

Giving to life

St Teresa's Hospice News

Summer 2018



7 SUMMIT STEVE COMPLETES EVEREST CHALLENGE!

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Hospice
Giving to life

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Welcome to the Summer Edition of the Hospice Newsletter

Herewith my update on the past couple of months – busy as ever! I am thrilled to announce that our annual appeal this year has raised £19,850. Thank you so much to everyone who responded.

On 16 April the Richmond Support Group had their annual meeting and Hon Chair Mary Lovell MBE presented a cheque to the Hospice for £5,500 from their ongoing fundraising over the last year. We are all so grateful to Mary and her team.



Hospice Chair Dr Harry Byrne (left) accepts a cheque from the Richmond Support Group, presented by fellow Trustee Mary Lovell MBE

National Dementia Awareness Week was in May and we launched our 5 strategic commitments to caring for people with dementia. These are as follows:

- Education – we will create awareness and develop advanced dementia care skills within the workforce
- We will ensure timely identification and individual care
- We will make our environment dementia friendly
- We will ensure all resources meet the needs of patients with dementia
- We will ensure effective communication throughout the organisation and externally

We already have in place a dementia champion, in our head of workforce development Diane Farrell, whose knowledge and work with dementia friends training is helping us move forward in our strategic approach. This training will enable us to create at least 200 new Dementia Friends within our organisation, from the board of Trustees to volunteers and friends of St Teresa's, and create a cultural acceptance of dementia throughout the whole organisation. Our brilliant Catering team once again was rated 5-star in a recent unannounced inspection – no wonder. They are fantastic! Over the last few months we have reviewed our practices in light of changes to data

protection legislation (GDPR) to reassure people that we will use their data for lawful purposes only, and to direct them to our updated privacy notice.

Fraud in charities has, sadly, been topical in recent months, not least due to the problems experienced by a Newcastle charity and by one of our neighbouring hospices. Anyone supporting a charity could be wondering what practices they have in place to prevent similar occurrences. For your information, I have made a brief summary of key points in our system as follows:

1. Segregation of duties – this means that no one person can both request and approve a payment, without it being second-checked; it also means that representatives collecting cash on behalf of the Hospice do not count it themselves.
2. Purchase order system – staff may request items for purchase, but purchase orders must be approved by someone higher up in the line of management and ultimately signed off by a member of our Senior Team. This includes approval both for capital spend and for training requests (not all requests are granted, dependent on budget and objectives).
3. We have a company credit card, which is necessary for some payments, but it is held in a secure location in the Hospice and the number of people authorised to use it is limited, with an approval process in place overseen by the Finance Director (whose name is not on the card). The card statements are reconciled against purchase orders every month.
4. The Hospice is audited annually by an external company (Tait Walker) and in the last 5 years we volunteered for a Charity Commission financial processes audit which found our processes to be adequate and we were commended by the auditor.
5. The Hospice has a finance committee (a sub-committee of the Board of Trustees) which is chaired by an accountant and has members from the business community who scrutinise the Hospice's finances and proposals. This group receives management reports each month.
6. Senior Management present a proposal to the remuneration sub-committee who scrutinise this and make a recommendation to the Board. Remuneration of Hospice staff is ultimately decided by the Board of Trustees.

If anyone has any questions, please do not hesitate to contact either me or our Finance Director Nicola Myers.

Thank you once again most sincerely for your support for Darlington's wonderful Hospice.

Jane Bradshaw Chief Executive



Spread The News

Finished with your copy of the Summer 2018 Newsletter? Pass it on! You'll be doing your bit to raise awareness of the Hospice, and being environmentally friendly at the same time!

To receive a regular copy of the St Teresa's Hospice Newsletter sign up to become a Friend of the Hospice. For a donation of just £30 a year you will receive copies of the newsletter with a letter written by a Hospice team member. Contact us on 01325 254321 or email us at enquiries@darlingtonhospice.org.uk for further information.

One Wish Hospice Lottery

One Wish is the North East Hospices Lottery, in aid of St Teresa's Hospice and three other hospices in the region. Thousands of pounds are given away every week. To join visit www.onewish.net





On top of the world

Steve Graham completed the climb of a lifetime in May after becoming the first supporter of St Teresa's Hospice to reach the summit of Mount Everest.

The impressive achievement is the culmination of ten years of hard work by Steve to climb the Seven Summits, the tallest peaks on each of the seven continents.

Steve, a local heating engineer, property developer and mountain climber, has climbed mountains all over the world, raising thousands of pounds for charity. The Mount Everest climb, his greatest challenge yet, provided an opportunity to raise money for St Teresa's Hospice and Prostate Cancer UK, in gratitude for the help both charities provided to his grandad, who sadly passed away from terminal cancer.

Leaving the UK to begin his adventure on 25th March, Steve joined the Jagged Globe UK team in the Himalayas to prepare for the mammoth challenge.

On 20th April the team arrived at Camp 1 to become the first group of the season to occupy. Camp 1 is the first shelter available between Base Camp and the summit, and

to reach it the team had to trek through the dangerous Khumbu Icefall, 5,600m above sea level, which is infamous for sudden ice movement and unexpected avalanches. It was here that 16 Nepalese climbers lost their lives on 18th April 2014 in the 2014 Mount Everest Ice Avalanche. As a mark of respect, Steve's team delayed their plans so as not to climb on the anniversary of this tragic event.

In the days following, the team repeatedly ascended and descended to and from base camp, building up their endurance for the attempt on the summit.

By Thursday 3rd May news reached the Hospice that the team had just finished their third rotation on the mountain, and had returned from spending the night at Camp 3, 7,200m above sea level. The Sherpas had opened the route to Camp 4, the goal of their next climb. At nearly 8,000m, Camp 4 is located within the altitude 'death zone', so the team needed to sleep wearing oxygen masks. After Camp 4, there are no other stopping points but the summit itself.

With favourable weather conditions, Steve and the team were able to make their final

ascent to the summit on 16th May.

We're happy and relieved to report that Steve is now back home, proud to have become the first person to summit Everest in aid of St Teresa's Hospice, and now applying himself to the job of gaining back some of the weight he shed on the mountain!

Steve's superhuman endeavour has caught the attention of local supporters, including the different local schools he visited prior to leaving the UK, including Reid Street Primary School, Mowden Federation of Schools, and Abbey Federation of Schools. Students at Reid Street Primary even joined in by getting sponsored to walk, as a school, the same distance around their playground as Steve travelled from the bottom of Everest to the peak!

Steve said: "Preparing for the Everest expedition required months of serious physical and mental conditioning. Quitting is not in my nature. I will not give up on the mountains, nor will I give up in my quest to get to the top of them."

If you would like to support Steve please contact the St Teresa's Hospice community fundraising team on 01325 254321. You can also read about Steve's Seven Summits challenge at www.7summitsteve.com.

Sharing the joy of singing

A wonderful group of volunteers, supporters and staff came together at the Darlington and Simpson Rolling Mills Club on 25th May this year to sing their hearts out in aid of St Teresa's Hospice.

The St Teresa's Hospice Staff and Supporters Choir was formed in 2017 by a group of Hospice personnel who shared a love of music and singing. Led and organised by Jane Bradshaw, who now combines the title of 'Musical Director' with her everyday title of 'Hospice Director', the Choir has grown to include 19 people from right across the organisation, including nursing, management, administration, retail, and beyond.

The Choir's first public performance was at our annual Christmas Cracker concert last December, where they performed Every Star Shall Sing a Carol by Sydney Carter, and the Wizzard classic I Wish it Could be Christmas Everyday. They had so much fun it wasn't long until they were planning to headline a concert of their very own.

After months of hard work, Jane pronounced them ready to hold the Spring Sing Concert of 25th May. The Choir performed a rich and varied programme of songs from all across the musical spectrum, from modern classics



such as Adele's Rolling in the Deep, to gospel favourites like This Little Light of Mine. They both delighted and mildly shocked the audience with their rendition of Victoria Wood's risqué comedic masterpiece The Ballad of Barry and Freda. The concert also broke fresh ground by possibly being the very first event of its kind to provide the audience with earplugs - yes, really! A surprise performance by special guests The Jack Drum Arts Maracatu Drum Band meant ear protection was a necessary part of enjoying the show as the group of young musicians raised the roof with their brilliant Brazilian beats.

Musical Director Jane Bradshaw said: "The Spring Sing Concert was the result of a lot of very hard work by a lot of very dedicated people.

"It's been an absolute pleasure to watch people in the Choir discover the joy of

singing together, and to see them develop their voices and grow in confidence to the point where we are able to put on fantastic shows like the Spring Sing.

"I love that we now have so many members who had previously never really sung before joining our Choir, who were maybe a bit shy or thought they couldn't sing - and now to see them stand up in front of over 100 people and belt out Rolling in the Deep, it's really wonderful to watch.

"The Choir started as just a fun thing for us to do together after work, but now we've reached a point where we can use our talents to help the Hospice we all care so much about. I'm delighted that the Spring Sing raised over £1,200 to help terminally ill people in our communities, and I couldn't be prouder and more grateful to the Choir, and to everyone who came along to show their support. Thank you."



Orders can now be placed at <https://www.support.darlingtonhospice.org.uk/memory-tree>

The memory tree

Our latest tribute giving initiative, the Memory Tree, has now been launched thanks to the very generous support of Darlington Building Society.

The Memory Tree is located in the Inpatient Unit reception area and allows people the opportunity to remember a loved one by leaving an engraved leaf on the tree. The initiative is open to anyone, whether or not their loved ones were cared for by the Hospice.

We suggest a minimum donation for each leaf of £120 per year, in return for which the engraved leaf will be added to the Memory Tree for 12 months. After one year, donors can choose to leave the engraved leaf on the memory tree for another year or request to have it posted to them to keep.

For more information on the Memory Tree or other ways to give in memory of loved ones, please contact us on 01325 254321 or enquiries@darlingtonhospice.org.uk

Darlington
Building Society

As part of Darlington Building Society's 160th anniversary celebrations they raised funds for charities across the region they serve. In this time they raised £35,000 for St Teresa's Hospice which paid for a room in our Inpatient Unit to be completed and fully equipped, and allowed us to establish our Memory Tree.



Well done! The first cohort of care home staff from Eden Cottage collect their certificates

Education in care homes pilot a success

Clinical staff from St Teresa's Hospice have been sharing their knowledge to help provide the best care for terminally ill people in residential care and their families.

As part of an annual funding agreement with Darlington NHS Clinical Commissioning Group, specialist staff have undertaken a pilot project to deliver a programme of education on basic end of life care to care home staff in the town.

Our Head of Workforce Development Diane Farrell said: "We were aware that care homes are generally restricted in accessing education for staff due to limited training budgets.

"At St Teresa's we have a fantastic multi-disciplinary team of experts who got their heads together and came up with a two-year rolling education programme to cover five areas of end of life care.

"We knew that delivering the training would be a massive task so we devised a programme of sessions and contacted all 30 care homes in the town to ask for volunteers to take part in the programme."

The pilot, run initially in Willow Green and Eden Cottage care homes, covered the palliative care topics around end of life care, what is a good death, understanding

outcomes and advance care planning. It also considered grief and loss and how to support staff, dignity and respect, symptom management at end of life and communication skills.

"The outcome of both pilots proved extremely successful and we received some very positive evaluation forms and feedback from staff," said Diane.

"One topic that was continually raised at each of the pilot homes was staffs' interest in the Hospice so we also spent a bit of time at the end of each session talking about the work that we do here at St Teresa's.

"Going forward we are now looking to roll out the programme to all the remaining 28 homes and are also looking at the possibility of inviting staff to St Teresa's to undertake training and get a first hand insight of our work."

For more information please contact Diane Farrell on 01325 254321 or email enquiries@darlingtonhospice.org.uk

OUR SERVICES

All of our services are offered completely free of charge to those with a life-limiting illness and their carers.

Community Hospice

Hospice at Home

High-quality care and support to patients and their carers in the comfort of their own homes. We work alongside other community teams to provide basic nursing care and emotional support.

Rapid Response Team

We offer urgent care at short notice (response within 1 hr) for people living with any terminal illness. Available any time, any day of the week to give hands-on care so people can remain in their homes rather than go into hospital.

Volunteer Visitor Service

We provide companionship to patients in the form of weekly visits undertaken by volunteers.

Day Hospice Clinics & Programmes

Supportive care to adults (18+) living with a life-limiting condition. Every week we hold disease-specific Clinics, with access to facilities including hairdressing and treatment rooms for Complementary Therapy & Physiotherapy. 'Choices' is a specially-designed 12 week programme that offers a vital source of respite and rehabilitative care, which facilitates creativity and personal growth, providing stimulation and enjoyment through activities, whilst focusing on individual needs, and encouraging self-esteem.

Inpatient Care

We provide pain and symptom control and for some, end of life care. Our nurse-led unit has 10 individual en suite bedrooms and we have 24 hour visiting for families who also benefit from support from Hospice staff.

Family Support & Bereavement Counselling

Support is provided to anyone with a life-limiting illness, and to family, friends and carers, children and young people, either individually or to the whole family.

Lymphoedema Clinic

We provide massage, special garments, help and advice about skin care, exercise etc.

Contact us: The Woodlands, Woodland Road, Darlington, DL3 7UA t: 01325 254321
e: enquiries@darlingtonhospice.org.uk

Edrin Dafiaghor, daughter of Chief and Mrs Jimmy Dafiaghor, of Nigeria, in her dress from St Ts Superstore



African Chief's daughter finds wedding dress in Darlington

Wedding bells have rung out for the daughter of an African Chief who found her dream dress 4,000 miles away in one of our charity shops.

Edrin Dafiaghor, daughter of Chief and Mrs Jimmy Dafiaghor and second youngest of 21 children, celebrated her big day in style after help from staff at St T's Superstore on McMullen Road, Darlington.

Sister-in-law Wendy Dafiaghor, who lives in Darlington, said: "Edrin contacted me from Nigeria to say she was getting married and was looking for a white wedding dress.

"Unable to find what she was looking for at home, I offered to help but after searching many shops in Darlington I was struggling to find a dress that wasn't cream.

"Then I went into the St Teresa's Hospice charity shop in the town centre and was told to contact their new St T's Superstore where they had just had a delivery of wedding dresses donated by a local bridal store."

After telling staff the colour, size and design of the dress she was looking for Wendy received a call from St T's Superstore Floor Manager Rose Wills, who had found the only white gown among 70 wedding dresses donated by Bexbrides, of Hurworth.

"Rose sent me pictures of the dress and it was so beautiful that I arranged to pay and

pick it up straight away," said Wendy.

"When I got it home I sent some more pictures to Edrin and she was over the moon with the dress, it made her a very happy lady as the wedding was only two weeks away. One of my brothers-in-law was visiting the UK at the time and he was able to take the dress back to Nigeria just in time for the wedding.

"Edrin looked absolutely stunning at the wedding and she and her new husband Jerry had a beautiful day helped by the kind staff at St T's Superstore."

St T's Superstore Floor Manager Rose Wills added: "It was wonderful that we were able to help a bride find her dream dress even from thousands of miles away. The donation from Bexbrides was incredibly generous and we hope we were able to help lots of other brides find their perfect wedding day dress."

Owner of Bexbrides Rebecca Lombard-Earl said: "We are fortunate to be part of many brides' big days, offering the largest choice of vintage, retro and designer sample wedding dresses in the region.

"We inevitably end up with more gowns than we need and are delighted to donate them to worthwhile causes to benefit brides who can buy a gown at an affordable price. We are thrilled St T's is making excellent use of our donation as it's a vital charity very close to our hearts."

OUR SHOPS



St T's Superstore

Unit A, McMullen Road, Darlington, DL1 1XY (01325) 488701

St T's Charity Shop

8 Skinnergate, Darlington, DL3 7NJ (01325) 240040

St T's, Cockerton

305 Woodland Road, Darlington, DL3 9AA (01325) 288423

St T's Interiors, Mowden

90 Fulthorpe Avenue, Darlington, DL3 9XT (01325) 382755

St T's, Shildon

67 Church Street, DL4 1DT (01388) 775445

St T's, Leyburn

21-22 Market Place, Leyburn, DL8 5AS (01969) 624865 (01969) 623600

St T's Home Shop, Richmond

7 Victoria Road, Richmond, DL10 4DN (01748) 825833

St T's, Barnard Castle

28 Low Mill, DL12 8JB (01833) 637155

St T's, Thirsk

89 Market Place, Thirsk, YO7 1ET (01845) 523897

St T's Online

www.stores.ebay.co.uk/St-Terasas-Hospice-Shop

Please donate unwanted goods

We are constantly in need of good clothing, books and bric-a-brac for our shops. Also, we gratefully accept items of furniture and electrical goods. We can arrange to collect or items can be taken to our Logistics Centre. Please call 01325 488701

Close Thornton Solicitors find their inner chi

Legal staff have been discovering their inner chi in an initiative which ties them closer to St Teresa’s Hospice.

Close Thornton Solicitors practice in Darlington has supported the efforts of the Hospice for many years by joining in our activities and raising funds.

The latest venture saw our Complementary Therapy Team Leader Keith Thomas stage a Tai Chi taster session at the practice, the first of a programme being offered to businesses across South Durham and North Yorkshire.

Mr Thomas said: “The aim was to give staff a flavour of the benefits of Tai Chi and I was delighted how many staff took part and enjoyed the experience.”

This Chinese martial art is a great way to improve health and wellbeing, balance and co-ordination, and core strength.”



Close Thornton partner Dermot Winters (centre, right) joins staff and St Teresa’s Hospice Tai Chi expert Keith Thomas (centre, left) in a martial arts taster session

Close Thornton partner Dermot Winters said: “We are grateful to Keith and the team at St Teresa’s for the introduction to Tai Chi, which was very favourably received by staff here. We look to continuing our firm’s long association with St Teresa’s and their wonderful work, for many years to come”

The Tai Chi session also marked the official adoption of St Teresa’s by Close Thornton as its favourite charity.

St Teresa’s Hospice chief executive Jane Bradshaw said: “Close Thornton staff have

been good friends of ours for many years, supporting us in our endeavours and being enthusiastic participants in a host of fundraisers.

“We are thrilled to become their chosen charity and delighted that we can give something back to them with the Tai Chi sessions.”

If your firm would like to offer sessions of Tai Chi to staff, or if you would like to adopt us as your charity of the year, please get in touch on 01325 254321 or events@darlingtonhospice.org.uk

DID YOU KNOW?

Our professional Logistics Team carry out a bespoke house clearance service. We offer a full clearance service and even part-clearances. We will totally clear properties for a nominal charge, and all proceeds will go to the Hospice to directly benefit our patients.

- We offer FREE house clearance assessments
- We will work to your specific requirements
- We take all items
- Sensitive material will be dealt with professionally
- We provide excellent customer care using our trained team

Contact us on 01325 488701 to arrange your free house clearance assessment.



SUPPORTING

St Teresa’s Hospice

Registered Charity Number 518394

CleanCare will donate 20% of the cost of your dry cleaning to St Teresa’s Hospice.

That’s better than any other charity cleaning rate!

You can now drop off and collect at any of our retail outlets.

Offer applies to all dry cleaning sent through St Teresa’s Hospice shops.

Contact 01325 461673 for more information



cleancarefabrics.co.uk
Dry Cleaning | Laundry | Ironing
39 Skinnergate, Darlington



Cornmill Centre management team Susan Young (left) and Kelly Hutchinson (right) are presented with a certificate after renewing their support for the Hospice



Matthew Bell and Melissa Lines from Savills Darlington announce their adoption of the Hospice

We’re immensely grateful to all the businesses and organisations that have chosen to adopt St Teresa’s Hospice as their favourite charity because they believe passionately in helping terminally ill people and their families in our communities. They include:

- | | | | | |
|---|---|----------------------------------|------------------------------|---|
| 1st Stop Party Shop | Darlington Building Society | Hays Travel Cockerton | MT Print | Sherwoods (Darlington) Ltd |
| Anthony Jones Properties | Darlington Football Club Supporters Trust | Headlam Hall Hotel, Spa and Golf | Nationwide Building Society | Sirius Minerals |
| Asda Stores | Darlington Funeral Service | Heritage Healthcare | Otter & Fish | Technocopy Ltd |
| Barclays Bank | Darlington Hippodrome | Hurworth Concert Band | Outsourced HR Ltd | Teesside Karting Ltd |
| Best Western Walworth Castle Hotel | Darlington Operatic Society | John Meynell Funeral Service | Planet Leisure | The Brinkburn |
| Centre for Process and Innovation, Darlington | Darlington Rugby Football Club | Latimer Hinks Solicitors | Premier Inn | The George Hotel |
| Clark Willis Solicitors | Darlington Woodland Bowling Club | Lloyds Bank | Purple Creative Studios | The Old Yard Tapas Bar |
| Cleveland Bridge UK Ltd | Durtona Euro Design Ltd | Longfield Academy of Sport | Queen Street Shopping Centre | The Quakerhouse |
| Cornmill Shopping Centre | Enterprise Rent a Car | Lookers Volkswagen Darlington | Royal Bank of Scotland | Thyssenkrupp Access Ltd. |
| Cummins Ltd | Fone Cabin | Model T | RPMI Ltd | Whitehouse Funeral Service Ltd. |
| Darlington 21st Allstars JFC | Halfax Plc | Morrisons Morton Park | Sainsbury’s | This list is up to date at the time of going to press! |
| | | Morrissey Hair Design | Savills | |

IN AID OF ST TERESA'S HOSPICE

ST TERESA'S HOSPICE
GIVING TO LIFE

THE HOSPICE 4



INSTANT
CHIP
TIMING

RUN,
JOG OR
WALK

COLLECT
ALL FOUR
MEDALS

FREE
TRAINING
PLAN

5K FUN RUNS

South Park, Darlington
 Summer Fun Run 24 June | Halloween Run 28 October
 West Park, Darlington
 Santa Run 2 December | St Patrick's Day Run 17 March

Register at darlingtonhospice.org.uk



In aid of
St Teresa's
 Hospice
 Giving to life
 Reg. Charity No: 518394

