

Autumn 2021

# stnic's

news from **St Nicholas Hospice Care**



*because  
you matter*

What a night!

**Girls Night Out**  
returned to Bury St  
Edmunds for 2021

**St Nicholas  
Hospice Care**

A Registered Charity No. 287773

[www.stnicholashospice.org.uk](http://www.stnicholashospice.org.uk)

Hello from...

**Barbara Gale,**  
Chief Executive.



As I approach my last few months at St Nic's, I would like to take this opportunity to pay tribute to all the people who have made these years the highlight of my career, a career that has spanned more than 40 years since I qualified as a nurse in 1980. I joined the Hospice in 2005 as the Clinical Director and became CEO two years later. It has been my privilege to be part of such an amazing team, a team that has coped with many challenges, especially this last year during Covid.

The clinical team which delivers such compassionate, quality care to people and their families and fundraising and retail teams who work tirelessly to bring in the funds we need - but sometimes forgotten are the support teams who work behind the scenes, in finance, HR, marketing, admin, the facilities team that keep our buildings

so clean and the catering team whose cakes I will miss (although my waistline might not!).

I have been so proud to witness our wonderful volunteers receive national awards, with Nicky's Way and Hospice Neighbours volunteers receiving the Queen's Award for Voluntary Service. The Hospice could not function without the support of volunteers across all departments, from clinical to fundraising and retail and all those in the support teams, not forgetting the volunteers who keep the Hospice garden looking so lovely.

Revd. Canon Richard Norburn, MBE, our Founder, was my inspiration, and his constant passion for the Hospice and his commitment to change and development was always so motivating. It was a very sad day as I stood with his family and so many friends at his funeral to celebrate his life when he died in 2017.

I also want to thank everyone who supports the Hospice, the people

who help fundraise, run events, donate, support our shops, are part of our lottery and those who leave us legacies. Without your support, the Hospice could not provide services to the people who need them.

I know St Nic's has made a difference to so many people's lives over the last 37 years, but there is still so much more we need to do to ensure that people die with dignity and that we are equipped and able to support each other, as we face death and grief.

With our teams and the charity's new CEO Linda in place I know the Hospice's services and support will continue to develop. The Hospice is a truly wonderful organisation to be part of, and I'm sure everyone will join me in warmly welcoming Linda.

St Nic's has been a big part of my life, and I will miss you all, but the memories will always be with me.

*Barbara Gale*

Dr Barbara Gale MBE

# A thank you to team **St Nic's**

Since March 2020, the world has been a different place. Everyone has endured much uncertainty and faced challenging times. The Hospice has not been immune from these challenges, and we are so grateful to our staff, volunteers and supporters. These are just a few snippets of good news and recognition.



In May, we celebrated **International Nurses Day**. The day was a chance to recognise all of the wonderful work our nurses, healthcare assistants, doctors,

clinical teams, staff and volunteers do every day. Messages of support and thanks were shared, and we're so grateful to our teams who continue to go above and beyond.



In June, we marked **Volunteers' Week** and the amazing contribution our wonderful volunteers make to St Nic's.



Our Hospice volunteer gardeners, **David Dutton, Geoff Cutting and Sandra Nunn**, must also get a special mention. They all work so hard making sure our Hospice garden is kept in tip-top condition, and we're so pleased Bury in Bloom recognised them by awarding them a Certificate of Recognition.



**Life's Questions** won a Nursing Times Award. We were named the winner of the award's children's services category.



Several of our staff and volunteers showcased their singing talents by coming together (virtually) to lend their voices to collaborative videos (you may have watched them on our social media channels).



## Linda set to take the helm at St Nic's

We're pleased to share that in December, St Nic's will officially welcome its new Chief Executive Officer (CEO), Linda McEnhill.



With degrees in Theology, Social Work and Hospice Leadership, Linda, who has been involved in palliative care for almost 30 years, joins us from Ardgowan Hospice in Scotland, where she has been CEO since 2018.

Linda isn't a stranger to St Nic's, having previously worked as part of our Family Support Team more than 16-years-ago. With her career seeing her work in both England and Scotland in a range of settings as a practitioner, manager, director and lecturer, we're pleased to be welcoming her knowledge, expertise and experience to the organisation.

Linda shares: "I am excited to be returning to St Nicholas Hospice Care, and I am most looking forward to meeting staff and volunteers, as well as the Hospice's supporters."

"Many hospices are facing service delivery and funding challenges, and the St Nic's approach has been breathtakingly different. It has tried to say let's look at this, and ask how to use its services to best effect. There is

a wee wait to know what this looks like, but it is an exciting time to be joining. Building on the relationships Barbara has held in the community, we have so many opportunities to work with local healthcare partners and colleagues."

Having supported Hospice UK as Widening Access Manager, Linda's desire for all people to have access to high-quality end-of-life care led her in 1998 to establish the National Network for Palliative Care of People with Learning Disabilities (pcpld.org). This network, which raises awareness for the palliative care needs of people with learning disabilities and shares and promotes best practice, was recognised in 2003 when (while at St Nic's) Linda was awarded the first Hambro-Macmillan Associate Fellowship. An award was later created in her name to recognise organisations and individuals who have made a significant difference to the end-of-life care of people with learning disabilities.

Also a qualified Clinical Hypnotherapist, Linda was born in Glasgow and lives with her husband of 41 years, Peter.



## Thank you everyone for your amazing support!



Fundraisers wearing flashing bunny ears put their best feet forward when they stepped out in their droves to raise vital funds.

More than 800 walkers pulled on their comfiest



trainers and paced the pavements of Bury St Edmunds on Saturday, 11 September, as part of our Jaynic's Girls Night Out. The pyjama-clad walkers gathered in their hundreds on Angel Hill,

Bury St Edmunds, as they prepared to trek either six or 11.2 miles around the town. Funds raised by the event are still being counted, but we are looking forward to sharing a total when we can.



### Thank you to our sponsors

Our Girls Night Out walk relies on the generosity of so many. We want to thank this year's main sponsor Jaynic and event sponsors Chassis Cab, Ashtons Legal, Sanofi, Havebury, Greene King and Countryside.

# Shared stories from Hospice Neighbours volunteers

**W**hen the pandemic began in March 2020, all of our services had to be adapted. Our award-winning Hospice Neighbours team are a resilient bunch, and were determined to keep supporting people. Here, two share their stories.



“ Since being introduced to J, it became obvious from the start that he was indeed an intelligent man with a varied history.

*It was not long before we discovered our child to adult life had many similarities and lots of things in common.*

J lives in a house therefore due to his illness he cannot make the stairs so often spends the night downstairs sleeping in a chair. I suggested he should consider a riser/recliner chair so he could at least sleep in a horizontal position and the chair could then sit him up allowing easy access from the chair.

He thought this might work. As soon as the shops could open I went searching for such a chair.

I found a used chair in the British Heart Foundation (cream leather with riser and recliner in excellent condition). I managed to get this for a fraction of the cost of a new one. J was delighted!

We have so much in common, places, people, journeys, holidays etc. so we have become friends. I contact him every week on a Tuesday, he says he loves our chats that can last for 30-60 minutes because we have so much in common.

We have agreed that as soon as the weather warms up I will collect him from home and go for a pint. It will be really nice to meet in person. He says our chats have really picked him up and he now plans for the next chat.

John Kennedy, Hospice Neighbour Volunteer

“ We hit it off straight away, and our personal histories overlapped.

Even though she was only able to sit in her chair for most of the day, there was not a scrap of self-pity nor a desire to talk about the limits set on life. On the contrary: there was talk of pub-lunch treats; of a loyal husband who, despite his own issues, was always dependable and a superb ‘house-husband’.

It turned out that despite her calm modesty, life had sent her more devastating surprises than this illness in old age; blows of the kind that can send us reeling, sometimes into bitterness, self-indulgent resentment, or just make us give up.

But she had let none of these enemies in.

We spoke of past pleasures, places we both knew at different times.

*She felt her great fortunes keenly; as life narrowed, her gratitude for her husband's decency and kindness was her focus.*

Then lockdown meant we could no longer meet.

Our phone calls became a combination of mutual reassurance that this situation would soon be over; both of us were sage enough to see through those comforting words.

We laughed about our hair, now left to run amok.

I felt her fading gently.

Now, when I rang, she was too tired to speak. Her bed became her safe place, and dreams and memories played their pageant through her mind.

My talks were with her husband, making sure he had the help they needed as the world began to change, again.

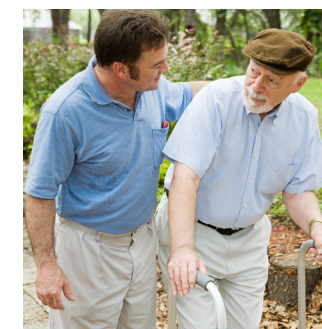
Then, into the Hospice, where those practical assistances could become more timely, more reactive, more relevant.

After a little time, and a brief return home, she was back in the Hospice, finally. Her husband was able to visit, when in other places, other situations, families were barred from holding hands, speaking final truths. Her ‘peaceful end’ was really so; but then, that’s what St Nic’s has

been all about.

Her husband phoned to tell me, and although his heart was riven, the comfort of St Nic’s held him from despair. We still speak sometimes, because being a Neighbour doesn’t stop when the person dies. The ripples from the stone that was thrown into the water continue, although fainter each day.

Linda Johns, Hospice Neighbour Volunteer



For more information about Hospice Neighbours, including registering your interest, please phone: **01284 719638** or email **[hospice.neighbours@stnh.org.uk](mailto:hospice.neighbours@stnh.org.uk)**



# Bereaved families benefit as group sessions resume

Although our bereavement service for young people, Nicky's Way, was able to adapt the way it worked to keep supporting children and families during the pandemic, the service's group sessions did have to pause. We are so grateful that these have now restarted. In these pages, we share more about the first group workshop, which supported six bereaved families.



With Hardwick Primary in Bury St Edmunds hosting the programme, supported by Hospice staff and volunteers, the children had plenty of access to lots of outdoor space. They spent time taking part in memory-making activities and playing lots of football.

One dad, who attended with two of his children, said: "We are so grateful for the help we've had for our children from Nicky's Way.

"We were fortunate enough to attend the workshop where we met other bereaved families. Here, the children

connected not only through their grief, finding comfort in each other, but through fun games and activities with the many lovely staff and volunteers. "Our daughter, who is very much a homebody, could not wait to attend the second day and now has a more positive outlook on extra-curricular activities. We are indebted to the team and could never have imagined receiving this level of support."

Another parent explained: "Nicky's Way has helped my daughter and me in so many ways from the very beginning and trying to help my daughter

understand and come to terms with a loss so close to her.

"When they approached me to say they were running a two-day workshop for children like-minded who have been bereaved, I was so on board with the idea and really thought it would help my daughter to be able to see she isn't the only one who has lost someone close to her at such a young age and so she knows it's okay to feel the feelings that she does. "They have helped the both of us immensely, and I couldn't thank them enough if I tried."

Although Nicky's Way is the Hospice's bereavement service for children, workshops also offer support and comfort to the adults close to them.



Sarah Price, the Hospice's psychological support practitioner, alongside volunteer Sarah, facilitated an adults group, which offered a safe place for some very painful feelings to be shared.

"For the first time since our loss, we felt we were surrounded by people who were there to listen to our story.

"We felt that the other parents in the group and the volunteers connected

with us as we connected with them.

"We were honoured to be in a way part of the other people's journey, which we found deeply inspiring. Thanks to the therapists and volunteers, the children felt the kindness and warmth, which becomes even more precious when one has experienced a loss. The workshop was a refreshing and positive experience that both children and adults will cherish for years to come."

## Hello Sharon and Charlotte

Over the past six months, we've welcomed some new staff members to key positions. Meet our new Clinical Services Director, Sharon Basson and our Head of Psychological Services, Dr Charlotte Harkness.

Both Sharon and Charlotte will help drive forward and develop the Hospice's Equip, Provide, Strive strategy, which will help us reach more people and families across our community who are in desperate need of our support and services.

Sharon joined us from West Suffolk Hospital, where she was their Head of Nursing, Community and Integrated Services Division.

Having arrived initially at St Nic's on a six-month secondment basis as Lead Nurse, we were pleased to appoint Sharon as our Clinical Services Director in June. With a couple of decades of experience as a psychotherapist and having completed a doctorate in existential psychotherapy in 2013, we are excited to have Charlotte as part of the team.

Charlotte is keen to continue developing the holistic therapeutic support we offer.



The development of an award-winning Hospice initiative that empowers children and young people to have open and honest conversations around difficult topics is accelerating. The Life's Questions initiative, driven by Hospice Educator Lisa Patterson, has gone from a pilot session in Lisa's kitchen to winning a Nursing Times Award. Here, Lisa reflects on how the pandemic has seen Life's Questions adapt and the exciting next steps.



### During the pandemic, Life's Questions continued, how did you and your volunteers have to adapt?

We very quickly moved the sessions on to Zoom, which as a consequence, meant our audience shifted slightly. We had varied groups of people working in education, nurses, health and social care staff. I also delivered a session to 13 teachers from a primary school. We had to change the question cards and the scenarios slightly, but we've had good feedback from those who attended the sessions who said they found them really useful.

It was also great to deliver an in-person session at a school to some Y6 pupils. We had 15 children (all in their bubble group) in the school's playground. They were really engaged with the session, and we had some brilliant feedback from them.

### How did it feel to win a Nursing Times Award?

It was just such a fantastic feeling; I think I could have burst with pride. As a nurse to win a Nursing Times Award, there is not a better feeling. It was bittersweet in some ways as the volunteers who really give

everything to Life's Questions couldn't be there, but for Life's Questions to be recognised is something the whole team should be very proud of, and I am so incredibly proud of them.

### So what's next?

What became clear very quickly is that the need for Life's Questions is so great that it means I can't be the only one able to lead sessions. To extend its reach, we need more people who can confidently lead and deliver sessions. Work on a manual that will act as a training guide for others wanting to lead sessions is well underway. The final draft is almost there. The push will be to get that finished, as we have organisations outside of the area who want to use it; other hospices, schools and councils. I'm also looking at a similar guide but for volunteers. I'll be presenting and launching the lead manual at the Hospice Conference in November. As a team, we are also looking forward to being able to go back into schools again. We've already had schools that want us to go in and deliver sessions reach out to us. During the pandemic, I was (via Zoom) able to train up some more volunteers, and once everything is in place, they are really enthusiastic about getting started.

# Are you **Willing to Help** your community...



# ...and secure Hospice care for generations to come?

**A gift in your Will – however large or small – could help to secure free-to-use Hospice Care for your children and your children's children within the community they love.**

You may know that St Nicholas Hospice Care provides direct specialist clinical care and bereavement support to families in West Suffolk and Thetford who are affected by dying, caring and grief.

You may not know that we also equip local organisations with knowledge, advice and expertise so that more people have access to the best end-of-life care within their own homes and local communities. However, achieving that aim requires more financial support than central government funding can provide.

A gift to St Nicholas Hospice Care in your Will could make all the difference. It doesn't have to be a huge amount – 5% of your estate may provide a generous gift to St Nic's, leaving 95% to be shared among family and friends – and it could secure access to Hospice Care for future generations.

You don't have to be fabulously wealthy to remember the Hospice in your Will, as any amount will be welcome and put to good use locally - you just need to be Willing to Help your community.

For a list of St Nicholas Hospice Care goodWill Legal Advisers who provide Will-writing services visit [www.stnicholashospice.org.uk](http://www.stnicholashospice.org.uk) or call 075 4565 7216 or email [legacies@stnh.org.uk](mailto:legacies@stnh.org.uk).



# 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.

A charity prize draw raising funds in memory of Lily Daly raised £6,635. The response we had to this fundraiser was terrific, and we are so grateful to Lily's loved ones for raising funds for the Hospice in this way and to everyone who supported the prize draw either by taking part or donating prizes.



The amazing Melanie Sturman took on an unbelievably ambitious challenge when she completed 30 half marathons in 30 days. Although a seasoned runner, this was the biggest challenge Melanie had ever set herself. It was an incredibly tough challenge, but she kept going and raised £2,430.

Allison Humphreys is no stranger to putting in the miles for St Nic's. Usually, she can be seen sporting a pair of bunny ears at Girls Night Out, but she's also completed the virtual Lands End to John O'Groats Challenge this year.



We are also so grateful to all of the businesses and firms who have sponsored our Hospice events. Their generosity makes such a difference to us. Thank you to The Edge sponsors Atkins Dellow, event partners Maglia Rosso and Thomas Ridley Foodservice for their support. Thank you to Ellisons Solicitors and Bedfords estate agents

who sponsored the Hidden Gardens of Bury. Thank you to St Edmundsbury Wealth Management for sponsoring our virtual Celebrate Our Gardens programme. Thank you to Jaynic, our main Girls Night Out sponsor, plus fellow event sponsors Chassis Cab, Ashtons Legal, Sanofi, Haverbury, Greene King and Countryside.



As part of their school's charity week, the Y7's at St Benedict's Catholic School raised £358.38 for us.



## light up a life

**Join our special season of remembrance Light up a Life and celebrate the love, joy and happiness that those we miss brought into our lives.**



### Sudbury

St Gregory's Church,  
CO10 1BA  
Sunday, 28 November, 3pm.

### Lavenham

St Peter and St Paul Parish  
Church, CO10 9SA  
Tuesday 30 November, 7pm

### Thetford

United Reformed Church,  
IP24 2AD  
Thursday 9 December, 7pm

### Bury St Edmunds

St Mary's Church, IP33 1RT  
Sunday 12 December, 4pm

### Mildenhall

Kings Church, IP28 7EF  
Tuesday 14 December, 7pm

### Newmarket

All Saints Church, CB8 8ES  
Thursday 16 December, 7pm

### Haverhill

St Mary's Church, CB9 8AX  
Saturday 18 December, 3pm

For more information, please visit [www.stnicholashospice.org.uk/lightupalife](http://www.stnicholashospice.org.uk/lightupalife)

## What's on October

### Saturday, 16 October:

Lakenheath Fundraising Evening – back for 2021, this event will be jam-packed with great music. Taking place in Lakenheath Village Hall from 7-11pm, the occasion will feature country and folk music, plus a covers band. Tickets cost £8 and are available from the East of England Co-op Funeral Directors, Lakenheath

(01842 862777). There will also be a raffle to raise funds, and please bring your own drinks and nibbles.

### Sunday, 17 October:

Bury to Clare Autumn Challenge - a linear 18-mile run or walk from Bury St Edmunds to Clare. A route over the gently undulating countryside of West Suffolk. The challenge, which Kevin Marshall and Positive Steps organise, starts at Nowton Park and

finishes at Clare Castle Country Park. £5 from each entry fee goes to the Hospice.

## November

### Saturday, 13 November:

St Nic's does Elvis and Neil Diamond! - A spectacular tribute show featuring the music of Elvis and Neil Diamond. Tickets cost £35 and include a two-course meal. All proceeds go to St Nicholas Hospice Care.



# Support bloomed as a whole host of beautiful gardens opened to raise funds for the Hospice

**F**rom the Hidden Gardens of Bury to Thetford Open Gardens, our green-fingered supporters have been out in force this year supporting St Nic's, and we couldn't be more grateful.

The Hidden Gardens of Bury, which Ellisons Solicitors and Bedfords Estate Agents sponsored, took place slightly later than usual this year and raised a fantastic £22,500. With 27 outdoor spaces open throughout the day, there was plenty for the 1,000 or so visitors to enjoy.

Gardens on show varied, with everything from colourful courtyards

to gardens boasting vegetables, greenhouses and water features.

The fantastic team behind Thetford Open Gardens also came together to make sure support for the charity blossomed.

This year, the team, who have worked tirelessly to fundraise throughout the year, raised a wonderful £11,284. A truly outstanding amount that will help so many people in our care and their loved ones.

As we thank the committee for all of their efforts, we'd like to especially thank Rachel Woods for all she has done over the last 15 years.

Although she's stepping



back from the committee, her support for Thetford Open Gardens will continue, and we're sure it won't be long before we see her again.

Visitors could also enjoy a selection of gardens on an ad-hoc basis as several supporters decided to open their gardens to raise funds.

Conrad and Colette Bentley generously opened their garden in Sudbury, with their hard work and efforts resulting in £562.50.

Visitors enjoyed their long narrow Victorian garden, which is divided into several 'rooms', boasting a large pond that attracts amphibians and dragonflies.

Valerie and David Bower also opened their Sudbury garden. Their River Cottage garden, in Quay

Lane, proved the perfect place to spend a couple of hours on an August Bank Holiday Monday.

Sponsored by St Edmundsbury Wealth Management, our Celebrate Our Gardens online programme of pre-recorded talks and tours from local experts and garden owners also proved a hit.





# Are your details correct?

Received this magazine by post? Help us to keep in touch with you.

If we need to amend our records, please email your new details (please include your old address details too) to **[fundraising@stnh.org.uk](mailto:fundraising@stnh.org.uk)**

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

10-14 January 2022 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**

We are grateful to the **Euston Estate** for supporting this initiative by recycling trees for us.

**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 1pm Thursday 6 January**

*because you matter*

**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 – The Donation Centre**

Unit 4A & B, Chapel Pond Hill,  
Bury St Edmunds IP32 7HT

### **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

**St Nicholas Hospice Care**, Hardwick Lane,  
Bury St Edmunds, Suffolk IP33 2QY  
T: **01284 766133** E: **[enquiries@stnh.org.uk](mailto:enquiries@stnh.org.uk)**  
**[www.stnicholashospicecare.org.uk](http://www.stnicholashospicecare.org.uk)**

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