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WELCOME

Happy New Year and a warm welcome to our first newsletter of 2018.

As you will read inside, we saw some significant developments at the hospice in 2017. There are a number of articles in this newsletter updating you on the range of services which we provide in our in-patient unit, out-patient and day care unit, our range of rehabilitative services, music and art therapy, complementary therapy and the family support team including bereavement support. There is an article on a new innovative Heart Failure Project which we have recently launched at the hospice to provide support for those suffering with life limiting heart disease. Also included is information on the Educational Programme we have established at the hospice which will enable us to share our expertise in specialist palliative care services with others and influence the delivery of support and care to a wider audience.

We also continue to work in partnership with both primary and secondary care and the Motor Neurone Disease Association.

It is very important that we focus on raising awareness of the range of services and support which Nightingale House Hospice provides for our community. We will continue to strive to deliver care and support in a cost effective and sustainable manner whilst developing new initiatives for meeting the needs of those we are currently unable to help.



We can, of course, only achieve this with the support of our community. We rely on the generosity of local supporters and volunteers to fund and run the hospice. Without you, we simply wouldn't be here so thank you for all that you do. You make a real difference.

Whatever the level of support that you can offer, we look forward to working with you in 2018.

Best wishes,

Steve Parry
Chief Executive

SHARING EXPERTISE THROUGH EDUCATION



If you would like more information about our training programme please call Claire Edwards on 01978 316800

Education and training has always played a significant part in the activities of the hospice, whether further developing the knowledge and skills of our staff or sharing professional expertise with family members and carers to make a discharge home from hospice successful.

Our education programme is open to all health and social care professionals and through the year covers elements of physical well-being and symptom management as well as recognising an individual's emotional needs and supporting them through practices such as mindfulness.

Learning and development is about much more than attending training days and the hospice is currently redeveloping its library space, with a number of resources which can be accessed by colleagues working in community settings. The hospice also works closely with other education providers as we are able to offer training spaces and catering for events held by others.

COMPASSIONATE COMMUNITIES AND THE VOLUNTEER BEFRIENDERS

With a catchment area of Wrexham, Flintshire, East Denbighshire, North Shropshire and parts of Gwynedd including Barmouth supporting some people can at times present us with a challenge. With this in mind we recognised that we needed to do things differently.

With a focus on reaching more people we are developing a model of compassionate communities with locally based teams of volunteer befrienders. The compassionate communities model aims to build and support community resilience to look out for individuals who may be vulnerable and isolated, not necessarily because they have a diagnosis of a life limiting illness but also because of their role as carer for a family member or friend.

Our first compassionate community was established in Llandderfel where some willing volunteers - Jo, Fran and Brian took on the role of coordinators for a local befriending group. The co-ordinators receive referrals

from local health and social care professionals (who have assessed the environment as being safe for volunteers) and then visit to chat through how the individual feels they would benefit from having a befriender, perhaps bringing a local newspaper to chat over a cup of tea, or sometimes helping the individual to link into a community lunch club or activity.

Our second group was established in Llangollen with a group of six steering group members/coordinators followed by our third group in Coedpoeth who are receiving lots of referrals through their four group coordinators.

We have recently started some preliminary discussions with Gwersyllt community and will soon be holding some public meetings to check the level of interest in developing a group in their area. We are also recruiting befriender volunteers for our Wrexham hospice based heart failure patient befriending projects.

HEART FAILURE PROJECT

Working in partnership with others enables us to achieve much more than we can achieve alone and our heart failure project is a great example of this in practice.

Following a successful application for funding from the St. James's Place Charitable Foundation we are working with our local health board over an 18 month period to improve the delivery of palliative care services to patients and families living with a diagnosis of heart failure.

The funding allows us to free up some time for our out-patient services co-ordinator Kay Ryan, to work alongside Dr Jenny Welstand (BCUHB Heart Failure Nurse Specialist) delivering a heart failure clinic at Nightingale House every Tuesday. We will also be running a monthly session with heart failure patients, or their carers to gather their views on what would improve the current provision of services they receive.

We will report back to the St. James's Place Charitable Foundation and Hospice UK and hope also to present our findings to the public in the future.



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

CLINICAL OVERVIEW WITH JANE FORBES

-NURSING AND PATIENT SERVICES



Jane tells us about the Specialist Palliative Care service.

“Our aim is to provide a Specialist Palliative Care service which is holistic and life enhancing for patients with specific life-limiting illness, living within the catchment area of North East Wales and the border areas, and to support their families in a caring environment.”

What services do we offer at our hospice?

- Rehabilitation
- Adult bereavement and family support
- Release (child bereavement support)
- Complementary therapies
- Psychological therapies (including music and art therapy)
- Mindfulness
- Monitoring and stabilisation of symptoms and support through out-patient attendance or day unit.

On Mondays, we have a 'drop in' service, where you have the chance to speak to someone about any worries or concerns. The 'drop in' gives an introduction to hospice services and enables access to specialist advice, information and support.

“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 very dark times.”

Rehabilitation

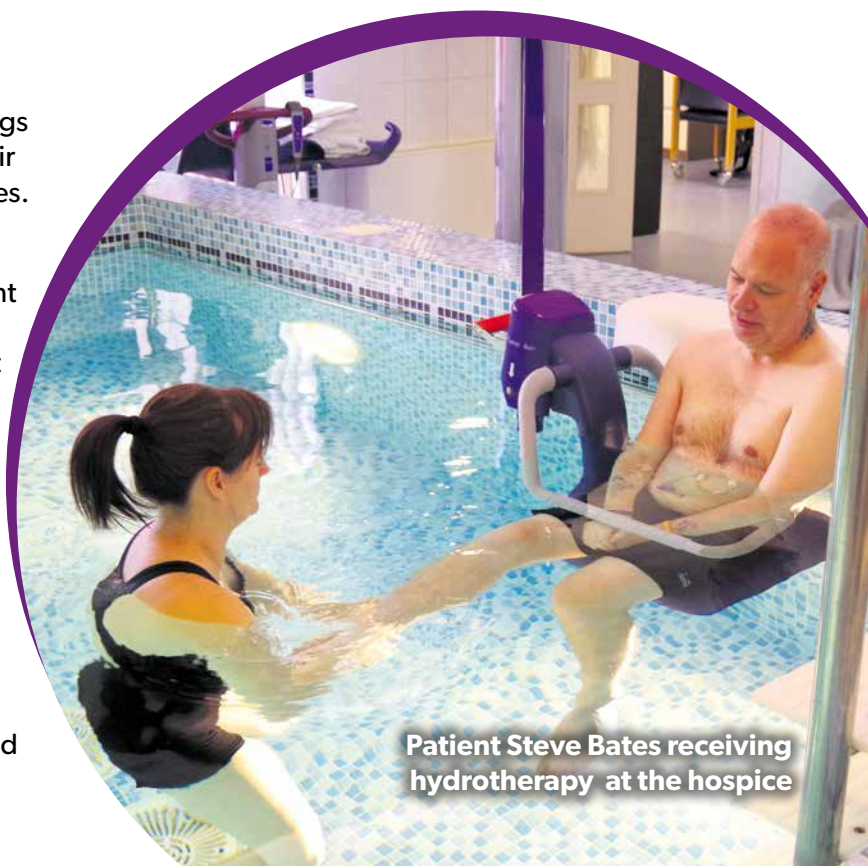
Our rehabilitation team includes an occupational therapist, physiotherapists and therapy assistants. The team aims to support people to keep doing things that are important to them, helping patients and their families to adapt and adjust with changes in their lives.

In-patient unit

People are admitted to the in-patient unit for different reasons; control of symptoms (for example pain or nausea/sickness), rehabilitation following treatment and end of life care. Patients are assessed by a doctor or advanced nurse practitioner, and a nurse. Patient concerns, needs and any questions are also answered.

Family Support Team

The Family Support Team includes social workers and a chaplaincy team including volunteers. We all have our own hopes, values and beliefs and the team helps people cope with what happens to them throughout life, introducing ways of coping and managing what is happening during ill health.



Patient Steve Bates receiving hydrotherapy at the hospice



21ST CENTURY PHYSIOTHERAPY SERVICES

We like to keep up-to-date with the latest physiotherapy methods, not only to successfully treat patients but to make sessions more fun!

Our physiotherapists assess patients individually and may offer advice and treatment for a range of problems including breathing difficulties, muscle weakness, joint stiffness, pain, limb swelling and general mobility.

Services include – Breathlessness Management, Acupuncture and Hydrotherapy.

MAKING A DIFFERENCE...

“When I came to the hospice in January 2017 I was in a wheelchair. I was treated in the gym, then the hydrotherapy pool and back again for another session in the gym. I am now able to walk without sticks, this is due to the good work you have done for me.”

- George Jones

CHANGING PERCEPTIONS...

“One of my biggest regrets is not using the hospice physiotherapy services when I had the initial choice. I used another service provider to begin with but they weren't able to help me. I'll admit I was reluctant to go to a hospice, but I have benefitted from everything the team have done for me, they are so professional and friendly.”

- Steve Bates

**Nintendo Wii Fit™ has been used
in the restoration of balance,
strength and function for patients**

SUPPORTING OUR COMMUNITY



“I have become much happier and learned to cope with confusing and painful situations. I feel the sessions have given me the tools that I can use throughout my life when I'm missing mum or on special occasions when she's not there.”

Lucy O'Donnell (pictured)

Our newly formed Family Support Team covers a diverse area which encompasses the hospice and community, providing psychosocial and spiritual support.

The service provides two Mindful Living six week sessions (Mindful Living is our version of Mindfulness Based Cognitive Therapy) where people are encouraged to explore and focus on the present and develop strategies and skills to cope with life. They have proved to be very successful having been piloted in October 2010.

“Pleased to have something I feel will help me take some control over imminent surgery and treatment which no longer seems so scary.” - Patient feedback

Bereavement Support Services

The child service known as 'Release' receives some funding from 'Children in Need' and provides a therapeutic creative approach to working with bereaved children. Our adult service is available to family members of those who were known to the hospice or the hospice at home care team within the community.

“We are pleased to have supported over 150 adults and 110 children during 2017.”

- Diane Waters, Senior Social Worker

Patients on the in-patient unit and day unit are given the opportunity to discuss practical concerns such as any difficulties they may have with: accessing home and additional support services, financial affairs and supporting the patient to communicate with family members about their situation.

Effective Support

Lucy received emotional support whilst her mum, Andrea O'Donnell, was poorly at the hospice and after her mother died in April 2016. Lucy has received support to cope with a number of issues which affected her, these have included; one to one sessions, specialised group sessions and an overnight trip away with other families in similar circumstances.

The photo shows Lucy finishing her treasured memory book 'a star book' which she designed and made from scratch. As well as being lovely to look at, for Lucy each page has a theme. Everything within the book reflects memories of her mum and family that are special to her. The book took approximately eight weeks to make and complete and during this process the group were able to discuss how they were managing their own personal loss, stress of school exams, things they missed and things they were looking forward to.

Our huge thanks go to the new recruits and staff of HMP Berwyn, the prison here in Wrexham, for their magnificent support during 2017. Thanks to a wide range of activities during the year, their fundraising has topped £10,000 - which paid for Christmas Day at Nightingale House and so much more.

We are incredibly proud to be a chosen charity of Berwyn and so grateful to each of the trainee cohorts for their various efforts to raise funds for us in their training periods during the past year. These have included cake sales, raffles, a sponsored lock up, bucket collections, video game contests, The Cube game and a walk up Snowdon.

Special thanks also go to the POELT (Prison Officer Entry Level Training) staff who have encouraged, supported and co-ordinated all this fundraising. None of this would have been possible without them and the overall support of the management team.

The men resident in Berwyn have been helping us too by assisting with refurbishing and upcycling goods for selling in our charity shops. These goods have generated over £2,000 in sales so far with the possibility of much more to come.

Support comes in lots of forms and thanks also to staff of HMP Berwyn for volunteering their time. Tryfan, our counselling and family support room at the hospice has been given a major makeover, thanks to all their hard work and creativity.

HMP BERWYN FUNDRAISING TOPS £10,000



Staff members from HMP Berwyn give a helping hand decorating one of our rooms

THE AMAZING BALLOON FESTIVAL

Bringing in essential income to our hospice, The Balloon Festival is key to supporting our vital work so we can continue to help those who need our services most.

Held in the beautiful settings of Llangollen our hospice team organised The Balloon Festival in 2016. The scale and magnitude of the event meant that, although successful, it became apparent that we would benefit from working with third party(s) for any future Balloon Festivals.

That's when we partnered with the wonderful British Ironwork Centre and Linstrand Technologies for 2017. Thanks to all their hard work and expertise last year's event, held at the British Ironwork Centre, was truly magnificent.

"The results of all their hard work meant we raised an amazing £25,522.38" - Luke McDonald, Fundraiser.

Clive Knowles from the British Ironwork Centre said, *"It was a thorough pleasure to support Nightingale House Hospice this year. It is a hugely valuable asset and vital service to the area. The work and support the hospice provides is incredible."*

2018

This year **IT'S FREE TO ENTER** the Oswestry Balloon Carnival, but as we are involved in the running and organising of the event, we're asking all our supporters



to kindly make a donation to the hospice on the day(s). There will be lots to see and do on both days with balloon flights, arena events, a continental market, children's stalls, fun fair, refreshments, balloon demonstrations, parades, music and much more. Parking is available on the day in town or additional parking will be available via a free shuttle bus.

Information about this year's event:

Saturday 25th August:

6am - 10pm (incl. Night Glow Parade)

Sunday 26th August:

6am - 7pm (incl. Balloon Parade in the day)

Venue:

Cae Glas Park, Church Street, Cross Street and Bailey Hill

Contact:

Amanda Kinsey on 01978 314292 for more information

EVERY PENNY COUNTS...

We can't emphasise this enough, EVERY donation is an important donation. Sometimes our supporters say things like... *"Sorry it's only £11"* or *"I wanted to raise a thousand pounds but only managed £120."*

There will never be a day that £11 or £120 isn't appreciated. We don't expect people to donate money to our hospice but we certainly do appreciate every single penny. To prove how important smaller donations are to our hospice...

The total amount generated in 2017 from:

Money Cubes = **£16,148.97**

Raffle Tickets = **£36,074.00**

Collection Tins = **£40,123.95**

Combined = £92,346.92

...that's how important EVERY donation is.

SO WHAT DO SMALLER DONATIONS PAY FOR?



Money Cubes pay for
3,730 meals for our patients

Raffle Tickets pay for
879 child bereavement sessions



Collection Tins fund our Day
Care services for **2 months**



the books, regardless of the weather. The Mayor of Wrexham, Cllr John Pritchard, the Mayoress and their family said that it had been a moving and yet celebratory event and they were so glad they were able to be there to support everyone.

The Nightingales, our hospice's own choir consisting of choristers from staff and volunteers, sang a wonderful selection of uplifting songs including 'Something Inside So Strong.' The feedback we have received has been marvellous regarding their contribution to this special evening.

LIGHT UP A LIFE

The Annual Light Up A Life service at our hospice took place, despite snow and freezing temperatures, on Friday 8th December. It proved to be a magical evening with snow falling amongst the lights and trees. We have had tremendous feedback on how poignant and joyful it was despite everything.

Our new 'Books of Honour' produced by Paul Broadbent of Caerwys and sponsored by GHP Legal were positioned inside our reception area so that everyone was able to look for their remembrance within

“The lights and stars we hang on the trees remind us of those unexpected, miraculous glimmers of light that can appear in the darkest times of our lives, as the evergreen tree reminds us that, even in the deadness of winter, life goes on in nature and in our hearts.”

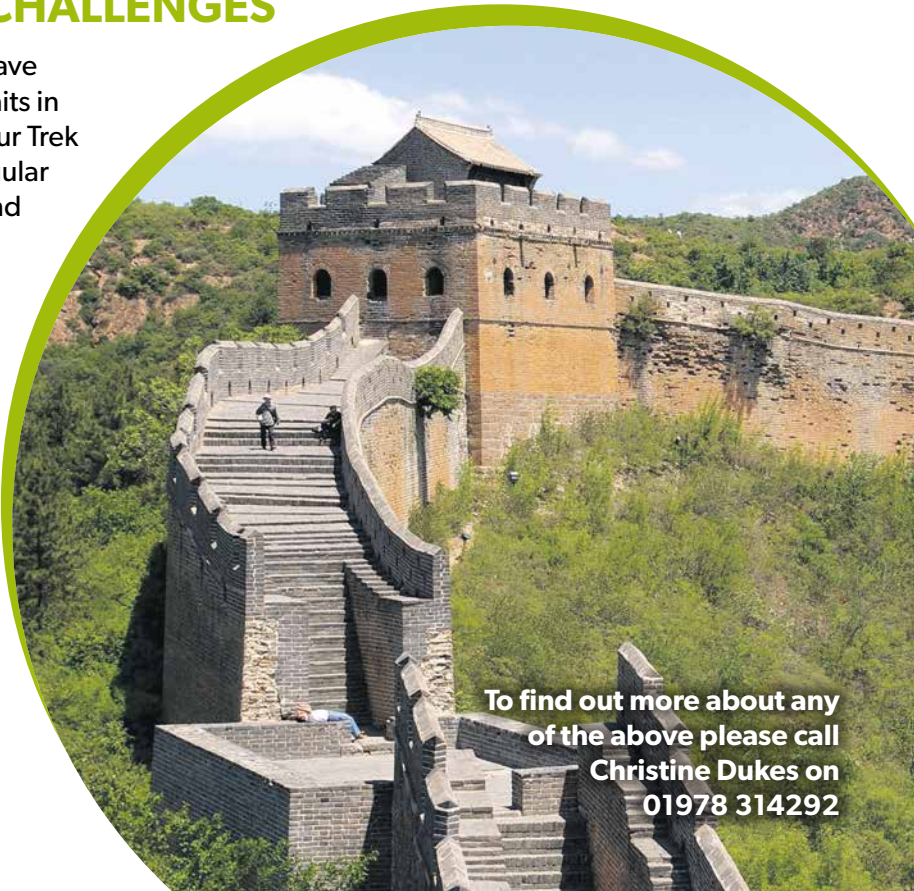
Diane Franchotti said those words and during our service, they proved so appropriate. Thank you to everyone involved in donating, supporting, volunteering and sponsoring this and other events including those so kindly held on our behalf in: Bala, Corwen, Llangollen, Hanmer and Deeside.

GREAT WALL OF CHINA TREK AND OTHER FASCINATING CHALLENGES

If you have been in Caffi Cwtch lately, you may have seen the slides depicting the adventure that awaits in 2018. So far, we have 20 people signed up for our Trek in October 2018 and we have begun to have regular meetings to support each other in fundraising and training. We do still have a few places left if you would like to get involved with this wonderful opportunity.

However, if you don't feel that a trek on the Great Wall is for you, why not join with the many people who do personal challenges to raise money for us.

In 2017, almost £66,000 was raised by people undertaking such challenges as marathon running, skydiving, walking, leg waxing, hair shaving, motorbike trekking, cycling and other wonderful events. Our Celebration Evening in November was attended by 70 people all of whom were thanked and presented with a memento of their challenge.



To find out more about any of the above please call Christine Dukes on 01978 314292

EVENTS

01978 314292
nightingalehouse.co.uk/events



World Heritage Walk

Sunday 8th April Llangollen | 11:30am | FREE ENTRY

The sponsored 13-mile walk is along the legendary paths of Llangollen and Oswestry, an area steeped in local beauty and heritage. The walk starts and ends at the Lion Quays (FREE shuttle bus provided by Pat's Coaches at the beginning of the walk).

Spring Concert

Friday 20th April | Capel Y Groes, Wrexham | 7:30pm | £12

Starring Rhys Meirion and the fabulous Côr Rhuthun Choir! Rhys is one of The Three Welsh Tenors/Tri Tenor Cymru, Brit Award nominee and internationally recognised opera singer. This is a night not to be missed!



Ride Out

Sunday 6th May | Llangollen Pavilion | Motorbikes 10am/Scooters 12pm | £10

Starting at Llangollen Pavilion, we will be navigating the Welsh country roads to enjoy the magnificent scenery with a stop for lunch (included in entry fee). This year we are having two routes and two start times - one for motorbikes and one for scooters!

Snowdon Night Walk

Sunday 20th May | Snowdon | 12am | £48.50 (minimum sponsorship £150)

Many of us have climbed Snowdon and enjoyed the fabulous views, however walking the same mountain at night is a very different experience. Join us for something you'll never forget, something to be proud of. It's more than just a walk...



Eaton Hall Open Gardens

Sunday 27th May | 10:30am - 5pm | £8 Adults/£2 Child/£18 (2 Adults & 2 Children)

It's Spring and what a glorious time to visit Eaton Hall's beautiful gardens. With stalls, displays, refreshments, history and of course the stunning gardens! What better way to spend Bank Holiday Sunday?

Summer Community Tea Party

Saturday 9th June | Nightingale House Hospice | 11am - 3pm | FREE ENTRY

June marks many occasions for the hospice, volunteers week and hospice awareness month being just a couple, so how do we celebrate? - We hold a **BIG** tea party and invite everyone along. There will be entertainment, stalls, games and a true community feel!



The Midnight Walk

Saturday 16th June | Llwyn Isaf | 10:30pm | £12 (until 28th April) - £15 (thereafter)

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!

SUPPORTER EVENTS

Coffee Morning

Saturday 17th March and 16th May
Daniel Owen Centre, Mold
9:30am - 12pm

Lavister Friends of the Hospice Spring Coffee Morning

Saturday 24th March
Pulford Village Hall
10:30am to 12pm
£5

Leeswood Prize Bingo

Wednesday 11th April
Community Centre, Leeswood
Doors open 7pm/Eyes down 7.30pm
Lots of prizes on offer
Contact Jenny on 07858 776594

Bellis's Picnic and Proms

Saturday 12th May
Bellis Brothers Farm Shop and Garden Centre
Gates open at 5pm/Starts 6pm
£5
Tickets available from Bellis Brothers or
Nightingale House

Llangollen Charity Golf Day

Saturday 2nd June
8am - 4pm
Teams of four £15 (per member)/£25 (per non member)
Contact 01978 860906 for more information

Strawberry Tea

Saturday 16th June
Community Centre, Leeswood
2pm - 4pm
£4 (includes strawberries, cakes, scones, tea or coffee)
Contact Jenny on 07858 776594

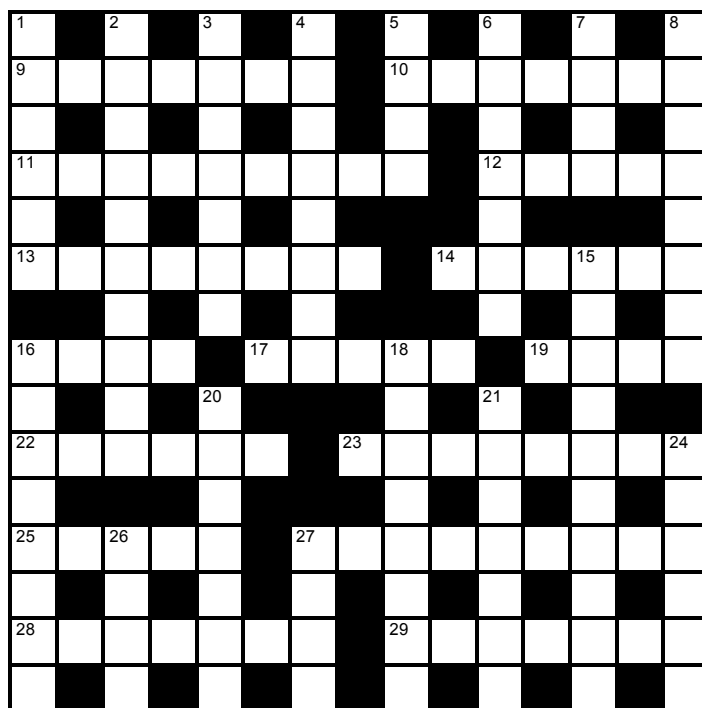
Bellis' Dog Show

Saturday 21st July
Bellis Brothers Farm Shop and Garden Centre
Dog Show 10am/Fun Day 10:30am/Judging 11am
Visit bellisbrothers.co.uk for more details

Wrexham Golf Day

Wednesday 18th July
Wrexham Golf Club
8:30am - 4:30pm
£100 per team of four (members)
£130 per team of four (non members)
Sponsorship opportunities are available from £25 a hole

**For more information please call our
Fundraising Team on 01978 314292**



CROSSWORD CHALLENGE

Can you complete our crossword in less than an hour?

Across

9. Beef or lamb, for example (3,4)
10. Italian astronomer (7)
11. Invaluable (9)
12. Copy (5)
13. Kettle cleaner (8)
14. One belonging to a group (6)
16. Young bears (4)
17. Halts (5)
19. Make indistinct (4)
22. Food tin essential (6)
23. Tutors (8)
25. Mournful sound (5)
27. Researcher (9)
28. Russian imperial dynasty (7)
29. Oblivious (7)

Down

1. Three-legged support (6)
2. Allowable (10)
3. More than two (7)
4. Most precipitous (8)
5. Matures (4)
6. Sleep (7)
7. Especially valued (4)
8. Magician (8)
15. Female dancers (10)
16. Pots (8)
18. Cherished (8)
20. Overhead interior surface (7)
21. Public disgrace (7)
24. Long-haired dog (6)
26. Deciduous timber trees (4)
27. Rescue (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. Red Meat 10. Gallio 11. Priceless 12. Mimic 13. Descaler 14. Member 16. Cubs 17. Stops 19. Blur 22. Opener 23. Teachers 25. Knell 27. Scientist 28. Romanov 29. Unaware **Down:** 1. Tripod 2. Admissable 3. Several 4. Steepest 5. Ages 6. Slumber 7. Plum 8. Sorcerer 15. Ballerinas 16. Crockery 18. Precious 20. Ceiling 21. Scandal 24. Setter 26. Elms 27. Save

OUR SUPPORT GROUP HEROES

Our Support and Friends Groups continue to be our backbone of community fundraising in their respective areas and raise many thousands of pounds every year.

2017 was no exception and our grateful thanks go to our groups - Rhos, Lavister, Mold, Leeswood, Llangollen, Hanmer, Bala, Ffrindiau Hospis Tŷ'r Eos and Corwen for all their efforts, enthusiasm and commitment in not only raising much-needed funds, totalling a wonderful £26,669.97, but also in continuing to fly the flag for Nightingale House in their communities.

From having a chat with friends over a cup of tea to baking cakes, coffee mornings, running tombolas, bric a brac stalls, raffles, organising events, selling merchandise and much more – anything goes. Every penny collected makes a difference and each group simply raises what it can. Our groups vary in size from the very small to much larger, but each has friendship and community spirit at its heart.



Well done and thank you to everyone involved. We really do appreciate all you do for us.

Why not start a new group in your community? If you'd like to have a chat we'd love to hear from you in our new Supporter Hub here at our hospice!

CREATING A DEDICATED ROOM FOR OUR SUPPORTERS



We now have a place for you to meet up with our fundraisers and bring in donations. Previously our supporters took their donations to the Income Generation department, however our new Supporters' Hub, based close to our main reception, is much quieter and accessible, creating a much more befitting area.

This image is a representation of our vision for one of the walls in the Supporters' Hub. The below quote, also included in the mural, was taken from a truly wonderful lady and patient, Sally-Ann Hart. Sadly Sally is no longer with us but her quote will live on for many years...

“I can smile, laugh, cry and be me at Nightingale House. No-one judges me. They are just there for me and that is something very special.”

Two very talented artists from Glyndŵr Fine Art School have kindly donated their own time to paint the mural and quote.

The mural will be completed no later than March, so please call in if you'd like to see the finished work, we'd love to hear your thoughts!

AT THE HEART OF EVERYTHING WE DO

The journey our patients and their families face can often be a challenging and unfamiliar experience. Knowing that there is someone prepared to give a hand, lend an ear and freely give of both their time and talents makes all the difference.

No matter where our volunteers work – in the hospice, our shops or at fundraising events, our patients, their families and our staff all appreciate their dedication and support.

Our retail business continues to grow from strength to strength with the number of shops increasing in 2017. With our new flagship store opening in Wrexham town centre we are in need of a growing number of volunteers. If you or somebody you know is interested in becoming a shop volunteer please don't hesitate to get in touch. Hand in hand with this expansion is the need to increase donations to our shops. Whilst our supporters are extremely generous, we still need more good quality items to remain successful, so please take the opportunity to de-clutter any unwanted Christmas presents or have a spring clean.



It is important to recognise it would not be possible for the hospice to achieve its mission 'to provide the highest quality of health care' without the dedication and support of our volunteers – **THANK YOU!**

WE ARE FAMILY...

INTRODUCING THE TAYLOR FAMILY, NICKI, SIAN AND SOPHIE



Nicki and her daughters Sian and Sophie (pictured left to right) have all volunteered at our hospice. Sian however has progressed from volunteering to work here full time!

Sian said, *"I really enjoyed my time as a volunteer*

administrator; everyone has been so friendly and supportive. So when I was approached about working full time in the Lottery team, I said yes straight away."

A few years back, Sophie was due to volunteer for 'The Ladies Midnight Walk.' Unfortunately she couldn't make it, due to an illness, so her mum Nicki said she'd take her place. That was the start of Nicki's volunteering and

she continues to volunteer for us to this day, as well as working for All Saints School in Gresford. When asked why she volunteers here Nicki said, *"It's a chance to give something back."* This selfless attitude epitomises the spirit of all our volunteers!

Sophie volunteers for us now when she comes home from university in London. Jo Kearns (Volunteer Manager) said, when asked about Sophie, *"Our Santa's Grotto has become a labour of love for Sophie, her support over the years has been fantastic."*

Many of our volunteers juggle various commitments to help our hospice and we are so grateful to everyone who helps out, however they support us.

The kindness of the Taylor family and all our wonderful volunteers enables us to offer high quality care to our patients.

Are you feeling inspired by our volunteering articles?

If so, please contact Jo Kearns on 01978 316800 or jo.kearns@nightingalehouse.co.uk

COMING SOON... OUR NEW WREXHAM STORE!

We are planning our biggest ever retail venture which, with your support, will strengthen our ability to raise much needed funds for our hospice!

John Donnelly heads up our retail team, so we caught up with him to find out more!

Q - What product categories will be available?

A - The store will stock similar goods to our other stores but due to its size we will have the capacity to stock more products. Here are some of the categories:

Women's clothing and accessories	Electrical goods
Menswear	Household items
Unique Chic furniture	Picture and mirror gallery
Upcycled furniture	Bookshop, DVDs and CDs
	Refurbished cycles

Q - Will there be a designated/accessible donation area?

A - Yes there's an area where supporters can drop off their donated items and sign up for Gift Aid.

Q - You mentioned signing up for Gift Aid, how much impact does it have, in terms of boosting your income?

A - I can't emphasise enough how important Gift Aid is. To put it into perspective we can claim an additional 25% of the selling price on all goods which are Gift Aided to us, provided the donor is a UK based tax payer.

Q - What facilities will be provided for your customers?

A - There will be a beautiful cafe where you can sit, relax and enjoy a good selection of food and drink. In addition there will be a wide range of 'Food to Go' on the ground floor. Also toilets that are fully compliant with accessibility regulations to ensure all our supporters are catered for.

Q - What are the benefits to Wrexham and your supporters?

A - Our store will provide a second life for an ever increasing range of household items, diverting hundreds of tonnes away from landfill to help the local environment, generating significant savings on landfill tax, creating employment, regenerating the high street and providing much needed funds to support our hospice.

Q - Will you be creating any employment/volunteering opportunities?

A - Yes we will recruit a mixture of paid and voluntary retail and hospitality roles so keep an eye on our website and social media for details, or alternatively register your interest with Pat Walmsley for paid roles or Jo Kearns for voluntary positions.

Q - Will your prices be competitive?

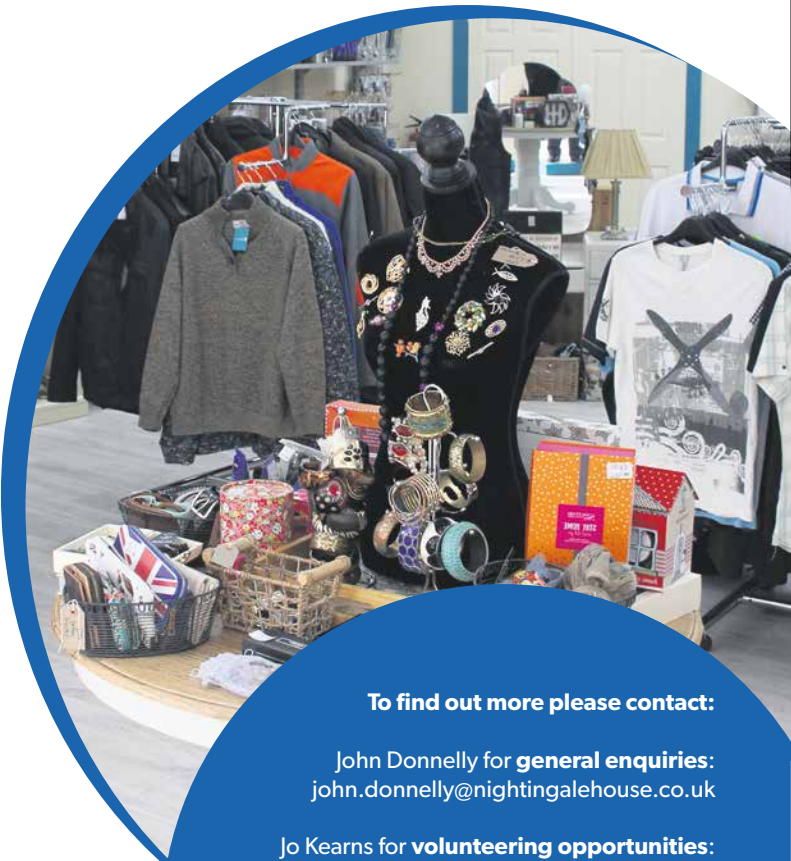
A - Our aim is to provide great value products whilst being able to generate meaningful income for our hospice.

Q - What is the main reason for creating the new store?

A - It will allow us to show a wider selection of goods to our customers, which should significantly increase the income generated by our retail shops.

Q - Where will the new store be located?

A - Unfortunately we can't announce the exact location of the store at this current time. Keep your eyes peeled for updates via our website and social media!



To find out more please contact:

John Donnelly for **general enquiries:**
john.donnelly@nightingalehouse.co.uk

Jo Kearns for **volunteering opportunities:**
jo.kearns@nightingalehouse.co.uk

Pat Walmsley for **employment opportunities:**
pat.walmsley@nightingalehouse.co.uk

£2,500 JACKPOT EVERY WEEK!

**1st Prize £2,500 ★ 2nd Prize £500 ★ 3rd Prize £250
4th Prize £125 ★ 5th Prize £50 ★ Plus Five Prizes of £25**

Just £1 a week

gives you a chance to win one of our 10 fabulous prizes!

How would you like a chance of winning £2,500 every week?

Join the Nightingale House Hospice Lottery for just £1 a week and make that dream a reality.

**By entering our Lottery, your membership will
help our nurses provide vital care to those whose lives are limited.**



Nightingale House Hospice
Hospis Tŷr Eos

**01978 313134
NIGHTINGALEHOUSE.CO.UK/LOTTERY**

WHISTLER CHARITY EVENT IN AID OF OUR HOSPICE

The Whistler Charity Ball has again exceeded our expectations raising a phenomenal £12,721.11 at the beautiful location of Carden Park Hotel. It's the third year that Kay and Gary Whistler have hosted the event along with Amy Williams, Kate from 'Blooming Beautiful' and Paul Ffoulkes from Barclays UK, who match funded £2,000 towards the event, bringing the total raised over the years to a staggering **£30,000!**

Nearly 200 people celebrated an evening of glitz and glamour, and their generosity goes a long way to continue our vital work caring for people whose lives are shorter than they should be.

The evening proved to be an outstanding success for our hospice which, every year, helps more than 5,000 people living with life-limiting illnesses in the North East Wales and border areas.

"The hospice holds a special place in my heart following the care and comfort they provided to my dad, Ray,



during his lasting moments. My biggest thanks go to the people that donated and supported us to make the event a huge success. We are very fortunate to have a charity such as Nightingale House, which takes end-of-life care into account with such compassion and value, on our doorstep and it is an honour to be able to help them continue their vital work." - Kay Whistler

"The effort that Kay, Amy and Kate put in to making the charity ball a success is unbelievable." - Luke McDonald, Fundraiser.

SUPPORTING OUR HOSPICE SINCE 2007

Bellis Brothers Farm Shop and Garden Centre have supported Nightingale House Hospice since 2007. During this time Bellis' has generated **£108,049.65** for our hospice which includes £15,700 last year alone!

It all started when a member of their staff suggested that they should do something for a local Wrexham charity. Nightingale House Hospice was deemed an incredibly worthy cause and had touched the lives of many of their employees and customers.



Our first joint fundraising event was Santa's grotto. Bellis' donated all of the gifts and the entry money was given to our hospice. Over the years they have continued with the grotto but have also introduced 'Breakfast with Santa', a 'Festive Launch Evening' and a 'Reindeer Weekend'.

Throughout the year they run two very popular fundraising events. 'Picnic and Proms' with Farndon Brass Band and a 'Dog Show and Family Fun Day', both of which have proved extremely popular. They also regularly host hospice volunteers for in-store collecting and selling lottery tickets.

Last September their staff entered a team for the Tough Mudder challenge and the money raised from this was also donated to the hospice.

We look forward to a continued successful partnership and to raising lots more money together in 2018.

Upcoming events:

Picnic and Proms - Saturday 12th May

Dog Show and Family Fun Day - Saturday 21st July

bellisbrothers.co.uk

SUPER BRYAN

Bryan Badwick is a familiar name within fundraising circles in the Wrexham area. Over the past few years he has raised money for a variety of causes by undertaking a walk from John O'Groats to Lands End and back... oh and 31 Marathons in 31 days! However, Bryan is not finished yet! Keeping his late *father's advice* to the forefront of his mind.

"Take whatever you can out of life but remember to give something back," Bryan has decided to embark on yet another challenge. On April 18th, he will ride out on his bike from John O'Groats heading for Lands End, turning around and finally finishing at John O'Groats on 23rd May without any rest days, unlike the Tour de France which is a similar distance of 2,000 miles.

Bryan, from Rhostyllen, says, *"I am very grateful to all those who are supporting me. Nightingale House is a place close to my heart. You can follow my progress on my Facebook Page 'Bryan's Walk' (still active from his walk three years ago). Posting messages will help keep me pedalling with energy!"*

His commitment to his father's advice has benefitted not only Nightingale House Hospice in the past but also supported the cause of a young man, Noah which featured in the local papers a few years back.



This time, Bryan will once again be using his energy, commitment and stamina to raise money for Nightingale House.

You can support Bryan by visiting [justgiving.com/fundraising/bryan-badwick](https://www.justgiving.com/fundraising/bryan-badwick) and donating money to support him on this 2,000 mile endurance test.

FANCY A BREW?

During 2017, hundreds of people put the kettle on and had a tea party with their friends, family and colleagues to raise funds for Nightingale House as part of our Bake, Brew, Pour and Share tea party campaign. Our grateful thanks go to everyone who got involved.

The campaign is back and actress Maureen Lipman, whose husband Jack passed away in a hospice, encourages anyone who fancies helping to set up a tea party of their own this year.

Our tea parties are about bringing hope, special memories and care with every cuppa.

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.

Every penny you raise will make a difference. We hope you have a lovely time and are very grateful for all your efforts.



Tea Party fundraising packs are available now. If you would like one, please call the Fundraising Office on 01978 314292

FOUR LEGGED THERAPY

Thousands of people of all ages benefit every week from the visits provided by Volunteer PAT (Pets As Therapy) Teams, who visit residential homes, hospitals, hospices, schools, day care centres and prisons. Volunteers with just a small amount of spare time each week work with their own pets, to bring joy, comfort and companionship to many individuals who appreciate being able to touch and stroke a friendly animal.

Pets As Therapy is a humanitarian charity, founded in 1983. Pets As Therapy has been at the forefront of community based Animal Assisted Therapy across the length and breadth of the UK. Today it is the largest organisation of its kind in Europe enhancing thousands of lives every single day. What they do is beautiful in its simplicity, their inspiring and dedicated volunteers share their time and their lovely pets with people in need.

We are extremely fortunate to have two wonderful dogs - Ruby (Labrador Collie cross) and Buddi (Lhasa Apso) that visit our hospice weekly and fortnightly, respectively.

The future mayor of Wrexham, Andy Williams is the owner of Buddi and retired teacher Kate Baird owns Ruby.

We are grateful to Kate and Andy for giving up so much of their time to help us. To appreciate just how important Buddi and Ruby are to our patients, you only have to look at their beaming smiles when they enter the ward!



CHOOSING 'CAFFI CWTCH' FOR CARE & COMPASSION



If you've not tried us yet then please drop in and meet Trish and our volunteers at the Caffi. Monday to Saturday 10am - 4pm

Back in September 2016 when Caffi Cwtch opened to the public I don't think anyone at the hospice could have imagined how quickly the community would take the cafe and our fantastic team of volunteers into their hearts and daily routines.

If you are popping in for a coffee, meeting friends or family for lunch, coming along for a business meeting or if you are one of the 650 people who booked a Christmas lunch during December, we say a big thank you. Supporting Caffi Cwtch means you are supporting the care provided to patients and their families at the hospice.

While sipping your tea or eating the delicious cakes and meringues you are helping to fund the delivery of specialist symptom management on our in-patient unit and day unit, child bereavement support sessions, physiotherapy and hydrotherapy to name just a few of the hospice services.

The newsletter gives us a great opportunity to say, *"we are very grateful to each and every one of you who has visited us since we opened."*

**“We cannot change the outcome,
but we can affect the journey.”**

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



HEY GIRLS, HEY BOYS...
THIS YEAR **EVERYONE IS INVITED!***

THE
MIDNIGHT
WALK



SATURDAY 16TH JUNE 2018 FROM 8PM
LLWYN ISAF, WREXHAM
EARLY BIRD REGISTRATION £12
STANDARD REGISTRATION £15[†]

* MINIMUM AGE OF 8 YEARS (ALL CHILDREN UNDER 16 MUST BE ACCOMPANIED BY A GUARDIAN)

[†] STANDARD REGISTRATION STARTS APRIL 30TH 2018



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