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Springhill Hospice

Broad Lane, Rochdale OL16 4PZ T: 01706 649920

E: sam.wells3@nhs.net

Springhill Hospice Fundraising Office

Coffee @ the Craven, 7 Broad Lane, Rochdale OL16 4PZ

T: 01706 641790 (opt 1)

E: fundraising@springhill.org.uk

Springhill Hospice Lottery Office

Broad Lane, Rochdale OL16 4PZ

T: 01706 631013

E: fundraising@springhill.org.uk







Chair of Trustees' foreword

Welcome to Springhill Hospice's Annual Review of 2022!

As the Chair of the Board of Trustees, I am very proud of our Hospice and its wonderful staff and volunteers, who day-in, day-out continue to maintain their focus on the needs of the patients and families we serve - no matter which job they do.

We have once again started to hold some of our big fundraising events, and our shops have been able to reopen, providing some much-needed income. After such a difficult time, all of us are so pleased to get back to "business as usual", and we look forward to seeing you and your families at the events planned for 2023.

We need to recruit a large number of new volunteers and there are a huge variety of roles on offer - so whatever your age, skills and experience, please get in touch with us to have a chat about how you can help make a difference.

In this Review, there are some wonderful stories about life and the services on offer at the Hospice, and in the community. Our patients and their families continue to remain our priority, and their personal stories are

a poignant reminder of the importance and value of the expert care provided by the Hospice teams, with kindness, determination, and good humour.

Some of you will know how beautiful the grounds and gardens are at Springhill. We have recently won the RHS North West in Bloom Award Level 5, in the "It's your Neighbourhood category" for the 8th year running, the Gold award in the Hospice Category, and the award for Best Hospice in the North West; an incredible testament to the dedication, expertise and the pride our Gardening Team take in their work.

So, after a tough 2 years, we are optimistic for the future, and are so grateful for your support that enables us to continue to do our work.

On behalf of the Board of Trustees, I hope you enjoy reading this Review, and may I offer you my very best wishes to you and your families.

Thank you.

Lesley Mort

Chair of the Board of Trustees





Welcome from our CEO

Welcome to our Review of 2022. This was the year we started to emerge from the dark shadow which Covid had cast. I finally saw the Hospice without any restrictions and what a joyful experience that was. Staff continued to amaze me with their absolute resilience and dedication, and we put measures in place to care for their welfare and recognise their contribution.

In December 2021 I acquired a four-legged friend named Wilson. He was my dog for a day and then quickly became the Hospice dog. He's definitely the most popular member of staff, and he's really enabled me to get to know our patients much better; what a privilege this has been. We try, when work permits, to do an Inpatient Unit round and visit Day Therapies as often as possible. I therefore get first hand feedback from patients and their loved ones on the services we provide. I cannot begin to tell you the pride that I feel when I hear how much Springhill means to them.

I was thrilled that we were finally able to say thank you to our amazing volunteers, with a range of measures including a wonderful party where we ate, drank and danced. Volunteers continue to play such a pivotal role in the services we are able to offer. I want to pay tribute to each and every one who donate their precious time for free.

I am constantly amazed by the generosity and commitment of our supporters even in tough times. We are extremely grateful for the support of the CCG and government (via Hospice UK) for the financial support we received during 2022, which enabled us to break even in such a challenging year.

The next few years will be increasingly difficult, and we will have to rise to new challenges. However, I know the extraordinary support I experience from our Trustees, colleagues, volunteers and supporters will mean the challenges are less daunting.

Thank you for your continued support and enjoy reading.

Sam Wells

Chief Executive

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Meet our Trustees

Our Hospice Trustees are also volunteers and ensure proper governance of our charity. They offer invaluable advice and expertise, and they each give significant amounts of time each year in support of Springhill Hospice.

They are from a variety of backgrounds and hold senior positions in their chosen field.



Lesley Mort



Kitsa Efthymiadis Vice Chair



Julia Heap Trustee



Dr Robert Namushi



Carol Hopkins Trustee



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Rt Revd. Mark Pavies Trustee



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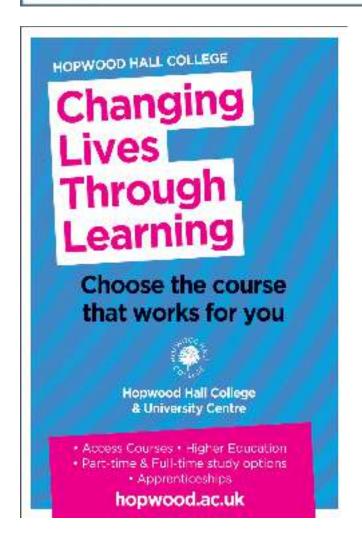
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Inpatient Unit



In April of this year, we said farewell to Sister Ann Gray, who retired after many years at Springhill. The team was sad to see Ann leave; she was a role model and friend to all the team, and left some big shoes to fill! We wish Ann well and know she will remain a firm supporter of the Hospice.

One of our Admissions Coordinators, Chris Grange, retires in December after 3 years' service. She is a very experienced nurse who originally worked on the Inpatient Unit and with the Hospice at Home service. She was able to transfer that knowledge and experience into this role to support patients and families who may be apprehensive about the Hospice. We will miss her and wish her a happy, well-deserved retirement.

I was appointed as Ward Manager earlier this year after Ann's departure. I have been a Nurse at Springhill for over 11 years and feel extremely privileged to have been given such a fantastic opportunity. Palliative care is my passion and the Inpatient Unit is where my heart belongs.

I have the pleasure of being supported daily by two Junior Sisters, Danielle Wood and Carla Meyrick, both appointed upon my promotion. Both Danielle and Carla are very experienced nurses and share the same passion for providing the highest standard of palliative care for our patients. They are excellent role models for the team, with a clear direction and focus on creating a positive working environment for all. They have been a fantastic support to me in my new role, and as a trio we have implemented some exciting and positive changes to the Inpatient Unit, such as a Suggestion Board to identify and explore areas we can develop, practice or introduce new ideas. The staff have really embraced this new idea and the response has been fantastic.

The Bereavement Group has been one of the most proactive. We have created strong links with external bereavement groups, and we are now able to offer memory boxes and personalised keepsakes for our

patients' families and loved ones. We can recommend hand prints and 'thinking of you' hearts, which have been gratefully received. Also, we can provide a beautiful remembrance candle and forget me not seeds, along with a poem to accompany our bereavement information. I believe this provides some comfort and promotes dignity; this is something which we are extremely proud of.

In October 2021, Nikita Birchall qualified as a Nursing Associate, which is a relatively new role on our unit, created by the Nursing and Midwifery Council to support the Registered Nurse, and bridge the gap between the Health Care Assistant and Nurse roles. Nikita has completed her university studies and further in-house training. This has allowed her to continue providing excellent palliative care and support the nursing team, with additional responsibilities. She has been an asset to us and we are excited to explore further opportunities with her and other members of the team.

End of life care is truly our passion; however, we are equally passionate to support our patients at any stage, during admission through to discharge. We pride ourselves on offering the best support, in order for our patients to fulfil their wishes. We have provided care for 252 patients and their loved ones this year, and successfully discharged 90 patients to their preferred place of care.

The nursing team continue to work hard and are adapting and updating practice continuously. We are extremely proud of the encouragement and support Springhill has offered us in our new roles, and we continue to encourage our staff to develop and progress within the Hospice. The nursing team is constantly proactive and after the impact of Covid, we are very happy to return to our usual pace upon the Inpatient Unit.

Leighann Hill Ward Manager















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Psychological and Supportive Care

Spiritual and Pastoral Care

Rev Michele Ryan joined our Psychological and Supportive Care Team in January as our Spiritual and Pastoral Care Coordinator. Michele has been gratefully received in supporting our patients, their loved ones and our staff, both on the Inpatient Unit and in Day Therapies. Michele also co-facilitates our Day Therapies Carers Peer Group, and our Bereavement Support Group.

In October, we were thrilled to be able to resume our Remembrance Services. Following the service, many people said they were grateful to be able to take part in the act of remembrance. One person in attendance told us 'that was just what I needed.'

Michele was instrumental in preparing our services for Light up a Life, which took place on the 1st and 3rd of December. Both these services offer the opportunity to remember loved ones and celebrate their lives, and include the symbolic lighting of a candle in their loving memory.

Highlights this year were Michele conducting a Hospice wedding in our Chapel; this was a beautiful service and it meant so much, to so many. Michele also performed an adult Baptism, which provided great joy and peace to the patient involved.

Michele is supported in her work by Rev Anne Gilbert, who kindly continues to volunteer with Springhill.

Counselling

We support adults who are experiencing psychological and emotional distress as a result of a life-limiting condition. We care for patients and their loved ones on the Inpatient Unit, in Day Therapies and as outpatients; offering face-to-face, telephone or video sessions and home visits as appropriate.

In March we welcomed back Stacey Campbell who rejoined our counselling team. Part of her role is facilitating a new therapeutic support group for families of people living with dementia. Stacey has been busy networking and designing the programme, and we look forward to watching it progress.

Our British Association for Counselling & Psychotherapy (BACP) Service Accreditation is due for renewal this year; our application has been submitted and we are now eagerly awaiting the result.

In Spring 2023 we aim to restart both 'outdoor' and 'walk and talk' counselling in addition to indoor faceto-face, telephone and video sessions as these have proved very popular.

Bereavement

We support any adult in the borough who has been bereaved by a loved one of any age, with a diagnosed life-limiting condition. We offer 1 to 1 or group support following an initial telephone assessment. Counsellor Sally-Ann delivered her first bereavement volunteer training sessions this year, and the feedback was exceptional. We are actively looking to recruit bereavement volunteers to support us in both 1 to 1 telephone support and in our support groups.

Nina, our Creative Therapist, and Michele Hurst, our Head Gardener, joined Counsellor Beckie to run a very successful Ecotherapy Group this summer, with incredible feedback from our bereaved clients. Ecotherapy is an outdoor therapy group combining gardening, outdoor craft activities and introducing some relaxation techniques. We are keen to develop a variety of other therapeutic bereavement support groups, and we look forward to restarting our community social groups for the bereaved; however this will be reliant on recruiting more bereavement volunteers – something we can hopefully achieve in the New Year!

Staff Counselling

We are truly grateful to the three counsellors in private practice who offer pro bono sessions for our Hospice staff. Kate Doran has recently kindly offered her services, in addition to Alison and Niall who continue to support us.

I am incredibly proud to be part of the Hospice team. We deliver such a quality service, and the feedback we receive is truly heart-warming.



Psychological and Supportive Care Manager



127 Number of people referred to the bereavement service



Telephone support calls



Face to face sessions



Telephone counselling sessions



Video counselling sessions



Virtual Group attendees



Face to face Group attendees



Ecotherapy Group attendees



Walk & Talk Group attendees

85 Number of people referred to the counselling service



Face to face sessions



Telephone sessions





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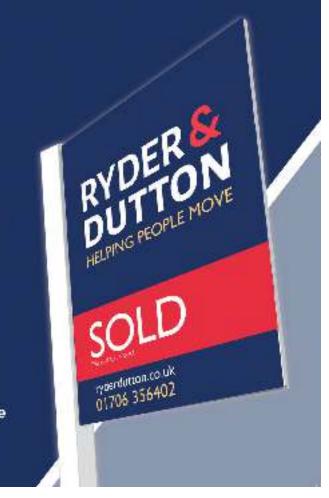


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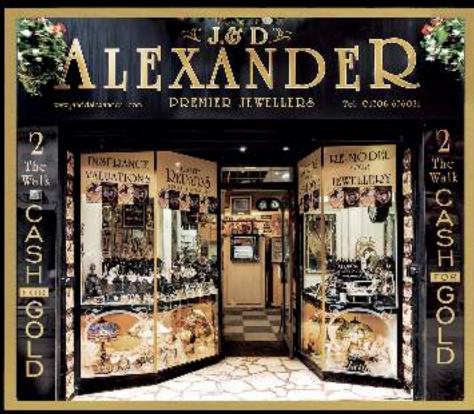














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An interview with

The Rochdale Freemasons are a long standing and well respected organisation within the borough; helping charitable causes is at the forefront of their ethos. Freemasonry teaches concern for people, care for the less fortunate and help for those in need – so the Masons ensure they are always in a position to aid local charities. John Taylor, District Charity Steward of Rochdale Freemasons, granted us an insight into why they chose to support Springhill Hospice specifically.

"I've been part of the Rochdale Freemasons for 9 years which sounds like a long time, yet a lot of our members have been with us forever! I joined after attending some of the fantastic social events, and once I gained an understanding of all the amazing charitable causes the Freemasons help, I knew I wanted to become a part of it.

Rochdale Freemasons were supporting Springhill Hospice long before I joined, as we recognised the fantastic work that Springhill does, and that they're a charity that relies on constant support from the community. From helping out as Volunteer Drivers, assisting on the Board of Trustees, or raising money through grants, the Freemasons are always looking at new ways of showing our support."

We all know that Christmas time is the season of goodwill, and the Rochdale Freemasons are some of the best at extending an extra level of care at this time of year.

"Every year we create 20 luxurious Christmas hampers, and hand deliver these to Springhill Hospice patients and their loved ones out in the community. We know that this time of year can be incredibly hard for people, especially those in palliative care, and we hope to put a smile on their faces at Christmas."

Not content with just one festive charitable gift, John himself raises further money for Springhill by collecting donations with his E-Christmas cards, which include a link for the recipient to give a donation. Then come January, John collects the fantastic contributions and presents them to the Hospice.

"Springhill is such a worthy cause; you help so many people in the community, so the Freemasons are very happy to be able to give something back."

A huge thank you to John, and all the Rochdale Freemasons for all that they have done for Springhill over the years, and all the generosity they continue to offer!



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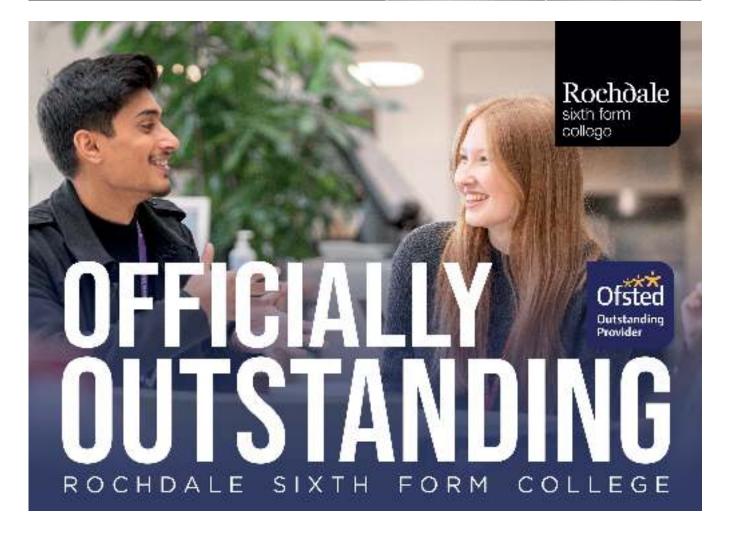
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Community Team

Springhill Hospice's Community Service continues to support patients who are deemed to be in their last 12 months of their lives, in their own homes; working closely alongside GPs, District Nurses and other community service providers.

The last 12 months have been a roller-coaster of a ride, trying to get back to some kind of normality following the Covid pandemic. I feel immensely proud of the dedication and commitment that I have seen on a daily basis from all Hospice staff, working closely together to deliver the best outcome for our patients and their loved ones.

The Community Team has continued to progress and develop, reflecting the needs of our service users. There has been a number of changes that have taken place to support the team in becoming more efficient and responsive, to the changing needs within the community.

We restructured our Specialist Palliative Care Nurse team to adapt to the needs of our patients, to ensure they receive the most appropriate care. This has also allowed the team to support each other in developing their own skills, which ultimately improves the care we can deliver.

The Hospice at Home service remains busy caring for patients in their own homes, who are in the final two weeks of their lives; supporting other community professionals in making the last few days and moments count. The service is currently being reviewed and changes being made to assist staff with self-development; dealing with the changing needs and challenges within the community and most importantly, maintaining relationships with other community providers.

Since starting the service, we recognised that we received a number of referrals of patients with a Dementia diagnosis, with potentially complex symptoms. We were aware that we did not necessarily have the specialist skills needed, to ensure we provided the best care and support to this patient group and their families. So, we are extremely proud to have successfully recruited a Dementia Specialist Nurse, who provides guidance and support to our clinical teams, and specialist support to these patients and their families.

Which leads me on nicely to welcoming Margaret Diggle, our Dementia Specialist Nurse. I would also like to welcome Jasmine Davies, Associate Specialist Palliative



Care Nurse, who is our latest addition to the team; we look forward to the skills and knowledge that she can share with us. Jackie Dyson, our Bank Secretary, who is currently supporting the Liaison Team as one of the first points of contact for the service. Julie Jepson-Allsop, our Night Sitter, supporting families with respite from caring for their loved one, enabling them to have a well-earned break. Rachael Grimwood, who has joined our Education Team as an educator, supporting the evolving and ever-growing service.

I would also like to say goodbye and best of luck to Jane Ashworth in her new adventures. To Laura Shaw, we would like to say thank you for your dedication, hard work and wish you a well-deserved happy retirement.

There are also a number of staff updates that have taken place; Nathan Dickinson-Ramsden successfully gained his Specialist Palliative Care Nurse post. Diane Bannister and Allison Sutcliffe were both successful in completing their non-medical prescribing course, and we now proudly have five non-medical prescribers within the team.

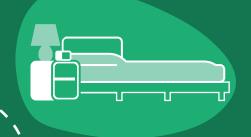
I look forward to what the next 12 months will bring; once again I am so proud of the team that drive the service and would like to express my gratitude to the Hospice Management Team, Chief Executive and Board of Trustees for their on-going support and kind words.

Nazma Ahmad

Community Services Manager



Our community care in numbers



2,027

Visits made by Hospice at Home services



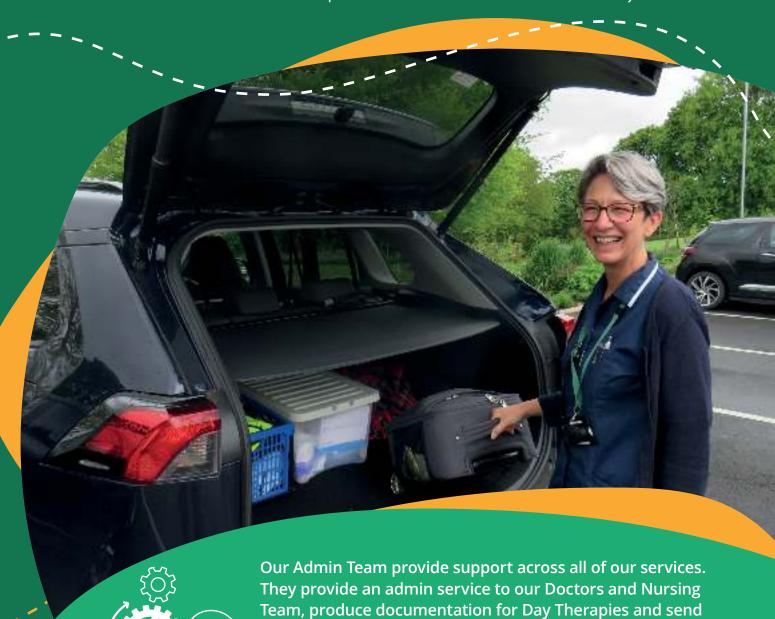
288

People supported by the Hospice to Home service



3,306

Visits made by the community team



Our Admin Team provide support across all of our services. They provide an admin service to our Doctors and Nursing Team, produce documentation for Day Therapies and send out information about our bereavement support services, including our Remembrance Services, helping to raise awareness of all the services and support Springhill provides.



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Finance

Income 2021-22	Total (£)
Investment Income	22,796
Donations & Fundraising Activities	1,337,492
Legacies	567,148
Charitable Activities (services)	2,232,622
Trading Activities	1,061,898
	5,221,956

Where our money came from in 2021/22



£2,232,622
Charitable
Activities

£1,337,492

£1,061,898

£567,148

£22,796

Donations and Fundraising (services)

Trading Activities Legacies

Investment Income



HR administers the recruitment process, helping to ensure an effective on-boarding experience, and supporting our existing workforce. Without an effective workforce, we couldn't deliver any of our core services.

Expenditure 2021-22	Total (£)
Charitable Activities (services)	4,191,681
Fundraising	307,475
Trading Activities	713,320
	5,212,476



Where we spent our money in 2021/22

£4,191,681	£713,320	£307,475
Charitable Activities	Trading Activities	Fundraising
(services)	1	1

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Fundraising

Highlights have been aplenty over the past year within the Fundraising Team, and one that stands out in particular would be the launch of the Hospice's brand new, all singing, all dancing website back in June. The overall aim was to create not only a more inviting, user friendly and engaging website, but for it to also be a modern, forward-thinking and less time intensive web environment for the Fundraising Team.

This way of working was a first for our team, and we have had many process changes along the way, to align with our mission to embrace new technologies and create a more efficient and sustainable way of working. With the dedication of our Fundraising Database Development Lead, Heather, and Marketing Officer, Kasim, the feedback on the website has been wonderful; if you haven't yet had a browse, I would encourage you to do so.

As this goes to print, two of our fabulous Nurses, Nikita and Paula, have just returned from their Cambodia and Vietnam Trek. After nearly three years in the making and many delays due to Covid, they were finally able to take on this huge adventure, and at time of writing they have raised an incredible £5,480.

We have also welcomed Joanne Ali to the Springhill team who, after over 20 years as a Solicitor, has joined us as our Events and Projects Fundraiser. She hit the ground running with our Summer Garden Celebration, Firewalk, Christmas Fair, Christmas Cracker Ladies Lunch and Santa Dash already under her belt - and what successes they were!

Our community and corporate fundraising events continue to show unwavering support, under the guidance of Jenna Kavanagh and Vicki Murray; 48 walkers took on our Yorkshire 3 Peaks Challenge, our Men of Rochdale Luncheon sold out in two days, Business Buddies membership has continued to grow and we already have five Skydivers signed up to jump next May! A special mention to local business, BES, who donated a spectacular £20,000 to Springhill Hospice to mark their 20th Anniversary in September. We had a wonderful evening celebrating with them, and it was a great excuse for some of our clinical team to let their hair down!



As we look ahead to next year, our fundraising focus is on retaining and stewarding the support the Hospice has, and creating meaningful fundraising initiatives and communications; these really portray the huge impact supporting Springhill has for hundreds of individuals and families, all across the borough. We will be increasing our presence within the community spreading fundraising joy, so keep an eye out at your next coffee morning, supermarket shop, or community group meeting. There will also be a push on increasing regular gifts, and to support this we have a new Direct Debit sign up via our website, which is very quick and simple to complete. Our new Supporter Engagement Fundraiser, Rachel, is looking forward to leading on this campaign.

Fundraising in the current climate is tough and will continue to be so for the foreseeable future, but Springhill is so lucky to not only have an incredibly supportive community, but also a team of resilient, ambitious, creative and passionate fundraisers and fundraising support staff.

Sophie Ansley Fundraising Manager



FR income Apr – Sept 22



Number of Walk to Remember walkers



Number of Springhill Business Buddies



Supporters who make a regular monthly gift to the Hospice



Number of collecting pots in local businesses



People who have donated in memory of a loved one (Apr 2022 – Oct 2022)





2022 has been a great year for our team. We were delighted to open our doors to patients once again, and hear the buzz of activities, the sound of laughter and see the smiles of joy.

Springhill's Day Therapies support any adult living in Heywood, Middleton or Rochdale with a palliative life-limiting condition, and their loved ones; helping to make every moment count.

- Our weekly Wellbeing group has a varied timetable of uplifting and relaxing activities including quizzes and games, arts and crafts, gardening, relaxation sessions, and more. Our patients particularly enjoyed the glass painting and bookmark making sessions; some have told us the activities are the highlight of their week.
- A Supportive Self-Management group runs weekly with sessions covering fatigue, anxiety, breathlessness, pain and sleep. We received fantastic feedback from our patients on how useful this knowledge and the strategies are.
- We started a fortnightly Peer Support group for our patients' loved ones and the group informed us they have really valued this support.
- Towards the end of the year, we started a fortnightly group for people living with dementia; providing support, therapies and activities with referrals and help from Margaret Diggle and Lynda Coleman.
- Bookable Drop-in sessions are available on Wednesday afternoons for patients and their loved ones to pop in meet us for a chat, tea, coffee and learn more about our service.

Staff Nurse, Jackie Trace, joined us last November, and has done a marvellous job temporarily leading the team - her professional knowledge and background have been an absolute asset to our patients. Nina Brown became our new Creative Therapist after Anwen retired in March, they were big shoes to fill and she has certainly done so! You may have seen Nina's wonderful autumn display and

some of our patients work on the notice boards, and at our stall at the Christmas Fair.

Complementary Therapist, Kaman Cheung, joined us in June, and we have received overwhelmingly positive feedback from our patients and their families. Complementary therapies including massage and aromatherapy are available for patients on the Inpatient Unit, in Day Therapies, for families at our Carers Group, and also families on the Inpatient Unit when we have availability.

We also welcomed back many of our volunteers. Our volunteers are vital in providing care and support for our patients; offering tea, coffee and company; driving patients who may not be able to make their own way here; supporting our creative therapies; and also volunteer complementary therapists, to name a few. We are so grateful and would really welcome more volunteers who may have hobbies and skills to share. We met a gentleman at our open day who now helps us offer virtual reality experiences for some of our patients who have given us a wish list. They may like to swim with dolphins, or perhaps visit a special place.

Highlights have of course been the visit from some very cuddly alpacas, daily visits from Wilson (the other Wilson that is), our Hospice dog – he always brings a smile to our Day Therapy patients. We also had a Queen's Jubilee afternoon tea, which was fabulous and thoroughly enjoyed by everyone.

We very much want to develop and improve our offerings in Day Therapies. We strive to support as many people in the borough as we can living with any palliative lifelimiting condition, and we plan to pilot groups for specific diseases, for example motor neurone disease (MND). We also want to develop a more diverse range of activities to be more inclusive for everyone; we plan to start Ecotherapy groups and gardening groups next spring.

I am incredibly proud to be part of the Hospice team, and can't wait to see what 2023 brings.

Jill Wilson

Psychological and Supportive Care Manager

Our Sessions



Wellbeing Group

Self-Management Group





Dementia Group







Number of volunteer support hours per week



Our Laundry Assistant ensures fresh bedding and towels are always available for our inpatients and that our Complementary Therapy clients can enjoy clean, fluffy towels whilst having their treatments.

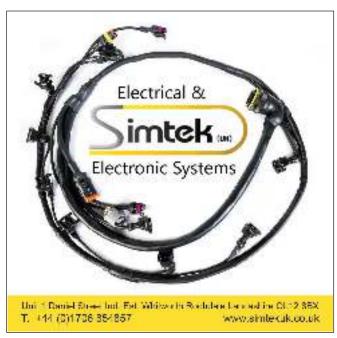


Head Gardener Michelle works with Day Therapies and Bereavement staff with our Good to Grow and **Eco-Therapies groups** respectively. Both these groups are of significant emotional and physical benefit to our patients.















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Ketail



I was absolutely thrilled to be asked to join the team at Springhill Hospice to support the development of the retail operation. I have worked in the charity sector for more than 20 years now, and I can honestly say I have never been made to feel more welcome, nor been surrounded by such a positive and vibrant team. Everyone is so focused on making Springhill Hospice the very best it can be, it's a great place to work. I feel very privileged to be part of an organisation that means so much to so many people, and I look forward to ensuring we maximise the income potential from our shops and coffee shop to benefit the Hospice."

Honora Crisp

Retail Development Manager

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- We are builders of confidence and self-esteem as we support and mentor our amazing volunteers and vulnerable adults.
- We improve employment prospects many of our volunteers go on to find paid employment after volunteering with us.
- We are your Community a place to come and see a friendly face and have a chat, providing comfort and friendship for people in our area who are socially isolated or lonely.
- We are great listeners, we hear the stories of our customers, the good and the bad, we will not rush you, we do not judge, we will try and help if we can.
- We support the local economy, saving local councils from landfill charges and keeping high streets alive.
- We provide access to quality affordable goods for local people, needed now more than ever, as more and more people experience financial hardship.
- We are a place where local people can take their preloved items to be recycled and treasured by a new family.
- We provide a truly guilt-free shopping experience; a place where you can feel good and do good, safe in the knowledge that your purchase will directly benefit Springhill Hospice.
- We are ambassadors of the Hospice, doing our best to make every moment count by generating income to help more people across the borough.





The number of charity shops in the UK



The contribution made by Charity shops to parent charities 2018/19



The amount spent in charity shops across the UK in 2020



The money saved by local councils each year in waste disposal costs as charity shops divert textiles away from landfill



The amount of textiles each charity shop prevents from going into landfill each year

A final thought...

I have never forgotten a young Dad who came into my charity shop. It moved me profoundly and it still brings tears to my eyes every time I think of him.

The young Dad came into the shop with his young Daughter and toddler Son.

He had returned to the shop having gone home to try and get enough money together to buy his Daughter a toy she had seen for £2.

The young girl was about 6 and spoke for her father who wasn't confident with his English; I've come to buy my bag she said, and explained that they had walked home to see if mum had any more money. Sure enough mum had come up trumps, and we counted out the copper coins one by one.

It occurred to me what a struggle it had been for this man to give his Daughter a second hand toy for £2. It was clear to see this was a family facing challenges and to find £2 had been difficult.

"Oh dear", I said, "This bag has got the wrong price on it, it should say £1 not £2 and we've got an offer today on toys so why don't we go and choose something for your baby brother."

As they prepared to leave, the Dad was able to say.....

"I love coming here, I feel like a King, I can buy things for my kids."

Imagine the power of your donation! Next time you donate to charity you might just make someone feel like a King.





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The Springhill Hospice Lottery offers supporters a way to make a regular contribution towards Hospice care, with the added bonus of the chance to win with weekly prizes.

As restrictions eased in September 2021 we were able to restart our door to door and venue canvassing activity to recruit new players to our Lottery.

To support Hospice care across the borough join Springhill's Lottery today: www.springhill.org.uk/lottery

Our Lottery in numbers (figures correct as of October 31st 2022)



9,267

Total number of entries as of end of Oct 2022



£1,250

Total weekly prize fund (inc. first prize of £1,000)



£10,000

Total maximum value of our rollover fund



£5,250

Total prize value per draw for our Summer and Winter Superdraws



Total cost to play per week



£244,014

Estimated contribution to patient care in 2022





An interview with

Margaret

Springhill has been delivering exceptional palliative care for over 30 years, and throughout this time, we have cared for patients with a wide variety of life-limiting conditions. However more recently, we identified that certain patients required a different level of attention and understanding – our patients living with dementia. We knew we had to provide the unique care they require, whilst also equipping our staff with this specialist knowledge – and how better to do this, than with a Dementia Specialist Nurse. Margaret Diggle has worked in a variety of mental health posts throughout her career, but she has always had her eye on becoming a member of the Springhill family.

"I have been hanging around on the outskirts of Springhill for the past 5 or 6 years, so to speak – helping out in a voluntary nature delivering the Dementia module at Springhill's Education centre. I have wanted to work for Springhill for years, so when I spotted the job vacancy I couldn't apply quickly enough. I am so passionate about dementia and the fact that it is a palliative diagnosis, and that patients and their loved ones receive the specialised care and advice that they need. I also think it's so important that we work to demystify the Hospice - you don't just come here to die, it's about caring for people's wellbeing. These patients aren't dying from dementia, they are living with it."

Dementia care looks different for each individual, and with Margaret at the helm, Springhill is now able to offer a host of new bespoke services; to not only help our patients, but to support the people who care for them too.

"Since beginning my new role in April, I have started up a Dementia Wellbeing group which we host every other Wednesday in Day Therapies. This is where we work with our referred dementia patients, getting to know

their life story, their history and who they are, outside of their diagnosis. And it's not only the patients who can benefit from our services; one Friday a month we run our Dementia Support Drop-in at the Springhill Suite and this is available for anyone caring for someone with dementia. Doctors, family and friends, carers, nursing home staff; if you have worries, want to learn more about dementia to assist you with your care, or just need a friendly ear to talk to, we are here to help, and provide a sounding board for your concerns."

Margaret's new role is one of many facets; attending patient visits with the community team, providing training across all areas of the Hospice, running the Dementia Clinics every week and supporting patients' families and loved ones throughout the borough.

"My favourite bit of the job, and it's a hard one to choose, is going out with the wonderful Specialist Palliative Care Nurses and spending time with patients near the end of their life. I love being able to bring my knowledge on Dementia to the table, and provide a fresh pair of eyes to ensure these patients are receiving the ideal care for their conditions."

Margaret's knowledge and passion for Dementia Care is profound, and we at Springhill feel immensely grateful to have her as part of the team. We are looking forward to watching the Dementia Care scheme develop over the coming months with her help, and the huge difference it will make to our patients.



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January

East Lancashire Masonic Charity donated over £2,000 to Springhill, allowing us to purchase training manikins and other essential supplies for our education facility at Carders Court. These materials allowed us to provide even more extensive training to people in the local community.



Apri

After receiving a grant through the Barclays Community Fund, we were finally able to launch our Dementia Care Project; recruiting a Dementia Specialist Nurse, Margaret Diggle, to spearhead the project and support all our clinical teams with dementia care knowledge.



May

Our Sunflower appeal began, encouraging our loyal community of supporters to make a donation in memory of a loved one – in return, receiving a beautiful handwritten sunflower plaque to mark the occasion. Over 350 sunflower dedications were made.



July

Calderbrook Alpacas came in for their second visit, delighting patients and staff with their cheeky and friendly nature. The alpacas were able to take a tour of the Hospice grounds, and visit patients in their rooms – which brought a smile to so many faces.



October

Springhill's first ever Firewalk took place in the Hospice grounds, and it was a huge success – with participants braving their fears and stepping over hot coals to raise money for the Hospice.



November

Our Hospice gardens won Gold at RHS Britain in Bloom, for the 'Best Hospice in the North West' – This is a huge achievement for our garden team, who work tirelessly to ensure our grounds are kept beautiful.



February

In February we hosted our first Business Buddies Big Breakfast; a chance for the local businesses who support us to come together and network, and listen to inspirational talks from influential members of the community.



March

Martin Foster - who undertook the mammoth challenge of running 100 miles and visiting 10 Hospices, all in just 4 days – managed to include Springhill on his amazing journey back in March! Martin's incredible efforts raised over £4,000 in total, towards funding Hospice care in Greater Manchester.



June

In June we held our Volunteers afternoon tea party; in celebration of Volunteers week, and to recognize the efforts of our amazing team of dedicated volunteers. We wouldn't be the Hospice we are without them!



August

Springhill's beloved Coffee @ the Craven reopened after more than two years of closure, much to the delight of loyal customers. The doors were opened once again, and people were invited to pop in for a delicious hot beverage, sandwich or cake.



September

Springhill's Walk to Remember was a huge success – a beautiful sunny September day, with over 150 people walking 10 miles in memory of their loved ones.



Pecember

This year we were able to host our in-person Light up a Life events; giving people a chance to attend the poignant festive service, and dedicate a light on our trees in memory of a loved one.





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Volunteering

Springhill Hospice is extremely proud of its amazing and talented volunteers who offer their time, skills and energy to support the Hospice staff in so many ways. Without a doubt, the Hospice wouldn't be able to do what we do, without them.

Whether it be clearing up in our busy kitchen, helping with crafts in Day Therapies or lending a hand at a Community Fundraising event, every little thing our volunteers do for us is much appreciated.

The recent pandemic has depleted our volunteer numbers, and we desperately need more pairs of hands to help us deliver our vital services. Staff from various departments of the Hospice are currently working together to produce a Volunteer Recruitment Strategy, looking at a variety of ways to encourage prospective volunteers and we are hopeful this will bring in the extra volunteers we need to support our teams.

Our exceptional volunteers are a diverse group of people from all walks of life and all ages, from 15 to 90+. Every one of them brings a host of different skills, abilities and experience to their roles. There are many reasons why people choose to volunteer with us – some have personal experience of the care and support provided by Springhill Hospice to a loved one, others desire to further their career opportunities or personal learning. Some volunteer to meet new people, while others have spare time on their hands and want to give something back to their Community. Whatever a person's reasons for volunteering, we know that all our volunteers gain personal satisfaction from helping the Hospice, and enjoy themselves in the process.

In June this year, we celebrated the hard work and support of our fantastic volunteers by hosting a Jubilee Afternoon Tea to coincide with National Volunteers' Week. Around 90 volunteers from all areas of the Hospice departments attended the celebration. This gave us the opportunity to personally thank them for all their support, and for them to meet up and have a fun afternoon together. This was the first such event since the disruption caused by the pandemic, and it was very special to see so many of our Volunteers back at the Hospice and enjoying themselves.



Another way that we recognise our Volunteers' incredible efforts and commitment to Springhill Hospice is by holding our annual Volunteer Service Awards. Sadly, we had been unable to host this event for the past two years due to the restrictions imposed by the Pandemic. This year, however, it was 'business as usual' on the 30th of October; we were able to treat our volunteers to an delicious Afternoon Tea, and honour 76 of them with their awards for services to the Hospice – 2 volunteers had loyally donated their time to Springhill Hospice for 20 years, 4 for 25 years and 1 for an incredible 30 years!

Gillian Kenny

Volunteer Coordinator

Why not come and join our small army of award-winning Volunteers?
Springhill Hospice is in need of extra helping hands in many various areas and departments.
A list of current volunteering roles is available on our website. This list is not exhaustive - there may be something you can do to help that we haven't thought of, so please do let us know!
For an informal chat, contact our Volunteer Co-ordinator on 01706 649920.
Alternatively, you can download an application form from our website, or call the Hospice and arrange for a form to be posted out.





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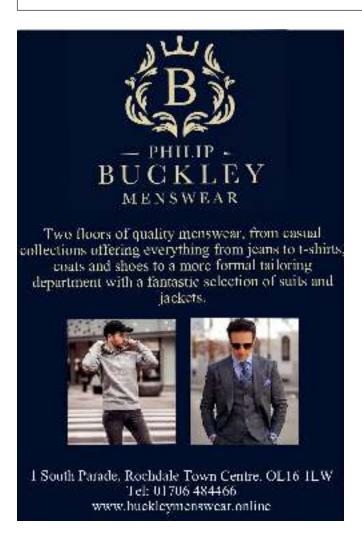
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Education

Another packed year for the Education Team! Changes in staff, development of new courses and links, and plenty of buzz in the education unit. We were sad to see Jane leave our team; she has been both the spearhead and backbone of Education in the Hospice since she joined Springhill 8 years ago, developing the Palliative Care Passport – a course which carries the Skills for Care endorsement, has won national recognition, and is well respected throughout HMR.

It is a course that Springhill is rightly very proud of. The Palliative Care Education Passport continues to underpin our delivery of palliative care education across HMR, and underwent a full review and update to begin a new cohort back in November.

One of our big successes this year has been the advancement and delivery of the Foundations of Care course, developed by our trainer Helen Seth, who is very experienced and competent. This course targets care assistants and non-registered nurses, who are new to caring and seeking to narrow the knowledge gap in the community. There are many people setting off on a caring career pathway, who come with limited skills and knowledge about providing care, and find themselves providing care to those approaching end of life. Foundations of Care helps them to not only develop the necessary basic care skills, but also how to deliver them with compassion, care, and dignity - and the understanding to help them develop individualised personal care.

The course has been well received amongst the domiciliary care and care home sector, receiving great feedback from learners and managers alike, commenting on Helen's creativity and dynamism. There have been over 230 trainees on the course so far this year!



One of the most valued areas in the education unit is the practical skills training room, which has been carefully furnished to allow learners to practice skills in as lifelike way as possible. We have a life-sized full anatomical manikin, which allows clinical and care skills to be practiced in a safe environment, before being put into practice in the work field.

We are pleased to have maintained and strengthened partnership working with other health care teams throughout 2022, including the Bladder and Bowel team, Tissue Viability, Rochdale Carers Hub, Children's Services, Community Learning Disability Team, Oral Health Team and Alzheimer's Society. In addition to the training we deliver, we are also involved with developing future services and strategies with the Greater Manchester and Eastern Cheshire strategic clinical network; looking at new ways to improve and develop palliative care provision. Work with them this year has included creating an online learning course around Inequalities, due to be rolled out in the coming months.

Our achievements this year could not have been accomplished without the continued support of Angela, our superb administrator, who keeps not only us, but all our trainees, focused, resourced and documented. Like every department in the Hospice, we also rely on amazing volunteer support - we welcomed Barbara to the Education team this year.

Moving away from the Hospice to Carders Court last year was a huge challenge, however what it provided us with is a vision of where we can grow and expand new links, new ways of training, and connect up services, with the focus on improving end of life care for people living in Heywood Middleton and Rochdale. We are excited as a team to continue this work - watch this space!

Pauline Howarth

Education Lead

66

It's a brilliant programme and I enjoyed every second of it"

Care Worker (Dec 2021)

This course will equip me to be a better care giver, mentor and role model. I am so pleased to have completed this programme"

L.M. Hospice Staff (Jan 2022)

66

I have found the Palliative Passport invaluable"

Staff Nurse (Oct 2022)

To me the biggest impact the passport has had is improving my awareness of support available from Springhill Hospice and how valuable this is"

Dementia Advisor (Oct 2022)



Our education in numbers







hours





enrolled in the Palliative Care Passport



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Our IT team provide a continual review and upgrade, as appropriate, of our existing IT provision, including our HR and Patient systems, to ensure our IT is 'fit for purpose' and effectively supports staff as they deliver our core services.





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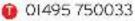




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Pates for your diary



Christmas Tree Collection

6th-9th January 2023



Summer Garden Celebration

6th August 2023



Yorkshire 3 Peaks

29th July 2023



Annual Golf Pay

8th September 2023



For further information about our upcoming events, please contact the fundraising team on 01706 641790.

Woman of Rochdale Luncheon

28th April 2023



Make a Will Month

May 2023

Skydive 14th May 2023



Man of Rochdale

24th November 2023



Light up a Life 2nd December 2023





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Making every moment count

Get in touch

We really want to communicate with you and keep you posted about Springhill news, events and updates. We believe in being open, honest and transparent with our supporters and want you to feel comfortable about how we communicate with you now and in the future.

Here at Springhill Hospice we always take your data seriously. We do everything we can to ensure your details are safe and we never have, and never would, sell your details to anyone else. We want to be able to share information with you about how your support benefits local patients and their families. Equally we respect your decision if you wish to only hear from us in specific ways or if you choose not to hear from us at all.

To update your preferences, please visit:

www.springhill.org.uk/communications or contact the Fundraising Office by calling: 01706 641790 (opt 1) or email: fundraising@springhill.org.uk

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