

NIGHTINGALE

HOUSE HOSPICE

SPRING/SUMMER 18

NIGEL OWENS MBE

find out how the world's finest referee helped your hospice

Store update...

We're on track for a summer opening

Plus...

Catch up on all the latest news and events

01978 316800
NIGHTINGALEHOUSE.CO.UK



WELCOME

Welcome to our Spring/Summer newsletter. This is the second of our new format newsletters and I hope that you find the content both interesting and informative. We are very grateful to our colleagues, Brad and Rob, who design and provide all of our literature including the newsletters. Our newsletters are also now available to view online in both English and Welsh and we are extremely grateful to Gareth Evans Jones who has translated both this and the previous newsletter into Welsh for us, free of charge.

Since our last newsletter there have been two new appointments made to our Executive Team. John Donnelly has been appointed as Head of Retail and Lauren Tilston has been appointed as Head of Fundraising. I am delighted that Lauren joined us in February this year. Lauren was previously employed at St Rocco's Hospice in Warrington and succeeds Caroline Siddall who left Nightingale House at the end of 2017. Caroline had been with us for over 10 years and we are very grateful for the contribution that Caroline made during her time here. Both Lauren and John are featured in this newsletter.

At our recent AGM we highlighted how volunteers are an integral part of the hospice. Their support touches all areas of our business. During 2017 we received an unbelievable 103,670 hours of volunteer support without which we would be unable to deliver anything like the levels of care and services for our patients and their families. A huge thank you to all involved.

As an independent hospice our focus will be on delivering the best possible care and support,



innovating new delivery channels to enable greater numbers of our community to access our services and on ensuring financial integrity to sustain future delivery.

In 2018 we need £3,059,495 to run the hospice, of which we receive £606,336 of statutory funding. This means that £2,453,159 has to be generated from fundraising. In addition to the running costs, the hospice is now 23 years old and in 2018 we will explore the opportunity of modernising our premises with a view to creating improved facilities and expansion of our day care, outpatient and rehabilitation services.

Please keep supporting your hospice in whatever way you can, every contribution counts and makes a real difference.

Best wishes,

A handwritten signature in black ink, appearing to read 'Steve Parry'.

Steve Parry, Chief Executive

OUR HOSPICE IN NUMBERS

Last year we carried out **5203 patient sessions**. Below are some examples of the type of activities our nurses, therapists, social workers and volunteers delivered during 2017.



110

CHILD BEREAVEMENT
SESSIONS



1016

COMPLEMENTARY
THERAPY SESSIONS



1040

DAYCARE ATTENDANCES



1161

PHYSIOTHERAPY SESSIONS

CELEBRATING PARTNERSHIPS

March 13th 2018 was a great day at Nightingale House as we joined with the Motor Neurone Disease Association and local health and social care services to celebrate the partnership between our respective organisations over the past 10 years. During that time we have worked together supporting patients living with motor neurone disease and their families.

The afternoon event started with short presentations reflecting on the challenges that people living with a diagnosis of motor neurone disease faced prior to our partnership and the achievements that we've made together. Each section was interspersed with video clips of individuals with experience; patients accessing hospice services, carers or staff and volunteers from the local Clwyd Branch of the MND Association.

Our invited guests included Sally Light - CEO of the MND Association, Peter Higson - Chair of Betsi Cadwaladr University Health Board (BCUHB) and



Dr Andrew Fowell - retired palliative medicine consultant who was instrumental in setting up the partnerships across North Wales. We were also joined by hospital and community team members who help deliver services.

At the end of the event, everyone enjoyed refreshments and a performance from our fabulous hospice choir who sported both hospice and MND Association T-shirts as a colourful demonstration of our partnership. Afterwards the local MNDA Branch made a presentation of new musical instruments to the hospice for patients with motor neurone disease accessing music therapy.

INNOVATION NEWS

Our new partnership with heart failure colleagues from BCUHB is working well. Heart failure patients are now accessing clinics and are attending sessions that focus on living with their condition. These include fatigue management and breathlessness management techniques.

Participants and their family members have been invited along to a group meeting to provide feedback on what is beneficial about the sessions and what could be done better. This means that we can ensure the sessions have the greatest impact and relevance.

Individuals attending the sessions have identified a number of things that they, as patients, would like to develop for other patients or for the carers of heart failure patients. They mentioned things like; having access to gentle exercise, information and the importance of giving someone time and space to do things for themselves even if they become breathless.

Our aim is to leave a legacy which will continue to benefit others even after the project comes to an end.



To find out more about either of these two articles please call Tracy Livingstone on 01978 316800

LIVING BETTER

Our aim is to improve the lives of our patients through symptom control, emotional wellbeing and rehabilitation support. To ensure this we look at what we're doing well and where we could improve the service to better fit the changing needs of patients, families and the local population. Once we've reviewed our services we can then re-focus on what specialist holistic palliative care is and how we can best deliver it.

One of the decisions we've made, after reviewing our services, is to implement a development post for an advanced nurse practitioner. This provides a new opportunity for existing staff to extend their knowledge and skills and become non-medical prescribers, adding value to our ability to respond to patients' symptom needs and pain management.

"As a specialist care provider, we know we can never stand still and have to continuously develop our services. We should always ask ourselves - how can I improve my patient's mobility, their physical ability and emotional wellbeing and how do I provide more opportunity for carers to access information and talk about their own experiences."

- Jane Forbes, Head of Clinical Services (pictured)



We focus on the 'individual' – supporting their physical, emotional, psychological, social and spiritual needs, helping to maximise independence, social participation, control and empowerment. From early diagnosis we are there for patients and families and are now better supporting and empowering them to live life the way they want to.

"There is a misconception that a hospice is a place to go to die. We know that the Nightingale House community is much more than this. It is a place that celebrates life and critically helps those experiencing some dark times." - Patient

CREATIVITY IS INTELLIGENCE HAVING FUN

We use Art Therapy as a form of psychotherapy, utilising art materials to explore our patients' thoughts or feelings. It can be a time that is used to reflect or relax without having to talk. The therapeutic value is for the artwork creator to find their emotional connection with their work and decide on what it means to them. Our therapist's role is to offer connections or highlight patterns within a patient's work or ask them to suggest a story about their image.

"I find it hard to show my emotions. It always has been for me, but I find working on art pieces very relaxing. I needed something else to concentrate my mind on and the art therapy has been a great help."

- Patient

Art therapy is not about creative abilities or the finished product, it's about allowing some time to explore areas of ourselves that we find difficult to think about or are unable to put into words. The use of art materials for the first time, or the first time

in a long time, can be the challenge that helps us think more about ourselves and what we're able to accomplish.



"I needed something else to concentrate my mind on. Art Therapy has been a great help."

- Patient

OUR NEW HEAD OF FUNDRAISING

My new role involves working with the fundraising, marketing and lottery team, ensuring we reach the £3,059,495 needed to run our hospice this year. We receive £606,336 from statutory funding, the remaining £2,453,159 we need to generate.

"When I heard about the opportunity to work for my local hospice, in the area I grew up, I couldn't resist. Nightingale House is such a special place, it's a place that is talked about with such positivity and I consider myself fortunate to work here."

One of my key priorities is to promote our events and we have some exciting events coming up, including the Duck Race, Oswestry Balloon Carnival and our Colour Run at Bangor on Dee Racecourse. We are already planning more exciting new events for 2019!

Another important priority is to help our community support groups and third party events to achieve their fundraising goals and to offer advice and guidance. There are many ways our supporters can get involved with our fundraising efforts; traditional forms of fundraising such as money cubes, collection tins and



buckets remain as important as ever, bringing in over £70k last year. In addition to our traditional fundraising methods, new revenue streams are needed to meet our targets. With this in mind, we have recruited a 'Grants and Trust Fundraiser' to help fund specialist projects and to purchase equipment that enables our nurses to deliver the highest standards of care.

"Nightingale House is a rewarding place to work, I get to meet inspirational people every single day whether it be patients, supporters, volunteers or colleagues."
– Lauren Tilston, Head of Fundraising (pictured)

NIGHTINGALES

Over the last five years the number of shops we operate has grown from 6 to 12. Two years ago we put systems in place that allowed us to claim Gift Aid on the goods which we sell. In November 2016 we opened a new venture, in partnership with FCC Environment and Wrexham County Borough Council, at the Household Waste site on Bryn Lane, Wrexham. All these activities are important income streams for the hospice.



"I would like to thank all our volunteers, supporters and customers for their support." – John Donnelly, Head of Retail

Earlier this year we announced the opening of our new flagship store 'NIGHTINGALES' on Regent St, Wrexham. This is a very exciting retail development for the hospice and will mean that we are well placed to continue to raise funds to support the work of the hospice. We will be able to offer our customers a wide range of products. Women's clothing will be prominent on the ground floor along with a selection of furniture and household goods. We will also have new furniture pieces available at prices which represent fantastic value for our customers. On the first floor there will be a cafe where you can enjoy the tasty food and refreshing drinks on offer. We will also be expanding our furniture up-cycling activities.

One important feature of the new store will be the donation drop off point at the rear of the store. People will be able to drive up to the door on Priory Street and drop off their donations. We need lots of good quality donations of all types to fill our new store. Before the new shop opens you can drop these off at our Mold Road shop or at our Distribution Centre on Whitegates Industrial Estate, Wrexham or any of our shops. To arrange a free collection of large furniture items please call 01978 262589.

There are many volunteering opportunities at the new store, so if you are interested in joining our #volunteam then give us a call on 01978 314292 or look on our website to find out more details.

MUSIC THERAPY STRIKES A CHORD WITH OUR PATIENTS


Music therapy is about meeting people in music, taking what the person is doing and creating music from it. It focuses on what people 'are' doing and 'can' do, rather than the things they may not be able to do anymore due to illness. It could be a rhythmic offering that our patient gives on the drum, and the therapist will pick up on that rhythm, it could be matching the music to the rise and fall of someone's breathing, or it could be inviting a patient into a vocal interaction through music, without the need for using words. Well-known songs are also used, especially in the context of a hospice, to facilitate interaction and camaraderie between patients, and staff too!

Working in collaboration with Nordoff Robbins, music therapy is offered to our patients and their families in different formats, including 1:1 sessions, closed group sessions and open group sessions. We have also seen some performances from our staff choir "The Nightingales" take place at the hospice, and last year one of our patients performed his first gig since his diagnosis, after music therapy helped to reconnect him with his identity as a performing musician. The flexible use of music (i.e. meeting him where he was and working with what he was still able to do) enabled him to realise that despite the limitations he was now facing, he could still be a part of a coherent musical interaction, and still be seen by others as a musician. With the support of the music therapist, he had the confidence to perform a few songs in front of a marquee full of people.

"I'd started to feel really low, but the singing... just feeling being alive, because I can be can't I? I've still got it in here. We have fun, well I was a singer, wasn't I? I still am a singer." - Patient

Music therapy can also enable patients and their families to express themselves without needing to use words. This can be particularly helpful for children who are struggling to explain how they are feeling following bereavement. The experience of expressing through the instruments can give them a release and through the musical responses of the therapist, the child experiences being heard in a different way, which can help them to build trust in the environment and even go on to begin to talk about their feelings to other professionals or family members.

"We have always enjoyed music, but because of [his] illness, we can't easily access live music in a place where I feel he is safe and this is why we find it so important that we can come here to music therapy, because where else would we be able to do this?" - Partner of patient

The image is a composite of two photographs. The top photograph shows a woman with dark hair, wearing a patterned top, standing and playing a black Yamaha keyboard. She is looking towards the right. The bottom photograph, which is partially enclosed in a red circular frame, shows an elderly man with white hair, wearing a dark blue t-shirt, sitting in a light-colored armchair and smiling while playing a red and black tambourine. The background of both photos appears to be an indoor setting, possibly a hospice or a community center, with a framed picture on the wall in the background of the top photo.

"It seems to me a way of taking the illness and medicine out of the foreground."
- Nurse at Nightingale House

FOOD COMPANY SCALING THE HEIGHTS FOR ANNIVERSARY

More than 100 people will be hitting the heights to raise money for our hospice as part of the 20th anniversary celebrations of a Wrexham based company.

The group, made up of staff members from Portable Foods on the Wrexham Industrial Estate and their friends and family, are walking to the top of Snowdon and hope to raise lots in the process.

Heading off in two groups on two separate days, the walkers are collecting sponsors with more to be added to the total from the proceeds of a Family Fun Day which will be held in the company grounds on Bryn Lane in July.

As part of its support of the hospice, Portable Foods, which manufactures cereal bars and fruit snacks, has also donated more than 1,000 bars for giving out at a range of hospice events, including the World Heritage Walk held in April, the Midnight Walk in June and the Wrexham Golf Day in July.

Andy Matthews, Training and Development Manager at Portable Foods said: *"We are delighted to be supporting Nightingale House in this our 20th anniversary year. The hospice has been in Wrexham for all of that time, and longer, and as such we all know of someone who has needed its specialist facilities. It is such an important resource in our area so we are really pleased to be able to help."*

Debbie Barton of Nightingale House added: *"We send our congratulations to Portable Foods on their 20th anniversary and thank the staff for choosing Nightingale House as their charity during this special year. All the money raised will help us in our work caring for local people and their families and is very gratefully received."*

More information on the Snowdon walk a fundraising page has been set up at:
justgiving.com/portablefoodssnowdon



Staff from Portable Foods with their 20 year anniversary backpacks prior to the Snowdon walk



UNSUNG HEROES

Our housekeepers are an essential part of the hospice team; they provide a hygienic and pleasant atmosphere for our patients and visiting families.

"A lot of the 'added value' the housekeepers bring are the intangible benefits, the cheerfulness, the banter, the laughter, the 'normalness' of someone chatting about the day or what was on TV."

"They are often the people that patients or families will tell their worries to because they are accessible and obviously governed by the same confidentiality rules as everyone else." - Tracy Livingstone, Clinical Innovation and Governance

It's a team effort, our housekeepers work closely with the inpatient ward and front of house staff to ensure a high quality service. Cutting corners isn't an option when it comes to infection control. When our housekeepers clean patient rooms, beds and bathrooms they go above and beyond to exceed the required standards of infection prevention/control, environmental health and our hospice procedures.

The housekeeper role includes:

- Keeping the hospice clean and tidy
- Deep cleaning rooms after patients have left
- Washing laundry for the ward, complementary therapies, hydrotherapy pool and catering
- Decorating our hospice at Christmas
- Helping to prepare the hospice for events such as community engagement week or when we held a wedding at the hospice

"They play such a big part in our work, talking with patients and their families when they go about their duties; basically they are an integral part of the hospice."
- Jane Forbes, Nursing & Patient Services

INTRODUCING OUR SOON TO BE FAMOUS CHOIR



Nightingales choir enjoying the wonderful weather

Originally our staff, volunteers and board members wanted to entertain our patients and their families at Christmas, so formed a choir called 'Nightingales'.

Fast forward a couple of years and we are getting ready to record a CD on September 1st featuring five or six songs. We're also performing at the Wrexham Singing Streets 2018 festival on September 29th. Past performances have included our very own 'Light Up A Life', The Motor Neurone Disease Association partnership celebration, a live performance on Calon FM, the volunteers Christmas Party and various performances for our patients. We now have 20 members with new members joining on a regular basis!

"Originally I formed the choir to lift the spirits of our patients and to use song as a means of staff and volunteer support."

"We have fun and much laughter and are committed to being the Nightingales."

- Jane Forbes, Nursing & Patient Services



Over 40 people wrote a will during Will Week 2017 and raised nearly £6,000 for our hospice.

We are truly grateful to all of the solicitors below who have kindly agreed to waive their fee for writing a basic single or a double will in return for a donation to the hospice. By writing your will during Will Week, you will ensure that if the unthinkable happens, your loved ones will be taken care of.

The suggested donation is £80 for a basic single will or £120 for a basic double will, which is a great saving on the usual will making costs.

Please note that for more complex wills, additional time required by your solicitor could incur an additional direct solicitor's fee.

To make an appointment during Will Week, please contact any of our supporting solicitors listed, quoting Will Week 2018 or contact christine.dukes@nightingalehouse.co.uk

- **GHP LEGAL**
- **GITTINS MCDONALD**
- **MACASKILLS**
- **P LLOYD JONES & CO**
- **OLIVER & CO**
- **THOMAS ANDREWS & PARTNERS**

WILL WEEK

8TH - 12TH OCTOBER 2018

We understand that life can be unpredictable and changes in circumstances can often leave a family unsure of the future at a time when they are least able to handle it. Taking part in our Will Week campaign is a way of giving yourself peace of mind by setting your affairs in order, protecting those you love and respect, and at the same time supporting the work of the hospice.

CHINA AND THEN...

Thank you to everyone who has supported the 27 people who are walking parts of the Great Wall of China in October. Your support of them, and the hospice, is truly appreciated. They are doing wonderful fundraising events in order to raise as much money as possible for our hospice. Amongst the events have been coffee mornings, bric-a-brac sales, a half-way to Christmas celebration (complete with authentic menu, songs, Father Christmas and present), gin tasting evenings, golf days, hill climbing and many more. There will be more about this adventure in the next newsletter.

In the meantime, another challenge is being planned for 2019 that won't involve trekking or China BUT will be equally exciting both in terms of the event and the country/countries!

Want to know more? Look out for our Facebook posts and also in our next newsletter we will spill the beans. Here are a couple of clues –

1. The heat is on – think Musical Theatre
2. Angelina Jolie – think movie

Intrigued? Watch out for further information...



Christine Dukes wears hand made China hat in preparation for the trek!

EVENTS

01978 314292
nightingalehouse.co.uk/events



The Midnight Walk

Saturday 16th June | Llwyn Isaf | 10:30pm | £15

This year **EVERYONE** is welcome to join in! Taking part in the Midnight Walk will help to support our patients and their families whilst raising awareness of our hospice! We are including live music from the Brass Monkeys, dancers and a DJ to get you motivated!

Wrexham Golf Day - sponsored by Wrexham Lager Wednesday 18th July **Wrexham Golf Club | £100 per team (members)/£130 per team (non members)**

There are just a handful of places still available for our annual Golf Day! We welcome teams of four (any combination) to play Stableford format (best two scores on each hole to count). Includes a delicious meal and the chance of fabulous prizes.



Big Bus Beer Tour

Saturday 21st July | Wrexham - Chester | Noon - Midnight | £8.50

A sponsored pub crawl taking place between Wrexham and Chester. Travel is included and each participant can hop on and off the 'Number One' Arriva Bus using the timetable and wristbands. Each venue will have offers on especially for participants!

Duck Race

Saturday 11th August | Royal Oak, Bangor on Dee | 11am - 4pm | £2 a duck

Eight duck race heats comprising 250 yellow ducks in each, followed by a grand final of the fastest 25 from each race, with cash prizes to be won. Tickets to enter a duck will be on sale throughout the summer from Nightingale House and the Royal Oak.



Oswestry Balloon Carnival Saturday 25th - Sunday 26th August

Cae Glas Park | 6am - 10pm (Saturday) 6am - 6pm (Sunday) | FREE ENTRY

The ever popular continental street and farmers markets will be displaying their goods and fairground rides will be set up throughout the town along with children's entertainment and music... Oh and balloons!

Nightingale House Colour Run Sunday 2nd September

Bangor-on-Dee Racecourse | 11am | £15 per person/Children FREE (aged 5-12)

WARNING COLOUR OVERLOAD...This year there will be more colour than EVER and with 4km of excitement only fun lovers need apply!



Autumn Dinner Dance

Saturday 20th October | Celtic Arms, Northop | 7pm - 12:30am | £40

A lovely evening with great food and dancing, set against the backdrop of the fairways of Northop Country Park Golf Club. Tickets to include Prosecco on arrival, three course meal, live entertainment as well as a raffle, auction and goody bags.

SUPPORTER EVENTS

Strawberry Tea

Saturday 16th June | 2pm - 4pm

Community Centre Leeswood

£4 to include strawberries, cakes, scones, tea or coffee

Contact Jenny on 07858 776594

Afternoon Tea

Tuesday 3rd July

Grosvenor Hall, Mold

Tickets £6.50

Available from Mold Support Group Committee

Mold Carnival

Sunday 8th July | 10:30am - 5pm

Mold Support Group stall

Leeswood Carnival

Saturday 14th July

Leeswood Support Group stall

Bellis's Dog Show

Saturday 21st July

Bellis's Farm Shop and Garden Centre

Registration 10:30am | Judging from 11am

£1.50 per dog

bellisbrothers.co.uk

Charity Ball

Saturday 21st July | Time: TBA

Connah's Quay Civic Hall

Price: TBA

Les at Hawarden Dance Company

Coffee Morning

Wednesday 25th July | 9:30am - 12pm

Daniel Owen Centre, Mold

Llangollen Tea & Coffee Morning

Saturday 28th July | 10am - 2pm

RAFA Club, Llangollen

£1 entry

Contact Carole Dolemore on 01978 861092

Captain's Charity Day

Friday 10th August | 11am - 3pm

Padeswood and Buckley Golf Club

Mixed Four Person Teams

£25 per person

Coffee Morning

Saturday 15th September

Daniel Owen Centre, Mold

9:30am - 12pm

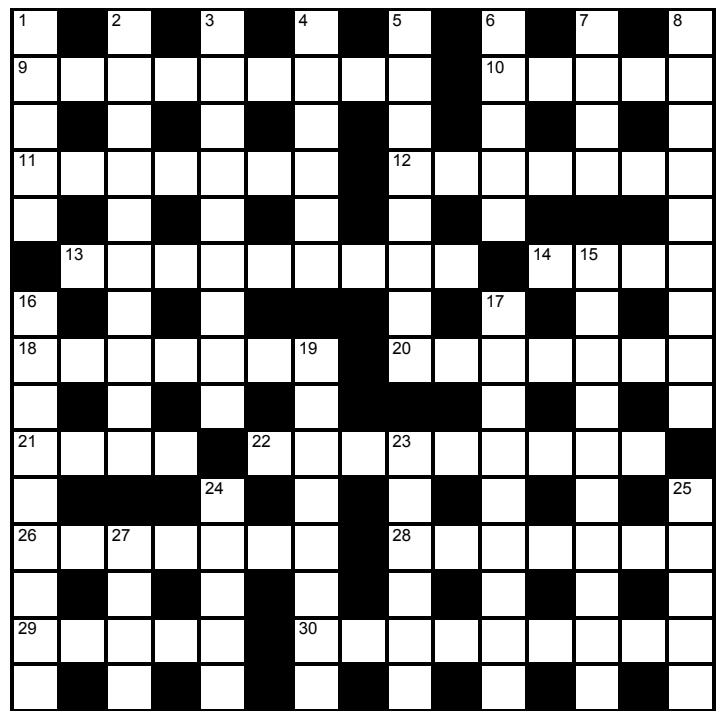
Proms in the Park

Saturday 15th September | 6pm (Doors open at 5pm)

The British Ironworks, Oswestry

£20 per adult, £10 per Child (Under 16s)

britishironworks.co.uk



CROSSWORD CHALLENGE

Can you complete our crossword in less than an hour?

Across

- 9 Playwright (9)
- 10 Moor (3,2)
- 11 Space surrounding an altar (7)
- 12 Quickly (7)
- 13 Runner (9)
- 14 Cougar (4)
- 18 A kind or sort (7)
- 20 Surgical knife (7)
- 21 A great deal (4)
- 22 Herald (9)
- 26 Hedge (7)
- 28 Books of maps (7)
- 29 Young hooter (5)
- 30 Abbreviated (9)

Down

- 1 Decree (5)
- 2 Executives (10)
- 3 Biting (9)
- 4 Fiddle (6)
- 5 Old liners (8)
- 6 The Roman Empire's home country (5)
- 7 Large mass of floating ice (4)
- 8 As thumbs are (9)
- 15 Disagreeable (10)
- 16 Psalter (5,4)
- 17 Moon (9)
- 19 Astonishment (8)
- 23 Lea (6)
- 24 Threescore (5)
- 25 Stage whisper (5)
- 27 Depend (4)



Did you know Caffi Cwtch
is available to hire for all occasions?

Hosting up to 55 guests!

For more information call
01978 447 550

Across: 9 Dramatist, 10 Tie up, 11 Chance, 12 Allegro, 13 Messenger, 14 Puma, 18 Species, 20 Scalpel, 21 Lots, 22 Trumpeter, 28 Attases, 29 Owl, 30 Shortened
Down: 1 Edict, 2 Management, 3 Sarcastic, 4 Violin, 5 Steamers, 6 Italy, 7 Berg, 8 Opposite, 15 Unpleasant, 16 Psalm book, 17 Satellite, 19 Surprise, 23 Meadow, 24 Sixty, 25 Aside, 27 Rely

WE'RE GEARING UP FOR A SUMMER OPENING OF OUR FLAGSHIP STORE...

Opening in the summer on the site of the former Boots store in Regent Street, our new shop will be the charity's biggest yet and will stock a comprehensive range of goods. Shoppers will also be able to enjoy refreshments in the in house café and browse a wide selection of books and DVDs in the store's media centre.

The new store becomes the 10th outlet for the hospice, which serves the communities of Wrexham, Flintshire, North Shropshire, areas of East Denbighshire, Bala, Dolgellau and Barmouth.

It costs over £3 million a year to run the hospice and the new store will create a better shopping experience, offering good quality new and used goods, whilst at the same time raising much needed funds.

Hospice Head of Retail John Donnelly explained: *"Wrexham is the heartland of our hospice and it is important that we have a strong retail presence in the town. We want it to be a store that people in Wrexham and the surrounding areas will enjoy visiting and be proud of. Every penny of profit goes directly to funding our patient services. We couldn't embark on this venture*



without the support of our local community. People's donations are of paramount importance and not only support patients and their families, but also help prevent hundreds of tonnes of unwanted items going to landfill."

Sam Evans (pictured) Retail Manager at the Regent Street shop said: *"It's exciting to be part of Nightingale House Hospice's biggest ever retail venture. We are fortunate to have so many loyal supporters and hope they will enjoy this new shopping experience in the town centre."*

As preparations continue for the opening, items can be donated at the Mold Road shop in Wrexham next to the football ground. Those who want to donate furniture should call 01978 262589.



"We owe a huge debt of gratitude to Nightingale House for the support and help they gave to David, Paula and both our families at a very difficult and traumatic time."

WALK THIS WAY

Mike Plant and Carole Johnson walked the South Downs Way, 100 miles in total from Winchester to Eastbourne on May 30th. In the process, they raised money for our hospice and remembered Paula Plant and David Johnson who were patients here before their deaths from cancer in summer 2016.

"We joined a bereavement support group at the hospice sometime after losing our spouses and found it a valuable way of sharing our experiences with others in the same boat."

"In the long process of coming to terms with our loss, seven of our group still meet regularly at Caffi Cwtch and keep in touch with each other. A shared enthusiasm for walking led to a plan for us to walk the South Downs Way, in memory of David and Paula who were keen walkers in their own right and who walked whenever possible even when very ill."

WHERE THERE'S TEA THERE'S HOPE

That's what our tea parties are about. Bringing hope, special memories and care with every cuppa.

Would you like to hold a tea party for us?

We are encouraging people across our catchment area to hold a tea party as part of our 'Bake, Brew, Pour, Share' campaign supported by actress and author Maureen Lipman, whose husband Jack Rosenthal passed away in a hospice.

Every cup of tea you pour (or coffee, even Prosecco if you prefer!), along with every cake you sell, helps to raise funds to care for local people and their families affected by life-threatening or life-limiting illness.



Your tea party is yours to hold however you choose to – from a natter and a slice of cake with an old friend to a big bash with family, neighbours, work colleagues – anything goes, anytime.

If you'd like a tea party pack to help you along please contact the Fundraising Team on 01978 314292.

Every penny you raise will make a difference. Thank you and have a lovely time.

SUN AND SIZZIX AT CAFFI CWTCH

The garden furniture is out and Caffi Cwtch customers are enjoying the spring sunshine complemented by sumptuous food and refreshing drinks.

This year we've had the opportunity to host some new events at the café with participants in our forthcoming

Great Wall of China walk coming along to exchange training plans and fundraising tips. Also, local employer and hospice supporter Sizzix co-hosted a free to attend craft morning for all our customers. They learned about the different craft cutting techniques and Sizzix's superb range of products to make something beautiful to take away.

At the hospice we've been pleased to see how the café has become part of our community. We have our regular customers returning week on week to try a new flavour of cake, our famous Welsh tapas or to meet friends and colleagues for a freshly baked scone and a coffee... or our classic fish and chips!

Whether it's our regular supporters or people discovering our oasis of quality food and drink for the first time; all have been very complimentary about our high quality service and food.

If you haven't tried our café yet please come along, it's a great way to support your hospice, our patients and their families. To avoid disappointment please consider reserving a table and we look forward to seeing you soon!



OSWESTRY BALLOON CARNIVAL!

Oswestry Balloon Carnival is a new event to the town; its aim is to raise money for our hospice whilst celebrating and promoting Oswestry. Holding the event in the town centre will directly benefit local businesses and our supporters whilst raising awareness of our hospice. The event is currently sponsored by Lindstrand, Cloud 9 Balloons and in association with Oswestry Town Council. The ever popular continental street and farmers' markets will be displaying their goods and fairground rides will be set up throughout the town along with children's entertainment and music!

This will be the third year of running, co-hosting or getting involved with a balloon fundraising event. As with last year's Balloon Festival, co-hosted with the British Ironwork Centre, we wanted to make the event fully inclusive to increase the number of families who



choose this event for their Bank Holiday weekend, so have decided to make entry completely free! Hot air balloon entertainment is governed by the weather so fingers crossed everyone!

Saturday 25th August 9am - 10pm
Sunday 26th August 9am - 6pm

NIGEL OWENS MBE

THE FINEST REFEREE/FUNDRAISER IN THE WORLD

On the 17th April we had the great pleasure of hosting 'An Evening with Nigel Owens MBE' at Brymbo Sports and Social Complex.

The night was a success for so many reasons:

- We sold every ticket and raised over £9,000 for our hospice
- Everybody enjoyed the night - including our volunteers and staff
- The food our catering team supplied was superb
- Nigel helped to raise awareness of our cause
- Local business and supporter of our hospice Brymbo Sports and Social Complex benefitted from the night
- We didn't spend a penny on marketing the event, it sold itself!

Nigel was a true gentleman and made an effort to talk to everyone involved with setting up the event. You can see why Nigel is so popular in Wales and around the world with comments like:

"I don't think we've met before, but I'm the referee"
"If you want to cuddle, do it after the match"

We can't praise Nigel enough for helping our hospice... so we put him on the front cover!



**L to R: Hospice volunteer
Eric Winstanley, Nigel Owens MBE
and fundraiser Amanda Kinsey.**

WHAT WOULD YOU DO WITH
£2,500?



JOIN OUR LOTTERY FROM JUST **£1 A WEEK!**

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THANK YOU

Wherever you look in the hospice you'll come across one of our volunteers. They have been our backbone for over two decades. As you walk through the door you might be welcomed with a smile from a volunteer receptionist or be served a cup of coffee and cake at Caffi Cwtch.

When you number crunch the data, you clearly see how lucky our hospice is to have so many loyal volunteers. Every year when you add up the time donated there are: 103,670 hours or 4320 days or nearly 12 years!

It costs over £3 million a year to run the hospice. If we didn't have the support of our volunteers it would cost considerably more. They add so much life and energy to everything we do!

"Our volunteers make a positive impact in all areas of the hospice and our shops. I would like to thank everyone from kitchen to day care, inpatients to gardens, pat dogs to pat testers, shop volunteers

to fundraisers, sorters to alternative therapists and not forgetting hairdressers, chaplains, art therapists, housekeeping, admin support, patient support, drivers, drivers' mates, reception and event marshals." - Jo Kearns, Volunteering Manager

Our volunteers give their time freely to help ensure the smooth running of the hospice and to help patients, their families and visitors have as comfortable a stay as possible.

If you are interested in volunteering at our hospice or our new flagship store on Regent Street, contact Jo Kearns on 01978 316800 or jo.kearns@nightingalehouse.co.uk

JOIN OUR
VOLUNTEAM

NIGHTINGALEHOUSE.CO.UK
/GETINVOLVED

OUR GENEROUS COMMUNITY

A fantastic example of community team work from Mark Finchett of **MAF Engineering**, Kev Jones of **Eclipse Landscaping** and Paul Jones of **Sure Signs**. Mark built the framework for our event banner at the front of our hospice, Kev erected the frame and Paul printed the banner all completely free of charge.

TDC services trained our housekeepers to use a new compact floor cleaner, which has been kindly donated to our hospice by **Nilfisk** and **TDC Services**. It will help our team to keep the hospice looking tiptop for our patients and their families.

Wayne Jones of **OES Office Equipment Systems Ltd** and Judith Dessington Jackson donated a brand new Dell laptop to our hospice. It will allow our retail manager to work from any of our stores.

Retired PR and Communications specialist **Barbara Milne** has donated her time and experience to help our hospice reach out to our community by writing press releases and copy checking our newsletter.

THANK YOU ALL.



Bet and Clive Roberts bringing in their money cube



Cadbury Mondelez organised a football match raising £1,995



The Fron Male Voice Choir donated £500 from a recent concert



The Village Bakery held a charity football match for our hospice



Joyce Knight kindly dropping off her collection tin



Lavister Friendship Group held a coffee morning raising £1,000



We are Mold Golf Club's charity of the year 2018



Ryan Elson held a coffee morning and bake sale raising £225



The quiz goers at The Sun, Trevor have raised £3,000

BY OUR SUPPORTERS FOR OUR SUPPORTERS...

LIAM & LUKA

Unfortunately the two students from Glyndwr Fine Art School couldn't paint our mural, as mentioned in our previous newsletter. So we contacted Liam Stokes-Massey aka 'Pencilcraftsman' and Luka Morrell, co-founder of 'Girls Who Make', after they kindly replied to our Facebook post that asked for help from our community. A number of our supporters had already recommended them so we were excited to have their support.

We are proud of the mural and quote from Sally-Ann Hart and feel it makes our 'Supporters Hub' a special place for you our supporters.

LEE & PERRY

Father (Perry Williams) and son (Lee) of LPW Painters & Decorators kindly donated their time and skills by painting our 'Supporters Hub' in memory of their friend and business partner Jeff Jones.

After a successful partnership with Perry and Lee, spanning many years, Jeff sadly passed away in 2013 at our hospice. We wrote a post on our Facebook page about Jeff, Perry and Lee that was liked by over 250 people, many of whom commented on how popular and well thought of Jeff was.

Thanks to Liam, Luka, Lee and Perry for donating their time, completely free of charge. We are so pleased with the result of your hard work.

For more information on our supporters visit:
facebook.com/pencilcraftsman
facebook.com/girlswhomake
lpwpaintersdecorators.co.uk



THE IMPORTANCE OF A WELSH TRANSLATION

We are very pleased to be able to offer a Welsh edition of our newsletter. This would not be possible if it wasn't for a very generous and humble translator Gareth Evans Jones. He translated the previous newsletter whilst on holiday; there are not many people who would translate a 20 page newsletter for free and there are even fewer who would do it whilst on holiday!!

"We agreed a price for Gareth to translate our annual report and newsletter and asked him to invoice us... he emailed me back saying there wouldn't be a charge. This money will now go towards running our hospice. We really can't thank Gareth enough."

- Lauren Tilston, Head of Fundraising

PWYSIGRWYDD CYFIEITHIAD I'R GYMRAEG

Rydym ni'n falch iawn o allu cynnig fersiwn Gymraeg o'n cylchlythyr. Ni fyddai hyn yn bosibl heb gyfraniad cyfieithydd hael a diymhongar, Gareth Evans Jones. Cyfieithodd y cylchlythyr blaenorol pan oedd ar ei wyliau; nid oes llawer o bobl a fyddai'n cyfieithu cylchlythyr 20 tudalen am ddim, a byddai nifer llai fyth yn gwneud hynny ar eu gwyliau!!

"Fe wnaethom ni gytuno ar bris i gael cyfieithiad o'n hadroddiad blynyddol a'n cylchlythyr gan Gareth, a gofyn iddo yrru anfoneb atom ni...fe wnaeth fy e-bostio yn ôl yn dweud na fyddai'n codi tâl am y gwaith. Nawr caiff yr arian hwn ei ddefnyddio tuag at redeg ein hospis. Rydym yn ddiolchgar iawn i Gareth."

- Lauren Tilston, Pennaeth Codi Arian

**“Do
small
things
with
great
love.”**

Thank you for supporting
your hospice, our journey
continues...

ATTITUDE

Olivia
Fundraiser
Aged 9



Duck Race

raising funds for Nightingale House

Saturday 11th August 11am-4pm
Royal Oak, Bangor on Dee

£2
A DUCK

Quacking prizes!

BBQ • FREE PARKING • CRAFTS
GAMES • DUCK DECORATING
AND MORE!



Nightingale House Hospice
Hospis Tŷr Eos

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