–30 years' time.

Dr Gill Horne, Director of Patient Care 

We want to continue to provide the best possible care for patients and their families in South Devon and we need your help. We ask you to join us in preparing for our future services by making a regular monthly donation to the hospice. Sign up at www.rowcrofthospice.org.uk/shaping-the-future or call Laura on 01803 217414.

Work life

Julia Halligan was admitted to Rowcroft's Inpatient Unit in September where she stayed for five weeks and met Physiotherapist, Lucy Goldsmith. Julia is now settled into a nursing home, but continues to see Rowcroft's physio and occupational therapy teams for help with her mobility. We asked her to quiz Lucy on the physiotherapist's work, the hospice and how she unwinds. Here's what Lucy had to say...

I didn't always want to be a physiotherapist. I'd always associated them with sport. Although I love doing sport, that branch of physio didn't appeal to me. When I became aware of other fields of physiotherapy such as stroke rehab, I became more interested.

Rowcroft feels like a family, it's a really lovely place to work. Being a relatively small organisation, every day you come into contact with people in different departments. It is very supportive and everybody works together well, there is a lot of humour, it's not a sad place to be.

I love being outside in nature and doing sports that scare me, it helps me to cope with the highs and lows of the job. I do triathlons, mountain biking, rock climbing and white water kayaking...or white water swimming when I get thrown out of my boat! I also enjoy art, you really have to concentrate when you're painting so it focuses your mind, and I play guitar. My partner works away at sea and luckily I don't have any neighbours so I can get away with playing the same songs; it's only my dog who sulks and gets fed up with me! 🍷

To read Julia and Lucy's full interview visit blog.rowcrofthospice.org.uk



Support us in 2016

23rd April

Superhero Skydive

Raise sponsorship by skydiving from 15,000ft dressed as your favourite superhero! Other Rowcroft skydive dates are available in June and September 2016.



May

Exclusive Challenge Information Evening

An evening to learn more about the thrills and rewards of undertaking one of our amazing series of adrenaline-busting challenges in 2017, whether in the UK or overseas. Keep an eye on www.rowcrofthospice.org.uk/challenges for more information.

June

Big Bake

Help us bake a fortune by hosting a tea party or coffee morning during the month of June. It's an easy and tasty way to raise funds for an important cause.

4-5th June

London Nightrider

An exciting 100km or 60km moonlit cycle, riding past London's iconic landmarks while the rest of the city sleeps! Join Team Rowcroft and be part of this memorable event!

20th June

Guinness World Record Skydive

A tandem skydive from the ultimate height FL150 (flight level), the highest you can go without an oxygen supply. Will you be one of the brave fundraisers to jump in tandem over a 24 hour period to help beat the Guinness World Record?

25-26th June

Bristol Nightrider

For the first time ever the successful Nightrider event will be taking place in Bristol! The 100km route is circular and will see you cycling over the Clifton Suspension Bridge, and through the city centre.

26th June

Torbay Half Marathon 2016

We're looking for members to join Rowcroft's team and take part in this very popular seaside event. The route is a traffic-free two lap route, starting and finishing on Paignton seafont.



Thank you for all that you do — the spared pennies and donated goodies, bake sales and sponsored boogies! Here are some other ways you can help to make every day the best day possible for families in South Devon.

12–14th August

Ben Nevis Weekend, Scotland

Challenge yourself and hike to the top of the highest mountain in the British Isles. Ask friends, family or work colleagues to join you on the trek to reach the summit of Ben Nevis while helping to raise vital funds for your local hospice.

14–18th September

London to Paris Cycle Ride

Cycling from London to Paris is one of the best cycle experiences in Europe. Take on this iconic challenge and help to raise money for patients in South Devon.



7–17th October

Kilimanjaro Trek, Tanzania

We are looking for adventurous people to challenge themselves to reach the summit of Mt. Kilimanjaro, the highest freestanding mountain in the world. Will you be part of Team Rowcroft?



Want to know more?!

Call 01803 210835 and talk to our Community Fundraising Manager, Hayley Norrish, email hayley.norrish@rowcroft-hospice.org.uk, or visit www.rowcrofthospice.org.uk.



Get involved!

Could you spare an hour or two now and again throughout the year? You could join Team Rowcroft as a Community Fundraising Volunteer helping out with bucket collections, coffee mornings, fetes and fayres. It is great fun and you would be making a huge difference right in the heart of your community.

If you would like to know more, just call Debbi on 01803 210833 or email debbi.shotton@rowcroft-hospice.org.uk



Please complete the form below and return to **Freepost RTKK-UJRJ-XBKS, Meadow of Memories, Rowcroft Hospice, Avenue Road, Torquay, TQ2 5LS** by 11th March 2016.

Mr / Mrs / Miss / Ms / Other Name:

Address:

..... Postcode:

Email:

By giving your email address, you are agreeing to us contacting you by this method. We would occasionally like to send you news about the hospice and details about other fundraising activities. If you'd rather not receive this then please tick this box

Please choose a flower from the following list

- Virginia Stock Calendula Sweet Alyssum
- Californian Poppy Borage Cornflower
- Linum (Flax) Gypsophila Rudbeckia

I would like my flower to be planted in memory of:

.....

.....

Option 1: Make a monthly donation by direct debit

A regular monthly donation is one of the best ways to support Rowcroft's care, now and in the future.

I would like to make a monthly donation of: £ starting on: dd / mm / yyyy

Instruction to your bank or building society to pay by Direct Debit Service User Number: 291078

<p>To: The Manager</p> <p>Bank/ building society name: Address:</p> <p>Postcode:</p> <p>Name(s) of account holder(s):</p>	<p>Reference: (for office use)</p> <p>Instruction to your bank or Building Society</p> <p>Please pay Rowcroft Hospice Direct Debit from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee.</p> <p>I understand that this instruction may remain with Rowcroft Hospice and, if so, details will be passed electronically to my bank/Building Society.</p>
<p>Branch sort code: <input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/></p> <p>Account number: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p>	<p>Signature(s):</p> <p>Date:</p> <p>Banks and Building Societies may not accept Direct Debit for some types of account.</p>

Option 2: Make a one-off donation by credit/debit card or cheque

I would like to make a donation of: £ Payment type: Visa Mastercard Maestro Cheque

16 digit card no:

Start date: month / year Expiry date: month / year Issue no: 3 digit code:

Please make cheques payable to 'Rowcroft Hospice'

Signed: Date:

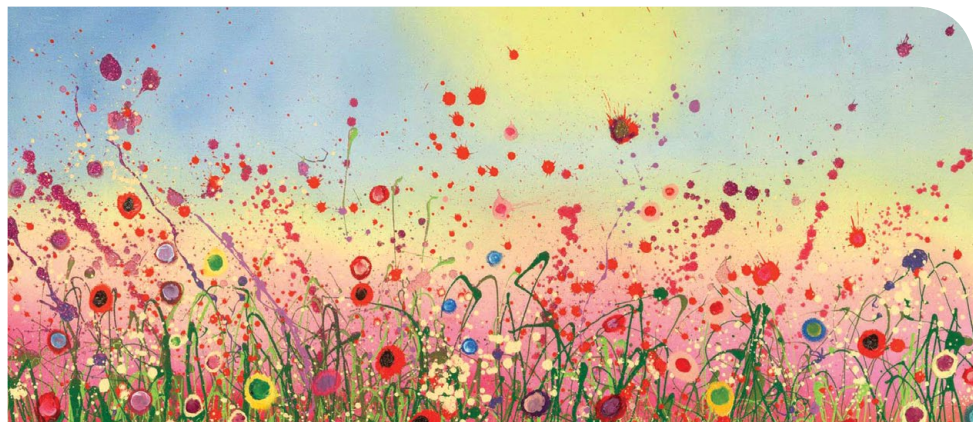
Make your donation worth even more...without any added cost!



I wish to Gift Aid this donation and any donations I make in the future or in the past four years to Rowcroft Hospice. I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all donations (25p for each £1 given) in that tax year it is my responsibility to pay any difference. Please tick here:

Name:

Signed: Date:



Meadow of Memories

Rowcroft's much loved Meadow of Memories is somewhere to reflect, somewhere to remember, somewhere to smile.

Each year, a beautiful wildflower meadow is planted in the grounds of the hospice to celebrate the lives of those people we have loved and still love, dearly. We would be delighted if you would join us to help create the meadow in 2016.

All you need to do is dedicate one of our carefully selected flowers to your loved one by completing the form on page 16 – we will plant your seed, which will grow in this lovely,

peaceful location. You will be helping to create our meadow, planting a stunning tribute to celebrate the lives of those precious to us. The invitation to dedicate a flower is open to all, not just those touched by Rowcroft's care.

Everyone who dedicates a flower will be invited to come to a special service and family day in July, when the meadow will be at its brightest and most beautiful. You are also welcome to visit the meadow at any time.

Your flower choices:



Borage



Cypsophila



Sweet Alyssum



Cornflower



Rudbeckia



Virginia Stock



Californian Poppy



Linum (Flax)



Calendula

Your meadow

Since 2012, the Meadow of Memories has provided a great deal of comfort; celebrating the lives of those we loved and still love. It has also raised vital funds to provide support for local families. By dedicating a flower and choosing to make a regular or one-off donation you will be making a huge difference to our patients, and their families.

Your support will enable us to help families make the most of every moment they have together. If you choose to dedicate a flower and give a monthly donation, you will be ensuring that we can provide our care both now, and in the future.

Geraldine Gaskell's husband, Paul, was cared for by our Hospice at Home team in 2013. She donates to the meadow each year, this is why:



"In the summer we had the opportunity to leave a lasting memory of Paul. He loved his garden, the more colourful the better. The Meadow of Memories is a beautiful carpet of colour, with memories woven into those colourful flowers gently waving in the breeze. Each year his memory is there in that meadow."

Image reproduced with Yvonne Coomber's kind permission, and used to inspire Rowcroft's Meadow of Memories logo and designs.

Please support the hospice with a monthly donation

£5 a month

over a year is enough to fund a visit by a Community Nurse Specialist.

£12 a month

over a year is enough for our trained therapists to provide a series of six massages, helping to alleviate a patient's sense of anxiety and soothe discomfort.

£20 a month

over a year is enough for a hospice nurse to make four visits to support a family at home, providing practical and emotional support.

Thank you so much for your support.