

Winter 2019

# stnic's

news from **St Nicholas Hospice Care**



*because  
you matter*

**35**  
years

Music therapy  
**is making a  
difference**

**St Nicholas  
Hospice Care**

A Registered Charity No. 287773



**Need to talk?**

01284 766133

[stnicholashospicecare.org.uk](http://stnicholashospicecare.org.uk)

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Thank you to our community for their support.

Hello  
from...

**Barbara  
Gale,**  
Chief  
Executive.



Welcome to the winter edition of our supporters' magazine.

With 2019 coming to a close, we are all at the point where we are starting to think about 2020, so please take a look at our What's On guide on page 11 which includes some dates for your calendars.

I hope you enjoy reading this issue of the magazine which, as always, is just a snapshot of everything that has been going on. It has been a busy time for our retail teams. You can learn more about this on

page 10. For those of you looking to get started on your Christmas shopping there is also a voucher you may find useful on the same page.

On page 13, our Music Therapist Oli King shares a little bit more about what he has been getting up to and how his work is making a difference to the people we care for.

I continue to be amazed by the efforts our fundraisers go to, the events you put on in aid of us and the challenges you face head-on in our name. Our thank you page is packed with examples of your generosity, but we have hardly scratched the surface. I can't thank all of you enough for everything you do.

I am so grateful to our

wonderful volunteers who selflessly give their time to us without you it would not be possible to do the work we do. We have just a few examples on pages eight and nine.

We can't forget the testing time which our Hospice, like others, is facing, such as challenges to funding and an increasingly older population with more complex needs, but we can strive to meet these challenges from a position of strength.

The strength we have as an organisation comes from you, our supporters and our community. Wishing you all a merry Christmas and a happy New Year.

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# Become a trustee and help to shape St Nic's



**D**o you have the time, passion and drive that could make a difference to the Hospice?

We need people willing to support the success of the Hospice's mission to ensure everyone is informed, equipped, and able to live with dying, death and grief to join our trustee board. Charles Simpson, the Chairman of our Board of Trustees, said: "The main role our trustees have is to support the success of our mission to ensure everyone is informed, equipped and able to live with dying, death and grief. "We need people who can help us shape our strategy, and offer support and

guidance as we safeguard the Hospice's future place in the communities of West Suffolk and Thetford. "Our current trustees come from all walks of life, and although we are not involved in the day-to-day running of the organisation, we work together as a team in a supervisory role, providing direction to the charity's leadership team to keep St Nicholas Hospice Care moving forward while ensuring the charity is well-governed."

## Information events

You can find out more about being a St Nicholas Hospice Care trustee, at one of our three information events.

Open evenings will run

from 6pm on October 23 and November 7, with a further open afternoon taking place on Saturday, 16 November, at 1pm.

These sessions, which will take place at the Hospice's Hardwick Lane site, will help prospective trustees gain a greater understanding of the role.

## Get in touch

If you think you could be a Hospice trustee, or would like to attend one of the information events, please contact the charity's HR team on 01284 766133 or email [enquiries@stnh.org.uk](mailto:enquiries@stnh.org.uk).

Alternatively, visit [www.stnicholashospice.org.uk/becoming-a-trustee](http://www.stnicholashospice.org.uk/becoming-a-trustee) to find out more.



# Stories showcase 35 years of

To mark our 35th year we have been sharing stories with our supporters through our website and social media channels. We wanted to chart and celebrate points in the Hospice's history. Here we pick out some highlights.

## The Hospice moves to Turret Close

The Hospice moved into Turret Close, Westgate Street, in 1986. There we were able to offer day therapy sessions and provide a base for our growing team. However, the site could not accommodate an in-patient ward, so an appeal was launched to raise £2.5 million for a purpose-built hospice. In 1992, our building in Hardwick Lane opened, offering a bedded ward, day therapy and Family Support.

## The Hospice opens its first shop

In February 1988, the Hospice opened its first shop in Bury St Edmunds. The shop in 35a St John's Street was so small that customers had to wait for those inside to come out because more than three at a time (plus two assistants) rivalled the crowds at the winter sales. A year later the shop moved to larger premises a few doors down to 39 St John's Street and since then it has moved again to 87 St John's Street.

## Royal visits

In July 1993, HRH Diana, Princess of Wales, formally opened the Hospice and

recover from an horrific road accident, has received a top award for her outstanding courage. Lady Miriam Hubbard, 70 next month, has won a national help the Aged Achievement Through Courage golden award for the way she has overcome difficulty, suffering



our in-patient ward. Twelve years later, pm 22 July 2005, HRH Prince Charles and the Duchess of Cornwall helped us celebrate our 21st birthday.

Prince Charles cut an anniversary cake and said: "I am ceaselessly amazed by the contribution of so many local people who give up so much devotion to the Hospice. The people who come here are given a haven of peace and, above all, the attention of people who listen."

## The Hospice is rated as 'Outstanding'

There was much delight when it was revealed the Hospice had been declared 'outstanding' by the Care Quality Commission (CQC) following a two-day unannounced visit. In its report, published



# the Hospice



on Monday, 8 August 2016, the CQC praised the quality of care provided, as well as the 'friendliness, approachability, empathy, kindness and compassion of staff'.

## Charity's outreach centre opens

On Saturday, 31 May 2014, Haverhill townspeople got their first look at the new St Nicholas Hospice Care outreach centre when it opened its doors. Known then as the Burton Centre, the Camps Road building underwent an extensive refurbishment to enable the Hospice to offer closer-to-home services to the Haverhill community. Renamed the Haverhill Hub in 2017, the building is now home to a shop and the popular Haven Café.

## Celebrate our anniversary by taking on a challenge

Raise money for St Nic's by undertaking a personal challenge and inspiring others to sponsor you.

As part of the Hospice's 35th anniversary celebrations, we have launched our first virtual fundraising challenge.

### What is a virtual challenge?

- A virtual challenge enables you to personalise your own challenge
- You choose when, where and how to complete your challenge, but you must do it before May 2020
- Choose your own target or create a challenge to fit the 35-year celebrations, such as a 35km run, 35 laps of Angel Hill or a 35 length swim.

You can find out more at **www.stnicholashospice.org.uk/virtual35**



# Striving to reach more people is our priority

**T**his time last year, we described the need to adapt and develop our Hospice model and infrastructure to meet the growing need in our community and ensure financial stability.

This is particularly relevant as national reports highlight the plight of hospices facing financial difficulties and, in some cases, closing down services. This is concerning news and a reminder of how grateful we should be for our generous community who fund more than 70% of our income.

In 2018/19, we supported **2,456** people and **643** deaths in West Suffolk and Thetford.

Looking forward, the new model we are continuing to develop will strive to reach more people with a greater focus on equipping the community. Also, we will share innovations, which we hope will lead to a more sustainable Hospice.

On this page we share some of the key facts and figures, highlighting what we have been able to achieve because of your support.



Approximately  
**5,500**  
Hospice  
Neighbour visits



Read more about the foundations we have started to build as we strive to better equip our communities living with dying, death, caring and grief in our latest Annual Report. The report shares information about our work over the past year, and our detailed and audited financial accounts, for 2018/19.

[www.stnicholashospice.org.uk/about-us/charity-information](http://www.stnicholashospice.org.uk/about-us/charity-information)

# Jane's last wish was to see her poems published

A special collection of poems highlights a woman's love of the written word.

Jane Lesley, who sadly died in the Hospice in May 2016, began writing at primary school, and her love of poetry and her commitment to the written word continued throughout her life.

The book, *Collected Poems*, features poems from every stage of Jane's life, from adolescent angst to matters of faith. It celebrates her work and shows her dedication, thoughtfulness and power as a writer.

One of Jane's last wishes was to see her poems published and the Hospice would like to thank her mother, Pearl Reijs, who spent time reading through hundreds of her daughter's poems before selecting them for the book and paying for the book to be printed.

The book is available to buy from Hospice shops across West Suffolk with proceeds going to the Hospice.

“  
*It was Jane's wish to have her poems published. This booklet is a small sample of her work which I hope readers will enjoy. Any monies received from donations for the booklet will be given to St Nicholas Hospice Care. My grateful thanks to the Hospice for all the help, care and comfort given to Jane.*

Pearl Reijs  
November 2018  
”



**Jocelyn** (Jane's daughter), **Emma** (Jane's half-sister), **Derek** (Jane's father), **Pearl** (Jane's mother)

## Join the group

The Writing Group meets at the Hospice every **Friday** from **2pm to 4pm**. Sessions are free, but you must book in advance. Call 01284 702525 for information.



# A word from our volunteers

**M**ore than 600 volunteers give their time to the Hospice in lots of different ways. Without their skills and dedication, the charity would not be able to reach as many people as it does. Here we share three volunteer stories.

**Seventeen-year-old Maddie Riches started volunteering at the Hospice at the start of the year.**



She gives her time to the charity one afternoon a week as she juggles completing A-Levels in economics, psychology and history.

Maddie is hoping the experience she is gaining as the Marketing Team's Social Media Volunteer will help her when she

goes off to university to study marketing and management.

"I started volunteering at the Hospice as I wanted to get experience in what I wanted to do in the future. I came to the Hospice as my mum used to volunteer as a Hospice receptionist probably about 20 years ago.

"I did have an interest in social media before I started, I had spoken to people who had done it and I had work experience in it before, and with the way the world and marketing is moving I just thought it would be useful to have some more experience so I could keep current and up to date.

"I am hoping my time volunteering will help me understand more about how marketing works and see if it is what I want to



do in the future. I've found it really useful so far. Before I started I was planning on doing digital marketing, but now I think I would rather do more general marketing.

"I am really enjoying my time as a volunteer."

**Husband and wife team Richard and Jackie Pask have been volunteering at our donation centre for just over a year.**

The couple decided to volunteer at the donation centre as they wanted to support the Hospice's work and it is something they can do together.

"When we are at the centre there are plenty



**Richard Butler has also become a familiar face at our donation centre.**

"I'm not sure how long I have been here. Probably about four years.

"I joined the gang of sorters just for a bit of fun really.

"Some of the most interesting things I have found were some postcards of Kuwait, which they wanted to throw away. I said, 'no, I think we can make a few pounds out of these', so I took them away, put them on eBay and made £40 for the Hospice.

"So that was quite a good find."

What does Richard enjoy about his role?

"I enjoy the people. That's quite important. I'm semi-retired so I think it is important that you keep in touch with people of different ages and I think that's what you see here. It's the being with people and also the variety of undoing a box and not quite knowing what is going to be in it. It's a great place to be."



**Do you have some time to spare?**

Do you have some time to spare?

Have you ever thought of putting your skills and knowledge to good use?

Those interested in learning more about volunteering at the Hospice's Donation Centre can find out more at one of our open mornings.

Volunteers and staff will be on hand to share their experiences and there will be tours of the building and refreshments available.

For more information, please call the Donation Centre on **01284 747622**.

of jobs to be doing. "One day we might be sorting clothes, adults and children's, and then sometimes we may be working with bric-a-brac, or perhaps jewellery or luggage. There is a variety of tasks to do," explains Jackie.

So what would the pair say to someone thinking of joining our donation centre team as a volunteer?

“

***This is a busy donation centre and we do need your help so, if you have some hours to spare, do come and join us, we'd love to meet you.***

”

# New goods take off

**S**taying one step (if not two or three) ahead is a big part of what our New Goods Team does.



We speak to our New Goods Manager, Lois Peart, who joined the Hospice earlier this year.

Lois explained: "It is so important to keep up with all of the trends. You have to really keep an eye on what is going on, and you have to make sure you order early from suppliers so you can have everything in the shops. You always need to be a couple of seasons ahead.

"We had a range of garden ornaments on sale in our Brandon shop over the summer and they did really well.

"We also have a lovely range of jewellery on sale in some of our shops. They really are special and they make perfect gifts, ideal for Christmas."

New goods are not only sold in our ten retail stores. A specially selected collection of new goods can be found in the Hospice's Hardwick Lane reception.

"I am really proud of the goods we have on sale in the Hospice's reception. A lot of thought went into what we should have available there and I think we have a nice collection. "There are things that visitors, as well as staff, can pick up," added Lois.

New goods are also making an appearance at some of the Hospice's fundraising events, with the charity's biggest event Girls Night Out, being the perfect example. Hoodies, water bottles and glow-in-the-dark merchandise were all on sale.

## So what's next for new goods?

"We are certainly moving in the direction of more eco-friendly goods. We want to embrace it going forward over the next year or so, perhaps selling eco-friendly products online. It's an exciting time for new goods. We have a lot of new ideas."

**15%  
discount**

**15% discount  
off new goods**

*because  
you matter*

Present this voucher in any of our shops and receive **15% off new goods** throughout November

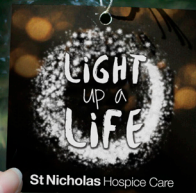
**St Nicholas  
Hospice Care**

A Registered Charity No. 287773





# REMEMBERING LOVED ONES SO DEAR TO US LIGHT UP A LIFE



Throughout December come together to celebrate, reflect and remember those who are dear to us, but are no longer with us, at one of the Hospice's special events throughout West Suffolk and Thetford. Please see the leaflet enclosed with this magazine for full details of times, dates and venues.

## What's on 2019-2020

### **Pumpkin Parade** **26 October 2019**

An event for young children and their families. A pumpkin-themed parade around the charity's Bury St Edmunds Hospice grounds.

### **Christmas Fayre in aid of St Nicholas Hospice Care**

**7 November 2019**

Taking place at Haughley Barns the occasion will feature a wonderfully eclectic mix of stalls to suit all budgets.

### **Festive Forest Challenge**

**7 December 2019**

Run, walk or Nordic walk around The King's Forest

and challenge yourself this Christmas.

### **Bury to Clare Challenge** **10 May 2020**

An 18-mile run or walk over West Suffolk's countryside.

### **Paws in the Park** **17 May 2020**

A fun day for all the family featuring a host of attractions. There will be a range of classes into which owners can enter their pooches.

### **Wills Weeks**

Make a Will in June for a suitable donation to St Nicholas Hospice Care instead of paying a fee to a legal adviser.

### **Euston Rural Pastimes** **7 June 2020**

See traction engines, classic cars and animal displays at this annual event celebrating rural life.

### **Classic and Sports Cars by the Lake**

**6 September 2020**

The event features pre-war, post-war, modern and replica classic cars and stunning motorbikes.

### **Girls Night Out** **12 September 2020**

Girls Night Out is an 11.2 or six-mile circular walk around Bury St Edmunds, for walkers dressed in pyjamas and wearing flashing bunny ears.

# Café creates a safe space for people living with dying

**T**he Hospice's mission is for everyone to be informed, equipped and able to live with dying, death and grief.

For many, being equipped and informed is achieved through gaining knowledge and understanding, which often requires conversation and the sharing of experiences.

Talking about the end of life can be overwhelming; it is not necessarily something people feel comfortable doing, so imagine trying to do it if you are the one dying.

The Hospice's Palliative Peer Support Café aims to create a safe space for people at any stage of their illness, to talk things through with people in the same situation.

Sarah Price, the Hospice's Family Support Practitioner, said: "Life-changing illness can feel overwhelming, and people

may feel frightened, anxious, sad, angry, powerless and alone.

"At the same time as coping with their own feelings, people have to plan for end-of-life, as well as death and dying, work out how to talk with their family and friends, learn the medical language and navigate their way around medical settings."

“  
*The café is an informal and open place where people can laugh, cry, get angry or frightened or crack a joke or two.*  
”

The weekly drop-in sessions run at the Apex every Wednesday from 12.30-2.30pm.



For more information, please contact the Hospice's Family Support Team on **01284 715572** or **family.support@stnh.org.uk**.

# Music therapy

**O**li King (pictured on the magazine's front cover), works for the Suffolk Music Therapy Service and joined the Hospice for two days a week as a Music Therapist last year. Since then he has been busy establishing the service. We chat to him to find out a little bit more about what he has been up to so far and what is to come.

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## What is Music Therapy?

"Essentially Music Therapy is a form of emotional support that uses music. It uses the different aspects of music (physical, emotional, cognitive, social and spiritual) to address an individual's needs, while working with their strengths."

## How does it work?

"Music Therapy works in lots of different ways. Music can often invoke strong memories and emotions, it can be a great tool for reminiscing and it is a great form of expression for people who don't always want to talk. Music can also be a great way of making new memories. It can also give people a sense that they have created something, for example, if they write a song, they then have something tangible; often if they put words and music together they end up with

something quite beautiful. It can also be used as a form of relaxation and a way to reduce anxiety."

## Do you need to be musical to benefit from this therapy?

"No, Music Therapists believe that everyone is musical, and that we all have an innate response to music. You don't have to be able to play an instrument. The instruments I have are all perfectly able to be played by anyone, you don't need any previous experience. It also works with people of all ages."

## How is Music Therapy developing at the Hospice?

"Year one has been all about establishing the service and setting it up. I've held listening groups in the Orchard Day Centre and I have been doing some individual work with people with bereavements

as well as those who need to communicate, but might be finding it difficult to express themselves. I've also worked with people being cared for on the ward."

## What's next?

"At the moment we are looking at how we can open this up into the community a bit more. We are looking at setting up a team of musical volunteers. They don't need to be professional musicians, they just need to have an interest and enthusiasm in music. We are also looking at ways of promoting singing in the community for social and health benefits. This might be through a choir or singing groups. I am also quite keen to provide a bit more music in-house as well. Eventually, we would love to do an event for Music Therapy. It is all exciting times ahead."



# You make a **big difference**

**T**hank you to the hundreds of individuals, companies, community groups and organisations that have chosen to support us. By giving your time, ideas, money, energy and enthusiasm you have made a difference to the lives of the people we help. Here's a snapshot of what our fundraisers have been up to.

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## CLASSIC & SPORTS CARS by the lake



Thank you to everyone who helped make the tenth Classic and Sports Cars by the Lake the best one yet. We are so grateful to all of the people who have helped this community event grow into the brilliant occasion it is. Thank you to the organising team behind the event, with special thanks to the show's hosts Andrew and Gina Long. Our gratitude also goes to outgoing event organiser Austin Cornish and the show's president, Max Milburn. Many thanks for all of your efforts, time and dedication to the event.

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A huge well done to the amazing participants of The Edge and Skydive Day. Thirteen skydivers jumped out of an aeroplane at 13,000ft and 174 cyclists tackled routes of 30, 60 and 100 miles, raising £6,000 and £8,000 respectively.

Thank you to Shaun Newrick who put his best foot forward and raised £920 for the Hospice. Alongside friend Chris Oxborrow, Shaun pulled on his walking shoes in memory of his mother-in-law, Pauline, and tackled a 100k trek in the Peak District to raise funds. The pair walked through the night, finishing their challenge in under 24 hours.



## Gardens

Thank you to everyone who opened their gardens as part of the charity's open garden programme – blooming marvellous efforts from everyone.



## Beavers Night Out

Big high-fives to the 180 Beaver Scouts from Lakenheath, Horringer, Honington, Red Lodge, Gt Barton and Ixworth,

who re-created their own version of Girls Night Out and took part in a two-mile walk around Nowton Park. The £1,766.73 raised will help us to continue supporting bereaved children through our Nicky's Way programme.



Matthew Taylor decided to use his 35th birthday as a chance to raise funds, and set up a birthday fundraiser through Facebook, which resulted in £4,560. Matthew set up his fundraiser to support the Hospice who cared for his father Paul before

## Black tie ball

A massive thank you to the Unsworth family for their ongoing efforts. Their fourth black-tie fundraising ball at Lynford Hall in memory of their loved one, Mary Vogeler, raised £2,550.



his death on 10 July. Through other fundraising activities the total raised by the Taylor family stands at around £6,500. Thank you to Matthew and his family for their efforts and to everyone who has supported them.

# Are your details correct?

Received this magazine by post?

Help us to keep in touch with you.

Please call **01284 766133** if we need to amend our records or, preferably, email your new details (please include your old address details too) to **[fundraising@stnh.org.uk](mailto:fundraising@stnh.org.uk)**

You can change your mind about hearing from us at any time – please contact us.

Also, visit **[stnicholashospice.org.uk/yourdata](http://stnicholashospice.org.uk/yourdata)** to learn more about how we look after your data.

If undelivered please return to St Nicholas Hospice Care IP33 2QY

## Christmas tree recycling service

6-10 January 2020 in the IP24, IP27, IP28, IP29, IP30, IP31, IP32, IP33, CO10, CB8, CB9 postcode areas

Suggested donation of **£5** to go to **St Nicholas Hospice Care**

*because  
you matter*

**For terms and conditions and to arrange for your tree to be collected, please call **01284 747622** or visit **[stnicholashospice.org.uk/christmas-tree-recycling](http://stnicholashospice.org.uk/christmas-tree-recycling)** before 12pm Thursday 2 January**

# St Nicholas Hospice Care

A Registered Charity No. 287773

## Our shops

### **Bury St Edmunds – Barton Road**

The Bartons Retail Park,  
Bury St Edmunds IP32 7BE  
Tel: 01284 747613

### **Bury St Edmunds – St John's Street**

87 St John's Street,  
Bury St Edmunds IP33 1SQ  
Tel: 01284 756197

### **Bury St Edmunds – Hardwick Parade**

6 Hardwick Shopping Centre,  
Bury St Edmunds IP33 2RH  
Tel: 01284 760002

### **Sudbury**

8 Gainsborough Street, Sudbury CO10 2ET  
Tel: 01787 373330

### **Long Melford**

10 Hall Street, Long Melford CO10 0JF  
Tel: 01787 468626

### **Mildenhall**

8-14 Mill Street, Mildenhall IP28 7DP  
Tel: 01638 717965

### **Newmarket**

79 High Street, Newmarket CB8 8LB  
Tel: 01638 669750

### **Haverhill**

St Nicholas Hospice Care Haverhill Hub,  
Camps Road, Haverhill CB9 8HB  
Tel: 01440 712992

### **Brandon**

2-4 London Road, Brandon IP27 0HS  
Tel: 01842 819603

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