

Sue Ryder

# Thank you

Autumn 2018



**Every penny counts**

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# Human

How can I support local hospice and community care?



Help us find the answers  
to life's biggest questions  
by leaving a gift in your Will.

**REMEMBER A CHARITY  
IN YOUR WILL WEEK**

**10-16 September 2018**

Ask the [HumanSearchEngine.org/sueryder](http://HumanSearchEngine.org/sueryder)

*Sue Ryder*

## In this edition

### Thank you

Issue 9

Autumn 2018

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Get in touch!  
We'd love to hear your  
stories and article ideas  
for future editions. Email  
[thankyou@sueryder.org](mailto:thankyou@sueryder.org).

Cover image: Ride for Ryder cyclist Norman Scantlebury, 82, with his stepdaughter Kila Lee, who works in Leckhampton Court Hospice's Hospice at Home team.

Every penny counts

## Your gifts are changing lives

Our supporters are incredibly important to us. Without your help, we couldn't be here for the people who need us, or carry on providing and developing the services that so many people depend on. You support us in all kinds of valuable ways, whether it's giving your time; donating money, goods or services; or spreading the word about what we do.

In every edition of *Thank you*, the first four pages are dedicated to showing our appreciation for our supporters and all the incredible things you do. If you have a story to share, or perhaps your own thank you message for one of our devoted and caring healthcare professionals, please email us at [thankyou@sueryder.org](mailto:thankyou@sueryder.org). We'd love to hear from you.

Here are just a few stories from our incredible supporters.

Many thanks to the relatives of **Manda Williams**, who have been passionately fundraising for **Sue Ryder Duchess of Kent Hospice** since January. They've organised and taken part in a variety of events over the last nine months, and have already raised a whopping £14,000!

We'd like to raise a glass to the **Rotary Club of Cheltenham** for raising £6,000 for **Sue Ryder Leckhampton Court Hospice** at the Cheltenham Wine Festival. Cheers!

Thank you to **Graham Creedy**, who raised £2,625 for **Sue Ryder Thorpe Hall Hospice** with a skydive. The 79-year-old was inspired by a talk given by the hospice's Joely Garner at a local meeting of the U3A.



Every penny counts

# Sweet support from the Jellybabes

Well done to the 89 walkers who conquered the Yorkshire Three Peaks in aid of **Sue Ryder Manorlands Hospice**, raising over £13,000! Thank you to everyone involved, and especially the **Manorlands Hospice Support Group** in Skipton who organised the challenge.

A team from **Romans Estate Agents** in Reading walked 76 miles along the Kennet and Avon towpath, from Reading to Bath. They raised £1,613 for **Duchess of Kent Hospice** – a brilliant effort!

In every edition of Thank You, we feature one of our **Incredible Memories Tribute Funds**, which offer a long-lasting way to remember someone special. **Hannah Carter** has set up a tribute fund in memory of her mum **Mandy Wheatman**, who died at **Nettlebed Hospice** in 2010. Hannah has taken on a challenge called '12 acts of kindness', which has raised over £6,000 so far – well done Hannah! You can read more of Hannah's story on her Incredible Memories Tribute Fund page, [mandy-wheatman.muchloved.com](http://mandy-wheatman.muchloved.com), or set up a fund in someone's memory at [incrediblememories.sueryder.org](http://incrediblememories.sueryder.org).



**Sue Ryder St John's Hospice** is thrilled to have a new fundraising group – **The Jellybabes!** The group is raising funds in memory of their friend **Suzanne Sharp**, who was cared for at St John's.

Group members **Carrie, Tracey and Sharon** (pictured left to right, with Suzanne on the far right) organised their first event, Suzanne's Memories Walk, in May. The 26-mile route started at the baby clinic where the four met and went via a host of places special to Suzanne, before finishing at the pub where she and her husband James celebrated their wedding day. Walkers raised £4,557.95!



Many thanks to our fearless supporter **Jean Piper**, who braved the heights and completed her first 'loop the loop' during a recent aerobatic wing-walk. So far Jean has raised more than £2,209 for **Sue Ryder Wheatfields Hospice**, and is planning more fundraising events!

Every penny counts

## Braving the shave

A huge well done to **Liz Craven** and **Joanne Roberts**, who had their hair shaved off at Meanwood Conservative Club in Leeds, raising a fantastic £2,278.51 for **Wheatfields Hospice**.

Thank you to everyone who has contributed to our **Dee View Court Capital Appeal**, which has raised over £2.3m since its launch in June 2017. To come such a long way in such a short time is phenomenal! For more information visit [suryder.org/deeviewappeal](http://suryder.org/deeviewappeal).

Run by **Ginger Goose Events**, our **'It's a Knockout'** team challenge at **Nettlebed Hospice** raised an amazing £2,628. This event had personal significance for many of the participants and spectators, who were celebrating the lives of loved ones. We are so grateful to everyone involved.



Big thanks to staff at **Pro Insurance Solutions** in Gloucester, who have adopted **Leckhampton Court Hospice** as their charity of the year. They took part in our Ride for Ryder event in June, and have more events planned for Halloween and Christmas.

We're very grateful to the **Masjid Khadijah and Islamic Centre** in Peterborough, who hosted an Iftar meal during Ramadan and raised £610 for **Thorpe Hall Hospice** by encouraging their guests to support us.

A family fun day was hosted by the **Barns Hotel** in Bedford to raise funds for **St John's Hospice**. The event raised over £1,500! Thank you to the organisers and everyone who attended.

**Kath and Andrew Neal** have been supporting **Manorlands Hospice** for 25 years by hosting an annual coffee day, which has raised over £50,000 to date. Thanks both, your support is very much appreciated!

Every penny counts

# And not forgetting...

**Our incredible volunteers**, who support us to deliver our care. Our volunteers brighten the days of people in our hospices and neurological care centres, and help to keep our services and shops running smoothly. This year, over 650 volunteers are celebrating milestone anniversaries ranging from five to 35 years, including 481 who volunteer in our shops and 193 from our hospices and neurological care centres. They include 90-year-old **Thelma Yates** and 79-year-old **Eugenia Funnell**, who have volunteered at our **Sheringham** shop in Norfolk for a combined total of 65 years! Huge thanks to all of our volunteers across England, Scotland and Wales, who make such a valuable contribution to our work.

**Bob Matthews** was inspired to volunteer with Sue Ryder after his wife, Val, was cared for at **Duchess of Kent Hospice** in 2005. Bob and fellow volunteer driver **John Turner** help with over 120 patient journeys every month, driving patients to and from their homes for day hospice and outpatient appointments. Bob is very much part of the team at Duchess of Kent Hospice, where more than 100 volunteers kindly give their time. In the average month, day hospice volunteers clock up 50 hours, and inpatient unit volunteers fill 76 shifts. The hospice's gardening volunteers complete 30 outdoor sessions, while volunteer receptionists cover 30 shifts on the front desk. The hospice literally couldn't run without these remarkable people.

Bob said: "After Val died, I felt a need to give something back; not only to the hospice but to the patients who were struggling with their conditions, and their loved ones who needed respite from the daily tasks of caring for them. Driving these patients to the day hospice or to

attend appointments has given me a great sense of purpose and satisfaction."

Across the organisation, our 11,000 volunteers are worth £30.2 million every year to Sue Ryder and we are very grateful for this major contribution to our work. For more information about volunteering, call 0808 164 4572 or email [volunteering@queryder.org](mailto:volunteering@queryder.org).



Bob Matthews and John Turner

## News about our care

# Healthcare headlines

## Hospice welcomes new senior nursing team

**Thorpe Hall Hospice** unveiled its new-look senior nursing team this summer – two of whom are familiar faces. **Sam Lewis** worked at Thorpe Hall as a registered nurse 20 years ago and has now returned to lead the team as Head of Clinical Services. The pull of the hospice also proved too much to resist for **Catherine Cole**, who has returned from a spell elsewhere to become one of three senior nurses alongside **Mandy Adaway** and **Jeannette Cassidy**, while **Fern Dettmer** takes on the role of Inpatient Unit Manager.

Hospice Director **Allison Mann** said: "Each member of our new team brings different skill sets, expertise and ideas and I am really excited to see what they can achieve together."

## Hospice makes a dream come true

A high-flying pensioner discovered the sky's the limit when she spent a day with the air traffic controllers at Leeds Bradford Airport. Ina Dunn, 86, is a patient at the day hospice at nearby Wheatfields Hospice, and had always dreamed of working with the air traffic control staff at her local airport. One day, a nurse asked Ina if there was anything she really loved and wanted to do – and she revealed her air traffic control dream. Soon afterwards, the hospice team was able to make her dream come true. Ina said: "I couldn't believe my ears when they told me they'd arranged for me to visit the control tower! I have no words to describe the day – I still get emotional just thinking about it. What an amazing experience."



## Rubbing shoulders with royalty

Five colleagues from **Leckhampton Court Hospice** attended HRH The Prince of Wales's 70th Birthday Patronage Celebration at Buckingham Palace. The Prince has been Leckhampton Court's Patron for 32 years and invited members of the team to help celebrate his patronages and military and charity affiliations. Volunteer of 10 years **Bob Peters**, Head of Clinical Services **Debbie Williams**, Inpatient Unit Nursing Assistant **Maria Harris**, Sister and Practice Education Facilitator **Fiona Smith** and Senior Community Fundraiser **Matt Reay** rubbed shoulders with the Prince, his wife HRH The Duchess of Cornwall, and the newlywed Duke and Duchess of Sussex.

Maria said: "There was such buzz in the air. We met many people from some wonderful organisations and charities who help make our country great. It was a real honour to be there."



News about our care

# Five minutes with... Clare Young

**Clare Young** made headlines after creating the world's first show garden installation for a Royal Horticultural Society (RHS) show in support of **Leckhampton Court Hospice**, where her husband Ken died in 2015. We caught up with Clare to look back on her experience and find out what she's planning next.

## Where did the idea for the Work of Heart garden come from?

It came from a chance comment from my psychologist, who was treating me for anxiety, depression and PTSD after Ken died in 2015. She asked if I could knit. I could, so I went home from that appointment and created a knitted doll. I quickly realised I couldn't just knit for myself, so I decided to raise £500 for Leckhampton Court by knitting items to sell at the hospice throughout 2017.

My friend Suzy Hillier, who is Commercial Manager at Three Counties, then offered me the chance to create a 4m by 4m knitted show garden installation at the RHS Malvern Spring Festival in May. I gathered together over 450 knitters from around the world, including the USA, Australia, and many European countries, as well as throughout the UK. Ken should have been 50 this year, so I set myself an ambitious target of raising #£50kforKen. People were asked to knit or crochet hearts, which could then be placed within the garden in memory of a loved one, in return for a donation. To date, I've received 52,000 hearts!

## What did you enjoy most about working on the project?

How we all came together to create something so extraordinary. I've made connections and friends with so many people.



## On the opening day of the show, how did you feel seeing the finished garden?

I was completely overwhelmed that from a seed of an idea from my psychologist, and 12 months of hard work, we could create the world's first knitted show garden installation for the RHS. I am so very proud of what we've all achieved.

## How did visitors to the show respond to the garden and what's going to happen to it now?

The reaction has been extraordinary. It's a privilege that so many people feel able to share their stories with me. I've received over 400 letters and cards, quite often sharing stories of grief, and how they too have had extraordinary care from Sue Ryder. The garden has since appeared at The Cotswold Show and at Gloucester Cathedral, which has been amazing.

## What's next for you? Do you have any more plans to support Sue Ryder?

I'm passionate about supporting Sue Ryder. My next knitting project is already germinating in my brain. I've also joined the hospice choir and hope to volunteer in the Day Hospice one day too.

## Events calendar

# Dates for your diary

## October



### September and October sees the return of our popular Starlight Hikes.

Supporters of **St John's Hospice** will be able to visit the special and rather magical Memory Garden at their Starlight Hike on 22nd September (sueryder.org/stjohnsstarlighthike).

On 29th September, participants in the **Manorlands Hospice** Starlight Hike will be taken to the start of the 10km route on the 'Starlight Express' steam train (sueryder.org/starlighthike/manorlands).

7

**Muddy Mayhem,**  
Mapledurham Estate, Reading  
in support of Duchess of Kent Hospice  
[muddymayhem.co.uk](http://muddymayhem.co.uk)

14

**Plusnet Yorkshire Marathon,**  
York  
[sueryder.org/yorkshiremarathon](http://sueryder.org/yorkshiremarathon)

14

**Great Eastern Run and 5km Fun Run,**  
Peterborough  
in support of Thorpe Hall Hospice  
[sueryder.org/greateastern](http://sueryder.org/greateastern)

20

**Starlight Hike,**  
St Edwards School, Cheltenham  
in support of Leckhampton Court Hospice  
[sueryder.org/leckhamptonSLH](http://sueryder.org/leckhamptonSLH)

20

**Starlight Hike,**  
Leeds Beckett University, Headingley Campus  
in support of Wheatfields Hospice  
[sueryder.org/WheatfieldsSLH](http://sueryder.org/WheatfieldsSLH)

25

**Machu Picchu Adventure,**  
Peru  
[sueryder.org/machupicchu](http://sueryder.org/machupicchu)

27

**Fireworks Display,**  
Nettlebed Hospice  
[sueryder.org/nbfireworks](http://sueryder.org/nbfireworks)

27

**Halloween Monster Dash,**  
Cliffe Castle Park, Keighley  
in support of Manorlands Hospice  
[sueryder.org/monsterdash](http://sueryder.org/monsterdash)

## Events calendar

### November

**2** **Sahara Mini Adventure,**  
Morocco  
[sueyder.org/sahara](http://sueyder.org/sahara)

**4** **Abbey Dash,**  
Leeds  
in support of Wheatfields Hospice  
[facebook.com/SueRyderWheatfieldsHospice](https://facebook.com/SueRyderWheatfieldsHospice)

**11** **Run Bolton Abbey,**  
Bolton Abbey, North Yorkshire  
in support of Manorlands and Wheatfields Hospices  
[sueyder.org/runboltonabbey](http://sueyder.org/runboltonabbey)

**17** **Grand Charity Evening,**  
Keighley Rugby Union Football Club  
in support of Manorlands Hospice  
[bronte-vintage-gathering.co.uk](http://bronte-vintage-gathering.co.uk)

**24** **Christmas Fair,**  
Wheatfields Hospice  
[facebook.com/SueRyderWheatfieldsHospice](https://facebook.com/SueRyderWheatfieldsHospice)

**24** **Christmas Fair,**  
Wokingham Day Hospice  
[sueyder.org/wokinghamfair](http://sueyder.org/wokinghamfair)

**25** **Skipton Santa Fun Run,**  
Skipton  
in support of Manorlands Hospice  
[skiptonsantafunrun.com](http://skiptonsantafunrun.com)



**5 – 10 May 2019 – Rome to Pompeii Trek, Italy**  
[sueyder.org/rometopompeii](http://sueyder.org/rometopompeii)

### December

**1** **Christmas Fair,**  
Duchess of Kent Hospice  
[sueyder.org/dokfair](http://sueyder.org/dokfair)

**5** **Light up a Life,**  
The Light shopping centre, Leeds  
in support of Wheatfields Hospice  
[facebook.com/SueRyderWheatfieldsHospice](https://facebook.com/SueRyderWheatfieldsHospice)

**14** **Winter Ball,**  
Pittville Pump Rooms, Cheltenham  
in support of Leckhampton Court Hospice  
[leckhampton.events@sueyder.org](mailto:leckhampton.events@sueyder.org)

### Coming up in 2019

**24 March – London Landmarks Half Marathon, London**  
[sueyder.org/landmarks](http://sueyder.org/landmarks)

**28 April – Virgin Money London Marathon, London**  
[sueyder.org/londonmarathon](http://sueyder.org/londonmarathon)

**28 July – Prudential RideLondon-Surrey 100, London**  
[sueyder.org/ridelondon](http://sueyder.org/ridelondon)

**8 September – Great North Run, Newcastle upon Tyne**  
[sueyder.org/greatnorthrun](http://sueyder.org/greatnorthrun)

**4 – 13 October – Great Wall of China trek, north China**  
[sueyder.org/greatwall](http://sueyder.org/greatwall)

More care for more people

## Our plans for 2018 to 2023

Over the past five years, we've delivered our care to people in our hospices, neurological centres and out in the community. We've also seen some exciting developments to the healthcare we deliver, including the launch of our Online Community. But the expectations that our patients and service users have about how, when and where they receive their care is evolving. We want to make sure we are in a position to adapt to these changing needs and contribute our expertise and knowledge.

Our five-year strategy has the key objective of providing more care for more people. This means more services, both palliative and neurological, being delivered in the community and online, as well as through building greater partnerships with other healthcare providers. At the heart of this is our desire to expand our care to a wider amount of people, in more locations and in different ways. We also want to harness our reputation for excellent care to further influence how care is delivered across the country.

### Our South Oxfordshire Palliative Care Hub

This service is one of the first to be delivered as part of our new strategy, and is ensuring we can provide more care for more people in South Oxfordshire.

Through a single phone number, our Palliative Care Hub provides specialist advice, support, care and co-ordination to patients, families and healthcare professionals in the region. The Hub is supported by a team of specialist nurses and consultants, along with a Hospice at Home team who work with GPs, community nursing teams, and other palliative care providers to ensure the best possible care is provided in the right place.

We launched the Palliative Care Hub because, for a large number of people, we know their preferred place of care is their own home. But in many cases, this cannot happen due to the lack of specialist care available. Through the Hub, we aim to provide this

specialist care, support and advice to more people across South Oxfordshire, to enable them to be cared for at home if that is their wish.

#### For more information

The contact number for our South Oxfordshire Palliative Care Hub is **0330 053 6092**. The Hub is open from 8am until 6pm, seven days a week, but is due to become a 24/7 service later this year.



Henley MP John Howell with Palliative Care Hub colleagues Yeuan Marsden and Sylvia Thomas, and Director of Hospices and Fundraising Holly Spiers.

More care for more people

# Online bereavement counselling

One-to-one bereavement counselling sessions via online video chat is another new service we are trialling as part of our ambition to provide more care for more people. Following an initial assessment, people will be able to have up to six support sessions with a trained counsellor, from their own homes at a time convenient to them. For now, the sessions are only available to members of our Online Community. If you're not

a member yet, you can join today at [sueryder.org/support](https://www.sueryder.org/support). People can also access bereavement support through our hospices.

## For more information

To find out more about this service, email [online.community@sueryder.org](mailto:online.community@sueryder.org).

# Expanding our neurological care

We're also opening three new purpose-built, ground floor bedrooms at **The Chantry**, our neurological care centre in Ipswich, as part of our ambition to provide more care for more people. We caught up with Centre Director **Jo Marshall** and our Director of Neurological Services, **Pamela Mackenzie**, to find out more.

## Q. What care do you provide at Sue Ryder The Chantry?

**Jo:** At The Chantry, we specialise in providing residential care and rehabilitation for people aged 18 and over with complex neurological conditions and physical disabilities. Our aim is to enable people to live to their full potential, focusing on abilities rather than disabilities.

## Q. Why are you building these new bedrooms?

**Jo:** We want to meet the needs of more people requiring specialist neurological rehabilitation in the east of England. Our three new bedrooms all include en-suite wet rooms, and we'll be offering therapy and rehabilitation programmes seven



days a week, with the aim of helping people to regain functional independence so they can return home.

## Q. How will the new bedrooms help to promote functional independence?

**Pamela:** As well as therapy and rehabilitation, we'll be showing family members and carers self-management techniques, so they can care for their loved one at home in the future. When patients are going home after staying with us, we'll also ensure they have access to the best possible care and equipment in their own homes to aid independence.

Shop with us

## Shopping to suit all budgets

In recent months, we've launched three new types of Sue Ryder shops – superstores, emporiums and '£3 or less' outlets. These cater to a variety of tastes and pockets; and by having the right type of shop in the most suitable location, we can meet our customers' needs and raise more funds towards our hospice and neurological care. It's win-win!

We have over 450 shops in our retail network across England, Scotland and Wales, from as far north as Buckie on the Moray Firth coast of Scotland to Swanage in Dorset, our most southerly store. But last February saw a first for Sue Ryder, with the opening of our superstore in Skelton, North Yorkshire (pictured below). This 2,000 sq ft store gives us plenty of space to sell larger items like furniture and white goods, as well as a wider range of clothing, bric-a-brac and electrical items – all at great prices. We also sell a range of new goods exclusive to Sue Ryder, including dining chairs, soft furnishings, greetings cards and even wool! In recent months, we've opened more new superstores, including in Bury and Burscough in Lancashire, and the Ortongate shopping centre in Peterborough. By the end of the year, we'll also have superstores in Lincoln, Sheffield, Bradford and Garforth in Leeds.



Our new Emporium concept, which launched at our Barnes shop in London last December (pictured), boasts high quality second-hand clothing, shoes and accessories, including a menswear department.

Last but certainly not least, our '£3 or less' range – which has expanded to over 40 shops of various sizes – includes rails and bargain bins brimming with good quality items at low prices.

We're also making changes to the way we collect large items of furniture that are donated to our shops. Our new seven-day nationwide collection service will ensure any donations are picked up within three to five days and taken straight to the most appropriate shop, ensuring a more efficient and reliable service.

### For more information

Find your nearest shop at [sueyder.org/shop-with-us](http://sueyder.org/shop-with-us). You can also shop online for new goods at [sueyder.org/shop](http://sueyder.org/shop).

To arrange for a furniture donation to be collected from your home, call our National Furniture Collection team on **0333 003 1883**.

## Our Twitter takeovers

# Tweet the team!

Our Twitter takeovers involve colleagues from across Sue Ryder taking the reins of our **@Sue\_Ryder** Twitter account for one day only. The takeovers are a great chance for our followers to find out more about life on the frontline in our hospices and neurological care centres. Here we feature some of the tweets from two of our recent Twitter Takeovers, which saw **Fern Dettmer**, Inpatient Unit Manager at **Thorpe Hall Hospice**, and **Emma Leiper Finlayson**, Dee View Court Capital Appeal Manager take over the account for the day.



## @Sue\_Ryder / Emma Leiper Finlayson

There's always something fun happening at #DeeViewCourt. We've had visits from Aberdeen footballer @shinnie\_graeme, Her Majesty the Queen @RoyalFamily, and we always look forward to furry visits from our Therapet dogs #LivelifetotheFull



## @Sue\_Ryder / Fern Dettmer

In the office when these two lovely nurses pop in with their little ones to make us very broody! Fran and Rachel are currently on maternity leave but still come in regularly, which not only pleases us but also some of our patients and visitors #allsmiles

## Kate Walker @devongirllate

Hi Fern, great tweets so far for the takeover! What would you say is the highlight of a normal working day for you in your role @SRThorpeHall?

## @Sue\_Ryder / Fern Dettmer

So many highlights it's hard to name one! I'm really lucky in that I not only get to interact with our patients, but also get to see my team of senior nurses, registered nurses and nursing assistants going the extra mile!



## For more information

Follow **@Sue\_Ryder** on Twitter for the latest information about upcoming Twitter takeovers.

## Lights of Love

# Remember a loved one this Christmas

Lights of Love remembrance events will once again be held at our hospices and several locations across the country this Christmas. Each event is a wonderful opportunity for family and friends to come together and remember their loved ones in a special way. There is time to remember, reflect and celebrate the lives of loved ones who are gone but not forgotten.

As well as joining in with carols and listening to poignant readings, guests will be able to leave a special dedication for their loved one and enjoy mince pies and mulled wine. Here are the dates and locations of all our Lights of Love events taking place this December.

### **2 December**

St Michael and All Angels' Church, Haworth  
(in support of Manorlands Hospice) – 4pm

### **2 December**

Wheatfields Hospice, Leeds – 4.30pm

### **5 December**

St Matthew's Church, Cheltenham (in support of  
Leckhampton Court Hospice) – 6.30pm

### **6 December**

Nettlebed Hospice, Henley-on-Thames – 6pm

### **7 December**

English Martyrs Catholic Church, Reading (in  
support of Duchess of Kent Hospice) – 6pm

### **9 December**

St John's Hospice, Moggerhanger – 5pm

### **9 December**

St Chad's Parish Church, Leeds  
(in support of Wheatfields Hospice) – 3pm

### **12 December**

St Andrew's Church, Gargrave  
(in support of Manorlands Hospice) – 7pm

### **16 December**

Peterborough Cathedral, Peterborough  
(in support of Thorpe Hall Hospice) – 6pm



### For more information

Contact your local hospice or email  
[thankyou@sueryder.org](mailto:thankyou@sueryder.org).

## Our personalised and compassionate care

# 'Sue Ryder was the best kind of friend'

**Richard Littledale** is the minister of Newbury Baptist Church in West Berkshire. His wife, **Fiona**, was cared for by Sue Ryder's hospice team in West Berkshire before she died in November 2017. Here, he shares how their nurse, Gina, supported them through this testing journey.

"Fiona was first diagnosed with cancer in 2010, but in April 2017 we received the news that her illness was terminal. All at once the home was the epicentre of care. There were visits from the local GP, the nurse practitioner, the district nurse, the oxygen team, the occupational therapist, the stair lift engineer and more besides. The flood of well-intentioned care was at times overwhelming, and both patient (Fiona) and carer (me) felt they were losing their voice.

"Into the midst of all this stepped Gina, our Sue Ryder nurse, who soon became a champion in this whirlwind of care. Gina made it clear from her first visit that her objective was to fulfil Fiona's wishes in so far as she possibly could. In order to understand what they might be, she patiently asked all about Fiona, the wider family and our story. The time taken to do this, with unhurried thoroughness, was a huge gift.

"Armed with that knowledge, she soon became an advocate for us. She was the one who put us in touch with the palliative care consultant; she was the one who arranged to see the occupational therapist. When the medical system got tangled and prescriptions got lost between doctor and pharmacist, she stepped in to sort it out. As Fiona's condition declined, Gina was the one who sat with me as I made the difficult decision to step back



Fiona and Richard Littledale

from work. Acting on her advice, I did so and it proved to be timely. Although none of us knew it for sure, there was less than a month to go at that point.

"When Gina attended Fiona's thanksgiving service, I was delighted – but not surprised. In truth, the level of compassion and engagement that she'd shown throughout her short time caring for Fiona meant it was simply a continuation of what she'd already delivered.

"Since then, I have had two post-bereavement visits from her, and I prize those moments highly. The tears shed at the sight of her departing car were testament to the vital part she has played in a testing journey. Sue Ryder – encapsulated in the warm, wonderful and highly-skilled nurse Gina – was the best kind of friend on that journey."

### For more information

For 24-hour bereavement support and advice, visit our Online Community at [sueryder.org/support](https://www.sueryder.org/support). You'll find more information on the back page. You can also read more of Richard's story at [sueryder.org/blogs](https://www.sueryder.org/blogs).

## Team Incredible

# Going the extra mile (or 13!)

Our 2018 season is progressing well, and Team Incredible have represented Sue Ryder at events all around the country. Though we were due to kick off with the Reading Half Marathon back in March, it was snowed off so our first big event of the year was one of our favourites – the London Marathon. More recently, we've been at RideLondon, the Great Aberdeen Run and the Bedford Half Marathon too.

Coming up over the next couple of months, we'll be travelling all over the UK to support Team Incredible. We'll soon be in Newcastle upon Tyne

for the Great North Run; Peterborough for the Great Eastern Run; London for the Royal Parks Half Marathon; and Cheltenham for the Half Marathon there too.

Our eventers don't just run, ride, trek or swim on the day of the event. They spend months pounding the pavements on training runs and collecting donations before they reach the start line; and we appreciate every single step, cycle and stroke. Our eventers contribute hours of expert care and emotional support. There's a good reason we call them Team Incredible.

If you think you've got what it takes (you definitely do!) then why not consider an event of your own in 2019? We have places in 5ks, 10ks and all the half marathons mentioned above. If cycling is more your thing, why not conquer RideLondon, or take on a challenge with one of our overseas treks?

### For more information

Visit [sueryder.org/events](http://sueryder.org/events) to find out more.



## Vital statistics

We provide **2.5 million** hours of care to thousands of people every year

It cost us **£44m** to run our services in the financial year 2017–18

**83p** in every £1 spent goes towards patient care

**£135** could pay for a hospice nurse for a day

It costs **£24,000** to run all our Hospice at Home services for a week

Our Online Community ([sueryder.org/support](http://sueryder.org/support)) has supported **94,000** people so far in 2018

Around one third of our fundraised income comes from gifts in wills – this could pay for **22 hospice beds** every year.

And finally...

## Top Tweets

"I'd like to take this opportunity to thank all the doctors and nurses @SRDuchessofKent for treating my sister with compassion, dignity & empathy."



"Best charity shop find ever, according to my 3yo. Thanks @Sue\_Ryder! Happily singing 'Let it Go' with Elsa all the way home."

"It's going to be my last session with Anthea today, my Sue Ryder bereavement counsellor. I cannot state too strongly my gratitude to Sue Ryder Nettlebed, both for caring for Mike, and for supporting me and Chris. Without them, I would have been overcome by grief."

"Sue Ryder & Hospice @Home are so lovely. I don't think anyone could fault their level of care or facilities."

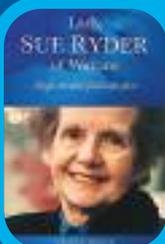
## Top Reads



### **Life Matters: How Grief and Horses Changed My Life**

By Kathryn White (Paperback £14.99 from Amazon.co.uk; Kindle edition £7.06)

Kathryn's husband Ian died at Sue Ryder Nettlebed Hospice in 2008, having been diagnosed with an aggressive brain tumour. While there, his horse Moose paid a visit – the first time a horse had visited the hospice. In this new book, Kathryn talks about how she has rebuilt her life after Ian's death, with her unwavering love of horses providing strength through the darkest of times.



### **Lady Sue Ryder of Warsaw: Single-Minded Philanthropist**

By Tessa West (Paperback £19.94 from Amazon.co.uk)

A biography of Lady Sue Ryder, taking the reader on a journey from Audley End, where she worked with the Special Operations Executive, to Warsaw and Konstancin in Poland, and to Suffolk where she opened the first Sue Ryder care centre in 1953.

# Grief can be a lonely place

Find a connecting thread

“This site has been a godsend. It’s comforting to know you’re not alone; that there are others going through the same pain.”

**Community user**



Nearly a quarter of people who have lost a loved one don’t talk about their feelings, but bottling them up can make things even worse.

There’s no substitute for talking to someone who really understands and that’s what the Sue Ryder Online Community offers.

## **A safe, anonymous space to talk**

If you’re dealing with the loss of someone you care about, our Online Community is a place where you can share what you’re going through and lend your support to others.

It’s a place where you can talk honestly about terminal illness and bereavement, and connect with others with similar experiences. It’s anonymous so you can be open about what you really feel.

The site is monitored by Sue Ryder to make sure it stays a safe and supportive environment. It’s available any time of the day or night, and from anywhere you can get online.

## **Find a connecting thread**

Since the community launched in 2015, it’s connected thousands of people going through a difficult time and it’s still growing.

If you or someone you care about need support, visit [sue Ryder.org/community](https://www.sue Ryder.org/community)

## **Find out more**

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email: [online.community@sue Ryder.org](mailto:online.community@sue Ryder.org)