

NIGHTINGALE

HOUSE HOSPICE

NEWSLETTER AUTUMN 2020



WELCOME

Welcome to our Autumn newsletter.

This newsletter will reach you whilst we are still in the Covid-19 pandemic with no knowledge of when it will end. The hospice is therefore facing the biggest challenge since its opening 25 years ago. 82% of our running costs have to be covered by our own income generation and since the onset of Coronavirus in the UK, with its resulting lockdown and social distancing measures, our traditional fundraising avenues have been decimated.

Since March, it has been necessary to cancel virtually all our scheduled fundraising events; events which are always wonderfully supported by our community and were expected in our 25th Anniversary year to contribute £250,000 towards the provision of patient services. This vital income source has been taken away from us, and whilst we are seeking alternatives including virtual events, the income generated is significantly lower than previously achieved.

Also, since March a large portion of our income has been lost due to the requirement to close our 11 charity shops and two cafés. Our charity shops have started to re-open, and it is hoped all will be open again by the end of October, with all necessary social distancing measures in place. It will be sometime before we generate enough income to match the previous years. Our cafés are re-opening but with reduced seating capacity which will lead to a subsequent dip in profits generated.

We are extremely fortunate that our hospice lottery continues to be well supported with very few cancellations despite our supporters own economic difficulties. The lottery generates much needed weekly cash flow for the hospice and is a vital source of income which contributes towards the delivery of patient services. With current constraints on the majority of our fundraising opportunities, expanding our hospice lottery membership would certainly provide a much needed regular income stream during the financial crisis we are facing.

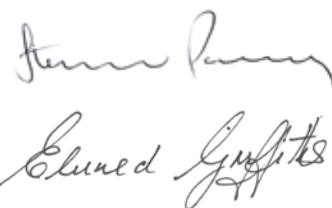
The lottery, plus the business relief we have received in lieu of shops being closed and the job retention schemes have helped keep our heads just above water during the last six months. When the schemes cease our overheads will return to normal whilst staging high earning events will still be impossible. We have been proactive with the introduction of virtual events and the development of a successful food delivery service, but this is a small percentage of what we need.

When Covid-19 struck the UK, initial negotiations between our umbrella body, Hospice UK, and Westminster secured £200m for palliative care services, with £6.3m of that amount to be specifically committed to independent charitable hospices in Wales, in order to enable the continued delivery of patient services, until previous income streams could be restored. Of the £6.3m additional emergency funding Nightingale House was allocated £589,083 and to date we have received about a third of this total. At a time when all sectors of our community are feeling extreme pressure, we ask the Welsh Government to recognise this and support us by releasing the additional funding we were promised at a time when we need it most, to forward plan for future patient services. We will continue to hold the Welsh Government to account until we receive the funds due to us. The next six months will be extremely challenging for Nightingale House.

Throughout the pandemic, as an independent hospice, we have been fully committed to continuing to deliver our core services to those in our community who needed our support. In doing so, we have been able to ensure we have relieved as much pressure as possible off the Health Board and its staff during such a difficult and challenging time for the NHS.

During these turbulent times in-patient care has continued to be delivered. A considerable amount of risk assessment and safety procedures were carried out to try to keep the hospice Covid-19 free. The staff have been exceptional, rising to every challenge in the most difficult of circumstances. The difficulties of working using PPE cannot be underestimated. Day services and bereavement support have also been maintained, albeit carried out via virtual technology and telephone rather than face to face contact. We are steadily seeing limited numbers of day patients returning to the hospice and hopefully circumstances will allow additional patients to attend in the near future.

Nightingale House has successfully overcome many obstacles in the past but the severe financial pressure we are currently experiencing as a consequence of this pandemic is unprecedented and provides us with the greatest challenge in our history. We are in uncharted territory, but we are confident that good governance, the continued dedication of staff, volunteers and trustees and the wonderful support of our community will ensure that we emerge stronger from this crisis and that Nightingale House Hospice will survive.



Steve Parry, CEO
Eluned Griffiths, Chair of the Board of Trustees

“ Since the onset of this pandemic the support the hospice has received from all sectors of our community has been unbelievable, **we cannot thank you enough.** We could not have sustained our patient services during this period **without your support.** ”

- Steve Parry, CEO



“ The hospice is facing its **biggest challenge** since opening 25 years ago. ”

- Eluned Griffiths,
Chair of the Board of Trustees

25 YEAR ANNIVERSARY BUT NOT AS WE KNOW IT



Our Chester Road site used to house the former Plas nursing home prior to demolition in 1994. At the time supporters of the hospice, including footballer Mark Hughes (pictured third from left) rallied to fly the flag for the new building.

It is 25 years since the hospice was opened on Chester Road and where we have been serving the needs of patients with life-limiting illnesses ever since.

This year we were planning on celebrating with special events to mark the hospice's silver anniversary but sadly all our face to face events have been cancelled due to Covid-19.

We haven't stood still in our thinking or our ideas since we opened our doors back in 1995. During the summer we completed a two-phase modernisation project to enable us to continue to care for more patients in an improved environment.

When the hospice opened in 1995 there was a lot going on in the world, including number one hits from Take That and Robson & Jerome, molten lava chocolate cake was the trendy food to eat, John Major was Prime Minister and the National Lottery was still in its infancy having launched in November 1994!

Debbie Barton was the fundraising and publicity officer when Nightingale House Hospice was opened. She said: *"The sheer sense of pride from everyone and the support of the public was just amazing. It is thanks to the community we have a hospice in Wrexham."*

Tracy Livingstone joined Nightingale House in April 1995 and is now the Head of Hospice Governance and Education.

She said: *"Care and support has always been our focus, even when we were based in the Maelor Hospital, with one big room divided by the furniture styled into spaces for sitting and chatting, mealtimes and activities."*

"The big difference for me will be the flexibility of space, being able to make large social spaces when needed, but also having light and airy private rooms for patients and families to chat to staff about their feelings, thoughts and any anxieties they may have and to discuss their hopes and wishes for their future care."



Our modernisation program has provided staff with a working environment that reflects and enhances the services we offer to our patients.

LOCKDOWN

WORKING THROUGH THE EYES OF A HOSPICE NURSE



Since lockdown Ward Sister Ruth Bond and her team have rallied to organise last minute requests for their in-patients including a late night wedding, a birthday party, a movie night, a sleepover and a trip to the seaside.

When lockdown happened the level of uncertainty created a sense of panic because of how quickly the situation escalated. Hospices are primarily funded through fundraising, and do not fall under the NHS, or classed as nursing homes - both of which put a ban on visiting. Volunteers were unable to help out and were missing from the hospice.

Ruth recalls: *"We felt it was important to keep our facilities functioning. We took some difficult decisions and contemplated a complete lockdown with no visitors but that didn't sit well with the ethos of Nightingale House. We considered the emotional impact on patients and their families and decided to allow small numbers of family to visit with the addition of virtual visiting using iPads."*

Ruth said the support and generosity of the community was incredible with gifts of PPE as well as eggs, bread, chocolate and Easter eggs being donated!

She said: *"One week the police turned up to clap outside the hospice and that was a tremendous boost for all the team."*

"I am exceptionally proud of my team. Despite the high personal risk to themselves they still put patients and their families first. Wearing PPE meant our normal approach of welcoming everybody with open arms and making judgements based on body language disappeared. Communication is a major part of palliative care and it all suddenly changed."

"Our new direct referrals system meant we were more accessible to families in need. We have tried to meet patient goals and expectations by being flexible and fulfil their wishes and dreams by our multidisciplinary team pulling together. That's what makes a hospice environment so special and why so many families often want to give something back by fundraising."

"As a team we have a real desire to give quality, compassionate patient care and that's why fundraising is so crucial to our hospice because it is a service that nobody would ever want to see disappear."

- Ruth Bond, Ward Sister

HEAD OF CLINICAL AND PATIENT SERVICES DEMONSTRATES IMPACT ON NEW DIRECT REFERRAL SERVICE



“ We were due to celebrate 25 years of hospice care this year with special fundraising events to mark this important milestone. Although these were put on hold we have continued to support patients and their families living with a life-limiting illness.”

- Yvonne Lush, Head of Clinical and Patient Care

During the pandemic we had to make significant adjustments to the way our services were delivered.

To avoid additional pressure on the NHS we continue to work closely with colleagues across many services, enabling patients access to hospice services earlier and quicker.

The introduction of a direct referrals service for people with a palliative care need, conditions like cancer, MND and heart failure, requiring assessment or treatment by our multidisciplinary team, introduced earlier this year, will continue long term.

In-patient services have continued, and the hospice continues to accept patients that need assessment and treatment alongside symptom control and pain management, as well as for those that need end of life care.

Visitor restrictions and the use of face masks by all staff and visitors in some areas, have become the norm. Many Day Service and Heart Failure patients, who are still unable to travel to the hospice for weekly therapy or rehabilitation sessions, are staying connected via digital technology and online bereavement support continues thanks to the Family Support team.

Yvonne Lush said the hospice belonged to the community and their support was needed more than ever to ensure patient care continued.

She added: *“I would like to take this opportunity to say a big thank you to everyone who has supported us during these unprecedented times in a variety of different ways; from volunteering, donating vital PPE, donating food and drinks to our patients, their families and the hospice team or supporting us by taking on a challenge at home, buying meals from our food delivery service or signing up to play our weekly lottery – your support is truly appreciated.”*

If you think you or a loved one could benefit from this service, please contact us on 01978 316800.

PRAISE FOR OUR NEW DIRECT REFERRAL SERVICE



Our new service will mean admissions can occur more quickly during these challenging times.

The family of a patient who received care at the hospice has praised staff after our brand-new referrals service, introduced because of Covid-19 gave them a lifeline for their loved-one's care.

Gareth Valentine Jnr of Rhosllanerchrugog said his late father, Gareth Valentine Snr, age 60 had been experiencing difficulties at home due to his life-limiting illness, so he rang the advice line.

Gareth said: *"I spoke to the nurse in charge and they gave me help and guidance over the telephone and reassured me. After chatting through the options it was decided that dad should be admitted to Nightingale House and the wheels were put in motion immediately."*

"The staff have been incredibly helpful, ensuring that my father's needs came first. I just want to say a massive thank you to them all for everything they did during exceptional times, and I will be organising a fundraising event as soon as possible"

Cath Evans is the Admissions and Discharge Facilitator at Nightingale House Hospice and said:

"It was becoming difficult for patients and their families to access care quickly due to the restrictions placed on all of us working in healthcare at the moment."

"Patients and their families don't need a doctor's referral to ring us as we can follow up the detailed paperwork with district nurses and GP practices after the call. We are finding that it takes the stress off patients and their families who are under tremendous strain anyway. At the hospice we pride ourselves on our nurturing approach to patient care and are really pleased that we have been able to help Gareth and his family during this difficult time."

"This is a new service we are trialling, and there will be lessons learnt along the way, but our aim is to try and support as many people as possible who need our services."

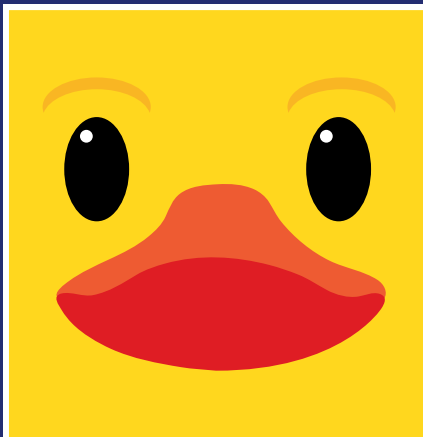
Gareth added: *"It's the little things like this that make such a difference. My dad was really happy at the hospice where he had a dignified and comfortable end to his life with the family around him."*

BUILD A BALLOON

£25 per panel

This truly unique fundraising idea makes a great gift that will last for years to come! Perfect for celebrating birthdays and anniversaries or simply an opportunity to be part of something special, an experience like no other, and a memory that will stay with you and the hospice for years to come. Sponsor a panel and display your own personal message or image (terms and conditions apply). Every panel will get us one step closer to creating our 25th Anniversary Nightingale House Hot Air Balloon, which will take to the skies in 2021.

Each purchase will receive a certificate and commemorative pin badge. Larger Sponsored Corporate panels will also be available for businesses. If you would like to reserve a panel, please email balloons@nightingalehouse.co.uk



VIRTUAL DUCK RACE

28th October 2020, 6pm

£2.50 per mini duck – Prize for 1st, 2nd & 3rd place

£25 per large duck (limited numbers) – Prize for 1st, 2nd & 3rd place

Buy your very own duck to take part in our first ever online virtual duck race for a chance to win fabulous prizes and support your local hospice. The duck race will take place in an undisclosed location in order to avoid a mass gathering and keep our supporters as safe as possible. It will be filmed and witnessed, then broadcast on our social media channels for you to see the fun unfold and check out if your duck is a champion. To purchase your ducks please visit our website or call 01978 314292.

CHRISTMAS CONCERT

Date TBC

Earlier this year Covid-19 forced us to put a stop to our planned concert. This December we plan to host an uplifting concert which you will be able to enjoy from the comfort of your own home, as we plan to film the fabulous talents of local performers including award-winning male voice choir, John's Boys. The concert will be a great opportunity to lift spirits on what has been a hugely challenging year for the whole community, whilst supporting hospice care in your community. Tickets will be priced at £25 for two people and will include a special food package for two to enjoy whilst watching the concert.



SANTA CALLS

23rd December 2020

Family call £15 (maximum three children)

Bring the magic of Christmas home with an enchanting experience for your little ones this festive season with a personal video call with Santa! That's right, in light of Covid-19, the elves have been busy getting Santa set up online to help during this challenging time. Your fee will include a personalised letter from Santa, magic reindeer food and a personal chat with the main man in the comfort and safety of your own home. This experience will create a special memory that your children will treasure. Pre-booking is essential, limited places available.

CHRISTMAS TREE COLLECTION IS BACK!

Ever wanted someone to remove your Christmas tree to save you the hassle? Well we are here to help you do just that.

Following on from our successful first tree collection in January we are launching our new campaign for January 2021. This year we will also be collecting from Llangollen and Llantysilio.

We've all been there, picking out the pine needles from the car seat months after a trip to the recycling centre, so why don't you save yourself the bother and let us do the job for you.

In return for a donation (you decide how much) to patient care at the hospice, our team of volunteers will collect and recycle your real Christmas tree.

It's easy - all you need to do is register your collection, put your tree outside your house where it can be easily seen by no later than 7am on Saturday 16th January 2021 and leave the rest to us.

We will be taking Christmas tree collection bookings from 10am on Monday 2nd November 2020.



We collected over 700 Christmas trees in January this year!

FOLLOW THESE SIMPLE RULES:

1. Register for your tree to be collected by contacting **01978 314292** or visit **charityxmastreecollection.com**
2. Remove all decorations from your tree
3. Leave your tree outside your house in a visible location before 7am on Saturday 16th January 2021

There are just a few little rules to make the collection process easier for everyone:

- Maximum tree size: 9ft
- Must be left on driveway/in front of house and visible
- Outside before 7am – 16 January 2021

WE CAN COLLECT FROM THE FOLLOWING POST CODE AREAS:

CH4

Broughton, Kinnerton, Penyffordd & Pulford

CH5

Ewloe & Hawarden

CH7

Buckley, Caerwys, Drury, Eryrys, Leeswood, Llanarmon-yn-Ial, Mold, Mynydd Isa, Northop Hall & Treuddyn

LL11

Bradley, Brymbo, Brynteg, Bwlchgwyn, Coedpoeth, Cymau, Ffrith, Gwersyllt, Gwynfryn, Llandegla, Llanfynydd, Minera, New Broughton, Rhosrobin, Stansty, Tanyfron & Wrexham

LL12

Caergwrle, Cefn-y-bedd, Gresford, Hope, Llay, Marford, Rossett & Wrexham

LL13

Holt & Wrexham

LL14

Cefn Mawr, Chirk, Johnstown, Penycae, Ponciau, Rhosllanerchrugog, Rhostyllen, Ruabon & Wrexham

LL20

Llangollen and Llantysilio



CANCER PATIENT SMASHES HER FUNDRAISING CHALLENGE FOR CAREGIVERS

A mother of one from Flintshire, who challenged herself to undertake a sponsored walk broke through her fundraising target, despite having to change her challenge on doctors' orders.

Linda Hughes, 55 of Buckley, near Mold had planned to walk 91 steps - the length of her garden - twenty times, but a change in chemotherapy treatment meant she was no longer strong enough to sustain such a walk. Instead she opted for a sponsored head shave dressed as Wonder Woman as doctors told her it was likely she would lose her hair following treatment.

Linda was diagnosed with breast cancer in 2012 and secondary breast cancer in 2019 that had spread to her hip and spine. In April she was told the cancer had spread to the base of her skull.

She is being treated at the Shooting Star unit in the Wrexham Maelor Hospital and has also opted to manage her symptoms as an in-patient at Nightingale House Hospice for two weeks.

Linda said: *"I went into hospital recently expecting my doctors to tell me they would not give me any more treatment but when they said I was to have more chemotherapy I could not believe it."*



Linda, who has a 12-year-old son Nathan and is a parent representative for Buckley Town Colts FC, where Nathan is a team member says she is not a 'what ifs' sort of person and is embracing life. "I don't know how long I have left but the 12 years I have had with Nathan have been the happiest for me. I am determined to continue to fight for more time with my son.

"Nightingale House is truly a special place. Nothing is too much trouble for the staff. They sit and listen to me even if I think I'm talking rubbish. They listen to the stories of my life and how Nathan was my miracle baby at the age of 43. These stories and Nathan make me the person I am. The Nightingale team give me the time and listen without judgement."

Pictured left: Linda, enjoying some quality time with her 12-year-old son Nathan

VOLUNTEERING



Covid-19 has impacted all areas of the hospice including our committed volunteer workforce. Earlier this year, when lockdown hit, our hospice had to temporarily suspend all volunteering activity. This was not a decision we took lightly but our priority was to keep our volunteers, patients, their families and our staff safe. The only exception to this rule were the volunteers needed to support our new food delivery service (including our popular afternoon teas) which has proved to be a very successful service.

Many of our loyal, long standing volunteers are starting to return and we are pleased to welcome them back. However, some volunteers are unable to return and we now need to recruit new volunteers to support across Nightingale House.

OUR HOSPICE NEEDS YOU!

There are a huge variety of volunteering roles at Nightingale House, across our shops and cafés, at our fundraising events and in the hospice building itself and currently there are lots of volunteering opportunities available.

Currently we need volunteers to support our:

- Shops across Wrexham, Flintshire and Shropshire
- Our eBay shop
- Future events and fundraising activities
- Lottery - cash collectors
- Two cafés: Caffi Cwtch and Regent Street Café
- Community Outreach Service

Finally, a huge thank you to our wonderful volunteer workforce for all that you do, whether you have needed to stay at home over the past few months or whether you have stepped in to help out you have all played an important part.



FEELING INSPIRED?

If you would like to find out more please call 01978 316800 or email info@nightingalehouse.co.uk. We would love to hear from you!

Please note: Any volunteers that have been asked to shield will have to continue to stay at home. As much as we have missed you as part of the hospice family it is essential you stay safe.

OUR GENEROUS COMMUNITY D



DTCC have very generously donated £5290



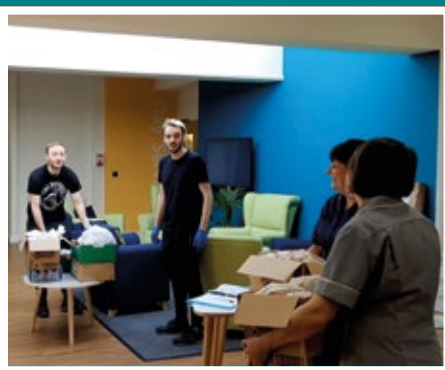
Twins Adam & Nathan Hughes ran 10k on VE day and raised £355



Ieuan Evans completed a 14 mile sponsored bike ride raising £434.61



Lesters Farm Shop & Susan's Coffee Shop donated fresh fruit and soft drinks



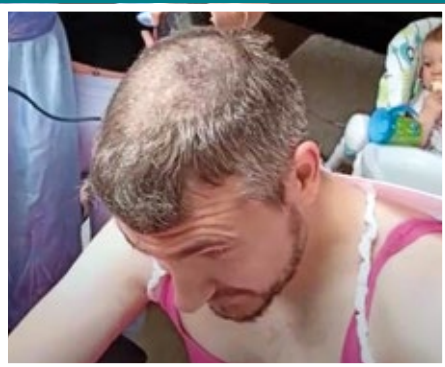
Everlands donated fish and chips to the hospice team during the lockdown period



22 friends came together as a team to raise £6410 in memory of their good friend Chris Edge



Morgane raised £400 selling her tie-dye clothing range at our Nightingales shop on Regent Street



Rhys Parry challenged himself to the ultimate lockdown haircut with his 'Terrible Trim' and raised £472



Marmalade Mary created laundry bags to aid with the safe laundering of our nurses uniforms



Village Bakery donated bread for patients, staff and volunteers

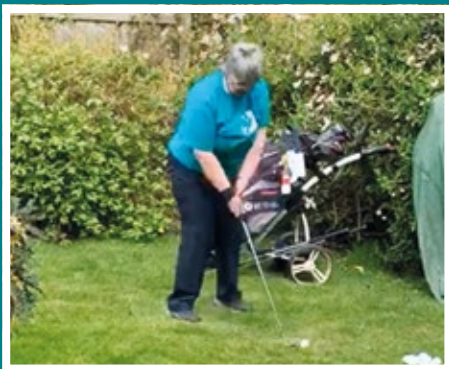


Knights Construction Group presented a cheque for £1951.01



Plastipak donated 2,300 bottles of water for patients, staff and volunteers

URING COVID-19 - THANK YOU!



Pamela Valentine hit 260 golf shots in 1 hour and raised £2605



Eleanor Dowsett ran 5k a day in May raising £1162



Nicepak donated Antibacterial Wipes



Katie Watkin 'self raised' £410 baking with a little help from her boys Ant & Oliver



The residents of Llanarmon-yn-Ial raised £1,880 from their 'Great Spud Fest' competition



Ipsen Biopharm encouraged their team's families to draw colourful pictures to help raise spirits



Rachel Hale took photographs of families on their doorsteps during lockdown raising £985



Kellogg's & sister company Portable Foods donated £1000 plus a generous donation of cereals



Cindy Jones & Samantha Roberts walked through wind and storms from Wrexham to Cardiff raising £2461



The Sun Trevor raised £1800 with a weekly virtual pub quiz!



Vocalist Shea Ferron, raised £270 with his virtual concert via Facebook



Wrexham Lager donated £500

RE-OPENING STORES

Along with all other non-essential shops our charity shops had to close at the end of March and we have had no income from them for the past few months.

Now that we can re-open our first priority is that our supporters, customers, volunteers and staff are safe. We have taken the appropriate steps to ensure this. You will find shopping in our stores a little different, but we want to make it as pleasant an experience as possible. We have limited the number of customers who can come into our stores at any one time and introduced one way systems for certain stores. You will find a hand sanitizer station when you enter the store and we have installed screens at till points and provided visors or masks to protect our customers, volunteers and staff.

Although we are allowed to open footfall in the High Street is very much lower than usual at the moment so we are taking a considered and measured approach to re-opening our shops.

Our Regent Street department store in Wrexham re-opened back in July and we have gradually re-opened our other shops over the past couple of months. Our final shops to re-open will be Oswestry and Rhos which will be opened by the end of October. Keep an eye on our website and social media for further updates.

In the meantime you can continue to support us by shopping online – through our eBay shop. Just like our stores you are never sure what you will find there. If you are interested in helping our online stores, whether that's listing, photographing items, doing some online research, then please get in touch.

VOLUNTEERS

The gift of your time and skills is a very precious thing and is something which we very much appreciate. Without our volunteers our shops would not be able to operate and raise funds for the hospice.

Volunteering is a great way to support the hospice and give something to the community. There are lots of benefits to volunteering. It's a great way to get out and meet people and be part of a great team. It can help you get back into work or add some experience to your CV.

In our shops we have a wide and varied number of roles so you can choose one that suits you. Whether that is looking after our customers or making sure that the windows and shop are as attractive as possible. You may have a special interest in fashion or books and enjoy sorting through the donations as they come into the shop. Whatever your interest there is bound to be something for you. Call in to your local store and speak to the manager who can tell you what opportunities are available.

A LOT OF LOVE!

Our new Gift Shop at the hospice is teaming up with Lot 11 Café in Wrexham to create a Pop-Up Gift Shop on the first floor of Lot 11 on Tuesdays, Wednesdays and Thursdays from 27th October – 17th December. There will be a selection of quality gifts including some local producers for you to choose the perfect gift. Follow our new Facebook page 'The Gift Shop at Nightingale House' for a range of products available and keep up to date with our plans for other pop-up shops before Christmas. All profits from the Gift Shop go towards funding patient care at the hospice.



THANK YOU for your donations and continued support during these challenging times.

giftaid it

Remember, if you are a UK taxpayer you can increase the value of your donation by 25% by Gift Aiding it to us when you bring it along. It is quick and easy to do. Ask in store for full details.



NIGHTINGALES

— RAISING FUNDS FOR NIGHTINGALE HOUSE HOSPICE —

DON'T DELAY, DONATE!

We are delighted to announce that our new shop in
BORRAS PARK has recently opened!

Situated in the busy parade of shops on Borrass Park Road this community shop is not only handy for shopping but also for dropping off donations.

BORRAS SHOPPING PARADE

Co-op / Dry Cleaners / Cafe
Fish Bar / Pharmacy / Hairdressers

**WE ARE
HERE!**

Caernarfon Rd

Borrass Park Rd

Norfolk Rd



To arrange a **FREE*** collection contact: **01978 262589**
regentstreet.shop@nightingalehouse.co.uk

*For safety reasons there are some items we can't accept. Collection subject to location. Collection on large items only.

OUR EVERLASTING WELSH POPPIES...

This year's meadow of everlasting Welsh poppies has been delighting visitors to Erddig Hall in Wrexham during the summer, as our campaign to celebrate life and well-being provided a stunning display.

We teamed up with the National Trust once again to promote the display of 1200 bright yellow poppies in the formal garden of the hall. It follows our successful sunflower campaign last year at Chirk Castle.

The vibrant yellow flower, custom-made by the British Ironworks Centre in Oswestry, is seen as a lasting reminder of a loved one and recognition of the hundreds of people who have been cared for at Nightingale House over the past 25 years.

The stalk of each poppy is hollow and enables the purchaser to place the name or a small photograph or a memento relating to a loved one. The campaign was kindly sponsored by businesses Excell Supply Ltd and DTCC.

The hospice had originally intended to display the poppies during June but due to the closure of all National Trust properties and gardens we had to put our plans back. The display instead took place throughout July and August.

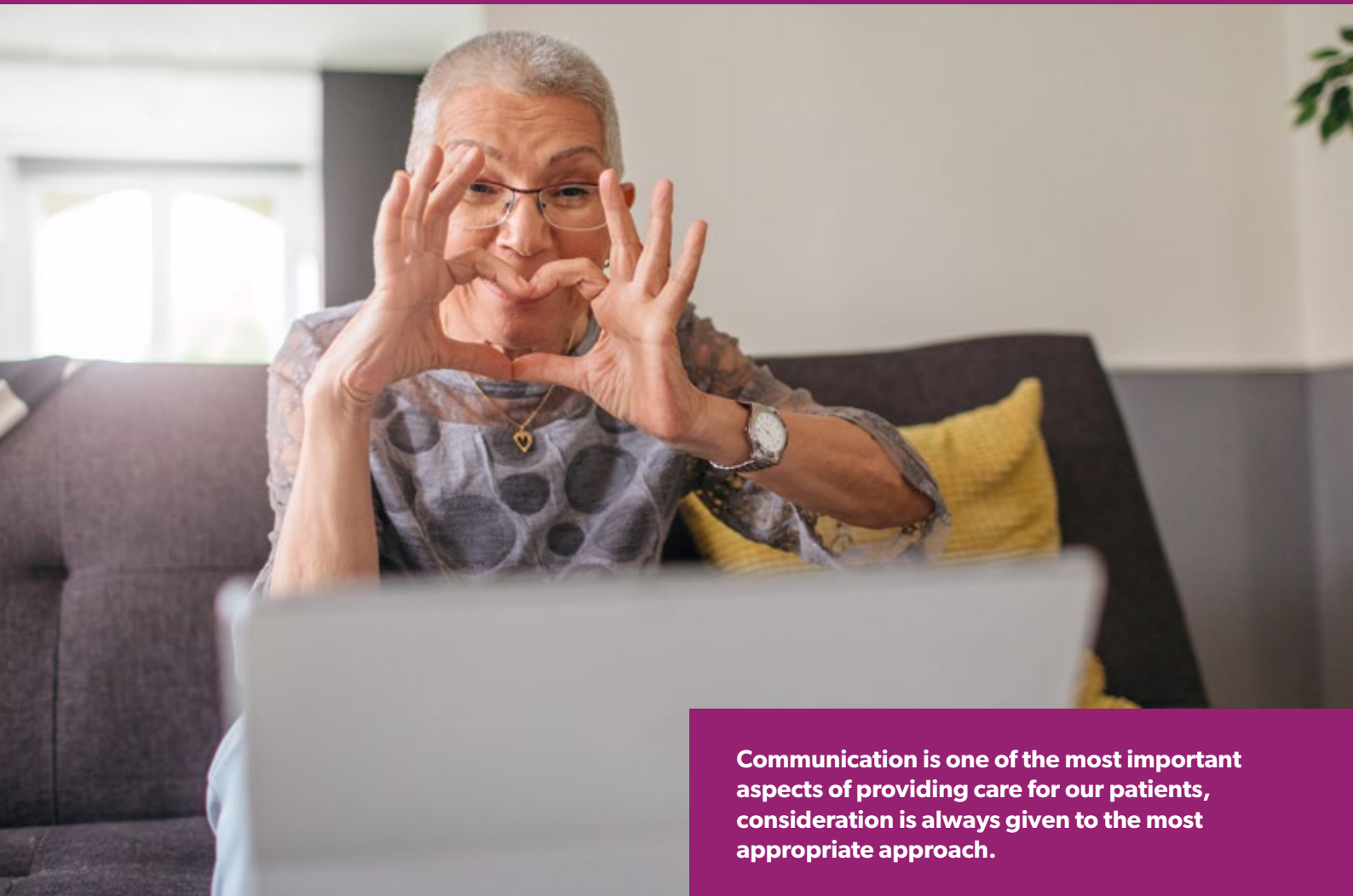
Delyth Underwood, In Memory Fundraiser at Nightingale House Hospice said support for the hospice was needed more than ever before. She said: "We were overwhelmed by the success of our sunflower meadow at Chirk Castle last year, therefore it seemed appropriate to find an alternative flower that our supporters would enjoy once again. The Welsh poppy has been incredibly popular and clearly demonstrates the love and affection our supporters have for the hospice across our locality."

Jon Everall of Excell Supply Ltd said: "Excell Supply are delighted to be sponsoring Nightingale House Hospice for the first time with this lovely fundraising campaign. The poppies looked spectacular at Erddig and have helped provide much needed financial support for this trusted local charity."



We are already busy planning our 2021 everlasting display - if you have a particular favourite bloom you would like to see as our featured flower next year then email delyth.underwood@nightingalehouse.co.uk with your ideas.

ONLINE CALLS KEEP OUR PATIENTS CONNECTED



Communication is one of the most important aspects of providing care for our patients, consideration is always given to the most appropriate approach.

To protect our patients and staff during lockdown we had to operate under strict guidelines. Day patients were no longer able to visit and access the valuable face to face services, including physiotherapy, hydrotherapy, bereavement support, aromatherapy, art and music therapy.

Kay Ryan, who heads up the Day Services Centre, organised regular online group calls to ensure patients were not left feeling lonely and isolated. The feedback from the day service patients and their families flooded into the team and have kept everyone motivated.

Jim said: *"I really miss coming in to the hospice every week, so these Zoom catch-ups are great for staying in touch. As I am in the vulnerable category I can't go out for three months so this is the next best thing."*

Ed said: *"I am self-isolating within my own home, so keeping in touch and to see familiar faces is really important and valuable to me."*

When Kathy visits the hospice she loves to get her hair done and meet up with friends. She said: *"I miss the camaraderie of being able to chat and whilst I am not a tech-type person I wanted to join Zoom to connect with everyone at Nightingale House."*

Garth said: *"I am missing the warm and welcoming atmosphere at the hospice and the lovely lunches from Caffi Cwtch."*

For Doreen [not her real name] it was an opportunity to discuss health concerns on a one to one basis. She said: *"I have been suffering with some health worries during lockdown but being able to connect with Kay and the team is very reassuring."*

Kay Ryan said: *"We felt that whilst we couldn't see each other face to face we could do the next best thing for all of us. The staff here were all missing the patients so we wanted them to feel part of the service even if they weren't attending."*

WHEN THE CHIPS WERE DOWN... MEALS REALLY DID MATTER!

When lockdown happened back in the spring the hospice team faced an uphill struggle to find alternative funds after the annual events programme was cancelled or postponed and our shops and cafés closed.

In an attempt to bridge some of the financial fundraising gap it was our award-winning Caffi Cwtch that shone out as a beacon of hope.

After the café shut its' doors following government advice, Head Chef Peter Jackson and his team continued on site providing all the specialist in-patient meals. As they had to be on the premises and with no customers visiting the café, Peter came up with the idea to turn their kitchen into a mobile enterprise and created 'Meals Matter'.

The new venture was so successful the service is here to stay and is currently being developed with a brand new menu. It has already turned out more than 4,000 takeaway meals and raised over £30,000.

Meals Matter has been well supported by a small team of volunteers that have helped take bookings, food prep in the kitchen and delivering the meals within a 5 mile radius of the hospice.

Peter said: *"It seemed sensible to utilise our professional kitchen for an alternative Caffi Cwtch experience. We had many customers who previously relished our café as a place to enjoy good food, meet their friends but most importantly create another income stream towards the hospice's running costs."*

Head of Fundraising, Laura Parry said: *"We knew that Caffi Cwtch held a special place in people's hearts and was already well supported. What we could never have dreamed of was how much the public would get behind us and appreciate the food that was being delivered out in the community."*

"We were just happy to do our bit to keep communities fed and connected. We cannot thank the public enough for the kindness and support they have shown us - it really is very humbling."

Our Catering team are busy developing new catering services including a corporate catering initiative and a frozen ready meals service – 'Meals by Caffi Cwtch'.



90 years young, Madge (pictured) celebrated her birthday with a delicious afternoon tea, made and delivered by the Meals Matter team!



Caffi Cwtch has now re-opened and is ready to welcome you back!

**Opening times
Monday – Saturday
10am – 4pm**

Tel: 01978 447550

VITAL SUPPORT FOR OUR MEALS MATTER SERVICE

North Wales Freemasons, through their Covid-19 Response Group, donated £9,500 to support our new food delivery service, which was launched to help some of the most vulnerable people in Wrexham County Borough by delivering meals to their homes during the pandemic.

The £9,500 grant from North Wales Freemasons comes through the Masonic Charitable Foundation, which is funded by Freemasons from across England and Wales. The grant has supported our hospice and enabled our staff and volunteers to continue to provide the food delivery service for many weeks during the lockdown.

John Hoult, Head of North Wales Freemasons said: *"I visited Nightingale House Hospice before the Covid-19 crisis and was impressed by their first class facilities. The warmth of the welcome from all the staff and volunteers highlighted why this is clearly a special place within the local community. I am delighted to see our significant support for this vital project and wish everyone at the hospice well with their new food delivery initiative."*



EXCITING NEWS FOR ALL GIN LOVERS!

This Autumn we will be launching our very own gin! We are working closely with a local award-winning distillery, Shropshire Distillery, to create our very own blend of botanicals to mark our special anniversary.

Ellesmere based Shropshire Distillery have won several awards for their gins since they started distilling back in July 2018 and now produce a series of premium gins.

As part of the partnership distillery owners Emma & Gareth (pictured right) are kindly donating a percentage of each bottle sold to help fund care of patients supported by Nightingale House. Nightingale House Gin will be available to purchase in 70cl bottles for £36.50 via a link on the hospice website.

If you would like to be added to the waiting list, please email info@nightingalehouse.co.uk or call 01978 314292.



FANCY THAT...

PINEAPPLES, BRIDES, ROWING ET AL!



Staff members from across the hospice were rocking the fundraising during lockdown. Laura Parry, Head of Fundraising and Lauren Tilston, Head of Income Generation donned fancy dress during the May heatwave as part of the national 2.6 Challenge. Kim Roach, a member of our lottery team also took up the challenge and rowed every day for 26 days on her rowing machine in her garage and Executive Assistant Sam Scott walked every day for six days with her family.

Charities across the UK were encouraged to take up the challenge to help the thousands of charities who were missing out on vital monies from runners participating in the annual London Marathon.

Both Laura and Lauren ran 2.6 miles every day for 26 days for the hospice. Laura took up her challenge dressed as a pineapple, whilst Lauren, together with her fiancé Mark chose different fancy dress each day.

Lauren and Mark who had to postpone their dream wedding abroad until next year, chose to dress as bride

and groom for their final run, that coincided with what would have been their wedding day, to a fanfare of cheers from neighbours, streamers and confetti.

Laura raised over £700 and Lauren and Mark raised £3,188 thanks to the kind generosity of friends, family and neighbours.

Kim's challenge was particularly poignant as she was rowing in memory of her husband Joe who had died from cancer three and half years ago. Kim and her two daughters Jessica and Katie had benefited greatly from the Bereavement Support Team at the hospice who guided them to come to terms with Joe's death. Her rowing challenge raised over £1,100.

Sam and her young family walked 2.6 miles every day during their six day fundraiser and together raised £761.



FEELING INSPIRED?

If you would like to fundraise and help your local hospice, please call 01978 314292!

MOUNT KILIMANJARO

IS IT ON YOUR BUCKET LIST?

Fancy challenging yourself to our most daring overseas fundraising adventure yet? We have just eleven spaces left on this trek of a lifetime to Mount Kilimanjaro, Africa's highest mountain (23rd September – 3rd October 2021).

Our eleven-day journey has been designed allowing gradual acclimatisation to altitude, this gives us the platform for summit success. With exceptional support, highly trained leaders and medics, we will achieve and conquer the trek together as one.

Looking for the ultimate trekking challenge, then look no further and achieve something incredible!



The outbreak of Covid-19 and its spread around the world has also had a major impact on this year's overseas challenge to Machu Picchu, Peru with our trek now being postponed to October 2021.

We are so grateful to this incredible group who even in these most challenging times have still managed to raise over £60,000. If the Inca Trail is on your bucket list a small number of places have now become available!

CHALLENGE YOURSELF!

Many of our supporters choose to take on a challenge for us to raise money supporting the work of the hospice. Whether you are into walking, cycling or trekking there is a challenge for everyone. Join an event below or choose your own challenge and let us know you're taking part!

SNOWDON AT NIGHT (22ND - 23RD MAY 2021)
Conquer Wales' highest mountain by night!

HADRIAN'S WALL (25TH - 27TH JUNE 2021)
Plan your invasion and conquer Hadrian's Wall!

LONDON TO PARIS (14TH - 18TH JULY 2021)
Four days, two capital cities, one awesome adventure!

WALES END TO END (12TH - 15TH AUGUST 2021)
From Anglesey to Cardiff, conquer Wales by bike!

For more information contact Bethan in the fundraising office on 01978 314292



LIGHT UP A LIFE GOES DIGITAL!

Every year hundreds of people dedicate a light to loved ones on our Light up a Life trees and raise thousands of pounds to provide expert care and support to local people at Nightingale House.

Covid-19 changed many plans this year however we are determined to celebrate Light up a Life. We will be using modern technology to offer you more ways to make your special dedications and remember loved ones during this difficult time.

While you will still be able to make dedications the traditional way, for the first time you can leave a message and photograph of your loved one and your light can feature on a virtual Christmas tree online. Whether you are dedicating virtually or in the way you have done in the past, a light will be illuminated on trees at the hospice.

Services may look a little different too. Services are planned for Wrexham, including a special anniversary service at St Giles Parish Church and further potential services across the area.

Rest assured that these will only go ahead if we feel it is safe and government guidelines allow. The well-being of our supporters and the community is a priority.

On 6th December a service is planned at St Giles Parish Church, Wrexham at 4pm and a smaller hospice service will take place on 11th December at 6pm. Regardless of whether we can come together, we will be filming a service for you to watch from the comfort and safety of your own home.

One way or another, we will share this special time and our Christmas trees will shine bright with hundreds of lights. We are monitoring Government guidance and will share plans as soon as we can.

There is no minimum donation, all we ask is that you are as generous as possible, so you can keep helping "make every moment count" for patients and families.

If you would like further information, contact 01978 314292 or email info@nightingalehouse.co.uk

WHAT'S ON AT BELLIS BROTHERS?

Festive Christmas Weekend

Saturday 28th November & Sunday 29th November 2020

Join us for our 'Festive Weekend' and help us raise essential funds for Nightingale House Hospice.

Come and see the real reindeer outside amongst our Christmas trees and visit Father Christmas. Instore Christmas shopping, festive music, a festive craft and gift marquee and more.

NB. We will not be doing our Friday Night Christmas Launch night this year.

Breakfast with Santa

Adult £8.95 to include breakfast and a drink. Children £8.45 to include breakfast, a drink and a gift from Santa at your table. Please call the restaurant direct on 01829 272031 from 1st October 2020. Maximum table size of 6.

Santa's Grotto

11am - 4pm £5.00 per child. Immediate family only.

For more information on any of the above including available dates please visit bellisbrothers.co.uk or ring 01829 270 302 for bookings.

To ensure compliance with Covid-19 requirements everyone visiting Santa's Grotto and Breakfast with Santa this year will need to **BOOK IN ADVANCE**.

Please do not turn up on the day without prior booking. Proof of booking will be required on arrival.

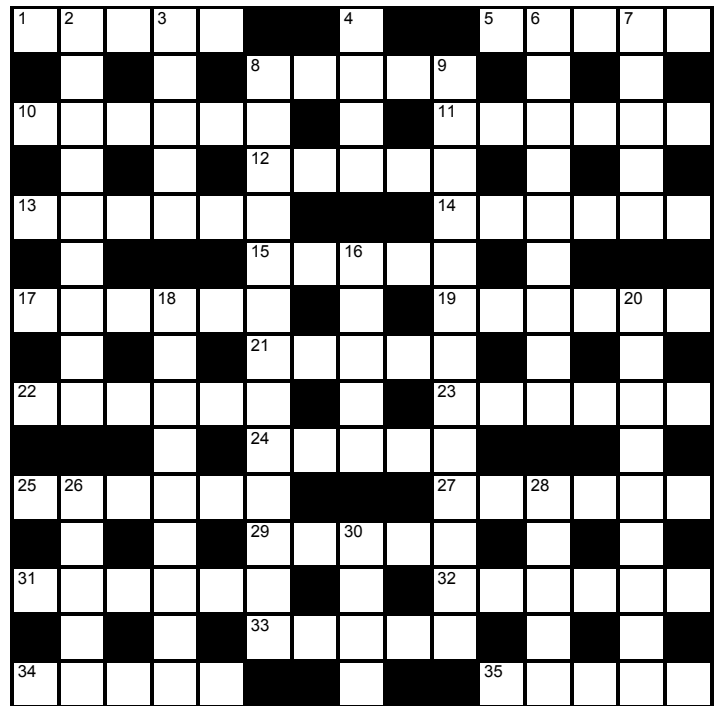
Grotto will be open and is subject to Welsh Government Covid-19 Guidelines, please check Bellis' Brothers Website and social media sites for any updates on the day you are due to attend. Social distancing measures and facemask guidelines will be in place for all the above events.

**Bellis Brothers Farm Shop and Garden Centre
Holt Village, Wrexham, LL13 9YU**

WYT TI'N SIARAD CYMRAEG?

Byddwn yn cynhyrchu fersiwn electronig o'n cylchlythyr Cymraeg, a gallwch gael y ddogfen ar gais neu o'n gwefan. Os hoffech chi gael copi papur, cysylltwch â'n hadran codi arian ar 01978 314292.

Cafodd y cylchlythyrâu blaenorol eu cyfieithu'n rhad ac am ddim yn garedig iawn gan Gareth Evans Jones.



CROSSWORD CHALLENGE

Can you complete our crossword in less than an hour?

Across

- 1 Eyots (5)
- 5 Rubbish (5)
- 8 Incantation (5)
- 10 Russian sleigh (6)
- 11 Defence covering (6)
- 12 Having the form of a song (5)
- 13 Sister of Mary and Lazarus (6)
- 14 Resident of e.g. Nairobi (6)
- 15 Stage play (5)
- 17 Scratched (6)
- 19 Plan (6)
- 21 Cuban dance (5)
- 22 Prolonged lack of food (6)
- 23 Professional killer (6)
- 24 Locations (5)
- 25 Workshop machinery (6)
- 27 Pressed (6)
- 29 Grecian architectural style (5)
- 31 Go back (6)
- 32 Beast (6)
- 33 Porridge (5)
- 34 E.g. Tarka (5)
- 35 Is inclined (5)

Down

- 2 Rill (9)
- 3 Throw out (5)
- 4 Not in any circumstances (Poetical) (4)
- 6 Recall past experiences (9)
- 7 Sweat room (5)
- 8 Mayonnaise (5,8)
- 9 Lazy (13)
- 16 Allow to enter (5)
- 18 Storage building (9)
- 20 Home of Elvis (9)
- 26 Representative (5)
- 28 Oil source (5)
- 30 Part of speech (4)

Across: 1 Isles, 5 Trash, 8 Spell, 10 Troika, 11 Armour, 12 Lyric, 13 Martha, 14 Kenya, 15 Drama, 17 Clawed, 19 Design, 21 Rumba, 22 Starve, 23 Iceman, 24 Sites, 25 Lathes, 27 Ironed, 29 Ionic, 31 Return, 32 Antimal, 33 Gruel, 34 Otter, 35 Tends.
Down: 2 Steamier, 3 Eject, 4 Never, 6 Reminisce, 7 Sauna, 8 Salad dressing, 9 Lackadaisical, 16 Admit, 18 Warehouse, 20 Graceland, 26 Agent, 28 Olive, 30 Noun.

Win up to £2500

Support patient care... join our weekly lottery.

begambleaware.org

NIGHTINGALE HOUSE



01978 313134

nightingalehouse.co.uk/lottery

CHRISTMAS SUPER DRAW



17.12.20

£5K, £3K & £2K PRIZES TO BE WON!



Nightingale House Hospice
Hospis Tŷ'r Eos

01978 313134
NIGHTINGALEHOUSE.CO.UK