

Sue Ryder

Ryder News



Easy read magazine April 2024

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About us and our magazine



We are a charity called **Sue Ryder**. We help people in the UK who are dying or **grieving**.



Grieving is when you have strong feelings of sadness when someone you know dies.



Our magazine is for our staff and volunteers.

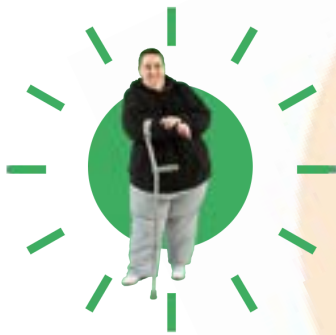


Our magazine tells you about our work. It also tells you stories about our staff and volunteers who work for us.

What our editor has to say



Our magazine **editor** is called Suzanne Molyneux. Our **editor** plans what will be in our magazine and makes sure it is ready for people to read.



Our main story in this magazine is about our **VIPs**. **VIP** stands for **Values in Practice Award winners**.



We explain what **Values in Practice Award winners** means and who our winners are on page 11.



We hope you enjoy reading our magazine.

Our competition



If you find a picture of a pink heart in this magazine you can win a **£20** amazon gift voucher.



The pink heart looks like this and is hidden in one of the photos in this Easy Read magazine.



Send us an email to this address and tell us what page the pink heart is on internalcomms@sueryder.org



Send us an email before the competition finishes at 5pm on **Friday 10 May.**

Viva engage



Viva engage is an online app that lets our staff and volunteers talk to each other and share the great work they do.



Go to this website to join Viva engage
www.yammer.com/sueryder.org



We will now tell you about some of the things people have been saying on Viva engage.



This watch was given to our charity shop in Henley and sold for **£8,500**.



This is a Valentine's Day shop display at our charity shop in Aylesbury.



This is our volunteer called Alan Craig who has been a volunteer with us for 1 year.



This is a colorful shop display at our charity shop in Ludlow.



This is our new **therapy animal** called Harry the pony. **Therapy animals** can help people to be calm and talk about how they feel.

Our vision



Our vision tells you what we want the future to be like.



We want to live in a country where everyone gets help when they are dying or grieving.

3

We have 3 aims to make sure our vision happens.



Aim 1

To make support better for everyone who is grieving



Aim 2

To help people who are dying to live well



Aim 3

To speak up for people who are dying or grieving



We first told everyone about our vision in September. Go to this website to read about our vision

www.sueryder.org



This April we will share our plan about how we will work on our 3 aims.



This includes how we will organise our 3 aims into **workstreams**.



Workstreams are the different types of work we need to do to make our 3 aims happen.

Different teams who work for us can do different types of work.



For example, some teams can help us think of ways to make more money and some can help us make our **branding** better.



Branding is what our charity looks like and tells you about us. This includes the colours, pictures and words we use in our documents and our logo.

More about our vision



We want to think of new projects that will help us work better with the people we help.



We want to help people talk about dying so it is easier for them to talk to their friends and family.



We want to support more people with our **services** and share more information about how we can help.



Our **services** are all the ways we can help. For example, our charity shops, the care we give to people in hospices or the therapy we offer.



We want to make sure people from all backgrounds can use our services and get information from us.

Our Values in Practice Award winners



VIP stands for **Values in Practice Award winners**. We give **VIP** awards out every year to our staff and volunteers.



Our staff and volunteers choose who they think should win a VIP award.



The VIP awards are split into 3 groups. These groups are named after our 3 **values**.



Our **values** are what we care about and think are important.

Our values

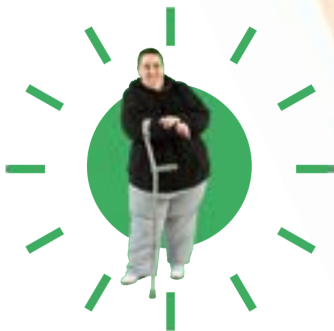


Value 1 Connect

Someone might win a connect award because they help **connect** people.



Connect means to bring people together. They might help people work together or talk to each other.



Value 2 Impact

Someone might win an impact award because they have a great **impact** on the people they care for or work with.



Value 3 Support

Someone might win a support award because they give great **support** to the people they care for or work with.

Our VIP Awards Ceremony



This year, our awards ceremony was in March at the Birmingham Botanical Gardens.



It was great to come together and thank our staff and volunteers for all their hard work.



Our staff and volunteers chose 506 people who they thought should win a VIP award.



Our judges then chose 36 of these people to win a VIP award and come to the awards ceremony.

Our VIP award winners



Belinda Marks who is an advanced Clinical Practitioner at our Manorlands hospice won an impact award.

At the awards ceremony Belinda Marks said



What an honour to receive this award.
I am so passionate about patient care.



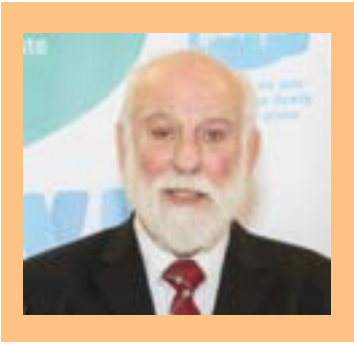
Belinda thanked her amazing team at Manorlands for supporting her.



The Supporter Group at St John's Hospice won a VIP award.



Fiona Harland who is a Therapy Specialist at our Duchess of Kent Hospice won a VIP award too.



Connect

John Clayton who is a fundraising volunteer at Leckhampton Court Hospice won a connect award.



The Befriending Team at Leckhampton Court Hospice also won a connect award.



Impact

Rhea Nicholson who is a Specialty Doctor at our Manorlands Hospice won an impact award.

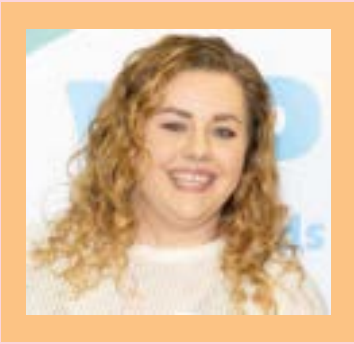


Lou Addison and her team who did a fashion show to raise money in 2023 also won an impact award.



Support

The volunteers and staff at our charity shop in Bedford won a support award.



Josie Blackwell who is a senior Healthcare Assistant at Manorlands Hospice also won a support award.



Grief Kind campaign

Grief Kind

We have a **campaign** called our Grief Kind Campaign.



A **campaign** is a way to tell people about something we want to do. A campaign shares information in lots of different ways.



We made our campaign to help people support their friends and family who are grieving.



We made a video about our Grief Kind Campaign that was shown on TV channels like ITV and Channel 4 more than 700 times.



We talked on the radio about our Grief Kind Campaign and shared information about our campaign on **social media**.



Social media means apps to talk to people and share photos and videos like YouTube and Facebook.



We talked to 651 **MPs** about how our services can help people who are grieving a friend or family member.



MP stands for **Member of Parliament**. An MP is the person chosen by the most people in a certain area to make decisions for them in Parliament.



We told MPs that people can find leaflets about our services at their local doctor's surgery until the end of April.



Grief Kind Spaces



Last year we started our **Grief Kind Spaces** where people who are grieving can come and talk about how they feel in a group.



We now have 15 Grief Kind Spaces and over 110 volunteers who help run the groups.



In January 16 people came to our Grief Kind Space in Milton Ernest.

Keeping our network safe



We want to make sure we keep our online information safe.



We will start using **Multi Factor Authentication** called **MFA** for short.



MFA is an extra way for us to check it is you logging into your online account on a computer.



When you log into your account, you will need to go onto a different device like your phone and answer a text message or phone call to prove it is you logging in.

Our volunteers



We have over 7000 volunteers who give us their time to help care for people or get **donations**. **Donations** are when people give us money.



In January, 308 of our volunteers collected Christmas trees from people's houses for donations.



These volunteers collected 7,196 Christmas trees and raised £118,982.



Our volunteers at our charity shop in Maidstone have been painting and repairing furniture to sell.



We also want to thank our team of volunteers at St Johns Hospice who help with our therapy dogs.



A team of gardeners who volunteer at our Duchess of Kent Hospice recently won the Reading in Bloom award.



The award is given to gardens and outdoor spaces that look beautiful and have a great impact on the people that use them.



The volunteers have made the garden a great space for people who need care to relax and spend time with their friends and family.



Another group of volunteers called Starlight Hikes asked people to walk 5 or 10 kilometers in memory of a friend or family member who has died.



Everyone who walked raised a total of £329,000 from donations.

Tell us what you think



Every year we ask our staff and volunteers to answer questions about working with us.



We ask these questions in our surveys called Let's Talk and the Volunteer Voice survey.



We want Sue Ryder to be a great place for people to work.



These surveys help us find out what we do well and how we can support our staff and volunteers more.



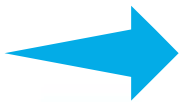
Last year, more than half of our staff and 916 volunteers answered our surveys.



This year, we want to know what even more people think.



We will email you the Let's Talk survey or the Volunteer Voice survey this April.



You can answer these surveys from Monday 29 April until Friday 17 May.



Go to the Volunteer Hub or RyderNet to find out more about these surveys.



Our Grief Kind Garden

Grief Kind Garden

At the **Chelsea Flower Show** in May, we will have a **sensory garden** called our Grief Kind Garden.



The Chelsea flower show is a show in London every year that has the best flower displays in the world.



A **sensory garden** is a garden that uses lots of your senses. Your senses are how you see, touch, hear and feel what is around you.



Our sensory garden is a beautiful place to talk to people about grief.



Katherine Holland is the **designer** of our sensory garden. A **designer** is someone who plans how something looks or is made.



After the Chelsea Flower Show, the sensory garden will stay at our St Johns Hospice in Bedford.



The garden will have chairs and a table for people to sit and talk about grief.



The coffee table will have objects on it that remind some of our staff of their friends and family who have died.



Many people say they feel alone when they are grieving. We hope the garden will bring people together.



If you have any questions about our Grief Kind Garden, send an email to this address

Thomas@surgery.org.uk

Diversity and inclusion



We want Sue Ryder to be a **diverse** and **inclusive** place for people to work.



Diverse means different types of people volunteer or work with us.



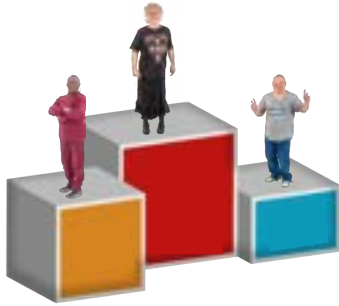
Inclusive means we include everyone and make it easy for anyone to volunteer or work with us.



Last year we started our **Race Equity Programme** to help us be more diverse and inclusive.



Race means your skin colour and what part of the world you or your family were born.



Equity means everyone is treated fairly and has what they need to do well in life. Some people might need more help than others.



Our Race Equity Programme will help us learn why it is harder for our **global majority** staff to have equity.



Global majority means everyone who is not white. This is because most people in the world are not white.



We have talked to our global majority staff about the ways they are treated unfairly or differently.



We have made a plan about how to make sure all our staff have equity.



On Thursday 18 April we will have a meeting with our global majority staff to ask them what they think of our plan.



We will use what they tell us to make our plan better.



On Friday 19 April we will then have a meeting with all our staff to talk about the ways they can support our global majority staff.



Search the words Race Equality on RyderNet to find out more about these meetings.

Reasonable Adjustments



Last year we made a document to explain how our staff can ask for **reasonable adjustments**.



Reasonable adjustments are changes we can make to help someone with a disability to do their job.



For example, you might need information in Easy Read or more time to do your work.



You can use your **Inclusion Passport**. An **inclusion passport** is a document that tells the people you work for what reasonable adjustments you need.

Our networks



If you want to help us with our plan or talk about issues to do with diversity and inclusion, you can join one of our **networks**. A **network** is a way for a group of people to talk.



Send an email to this address to join the LGBTQ+ network

LGBTQnetwork@sueryder.org



Send an email to this address to join the Ethnic Diversity and Equity network

saamir.ansari@sueryder.org



Send an email to this address to join the People with Disabilities network

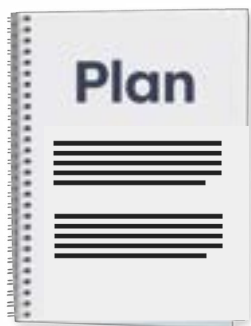
Disability.network@sueryder.org



Send an email to this address to join the Women and Non-Binary network

rebecca.wilson@sueryder.org

Our care services



We are starting to use a plan called the **Patient Safety Incident Response Framework** in our care services.



This plan is about what our staff should do after a **safety incident**.



A **safety incident** is when something happens by accident that did or could have hurt someone.

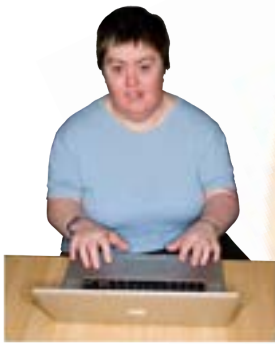


the plan can help our staff to learn from safety incidents and stop them from happening again.

Performance reviews



A **performance review** is when you and your boss talk about your job and what you think is going well.



Our performance reviews for our staff who work in care services are now on PeopleHub.



This year everyone will need to use PeopleHub to read their performance review.



PeopleHub makes it easier to do lots of things like add ratings and pay rises each year.

Our branding



Last year we made some changes to our branding.



Branding includes the colours, shapes, pictures and words we use in our documents and our logo.



We have already made these changes to our branding on our website, social media and uniforms.



We still need to change our branding in lots of places like our charity shops and our hospices.

Our people advisors



We want to tell you about our people advisors and the work they do at Sue Ryder.



Our people advisors are a team who work on our **People strategy**.



Our **people strategy** explains how we find and train new staff. It also explains how our staff help us do our work.



Our people advisors also help us support our staff and help them with any **mental health** problems they might have.



Mental health means how you think and feel about your life and yourself.

Word search



Find the words below in the wordsearch on the next page.



The words can be from left to right, backwards, top to bottom and diagonally in the word search.

Milestone

Advisors

Heart

Hike

Refresh

Survey

Chelsea

Kind

Pony

VIP

Quality

Adjustments

Sanctuary

Opinions

Adverts

Communities

Vision

Strategy

Spotlight

Upcycling

Performance

Brand

Bereavement

Listeners

Treecycling

Rainbow

Volunteers

Equity

Campaign

Q M H I K E M Z O P I N I O N S P I
 J E C H E L S E A L A P O N Y W J D
 T R E E C Y C L I N G I F I U L H X
 V O L U N T E E R S L P A N C K W I
 H O T F A D J U S T M E N T S M D X
 S C V C A M P A I G N R Z U K V B G
 V A I W O S U R V E Y F C Q T Z E S
 L D S V Q U A L I T Y O B R K D Q A
 I V I S R U A A D V E R T S U V U N
 S I O T B E R E A V E M E N T X I C
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 E S U E H P H E A R T E V K I N D R
 R O R G S P O T L I G H T K Y V T Y
 S W X Y E M I L E S T O N E O I X M
 P P P J X R A I N B O W S I J P O L
 O M J C O M M U N I T I E S Q S I Z



After you find all the words, take a photo of your wordsearch and share the photo on Viva Engage. Use the hashtag **#rydernews**.

**Thank you for reading
this magazine**

Thank you to **A2i** for the words
www.a2i.co.uk (reference 39107a)