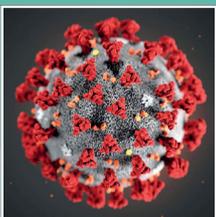


Autumn 2020 - Issue 59

BUILDING OUR FUTURE



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COVID-19

Dr Kershaw's Clinical Response



We are living in unprecedented times, and in March this year, with the pandemic moving at a rapid pace, Dr Kershaw's Hospice had to respond quickly and effectively to the impact that COVID-19 was having on our community. As always, our priority has been the welfare of our patients, staff, volunteers, and the local community. I would like to share with you how the Hospice has adapted over the past few months to continue offering compassionate, individualised end-of-life care within the region.

In the initial few weeks of the crisis, measures were put in place to protect patients and clinical teams, both in and outside of the Hospice. Visitor restrictions were introduced and all Wellbeing Centre groups and drop-in sessions were temporarily suspended. This was closely followed by the difficult decision to temporarily close our In-Patient Unit, so that our team of specially trained nurses and health-care professionals could effectively respond to the pandemic and help support in other vital areas of the NHS.

As the pandemic started to escalate, the Hospice soon recognised that there would be an increased need for nurses and in April, the charity launched an urgent nurse recruitment drive. The appeal was extremely well-received within the community and allowed the Hospice to recruit staff to assist with the increased demand in community care. The Hospice was dealing with more patients than ever before, tripling our offer within the community of Oldham, with two teams operating day shifts and one at night, providing vital support to families across the borough.

Our nursing teams were also working closely with Oldham's Community Nurses, adapting existing models of care in response to the crisis. By aligning more closely with our Community Nursing colleagues we have been able to enhance current collaborative working practices to the benefit of ourselves, our colleagues and of course, most importantly our patients. The Hospice's doctors also adapted to meet demand and began working 7 days a week providing a new 24/7 advice and support service directly to *Hospice at Home* staff, GP's, and community teams – a service which has never been available 7 days a week prior to the pandemic.

Inside the Hospice, we completely adapted the physical layout, with doctors and nurses working within the Wellbeing Centre, art rooms and café so that the Hospice's staff could effectively practice government guidelines on social-distancing. The new layout also enabled cross-communication and allowed for staff to closely support each other during a difficult time.

Our work similarly extended out to support other organisations within Oldham, developing drug prescribing capabilities for community patients; using new electronically signed drug administration sheets and a prescribing service for all Oldham care homes where commissioned services were unable to meet

demand, helping to address the needs of the individual and alleviate pressures within the system.

The Hospice is extremely proud of its clinical team and how they swiftly adapted to these changes, ensuring our patients remained at the heart of everything we do. We would like to thank them for being a calming presence through these difficult days, and for their unfaltering dedication to our patients and the Hospice.

As June approached and lock-down measures started to ease, the Hospice began to take small steps in re-opening its services. Our In-Patient Unit (IPU) re-opened with a range of measures in place to protect patients, visitors and staff. Four out of eight beds were made available so that the government's guidelines on social distancing could be maintained whilst providing high-quality care for patients, as it did before its closure.

Alongside the IPU, the Hospice continued to maintain its *Hospice at Home* and *Caring Hands* services to support Community Nursing teams within the borough. Moving forwards, both of these services will continue to grow, and the Hospice will maintain its newly recruited nurses to help respond to the needs within the community. We will also continue to offer a rapid nurse response during the night to support the Out of Hours Community Nursing service, in keeping safe those patients who prefer to be cared for in their own homes. In addition, our doctors will continue to provide a 24/7 advice and support service directly to *Hospice at Home* staff, GP's, and community teams, enhancing patient care.

Throughout the pandemic we have kept in contact with our Wellbeing clients and we look forward to the day our Wellbeing Centre doors can reopen and we can welcome clients old and new. Our service offering will look very different, but we are confident with some adaptations, imagination and a little lateral thinking, we can continue to provide meaningful support, advice and friendship to those living with long term life limiting conditions. We will be reaching out to the public in the coming weeks, for your ideas on the services you would like to see provided.

I would like to thank everyone who has supported us over the past few months, for your remarkable response to the changes we have had to make, and to those who have worked with us to help continue, and grow our services, so that our patients and their families continue to receive the very best care that they so desperately needed.

Joanne Sloan
Chief Executive Officer



High Street Changes for our Hospice shops

With the government announcement that the country was in lockdown, all four of our charity shops had to close, leaving shoppers, donors, volunteers and staff alike in limbo. However, like the rest of the Hospice teams, our retail ladies took everything in their stride and busied themselves, preparing for the day when the shops could welcome customers back through their doors.

Shop managers, Alison, Jane and Dot looked closely at each shop to enable them to tailor social distancing solutions for each one.

“With the safety of our customer, volunteers and staff being paramount and following government guidelines on social distancing, each shop now has a one-way



Alison Taylor

flow system, 2 metre floor markings, added hand cleansing stations for everyone to use and are asking customers to use cashless payments as much as possible” explained Shop Manager Alison Taylor.

But precautions have not stopped there; using a lot of elbow grease and some good old-fashioned carbolic soap, the ladies disinfected the shops, introduced an hourly cleaning and disinfecting rota, gave some areas a fresh coat of paint and installed countertop protective screens.

With health and safety preparations in place, the retail team were ready for a phased opening, starting with our shop in Shaw, followed a week later by our Royton and Lees stores, with Oldham to follow suit soon. Customers, staff and volunteers alike have come back in their droves, following all our guidelines and staying safe.



The shops held a couple of hugely successful donation days, receiving goods from

clothing to bric-a-brac. With having to store goods for at least 72 hours before they can be sorted, your generous donations saw their ‘quarantine cupboards’ at capacity within 2 days. Although we had to temporarily suspend shop donations, we introduced a 2 day ‘Drive Thru Donation Station’ at the Hospice, which was very well received by our supporters. We hope to re-introduce shop donations very soon.

In relation to the shops phased reopening, Alison enthused “We couldn’t wait to welcome everyone back, from our amazing supportive customers, to our tireless volunteers, it was a joy to see you all again and of course, to be able to once more raise the much needed funds for our Hospice, your community support is amazing. From the whole of the retail team – Thank you”.

Hospice Shop Manager changes roles

Well what a year so far! Having worked in Dr Kershaw’s retail team for 18 years, I have seen many, many changes, all of which we adapted to quickly and embraced, but nothing could have prepared us for the changes we’ve seen during the COVID-19 crisis!

With each new day our Senior Management Team have responded to changes in government guidelines, it’s been a learning curve for everyone, including those with years of experience. With changes needed to be made to ensure we all stay safe and protect the NHS, we have met the changes together, with enthusiasm and lateral thinking.

With our retail shops closed, and the rest of our retail team busy putting plans in place for reopening, I found my role diversifying from Shop Manager to Hospice Receptionist, which was perfect for me as I like to meet new people, help them and have a good natter!

I also had the opportunity of working with the kitchen team, and my thanks goes to Karen who taught me how to cook the perfect poached egg, and received lovely compliments on my salads which apparently looked pretty and appealing.

With our volunteers in lockdown, shielding or self-isolating, I was given another role that utilised my communication skills. It was a privilege to join a team within the Hospice who were making ‘friendship’ calls to Hospice and shop volunteers, and our Wellbeing Centre patients.

Each week we’ve telephoned the most vulnerable in our Hospice family, giving them the opportunity to chat about anything and everything, from COVID-19 to the weather! To be honest, on occasions some conversations became very sad, especially when talking to Wellbeing patients and their families, but once we got to know each other, they were able to relax and felt confident that they could natter away, and the conversation flowed. It was lovely to see such a positive effect on all those involved.

My experience of changing roles has been a real pleasure and the joy I have felt from these special chats, will stay with me forever. Thank you x

Alison Taylor

Gardening Competition



During lockdown many of our volunteers were spending considerably more time in their gardens enjoying the sunshine. The Manager of our charity shop in Lees, Ann Taylor, had a fantastic idea! She suggested we run a gardening competition for our volunteers so we could showcase some of their hard work, and we were delighted to see so many of our volunteers enter.

Choosing a winner was a difficult decision, as there were so many amazing gardens entered. Judged by an independent panel of judges, their decision was unanimous.

We are very pleased to announce that Ann, a volunteer from our Wellbeing Centre, is the winner. Ann has been shielding and has been putting a lot of time and effort into her garden, which I think you will agree is beautiful. She has found her garden a godsend during the many weeks she has had to remain at home during lockdown and we can all see why.

Ann has won vouchers to spend at Booth's Garden Centre. We were lucky enough to have someone donate the vouchers as a prize and when Booth's found out it was for a volunteer at Dr Kershaw's they very kindly added to the voucher themselves. Thank you Booth's.

Congratulations Ann!

Volunteer Teams

Since mid-March the Volunteer Team's focus has shifted somewhat, with the majority of volunteers being unable to attend their usual sessions to support Dr Kershaw's. Lockdown has been particularly hard on some of our volunteers, due to health concerns and isolation. We have worked hard to maintain contact with our team of 262 volunteers to ensure everyone feels informed, supported and as positive as possible.

With such a large team of volunteers, we called upon Shop Manager, Alison

Taylor, and Clinical Team Administrator, Georgie Flint for additional support. A combination of phone calls, text messages, emails and letters have been used to keep all our volunteers informed of developments during lockdown. But the real focus has been on the wellbeing of our volunteers, particularly those with medical conditions, who live alone or who have found lockdown particularly challenging. The volunteer newsletter has been used to communicate ideas for keeping safe at home, looking after your mental health and generally staying occupied. We have tried our best, while

social distancing, to drop off essentials for those who have needed supplies and have been able to signpost volunteers with particular concerns to various charities and support groups. It has been an absolute pleasure to speak to volunteers each week, who even during a pandemic, have Dr Kershaw's in mind and can't wait to return.

**Leanne Gurney,
Volunteer Coordinator**

Here is a note from one of our volunteers.

'I would like to express my thanks to the volunteer team for their support throughout this pandemic and lockdown. You have kept us up-to-date on a weekly basis via email and phone calls regarding our welfare and changes that

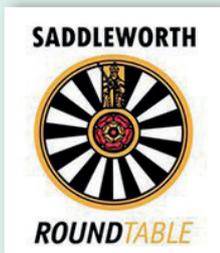
have been taking place at the Hospice and in the community. We have also received lots of puzzles to keep our brains active, which is much needed at times like these, when we are unable to get out to shop or see friends.

Now that some things are starting to ease a little, we have just had information regarding the work that has been put into the charity shops, to allow for social distancing and good hygiene, a must for all of us who are hoping to return to volunteering. Once again thank you so much for your continued concern and care, it has really been appreciated throughout this pandemic.'

**Anne,
Shaw Shop Volunteer.**



TOGETHER BUT APART SUPPORT FROM THE COMMUNITY



Within days of the COVID-19 crisis lockdown **Saddleworth Round Table**, teamed up with NHS Heroes Support to help by sending us 1,000 N95 grade masks for our Doctors, Nurses and Health Care Assistants, just as our supplies were running low.

Another local organisation that immediately recognised the effect COVID-19 would have on Dr Kershaw's Hospice is **The Rotary Club of Oldham**. Their generous donation of £5,000 during COVID-19, has helped to fund our Hospice at Home nurses, enabling them to reach out across the borough to care for patients in their own homes.



Continuing their support of the people in our town, **Oldham District Freemasons on behalf of the Masonic Charitable Foundation**, have helped to cover the cost of the extra Personal Protective Equipment our teams need for at least 5 months! This amazing organisation donated £7,500, meaning the funds we would have had to spend on PPE, will now go directly towards caring for our patients.



Showing her support for her chosen charities, **Oldham Mayor, Ginny Alexander** saw that, with fundraising for the Hospice significantly reduced during lockdown, her help was needed. By releasing £1,000 of funds from the Mayors Charity Appeal coffers, Ginny played her part in keeping the Hospice doors open.



Pre-lockdown Birthday Race Night

In January, Kevin Park's family travelled from all over the country to celebrate his 75th birthday at Werneth Bowling Club. The evening saw family and friends enjoy a night with a difference, thanks to Kevin, nephew Geoffrey and Leanne, Geoffrey's partner, between them organising a fundraising race night in aid of the Hospice. Donning his jockey outfit, Hospice supporter and Kershaw's Crooner Kevin, celebrated his birthday in style, at the same time as raising a fantastic £762.35 for the Hospice.

Thank you Kevin & the whole Park family and friends.



Bake It for Dr Kershaw's

Flour, eggs, sugar and lots of love were all ingredients in the 'Bake It for Dr Kershaw's' competition. Bakers across the borough sent in photographs of their culinary craftiness to be judged by Pam and Louise from Saddleworth Cookery School, a local company that teaches people of all ages and abilities to develop their cooking skills. "With

so many beautiful cakes, it was a tough decision as we could see the effort and love that has gone into them all" Pam commented. Winning a class of her choice at Saddleworth Cookery School and the title of Dr Kershaw's 'Best Baker' 2020, Holly Robertson's multi-layered cake creation



was the chosen winner! Well done Holly, and thank you to all of our bakers x

Rebecca Bentham

Head of Income Development

Describe your job role at Dr Kershaw's Hospice?

I am Head of Income Development at the Hospice. I am responsible for the overall leadership and management of the Income Development team; covering fundraising, legacies, events, marketing and communications, lottery, shops, e-commerce and trading. It costs £3.6million a year to run the Hospice and income development is vital in order to keep the doors open and services free for our patients.

How long have you worked at Dr Kershaw's Hospice?

I joined the Hospice in September 2019, bringing fifteen years' experience in the third sector; having worked for a number of charities as a cross-fundraiser, including Liverpool Cathedral, Scope, and the Science Museum Group. My specialty is in Major Donor Giving. I have a Bachelor's degree with Honours in Business Finance and I am also qualified with the Institute of Fundraising's Certificate in Fundraising Management.

Why did you choose to work at Dr Kershaw's Hospice?

I have first-hand experience of the value that hospices can bring to patients and their families, as my Dad was in a hospice near the end of his life. The hospice supported both my Dad and our family, and to this day I still have mementoes around my home of things that he made in the Wellbeing Centre; which brings me great joy. Dr Kershaw's Hospice specifically appealed to me due to its values and commitment to the local community. The atmosphere you feel the minute you walk through the door is calming and welcoming, and the staff and volunteers have a true passion for their work.

What is the biggest achievement you have accomplished so far?

Leaving a lasting legacy at Liverpool Cathedral by developing the People's Path – my future children and grandchildren will be able to see the tangible difference I made through the Path; which will provide sustainable income for the Cathedral's long-term future.



What do you like to do in your own time?

I enjoy spending time with my family and friends and am a huge fan of the theatre, especially musicals. I also love to cook and experiment with new recipes.

What's been your favourite/most memorable moment at Dr Kershaw's so far?

Sharing in the experience of Light up a Life. This was a beautiful evening that saw families, volunteers, staff, and supporters come together in the cold to remember their loved ones. It was a very moving event and it made me proud to be a part of the Hospice family.

What's your favourite part about the job so far?

Seeing how donations and community fundraising make a real difference to people's lives. Through the kindness of the local community and the business community, we are able to provide a high level of care, both inside and outside of the Hospice for patients and their families. The Hospice plays a huge role within Oldham and it is an honour, and a pleasure, to be a part of that.



COVID-19 has seen the Hospice's fundraising for vital income effectively grind to a halt. Why did you choose not to launch an emergency fundraising appeal, like so many other charities?

This almost catastrophic pandemic is effecting our entire community, be it medically, emotionally or financially. The Hospice has seen a huge drop in its income, through the cancellation of events, the closing of our shops, and a decline in community activity. In addition, we have new draws on our income through the recruitment of extra nurses and securing PPE supplies.

However, as with all responsibly run charities, Dr Kershaw's keeps a small reserve to ensure we can still provide care in the event of an emergency. We chose to use these reserves, rather than draw on the limited and uncertain resources of those who have supported us unwaveringly for the last 30 years; taking one more burden away from our community.

Instead we chose to create the 'Supporting Our Community, Dr Kershaw's Cares' campaign, in order to give something back to everyone and in particular to support those who were isolated or vulnerable. The campaign included activities for the whole family to enjoy and have fun, or fundraise if they wished to.

As you will have read in this newsletter, we still received a fantastic amount of support which has shown us once again, just how much you care and how important Dr Kershaw's Hospice is to the community. This support has helped towards the additional costs incurred from COVID-19, and we thank you.

With our reserves depleting rapidly, in the near future we will need to ask for support, especially with helping us to furnish our new In Patient Unit, but for now our priority is supporting our community in any way we can.

What would people be surprised to know about you?

I was the lead vocalist on a song that was submitted to the Eurovision song contest for the UK entry, back in the 90s. The song was not chosen!



Has working for the Hospice changed your attitude to hospices and/or serious illnesses?

People who have not experienced a hospice do not appreciate the joy and laughter that takes place here on a daily basis. This is not a place of sadness, but a place of joy that celebrates life.

Our amazing community continues to care...

The Coronavirus lockdown may have put up physical barriers for our fabulous fundraisers but, like our doctors and nurses, our supporters soon learned to adapt. Our community's determination shone like a rainbow through the dark clouds, spreading joy and positivity and raising an enormous pot of gold!

So many people helped us...here are just a few stories to make you smile....



Dr Kershaw's 2.6 Challengers Making fundraising look like child's play!



Zara took on a marathon challenge, running 26.2 miles in a month, and raising over £1600!



Zara and marathon runner mum Ruth

In memory of his grandad, young Hunter hurdled his own physical barriers, pushing himself to complete a 2.6 mile run. He crossed the finishing line in style and raised a cracking £253.75 to help us care for someone else's grandad.



9 year old Hunter

Trying harder than ever before to help others, Alfie took on not one, not two but three challenges to complete his 2.6 Challenge. His triathlon of 26 bike circuits, a 2.6 mile walk and a 26 lap swim netted him sponsorship of £191! Next stop the Olympic Games!!!



Tri Star Alfie

Rising star Clara, aged just 2, climbed her very own indoor mountain 26 times with her fundraising peaking at the heady heights of £313.75 - you're the tops Clara!



Clara's Climbs

Teamwork makes the 2.6 Challenge dream work



Hospice Nurse Christine, her husband Patrick and children Phoebe and Harry, took to the roads on their bikes during lockdown and pedalled their way to raising an astonishing £1,135 for patient care - family fun and fundraising - fantastic!



Oldham shop volunteer Christine made light work of 500 laps of her bungalow over 26 days, trebling her fundraising target to reach £322! 'Laps' amazing Christine!

Ada Rushworth, another of our wonderful volunteers, raised a very tasty £26 by eating 26 chocolate bars... not all at once though! We like you're style Ada!

Our very own End of Life Project Lead, Kay Miller, also donated £26 after completing a 2.6 mile run! Well done Kay x

Clip-It For Dr Kershaw's



Going from lush long locks to short back and sides.

3 lovely ladies have dramatically changed their appearance to raise money to help us care. By 'Clipping-It

For Dr Kershaw's, Laura, Emma and Sophie look different on the outside but they've shown us all how much love they hold on the inside, for the care of others.



Emma



Laura



Sophie

Dancing for Donations

Putting their best feet forward, backwards and even sideways to raise money for the Hospice, our community danced their way to raising thousands of pounds for the Hospice.



Lynda's Dancing Inspiration



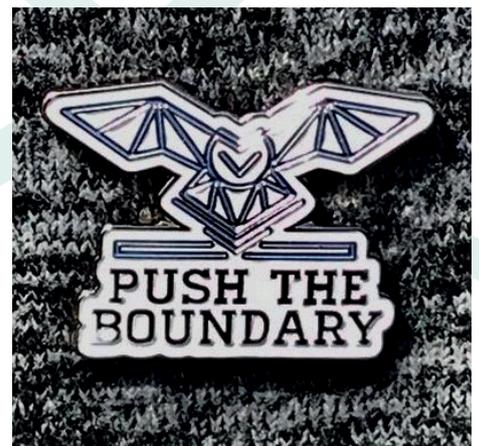
First up, inspired by Hospice Care Assistant Kelly Burns, nurses, doctors and carers from around the hospice and the whole borough, TikTok'ed their way to raising over £1,000. Next we have Lynda Oldfield, who inspired walkers passing by her house by playing beautiful music to dance to, raising over £300 and the amazing Keira and her friends created a lockdown dance video which saw her raise over £200! You're all 'strictly' sensational.



Keira's Wishes Danceathon

And now for something completely different...

Push the Boundary's 800 strong supporter group showed that O AFC fans care by creating a special PTB Badge which they sold to members, donating the £721 proceeds to the Hospice! Fan-tastic!



Something completely different continued ...

Musician Kieran McMahon entertained our Facebook followers with his Sunday Sunshine Singalong, keeping us all upbeat and positive. Music to our ears Kieran - thank you.



Naturist and cycling enthusiast Stuart took to the roads on his bike, unclothed, in an effort to raise money for the Hospice, and his efforts didn't go unnoticed! His fundraising is still rolling in and both Stuart and his wife Karen, who are raising money for Dr Kershaw's and Maggie's, are now tantalisingly close to their overall £2,000 target!



Becky Crawford organised a virtual quiz and put the general knowledge of her friends and family to the test, with an unquestionably brilliant score of £383.75!



Facebook Fundraisers all over the country gave up birthday presents or simply asked their friends and families to help by donating to Dr Kershaw's, including longstanding supporter Kathryn Jackson who helped raise nearly £2000 through the social media platform!

THANK YOU TO YOU ALL

Working Together In Patient Care



Catherine Partington Mould
Community Nurse

Dr Kershaw's responded quickly and effectively to the pandemic, enabling the Hospice to support more patients than ever before, tripling our offering within the community of Oldham. With two teams operating day shifts and one team operating a new night service, working alongside Oldham's Community Nursing Team.

Community Nurse, Catherine Partington Mould, shared her experience on the new working practices and working alongside our Hospice teams.

"Dr Kershaw's Caring Hands and Hospice at Home services make a massive difference to patients' lives and their families. Your staff are absolutely outstanding, they are on a completely different level to any other care staff, and you can see how well they have been trained.

They are amazing at what they do and how they communicate, I've heard so many positive stories from patients. As a Community Nurse we would not cope without your services. These last few months your team have made a massive difference to patients receiving end-of-life care. I walk out of some visits and cry at their situation, yet hearing them talk about Caring Hands and Hospice at Home brings a smile to my face.

I didn't know how to officially recognise them as it's not one person in particular, but the whole team. I'm in awe of what you do, and it has been a pleasure working along side you."



High praise for Hospice's COVID-19 response

The team at Dr Kershaw's Hospice has received a Special Recognition Award from the High Sheriff of Greater Manchester, Eamonn O'Neal, in honour of their outstanding activity and contribution to the community.

This newly launched Award also recognises and celebrates their acts of kindness, thoughtfulness and extraordinary efforts, during the COVID-19 pandemic.

Speaking about the Award, Dr Kershaw's Chief Executive, Joanne Sloan said "To be

given this Award is an honour, especially at a time when the whole community is pulling together to help each other.

I'm proud of the work our teams do every day and even more so for their steadfast and adept response to this current crisis.

It is wonderful to receive an award that recognises just how much we care about our patients and the whole community".



All things Corporate



As Corporate Fundraiser at Dr Kershaw's

Hospice, I work alongside our local businesses to support them with their fundraising and engage with their teams, which is a huge privilege and I love the work I do.

As the Coronavirus pandemic hit, we knew that this would have a huge effect on our local businesses, many of whom are facing an uncertain future.

Once the pandemic began, many companies reached out to Dr Kershaw's Hospice and chose to donate goods and offer financial support, and we are overwhelmed with their generosity, especially during very uncertain times.

The companies that reached out to us include but are not limited to: Touch Solicitors, Holland and Barrett, Amazon, Corptel UK, J Barrett Haulage, Ribble Packaging, Jackson Jackson and sons, Action Together, Tesco, Groundwork, Studio, Primark, Remedian IT, Spindles, Saddleworth Cookery School, Little Owl Farm and Booth's Garden Centre.

From all the patients, families and team at Dr Kershaw's, thank you to everyone who have supported us throughout this pandemic.

Trip to Coventry

Those who have met me will know that one of my favourite things to do is to have a good old chat. If I am not talking, I am singing or humming, this made me think of a great fundraiser for me to do during the lockdown, a 24-hour sponsored silence!

As soon as the Just Giving page was up and running, I set an initial target of £100, by the time the silence came around we had reached 10 times that amount with a final figure raised of £1,030. Silence is golden!

Lets get Quizzical

As part of our COVID-19 campaign 'Supporting Our Community - Dr Kershaw's Cares', the Fundraising Team came up with the fantastic idea of having a live, fun for all quiz for our supporters on Facebook.

We decided that the quiz would be hosted at my home, with my husband



Darren, who is an artist and has supported the campaign with drawings and colour in sheets on our website.

Darren was thrilled to put his skills to good use and soon began to make the props and drawings for the quiz night.

The first live quiz was held on Saturday 9th May, with rounds including Catchphrase, General Knowledge, Pop Quiz and Theme Tunes. The quiz had over 2.8k views and was well received with many asking for the quiz to return.

We were more than happy to oblige, the 2nd quiz was held on Friday 5th June, this time the quiz had some new rounds including Disney and Who What or Where am I, this time included a donate button and, the evening raised over £150 and within 2 days the quiz had over 1.2k views.

**Lisa Buckley,
Corporate Fundraiser**

Improving Community Clinical Care

Improving Community Clinical Care

In response to COVID-19 Dr Kershaw's Hospice, with the support of other partner organisations, has implemented new processes of working, and gained remote access to key systems providing care records of patients, in order to provide an enhanced offering to the local community of Oldham.

This new way of working has had a profound effect on the care we can provide and the support families receive, as demonstrated in the patient story below.

Dr Matthias Hohmann and Dr Patricia Campbell



Nadia's Story

Nadia* is in her 40's and has an end-stage brain tumour, she lives with her loving family in Oldham.

Despite her tumour Nadia had been seizure free for several months and was able to move around her home freely and eat, drink and take her medication without concern.

Things changed one Friday in May when unexpectedly Nadia's condition worsened and she had two large seizure's, her family needed to administer emergency medication to help her.

Later that evening Nadia's Community Nurse called to do his evening visit and after hearing about the change in Nadia's condition, he chose to call upon Dr Kershaw's Hospice at Home helpline for advice, wanting to know if the change in Nadia's condition meant that she was now reaching end of life and how best to support her.

Nadia and her family had already made the decision to have support at home where she would be surrounded by her family in a place of comfort and peace.

During the telephone call to Dr Kershaw's helpline, the call was forwarded to the Hospice doctor on duty, under the new Covid-19 processes all duty doctors are now able to access electronic patient records. This meant that the doctor was able to see current prescriptions, clinical letters and reports along with Nadia's prognosis and detailed end of life wishes.

This was extremely helpful and alleviated any further distress to Nadia and her family, at a time when they were feeling vulnerable, as it meant that the doctor had a clear picture of the medication that Nadia was taking, and he

could make an informed decision on the best support for Nadia at this time.

As it was a Bank Holiday weekend, the doctor wanted to ensure the family had enough medication and contacted a local palliative pharmacy to request the prescription for Nadia, and he also advised the family to increase the medication over the weekend.

For the next two days Nadia was drowsy but showed signs of improvement, her family felt reassured, as they had a good supply of the emergency medication and were able to receive the advice and support from the doctor at the Hospice.

Without the new process in place, Nadia's story would have been a very different one. The Community Nurse would have needed to contact an emergency GP service, and wait hours for Nadia to be seen by a GP who would not have had access to her medical records or the palliative care knowledge or experience. This would have been a very stressful and distressing experience for the whole family to endure.

We would like to express our thanks to those who helped to make these changes possible, which now allow doctors immediate access to medical records and reports. These processes were initiated in response to Covid-19 and we are pleased to say will be sustained going forward to support patients like Nadia.

**Pseudonym used to protect the patient's identity and privacy.*



Hospice at Home

Our team's wealth of experience and flexibility, inspired by a genuine, heartfelt love for our community, has enabled us to adapt to the changes we meet on a daily basis.

Most recently we temporarily closed our ward to enable our doctors and nurses to focus on caring for people in their own homes. Through our Hospice at Home and Caring Hands teams, we have been able to increase the number of patients we see, three-fold. This allows us to provide patients with dignified and compassionate care when they are most vulnerable, as well as enabling the loved ones they live with to spend more time together, free from possible visiting restrictions.

The people you help us to care for – Dr Kershaw's Cares



It's through your support that we are able to care for people like Mark. Just a few short months ago, 44 year old, Mark Brierley, was diagnosed with a very rare form of cancer. Our Hospice at Home team were privileged to be able to care for Mark, whilst supporting his wife, Sarah, and their young children, in the comfort of their home. Mark was able to spend his last weeks with his family by his side, safe in the knowledge that our nurses were there to care. This is Mark's moving story, told by his wife Sarah.

Mark Brierley – My Gorgeous Boy



I have been sat here trying to find the words to describe him to you, but the words do not seem fitting enough for the wonderful man that Mark was. He was young, fit and healthy up until August 2019.



During COVID-19, we may have changed where we care, but not how much we care.

He played football every week and was the most energetic person in our family. We were a happy, blended family, consisting of myself, Mark, his two children Luke and Paige and my two children, Adam and Elisabeth. We were loud, bonkers and most of all happy. **As I sit in the silence now, I crave the noise - the laughter and even the squabbling and remind myself not to take the small things in life for granted ever again.**

In August 2019, Mark started to complain of a headache and a mysterious pain in his pelvis. This was very unusual for him and we assumed he had a virus or had picked up a bug from our recent holiday. A course of antibiotics didn't shift the symptoms and a week later Mark had to be admitted to A&E as the pain in his head had become unmanageable.

The hospital ran tests and his blood work was all over the place. They also did a routine chest x-ray, which we were told was okay, only to be told by another consultant that he didn't agree and had observed a few shadows on his lung.

The situation was escalated to a lung cancer specialist and we found ourselves dealing with the prospect that Mark could have lung cancer. Mark was 43 at the time and had never smoked, so we were devastated at this potential diagnosis.

We had to wait for tests, we had to wait for a PET scan and most importantly of all we had to wait for a biopsy. **Anyone, who has had to go through the agonising waiting period, will know the anxiety levels that were suffered at this time.** Eventually, Mark had the biopsy and we were told that Mark didn't have lung cancer, but he did have Hodgkin's Lymphoma.

The consultants were optimistic and told us that this cancer had a good curable rate. So, armed with every leaflet, book and Google search we could find, we set about beating it. Mark started medication and a chemotherapy treatment plan was put into place.

Five days after Mark's diagnosis, I woke up to find that Mark had collapsed in the bathroom. I knew something wasn't right and he was so very poorly that morning. Mark was rushed into hospital and I was told he was being moved to Christies. It was October by this time. I received a call from the professor at Christie's just before Mark was transferred there. That phone call changed everything.

The Professor had run the biopsy tests again and this time the results had come back differently. Mark didn't have Hodgkin's Lymphoma, **he had a cancer called Angio Sarcoma and I was told not to Google it before we could speak to the professor face to face.** So, I did what I had been told not to do and Googled it straight away.

Mark had a very rare cancer and the statistics for recovery were not good. When we met with the professor later on that day, **he confirmed the diagnosis and dropped the heart-breaking bombshell, that Mark only has 3-6 months to live**, at most 9-12 months. I remember thinking, as I held Mark as he cried, that I couldn't fall to pieces and that I had to be strong and we had to try to fight it.

And he did! He fought every day, mentally through the daily, emotional impact of living with cancer and physically every week, whilst he had chemotherapy that could maybe buy him a few extra months.

Throughout his treatment, Mark's strength amazed me. He was positive and determined to be fit and healthy.

A few days after the diagnosis we married at Dobcross Church in Saddleworth, surrounded by our friends and family. We were so happy and determined to win at life!



At first the treatment looked as though it was going to work and in January of this year, the cancer had reduced by 25% - Mark was winning! WE were winning!!

We were brought back to earth with a bump, a few weeks later when Mark started to get more poorly again. It was confirmed by our consultant that the cancer had come back in February of this year and that unfortunately the treatment had stopped working, a few weeks after that, Mark was again admitted to hospital and was found to have suffered several mini strokes.

I remember being taken to a room by the doctors to tell me that he only had a few weeks to live and I felt as though I was falling into a black hole and couldn't get out.

Mark's wish was to be at home and Christies told me that The Dr Kershaw's Hospice At Home team would be visiting. **There was also another worry knocking at the door, called COVID-19.** I watched the news and knew this was about to get serious and was very worried about the impact this would have on the resources for the Dr Kershaw's Team. I knew that the NHS would now be under considerable strain and the virus would affect us, directly or indirectly, in one way or another.

The first person we ever met from Dr Kershaw's was Pat. On the day Pat visited us, she was greeted with a very gloomy atmosphere in our house and she brought the sunshine in! Pat and every nurse who visited us, made Mark matter! They made him feel looked after, they listened to both of us and gave us both comfort and support when either of us needed it. From the first day of lockdown and every day after that, **we never felt scared and always felt safe in the knowledge that we would have Dr Kershaw's to help us** and the reassurance that

if they were not physically present, they were only a phone call away for help.

On the 29th March, Mark lost his battle and passed away, in his own bed, as he wanted, surrounded by his family. He was 44 years old.

Nobody can prepare you for the death of your best friend, your husband and your soul mate. When you are given the prospect of a terminal diagnosis, you can research to your hearts content, but **nothing prepares you for the desolate loss and the empty feeling in your heart every day.**

Mark was the best husband, dad, son, brother and friend. He was so kind and so full of life. He always put everyone else first and he made me feel like a princess every day.

This world was so lucky to have him in it, even though it wasn't for long and I was lucky to have him love me.



Your help meant that Hospice at Home nurse, Pat, along with her colleagues, could care for Mark, giving him precious, pain-free time with his family, to create special, forever memories together.

It was Dr Kershaw's care that went on to inspire Sarah and her family to help too. With plans for a big 'Celebration of Mark' fundraising evening later on in the year, the family wanted to be able to make sure they could help others in the immediate future. By setting up a Facebook Fundraising page, Mark's family and friends were able to donate over £1,200, all of which will go directly to caring for someone else.

Their generosity, will help our doctors and nurses as they continue their focus on providing patients from our community with dignified and compassionate care at the end of their life, in the safety and comfort of their own homes.

There are many ways you can help and every donation or fundraising activity will make a difference. To find out how you can help us care, visit our website www.drkershawshospice.org.uk/support-us

Remember, your support could help someone else's husband, father, son or soulmate. What a powerful thought.

Thank you for continuing to care, and for always being there.





CARING THROUGH THE NIGHT

I have been working as a Staff Nurse on nights at Dr Kershaw's Hospice for the last 16 years. When I heard that the Inpatient Unit was temporarily closing and I was going to be out in the community on Hospice at

Home, I was initially apprehensive. It would take me out of my comfort zone and I wasn't sure what to expect, as it was not something I had done before.

I took on the challenge and undertook training before going out with my highly experienced Hospice at Home colleagues. I found it a little daunting at first, more the fear of the unknown.

We were based with the out-of-hours Community Nursing team at night which worked really well and enabled us to build strong relationships with them, whilst sharing our professional skills and knowledge.

I soon realised that it was no different to what I usually do, except it was in the patients own home rather than the Inpatient Unit at the Hospice. At the end of the day, delivering a high-quality service and patient care, be it in the Hospice or in our community, is the same.

Having to put on Personal Protective Equipment had its own barriers. Our patients and their relatives were very understanding in their reaction to us wearing PPE, and it soon became the norm to them, although not so to me.

The importance of human contact was brought home to me, how the touch of your hand on the patients skin, or holding

their hand can mean so much. These are the smallest of gestures but it says a lot to a patient who can only see your eyes because of the mask.

A hug to a grieving relative which I would instinctively give, can be so much stronger than any words of comfort. Not being able to do these things (due to the safety measures that were put in place following the COVID-19 pandemic) was the hardest part for me, as comforting our patients and their loved ones is such a major part of what we do.

As the weeks passed by, I had mixed feelings on hearing that the inpatient unit was reopening. I was happy that we would once again be caring for patients at the Hospice, as being out in the community, you see how some families struggle at home and need the care and support of the Inpatient Unit for many different reasons. I was also sad that my time on the Hospice at Home team may be coming to an end.

I have learnt first hand that the Hospice at Home 24 hr service is such a vital service to some patients and their families, who are doing a fantastic job caring for their loved ones in their own homes, but sometimes just need that extra care and support during their loved ones last few weeks of life.

Myself and my colleagues are continuing to provide Hospice at Home 24/7, it is a privilege to help the families and patients at a very special time, and be there for them, both in the community and on our Inpatient Unit.

From my own personal point of view, I hope we can continue to provide the wonderful much needed services for many years to come.

Fiona Monaghan – Staff Nurse

ebay™ - shopping from the comfort of your own home

Retail has seen many changes over the years, people's lives have got busier and the way we shop has changed. The high street is still busy, however, especially during this current crisis, on-line shopping has become more and more popular.

With more shopping than ever coming from the comfort of your own home, our team have ramped up their efforts to bring you quality new and pre-loved bargains via our shop on eBay.

Dr Kershaw's has its own eBay shop!

Previously run thanks to the help of dedicated eBay volunteers, the Hospice has recently recruited E-Commerce and Trading Manager Suzanne Ryder, to concentrate her efforts on developing our eBay offering, to enable you to shop online and support the care of patients and families at the Hospice.

"Our eBay shop has so many advantages, from helping you to support the Hospice, fast dispatch of items and door-to-door delivery, to reduced eBay fees and finding a wider audience for the goods we are selling" said eBay guru Suzanne.



Each week sees more and more listings of goods that our community has very kindly donated, along with new goods that our corporate supporters have gifted to the Hospice. As with all of our services, Suzanne follows COVID-19 guidelines and safe working practices to help keep you safe. Thanks to her fabulous descriptions, fantastic customer service,

wide range of good quality items, fast shipping and excellent customer support, Dr Kershaw's eBay shop is now a 'Top Seller' - an achievement to be proud of.

Explaining how the whole team are helping, Suzanne said "Our shop teams are on the look-out for items that would raise more funds for the Hospice by showing them to a wider audience and when they do find a gem to be listed, we let them know how well they've done for the Hospice".

As our eBay shop continues to grow, we hope you will join us and remember, in the future you'll be able to buy your Hospice Christmas cards, calendars, diaries and merchandise from our eBay shop too!

You can visit our eBay shop at www.ebay.co.uk/usr/drkershawshospice

Did you know you can support the Hospice when you list your own items for sale on eBay? You can donate any percentage of your sales to the Hospice - look out for the 'Support a Charity' sign when you are completing your listing.

Cheaper and greener - we prefer to reuse packing wherever possible; this not only reduces costs but is great for the environment. If you or your company can help with this please do get in touch.

**Suzanne Ryder
E-Commerce and Trading Manager**



A CHANCE TO WIN Lottery A WAY TO CARE

I would like to start by saying how humbled we are at the amazing support that our lottery and bumper draw supporters have given us, especially during these past few months.

We have been overwhelmed with your response to our Summer draw which saw 13,008 tickets go into the draw on 19th June and a whopping £9,011 in donations. The support you have given, especially during uncertain times, is staggering. This has been our best ever draw since launching our quarterly draws back in 2006! As we came out to support our community during COVID-19, our community without doubt came out in masses to support us, helping to raise an enormous £16,714 for this amazing place. Such fantastic support, we will be forever grateful. There were so many lovely notes in with your tickets telling us why you support the Hospice, and your experiences of our services, please be assured I have passed these around the team as they were so uplifting, and your kinds words went a very long way. Many thanks to you all and congratulations to our 10 lucky winners.

Prior to COVID-19 we were in touching distance of reaching 14,000 weekly lottery members. Due to the uncertainty of what the future would hold for many of our supporters we have unfortunately had cancellations of over 500 members during these past few months. We totally understand this situation, with the likes of the furlough scheme coming into play for many, and people being laid off and unsure if they would have a job to go back to, to name but a few. Social

distancing has played a massive part in our lives on a day to day basis, queuing outside for our weekly shop, wearing face masks, and schools out of action with many pupils not heading back to education until September 2020!



Joanne and Karen

There is huge demand for support across all areas of our community and we look forward to seeing our volunteers and all our work colleagues back in the Hospice and our shops on a daily basis. If you find that you have a £1 a week that you could spare to support your local Hospice and would like to join us in trying to reach 14,000 members and give yourself the chance of winning our jackpot prize of £1,000 or one of our 5 runner up prizes of £50 in our weekly draw, then just give us a call or join online now via our website.

Tickets are currently available for our Autumn Draw which is being held on Friday 18th September 2020. If you haven't received tickets and would like some, please give us a call or drop us an email. You have to be in it to win it! Thank you for making a difference.

Joanne Penketh - Lottery Manager

Get in Touch



Lottery Team Contact Details

Tel: 0161 624 9213

E-mail: lottery@drkh.org.uk

Website: www.drkh.org.uk/lottery

LOTTERY GIFT VOUCHERS

The gift that keeps on giving!



Are you looking for a unique present to give to a friend or loved one?

A gift of a Dr Kershaw's Hospice weekly lottery entry gives the recipient the exciting chance to win a cash prize of £50 or £1,000! Starting from as little as £10 for 10 weeks you have the added bonus of knowing your gift will also be raising money for the Hospice. Contact the Lottery Team or purchase via our website.

MOBILE PHONES Don't Dump, Donate!

Recycling with Dr Kershaw's is easy, great for the environment and won't cost you a penny. We turn every mobile phone you recycle with us into cash! You can drop them into any of our shops or the Hospice itself.

Shops Directory

Oldham Hospice Shop

Unit 10 Albion Street,
Oldham, OL1 3BB
Tel: 0161 628 2343

Mon - Sat, 9.30am - 4.30pm

Lees Hospice Shop

99 High Street, Lees,
Oldham, OL4 4LY
Tel: 0161 628 7100

Mon - Fri, 10am - 4pm
Sat, 10am - 3pm

Shaw Hospice Shop

50-52 Market Street, Shaw,
Oldham, OL2 8NH
Tel: 01706 290973

Mon - Sat, 9.30am - 4.30pm

Royton Hospice Shop

Unit 14 Market Square, Royton,
Oldham, OL2 5QD
Tel: 0161 652 8707

Mon - Fri, 9.30am - 4.30pm
Sat, 9.30am - 1pm

For all large pieces of furniture and large electrical item donations please contact Charlie at Big White Charity Van who will sell the items on our behalf. Please remember to mention Dr Kershaw's Hospice.

Big White Charity Van

Unit 14, Pennant St Industrial Estate, Oldham, OL1 3NP
Tel: 0161 222 0808 or 07944063884

Thank you from the Trustees

Recent months have been extraordinary for all of us. Things that we have taken for granted have been put in sharp focus by the Coronavirus, especially our health and our social interactions. Both are precious and we have felt uncertain and unsure about what the future holds.



Within any crisis there are the obvious risks and threats, yet there are also silver linings.

As a community we have pulled together, supported strangers and COVID-19 has brought caring to the fore, demonstrating the good side of the human spirit, crossing boundaries of people, age and cultures, and emphasising our interdependency and humanity.

The Trustees have been bowled over by the response and support the Hospice has received from all our clinical staff, catering, housekeeping, fundraising, lottery, & shop staff, despite their own worries and uncertainties about the rapidly changing circumstances surrounding them - PPE, testing, safety, self-isolating, furloughing, working from home and social distancing - to name but a few.

To ensure our clinical care and support served as wider reach as possible, we reconfigured not only the services we offer, but some of the roles of our doctors & nurses, enabling us to treble the capacity of our Hospice at Home and Kershaw's Caring Hands community services, as it was clear this was where we were needed the most.

Our management and staff have repeatedly shown a 'can do' attitude, which is truly inspiring. Our local NHS organisations, front line workers and community key workers - health & social care, have worked flexibly together and supported our efforts. We thank them all.

We strive to be a caring organisation and like many, have had to make difficult decisions about where we can make the most difference and how we can best protect people.

Our volunteers, many in 'at risk' groups, were affected with our early decision to close non-essential services such as our shops and some on-site facilities. We know that the friendships and social side of their support was greatly valued and greatly missed. Our staff have made continuing efforts to support them in turn, with phone calls, emails and social media messaging. We hope that it will not be much longer before they can safely return under the 'new normal'. Their commitment is valued, and the Hospice thanks them sincerely.

Most of all we want to thank you, the people of Oldham - our donors, and supporters. We could not have done it without you during these unprecedented times. We are here for you now, because of your continued support over the past 31 years, and for that we are truly grateful. Thank you for making a difference.

Miriam Lawton - Chair, Board of Trustees

Contact Details

Main switchboard for general enquiries, patient information, volunteering, Friends of the Hospice:

Tel: 0161 624 2727

Fax: 0161 628 0181

Well-Being Centre: 0161 785 5625

Macmillan Nurses: 0161 778 5918

24 Hour Advice Line: 0161 785 5635

Fundraising Office: 0161 624 9984
fundraising@drkh.org.uk

Lottery Office: 0161 624 9213
lottery@drkh.org.uk

Dr Kershaw's Hospice

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Facebook: /drkershawshospice

Twitter: @kershawshospice

Instagram: drkershawshospice