

From the heart

Your 2024 update



40 YEARS

Saint
Francis
Hospice

Caring for you

♥ **The difference
you made
this year**

The impact of
your support on
people in need
of our services

♥ **Your caring
community**

Meet the staff,
volunteers and
fundraisers caring
with you

♥ **More ways
to show your
support**

Dedicate a leaf,
Go Orange or
take on a
fundraising
challenge

This year, you've been there for thousands of people with palliative or end-of-life care needs



"My mother was extremely ill. When the nurses got involved, it was like a breath of fresh air. They were so kind, so caring. They were just amazing."



"The Hospice at Home service you provide is amazing and invaluable. You gave my family support and care in our hour of need. There aren't enough words to say how grateful we are to you."



"It was really reassuring to talk to someone one-to-one on OrangeLine and know they have your interests at heart."

All this and more is because of kind people like you. Thank you.

"The staff treated my late father with dignity and compassion. They were our angels in our time of need. I couldn't thank them enough. They do a great job."



"My bereavement counsellor made me feel comfortable, like she was my best friend. She was kind, caring and listened to me. She has helped me so much."

Your caring community

Spotlight on... counselling

This year, through our counselling services we have continued to give people in need of care and their loved ones the space to share their thoughts and feelings. Our counsellors have helped people facing death or an uncertain future to make sense of their experience and find peace.

Sue Spong is a Saint Francis Hospice counsellor in our Family Support team. She shares her story.



“I deliver psychological support to people referred to the hospice, their family, friends, carers, anyone who needs space to speak about what is going on in their lives. I aim to address people’s anxiety, depression, anger and fear. It can be in the person’s home, as an outpatient or bedside on the ward.

I also facilitate groups, which are very special to me. I have facilitated writing groups, music groups and This Is Your Life groups. The Walk On group meets once a month – we walk and talk in the beautiful hospice surroundings. In the sensory group, we listen to music, smell aromatherapy blends and reminisce about happy times.

By sharing the journey with the dying person rather than trying to fix anything, I can listen with empathy and understanding. This relationship allows people to reach a quiet acceptance of their situation.”



Sue facilitating a group session for patients.



James skiing to a record-breaking fundraising achievement.

Taking fundraising to new heights

In January, James Dick challenged himself to set a new world record by skiing 30 countries in 30 days, raising an epic **£16,000** for Saint Francis Hospice.

Covering over 12,000km and

overcoming obstacles including a volcanic eruption, James completed his challenge ahead of schedule in Scotland on day 27!

His story was covered on ITV Evening News and media across the UK, raising awareness of the vital services we provide.

More fundraising news: sfh.org.uk/news

James says,
“The hospice cared for my mother-in-law Sharon Hewett, she was in the best place she could be at that time. It is such an amazing charity, and we were so grateful for the care and support it gave our family.”

Volunteering to care

Once again, our volunteers have been an essential part of our big-hearted community, helping people get the palliative and end-of-life care they need.

Mia Brown began volunteering with us during the first Covid-19 lockdown, after her great-aunt, who has been a Saint Francis Hospice nurse for almost 20 years, mentioned the need for volunteers. She began volunteering as a receptionist on the weekends, while studying at sixth form. Mia says, “The best part of

my role is contributing to such a compassionate and caring environment...

providing comfort, support and dignity during the most challenging times. I can confidently say that volunteering has enriched my life in ways I never imagined. I strongly encourage everyone to get into volunteering, no matter their age.”

Volunteer for us:
sfh.org.uk/volunteer



Show your support in our 40th year of caring

Your ruby leaf

Dedicate a limited-edition ruby leaf (limited to 150 leaves) on the Memory Tree to someone special and celebrate our 40th anniversary year. The Memory Tree is a beautiful handmade sculpture inside the hospice. Every leaf is engraved with the name of a person we have cared for.

To dedicate a leaf on the Memory Tree to a loved one, make a donation of £10 a month by Direct Debit or an annual donation of £120 using our online form at sfh.org.uk/memory-tree.



“Andrea was supported by the hospice during her four years of living with cancer. She also received counselling and enjoyed the reflexology and creative therapy classes. It was an extremely positive experience, which she got a lot from. The hospice was a release for her.

“Terry and Sue, Andrea’s mum and dad, and I dedicated a Memory Tree leaf to Andrea as a wonderful reminder of her and to help people who are experiencing the same as she did. At the end of the year, we put a new leaf on the tree and now have the first leaf at home.”

Gary Pitty (Andrea’s brother)

Memory Walk

Later in the year, on 8 September, you’re welcome to walk in memory of a loved one with others who have used our services at Raphael Park, Romford.

Register at sfh.org.uk/memory-walk and follow us on social media for more updates on this upcoming event.



Go Orange

Throughout July, support us by organising an orange-themed fundraising event. Bake some zesty cupcakes, mix up your best juicy mocktails, or ask your colleagues to turn up the brightness of their workwear. Whatever you choose to do, make it orange and ask for donations on the day.

All month, to celebrate 40 years of caring, we’ll be running Go Orange events for you and your family and friends to join, including the Saint Francis Hospice Village Fete on Sunday 21 July from 12.30 to 5pm in Havering-atte-Bower. Special guests Romford Shakespeare Theatre Company will be performing scenes from Twelfth Night while you enjoy food stalls, a licensed bar and activities for kids of all ages. Tickets will be available soon at sfh.org.uk/fete.



Supporters Go Orange for hospice care.

Fundraise for us

Whether you choose to run a marathon or organise a coffee morning, fundraising for Saint Francis Hospice is a great way to support local people in need of care and raise awareness of our services.

Nick West has run three of the six World Marathon Majors in memory of his grandad and raised over **£7,500** for us.

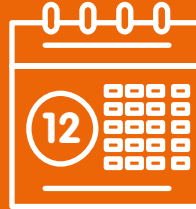
More fundraising ideas: sfh.org.uk/fundraise



“The London Marathon was so special. It was so emotional having the memory of my grandad with me. I had a euphoric moment passing the Saint Francis Hospice cheer station. The hospice will always be an important part of my life.” Nick West



2,000 people were cared for, both at the hospice and at home



313 people were admitted onto the ward, for an average stay of **12 days**

The difference you made in 2023/24



4,897 home visits were made by Hospice at Home nurses to **639 people**



5,246 bereavement counselling sessions were given to **643 adults** and **62 children**

614 people received pastoral care support

