

NIGHTINGALE

HOUSE HOSPICE

NEWSLETTER SPRING 2023

Presenting Phase 4...

"We share our exciting plans to modernise the In-patient Unit."

- Laura Hughes, Ward Manager

SEE PAGE 3
for more details...

WELCOME

Welcome to our Spring Newsletter.

I am pleased to be able to provide you with an update on a number of exciting new developments at Nightingale House.

Nightingale House will shortly be embarking upon the fourth and final phase of its extensive modernisation programme. The first two phases which commenced in May 2019 involved a redesign of all day services provision, now known as the Wellbeing Centre, new rehabilitation and gym facilities, a new patient and visitor reception, the creation of a new hospice gift shop, the creation of the new Bradbury Atrium and the redesign of the Grove Road entrance for the in-patient ward. The third phase which commenced in September 2021, involved the development of a new 27 space patient and visitor car park on land adjoining the hospice. The fourth phase will involve a complete redesign of our in-patient ward and will provide the very best facilities and environment for our patients and their loved ones, our staff and volunteers. Work on the new in-patient ward will commence in April and is scheduled for completion in December, with the new facilities being available for patients early in the New Year. For the duration of the works we are looking to acquire suitable temporary accommodation to ensure that we are able to support our community with continuous in-patient care. This will represent a huge challenge for the hospice, both financially and logistically, but this is a challenge that, with the continued support of our community, I am confident that we will deliver on. All other patient services at the hospice will remain open whilst the ward is closed.

The entire hospice modernisation programme represents a £5m investment and will ensure that Nightingale House has excellent, state of the art facilities which will help future-proof the delivery of patient care for the next 20 years. All aspects of the hospice modernisation have been designed to accommodate increased patient numbers and deliver on the strategic aim of the hospice to provide help and support to as many patients as possible. This significant investment in the future of the hospice would not have been possible without the wonderful support of our community over many years. We will need your support more than ever this year in order to fund the in-patient ward modernisation and to fund the cost of the temporary relocation of the in-patients. The hospice belongs to its community and upon completion of the modernisation, the community will have the very best hospice facilities available, facilities which will provide an opportunity to increase future patient capacity.



Writing this article in early March, it has recently been announced that Betsi Cadwaladr Health Board (BCUHB) is re-entering special measures. I would like to assure everyone that Nightingale House hospice will not be directly impacted by the latest developments at BCUHB. We are an independent hospice and we are well positioned to continue to provide the very best care for our patients, and support for their loved ones.

Nightingale House Hospice recently announced exciting changes to their medical structure across clinical services. Nightingale House has formed a new partnership with Supportive Care UK Ltd which will ensure that medical and healthcare professionals are combining their skills, knowledge and experience to discuss the treatment of individual patients every day. Prior to August 2022 the hospice was reliant upon BCUHB for consultant input. Supportive Care UK now provides the hospice with a sustainable model for the ongoing delivery of excellent specialist palliative care for our patients, and a first-class weekly training and development programme for our medical and clinical teams. The partnership will also provide capacity for future service expansion which aligns to our strategic vision of increasing the number of patients that we are able to support.

In January, Nightingale House Hospice relaunched and rebranded their Day Services unit to the Nightingale Wellbeing Centre and introduced a brand new 12-week Wellbeing programme centred around holistic and individualised patient care. The programme, which has been developed by the medical and clinical teams at the hospice, has received very positive feedback from patients attending. This new initiative will ensure that we are able to support more patients and meet the growing needs of our community. Other services, such as outpatient appointments, complementary therapy and rehabilitation will continue to run alongside the Wellbeing Programme and provide ongoing support to patients and their families.

In February, Nightingale House hosted and delivered a training programme for 32 GP trainees from across North Wales and Mid Wales. The programme had been requested by Health Education and Improvement Wales (HEIW) and we were delighted to have the opportunity to raise awareness to the next generation of GPs to the growing range of patient services and the level of expertise which we are now capable of delivering. Hopefully, the enhanced awareness of the range of hospice services will in the future lead to more timely patient referrals. Feedback from HEIW and the GPs who attended was excellent and we will continue to work with and support HEIW with future training delivery to other healthcare professionals.

These are just two recent examples of a new patient service innovation and our ability to deliver an excellent educational programme. The success of both are a result of the sharing of knowledge and great teamwork which exists between the medical and clinical teams at the hospice.

As an independent hospice, Nightingale House will continue to innovate ways of enhancing our patient services and increasing our patient capacity. We know that we have some significant challenges ahead of us in 2023. The building of the new ward and the temporary relocation of our in-patient services will fully stretch all of our resources, but we are determined to continue to deliver excellent patient care and support our community throughout this difficult period.

I would like to acknowledge and thank everyone who has supported Nightingale House in the past and those who continue to do so. As a charitable hospice, your continued support is vital to help sustain future patient care.

Thank you.



Steve Parry, Chief Executive Officer

MISSION STATEMENT

To provide services for individuals and their families living within North East Wales and the border areas who are living with a diagnosis of a progressive and/or life-limiting illness, delivered when possible in the location of their choice and always within the resources available to Nightingale House Hospice.

Following an assessment of physical, emotional, social and spiritual needs, services will be delivered by a multi-disciplinary team trained and competent to meet the needs of all patients, including those with complex, specialist needs.

VISION

To provide excellent, personalised and compassionate care for those living with a progressive and/or life-limiting illness in our community and support for their families and loved ones.

VALUES

Values apply within every setting, interaction between staff and volunteers, how we treat patients and families, how we engage with partner organisations, supporters and suppliers. At all times we strive to be **compassionate, inclusive, honest, respectful, and proactive.**

ANNUAL GENERAL MEETING

Thursday 8th June 2023, 10:30am

At Nightingale House Hospice,
Chester Road, Wrexham LL11 2SJ

For further information please contact the hospice.

CONTACT US



Nightingale House Hospice,
Chester Road, Wrexham, LL11 2SJ



01978 316800



info@nightingalehouse.co.uk



nightingalehouse.co.uk



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Company Number 2906838

PHASE 4 MODERNISATION OF THE IN-PATIENT UNIT



■ Phase 4 will complete the hospice modernisation programme.

Following the completion of the modernised Wellbeing Centre, Rehabilitation Centre and build of the new patient and visitor car park, the hospice has now turned its focus to the modernisation of the In-patient Unit.

Over the last 25-30 years the hospice movement has steadily evolved from ward style in-patient units (usually based in hospitals) to purpose-built hospices with multi bedded rooms. However, the hospice now needs a more significant change to meet current best practice and the needs of the community.

The project involves a complete transformation of the In-patient Unit and the patients and their families are at the heart of the project. Whilst we are building within the existing footprint, everything but the external walls and roof will change, a major reconfiguration of the ward, including replacing the current conservatory with an additional bedroom. This will create 12 individual bedrooms instead of our existing 10 bedrooms.

The care we provide for future families will be greatly enhanced by the Phase 4 plans. The primary alterations to the In-patient Unit will be:

- Converting the current 10-bedroom layout to a 12-bedroom layout. Improving patients' experience with a range of bedroom configurations to meet individual needs and allow more flexibility for family visits.
- Each bedroom will include an ensuite wet room, a fully adjustable hoist and toilet, a bed, a mattress, and air conditioning. The new lifting equipment will make bathing and personal facilities more adaptable and convenient for patients and staff.
- All bedrooms and other areas will be decorated for a mood enhancing environment using colours such as green (nature, healing) and blue (trust, peace).

“

Our aim is to improve the patient experience. Facilities need upgrading both for the comfort of the patient and to allow us to care for them in a more up-to-date clinical environment.

The plans also include additional relative rooms to allow patients' loved ones to stay with them.

”



Laura Hughes
Ward Manager

- Creating a room layout for easily accessible individual patio areas. It is well known that being able to see and experience nature, particularly when a bed can be pushed onto patio areas, at the appropriate time, can improve wellbeing and allow for peaceful reflection on the beauty of nature.
- Closer facility allocation allows staff and volunteers to spend more time with patients while reducing 'travel time' for nurses and healthcare support workers. Remodelling the service rooms, such as having two sluice/laundry rooms to ensure one room per ward wing.
- Establishing two separate nurses' stations, one for each wing, to improve patient safety by allowing staff to observe the patient rooms in their wing, enabling them to respond to patients' needs more quickly.
- Create a kitchen area with dining facilities.



The total cost of the project will be £2.7m, our biggest investment since the hospice first opened its doors over 27 years ago! We are very grateful to the Foundations and Trusts, businesses and individuals that have already committed funds to Phase 4.

The works begin this Spring with the aim to complete before Christmas 2023, so we will be busy raising vital funds throughout this year to enable the In-patient Unit to be transformed.

WE'RE HERE FOR EACH OTHER



We are extremely fortunate to be able to spend quality time with our patients. They're always eager to share their stories and provide feedback so we can continuously improve our services.

From the perspective of a former medical professional, Beatrice (pictured) discussed her hospice care experience.

"I have heart disease, so going to Nightingale House has really helped both me and my husband. It's given him a break, and it's provided me with the opportunity to learn new skills and enjoy the sense of community that comes with being here. My husband has been caring for me for a few years, and it's become a little stressful at times, not because I'm difficult to care for... but having a day off has allowed us to relax and stop worrying all the time. There's a caring atmosphere here that makes you feel... feel like you're not the only one going through this."

"You get a lot of support from other patients and the staff, we're all in it together, you know... that's how it feels here."

As a former nurse, Beatrice understands the importance of caring for patients and their families...

"I used to be a nurse, and it breaks my heart to think that people aren't always taken care of, especially in their final years... My cousin was a hospice patient in Liverpool, and just like here, they took excellent care of her and the family. So I knew before I came here that hospices are compassionate places. It's good that there are places like this, where people can get the extra care they need."

People may feel isolated before coming to a hospice, especially if they've been ill for a long time, Beatrice added...

"You don't have the same social interaction; you can't always get out... I felt almost frightened to be part of society, I thought... I can't do this, I can't do that - especially through Covid. Coming to the hospice makes my life seem more normal, do you know what I mean?"

"You get very well looked after at Nightingale House... 100%."



MIDNIGHT WALK

Our flagship event: The Midnight Walk will be returning on Saturday 24th June 2023 to celebrate the events 15th anniversary year in style!

Beginning at Llwyn Isaf, Wrexham supporters across the community will join together once again to help raise much needed funds for Nightingale House Hospice. This year, there will be a brand new 5k route and the established 10k route to choose from with some fun stops along the way.

Participants can arrive from 9pm to enjoy live performances and activities taking place on the event field to keep you entertained whilst we wait for the clock to strike midnight!

We will be joined by some local food vendors so you can purchase some tasty pre-walk treats and the legendary bunny ears will be making their return along with some brand new glow merchandise on offer!

**SCAN ME
TO FIND OUT MORE!**



or call the fundraising team on 01978 314292

THE MIDNIGHT WALK IS KINDLY SPONSORED BY:

**RHAGOROL O'R TAP
WONDERFUL ON TAP**

**HAFREN
DYFROWY**
severn dee

HOYA



Graham pictured with
'Pets As Therapy' dog 'Barney'

GETTING BACK TO WHO WE BOTH WERE...

We met with Graham, while he was attending an art therapy session in our Wellbeing Centre, to discuss his situation and how he benefits from his time at the hospice.

"Well, the thing is when you've got cancer, and particularly over the last few years, my wife and I have been struggling with the whole situation. We've been stuck at home not seeing anybody or doing anything.

"The main thing that we're both hoping to get out of coming to Nightingale House, which we are, is finding out how to be who we were again. Just to be able to have conversations with people and do things like this, art therapy... it's a way of trying to get back to who we both were.

"Today's art therapy class is good because it means that we've got a bit of space between us, my wife is doing what she wants to do and I'm here, out of her hair, it gives my wife a bit of a break as well."

Graham expressed how much he valued visiting the hospice....

"It's such a joyful place to be, it couldn't be nicer... everybody's lovely. And it's something I look forward to... it's the highlight of the week.

"The warm welcome you receive, and the service are the best things about coming to the hospice. The service... it's second to none, second to none."

"I explained to my family that you don't go to a hospice to die; you go there to live. For me, it feels serene in the hospice, that's how I'd describe it... serene. People who don't know or haven't been here may not understand."

SUNSHINE MEADOW

5TH ANNIVERSARY

The Nightingale House Hospice Sunshine Meadow was borne out of the need and importance to pay tribute to those we have loved during our lifetime.

In 2023 we are celebrating the Meadow's 5th Anniversary by returning to the National Trust Chirk Castle. The Meadow has been a reflective tranquil haven in the heart of our local National Trust properties for several years honouring treasured friends and family. This year you are invited to dedicate your own Nightingale Snowdrop which can be purchased from the hospice in return for a donation of £30. Your snowdrop could be a touching tribute to the life of a loved one or a beautiful gift for someone you love and treasure every day.

This year a meadow of 1,000 Nightingale Snowdrops will be displayed at National Trust Chirk Castle – a property synonymous with snowdrops and their natural home. You will have the opportunity to come and appreciate this beautiful display with an idyllic and breathtaking back-drop of Chirk Castle.

Continuing their work within the community, the National Trust have kindly agreed to host the Meadow from 3rd - 30th June. The snowdrop is a flower that blooms in early spring but your Nightingale Snowdrop will of course, flower all year round as it is another everlasting, unique, hand-crafted flower.

To buy your very own Nightingale Snowdrop, you can scan the QR code below, visit our website, or telephone the hospice on 01978 314292. Rather than each flower having a Certificate of Dedication, this year there will be a Book of Celebration in which you can write your dedication and leave your own personal message. This book can be viewed all year round when the hospice is open.

1,000 snowdrops are available to pre-order from 1st March 2023 and will be available for collection once the display has ended.



SCAN ME!
FOR MORE INFO



The stunning Chirk Castle in North Wales, which boasts breathtaking views across the Cheshire and Shropshire plains, is the setting for this year's Snowdrop display.

BUSINESS SUPPORT

WHY CHOOSE TO BECOME A CORPORATE SUPPORTER?

At Nightingale House Hospice we understand the value of corporate relationships, and how important it is to work together closely, for mutual benefit. Here are some ways you can support us:



VOLUNTEER STAFF TIME

Volunteering is hugely important at Nightingale House with over 400 people giving up their time to help us each year. Volunteering has great team building benefits. We have lots of different volunteering roles available to businesses at the hospice, from gardening days to helping wrap Christmas presents and larger project work from time to time.

SPONSOR AN EVENT

Sponsoring one of our events is a fantastic opportunity to get your brand seen by thousands of local people and to show your commitment to your community. We have a range of events each year, from 10k runs to Gala Dinners and concerts with sponsorship packages ranging from just a few hundred pounds to exclusive sponsorship deals.



TAKE PART

Encourage your team to take part in a hospice event or challenge. There are huge benefits in taking part as a group such as team building, staff morale and CSR objectives. There are many options available that will suit varying work patterns and abilities. From walks to dinners, local challenges to overseas 'bucket list' adventures!

My goal is to establish new relationships while nurturing existing ones. Our corporate partners provide us with important support. The more time I've spent getting to know them the more I've been moved by their dedication and the creative ways they work together to raise money. Whether it's through internal fundraising initiatives like office triathlons, sponsoring events like our famous Midnight Walk, or giving up their time to volunteer to wrap Christmas gifts; everything they do makes a difference.



Sarah Povey

Corporate Partnership Lead



CHARITY OF THE YEAR 2022 - 2023

David from Charles Owen Wrexham shared how they feel about working with us: **"It has been a great year supporting Nightingale House and knowing we are making a difference in supporting such an amazing charity. Nightingale House has supported a number of our employees and family members over the years and we take pride in being able to give something back."**

We would like to say a very big 'thank you/diolch' to the team at DTCC, Wrexham for their continuous support throughout the year. In addition to sponsorship, personal challenges and fundraising, the company has donated money towards the new In-patient Unit to build upon the money they donated for the first two phases of our modernisation programme.

To explore other ways your company can benefit from supporting Nightingale House, or to register interest in our corporate events please contact Corporate Partnership Lead sarah.povey@nightingalehouse.co.uk

EVENTS

01978 314292
nightingalehouse.co.uk/events
fundraising@nightingalehouse.co.uk

MIDNIGHT WALK

THE MIDNIGHT WALK

Llwyn Isaf, Wrexham | Saturday 24th June 2023 | £20 Registration
Sponsored by Hoya & Hafren Dyfrdwy

Join us for another glowing night of fun, laughter and midnight walking! Choose between a 5k or a 10k route. Registration fee includes a Midnight Walk T-shirt, Nightingale reusable water bottle and refreshments on completion of the walk!

NIGHTINGALES MOTORFEST

9th July 2023 | 10am

Under 5s - FREE | Children (U16) - £4 | Adults - £7 | Family of 4 - £18

Join us for Wrexham's BIGGEST motor show! We will be joined by a variety of different cars, bikes, buses and campervans! From classics to super-charged and thrilling motor displays too! To be added to our exclusive mailing list and hear the news FIRST please email: fundraising@nightingalehouse.co.uk



OSWESTRY BALLOON CARNIVAL

Cae Glas Park | 19th & 20th August 2023

Organised in partnership with Oswestry Town Council, Spirit Operations and Oswestry BID. Join us for a fun filled weekend with stalls and entertainment whilst helping raise much needed funds for the hospice.



NIGHTINGALE 5-A-SIDE TOURNAMENT

Penycae Football Club | 17th September 2023

£50 Team Registration (£500 team minimum sponsorship)

Come and join us to experience the passion, competition and camaraderie of the beautiful game. Delivered in a knockout format, this unique team building experience is the perfect opportunity to drum up team morale and kick-off new connections.



STRICTLY NIGHTINGALES

Carden Park Hotel | 14th October 2023

Sponsored by Transcontinental AC UK Ltd

Contestants from across the local community will be paired up with professionals to train and perform a Latin or Ballroom style dance this autumn. It's an evening full of glitz, glamour and delicious food and drink, not to be missed! 'Keeeeeep dancing!'

Strictly Nightingales



INTERESTED IN ATTENDING ANY OF THE ABOVE?

Scan the QR code for more details or email fundraising@nightingalehouse.co.uk

THANK YOU TO O



Wrexham Police vs Legends football match raised **£541.47**



Erddig Rotary Club organised a choral concert raising **£1,000**



Gresford Sailing Club auction raised **£400**



Tesco Wrexham for their continued support & donations in kind



Nags Head, Wrexham raise funds from their quiz nights



Ollie & Harvey have been working hard on our Robin Campaign



Ifor Jones, aged 90, donated in lieu of his birthday presents



The Cefn Albion FC charity bike ride raised **£1,500**



Dale Irving & Borras schools Christmas song raised **£2,200**



All Saints, Gresford Christmas Tree Festival raised **£844.07**



Michael Williams organised Santa visits raising **£800.00**



The Kingsmills pub organised activities to raise **£908.32**

OUR COMMUNITY!



Wrexham Farmers ladies' section raised **£1,566.50**



Asda Wrexham for their continued support & donations in kind



Cefn Community Club 'A' Domino Team raised **£410**



St Chad's Bell Ringers, Holt raised **£150**



Eagles Meadow facilitated a bucket collection raising **£531.31**



Sun Trevor, weekly quizzes have raised an incredible **£22,981**



The Charity Tractor Run through Wrexham raised **£5,000**



Caffi Wylfa/Glyn Wylfa have supported and hosted many events



Côr Meibion Trelawnyd raised **£2,646**



Hawarden Community Events Committee raised **£500**



Mrs MMP Kendrick raised over **£5,530** selling jams and chutneys



Route Master 4 Hire vintage bus service raised **£1,796.18**

KILIMANJARO TREKKERS SMASH £115,000 FUNDRAISING TARGET



A group of twenty-three incredible hospice fund raisers recently completed the latest in a series of overseas challenges.

The group endured a seven-day 66k trek reaching the 5895m summit of the famous Kilimanjaro in Tanzania. Climbing one of the most impressive mountains in the world has been one of the group's most challenging charity treks at altitude.

Raising money for patient care at the hospice, many took part in memory or to celebrate the life of a loved one. This was the hospice's fourth international challenge and had been postponed in 2021 because of the pandemic. Remarkably, it took place just eight weeks after some of the group had returned from completing the Inca Trail trek in Peru.

Their Kilimanjaro adventure started at Machame Gate when they began a steady ascent through rainforest.

The group pushed on trekking until they reached the Shira Plateau. There they were rewarded with great views of the mountain and magnificent views of Mount Meru rising above Arusha Town.

Reaching Lava Tower was an important acclimatisation day climbing to 4,600m. On the following day they conquered the Great Barranco Wall which involved lots of scrambling using hands and feet before reaching the mountain summit on the seventh day.

Challenge Events Coordinator Bethan Scott who took part in the trek said: ***"I am so proud of this incredible group of trekkers taking on Mount Kilimanjaro, the highest mountain in Africa and the highest single***



free-standing mountain above sea level in the world. I saw first-hand how being at altitude affected our team, including nausea, headaches, lack of oxygen and acute mountain sickness.

"The courage, determination and sheer will to succeed shown by this group was inspirational. They found a way to overcome every obstacle. Personal targets were smashed, friendships were formed, and bodies were pushed to the limit.

"Reaching base camp as a team and then starting our final ascent at midnight, stopping every 15 minutes to tackle the last section is a memory we will never forget. We knew it would be tough but it more than exceeded our expectations. The mountain is brutal, and no one knew how their body would react.

"Thanks and appreciation go to all our supporters, our team of Tanzanian guides and our UK support team who were with us every step of the way."

CAMINO DE SANTIAGO TREK

Our next international challenge will be the classic Camino De Santiago pilgrim trek taking place in October 2023. The trek has been extremely popular, and we now have a waiting list of reserves.

Anyone interested in taking part in a challenge should contact:
bethan.scott@nightingalehouse.co.uk

**2024 CHALLENGE ANNOUNCEMENT
COMING SOON!**

CELEBRATING A NEW PARTNERSHIP



Dr May Khaing



Dr Husna Munsoor



Nurse Consultant
Tracy Thomas



Dr Jessica Roberts



Dr Melissa Everett



Dr Charlotte Healey



Professor Matt Makin



Dr Jonathan Martin



Dr Richard Alleyne

Pictured: Nightingale House and Supportive Care UK team

We have formed a new partnership with Supportive Care UK, which will provide consultant cover across the hospice as well as full virtual support to our medical team, while offering out-of-hours support for nursing staff. Nightingale House doctors, GPs, nurses, and therapists collaborate with specialist palliative care consultants to provide patient-led care to the local community. This means that medical and healthcare professionals use their combined skills, knowledge, and experience to discuss the treatment of individual patients every day.

Prior to August 2022, our hospice relied upon the local health board, BCUHB, for consultant input. The new partnership with Supportive Care UK will ensure that Nightingale House has access to the very best consultant support for a sustainable model for the future delivery of patient services.

Steve Parry, Chief Executive at Nightingale House Hospice, explained, ***"The support provided by Supportive Care UK, united with the hospice's in-house medical team, means that the hospice is able to continue to deliver excellent palliative care and will open opportunities for future service expansion. The hospice is grateful to BCUHB for their consultant***

support over the years and is looking forward to continuing to work with the health board to ensure our mutual patients receive the very best care."

Communication is key to delivering patient care, ensuring that the treatment being delivered is centred around the patient and their family.

"At Nightingale House, we have several group discussions about the decisions being made and what is best for the patient, which is very rewarding."

- Jessica Roberts, Nightingale House GP

The medical team at Nightingale House and Supportive Care UK are working together to positively impact patients and their family's experience using the hospice services.

CEO at Supportive Care UK, Charlotte Healey, explained, ***"Supportive Care are delighted to have partnered with Nightingale House Hospice to provide consultant support to their existing medical team. SCUk consultants meet twice weekly to conduct Board rounds and multi-disciplinary teams as well as being on hand to provide telephone advice 24 hours per day/365 days per year, deliver bespoke training and clinical supervision."***

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TO TICK THE
GIFT AID BOX!**

BEHIND THE SCENES

Our volunteers' incredible support is critical to the hospice's success in providing comfort, care, and compassion to every patient. They help us in a variety of ways, including running our cafes and serving much needed cups of tea to our visitors, tending to the hospice gardens, helping with patient transport, working at our shops or at our fundraising events and assisting staff on the In-patient Unit, to name but a few roles.

Sue and Jo oversee and coordinate the efforts of these volunteers. Together they ensure that all volunteers are appropriately trained and supported in their work.

"As a volunteer it is really important to feel appreciated and valued. I definitely feel appreciated and valued here; Jo and Sue worked with me to find a volunteering timeslot that worked for me, which I greatly appreciate."

- Reception Volunteer, Helen Paddock

"Without Jo and Sue, the hospice's retail arm could not function. They work alongside the retail team to support the 150+ volunteers who work in our stores. They are involved in the hiring process from start to finish and help us retain a great workforce within our community. I appreciate their efforts and dedication to the hospice."

- Katie Roberts, Head of Retail



Pictured: Sue and Jo work with over 400 volunteers at our hospice and shops.

VOLUNTEERING

BE A YOUNG PERSON HOSPICE HERO

Schools and colleges are a vital part of the hospice community. Volunteering through fundraising projects, campaigns and hospice events offers students vital real-life skills to complement their education whilst supporting their local hospice.

What do you as a young person hospice hero offer by volunteering?

- Your skills and abilities
- A fresh perspective
- Energy and enthusiasm
- An extra set of hands

If you or someone you know is working towards their Silver or Gold Duke of Edinburgh awards, Welsh Baccalaureate or studying Events Management, Marketing or Business at higher education please do get in touch so we can talk all things volunteering.

No matter what activity you choose, your support will help us care and support more local people at the most difficult times of their lives.

Please contact volunteering on 01978 316800 if you have a skill ranging from handicraft to gardening, hairdressing and beauty, driving, or a hobby that you are passionate about!

GUILT FREE GIFT BUYING



Did you know we have a Gift Shop at the Hospice that is open to the general public? Our gift shop is situated inside the main reception at the hospice and is open Monday-Saturday. For our Gift Shop opening times please visit nightingalehouse.co.uk.

If you are looking for a perfect present for a friend or relative, our range of brand-new gifts are ideal for treating a special person in your life – or just treat yourself!

Our Gift Shop is full of new, inspiring, imaginative and unusual gifts, offering an alternative to the high street. With a variety of independent, local Welsh brands such as Coco Pzazz chocolate, Max Rocks greetings cards and handmade items from Vanilla Jewellery.

The product range covers all ages and interests, but you will have to be quick if you see something that takes your fancy as we are constantly restocking our range.

“100% of profits go towards funding our Hospice so every sale counts. We are open to the public so pop on over and have a look for that perfect gift.”



Nicky Duerden
Gift Shop Supervisor

FUNDRAISING GROUPS

Our Fundraising Groups have been very busy in their local communities organising 'Body Shop' parties, chocolate bingo, afternoon teas, quizzes, selling handmade cards and more!

Our newest Fundraising Group, Chirk, arranged a wonderful curry and live music evening at Caffi Wylfa and the feedback from those who attended was sensational! They also had a Santa Paws Christmas event where dogs were given the chance to have their photo with Santa with prizes for the best dressed pooches!

We currently have Fundraising Groups in Bala, Llangollen, Chirk, Hanmer, Mold and Leeswood and we were delighted last year to welcome lots of new members! If you would like to get involved, this can be a great way to meet people, learn new skills and have fun in the process!

Pictured: Santa Paws winners Lowri and her dog, Lola with Father Christmas!



Please contact susan.williams@nightingalehouse.co.uk or delyth.underwood@nightingalehouse.co.uk for further information.



5 REGENT ST, WREXHAM LL13 1RY

BREAKFAST DEAL

£4.99

BACON OR SAUSAGE TOASTIE
WITH ANY HOT DRINK



SERVED 10AM TO 12PM

BILLY THE REINDEER!



Nightingale House welcomed Billy, a reindeer from The Christmas Farm UK, who came to bring some festive cheer to our patients and staff.

Children who use the services of our Family Support Team and patients from our Wellbeing Centre welcomed Billy to the garden of our hospice... Special privileges were granted to the youngsters so they could pet and feed him!

When they saw Billy, others at the hospice smiled brightly. He even went to the patio doors of the In-patient Unit to share this special moment with them.

Another patient, Clayton, added: *"What's more festive than a reindeer? I very much enjoyed the visit from Billy. The staff here at Nightingale House are extremely good at thinking of new and interesting things to entertain us. It's fantastic."*

Pictured: Clint from Christmas Farm UK, hospice staff, volunteers and patients with Billy the Reindeer

LIGHT UP A LIFE

Thank you to everyone who shared a dedication to loved ones remembering and celebrating their lives.

Sometimes we underestimate the power of a touch, a smile or the smallest act of caring and how much we miss those we love when we're not with them.

We are so grateful to you all as the donations you gave as part of your dedications helped to raise much-needed funds for Nightingale House Hospice.

Thank you also to our community groups and local churches who held services in villages around the community, offering the opportunity to join us in celebrating those we loved who are no longer with us.



HASSLE FREE REFERRALS

With only one phone call, you can now make a direct referral to Nightingale House if you or a loved one have a life-limiting and/or progressive illness.

You don't need to wait for a GP referral to discuss your clinical needs with one of our specialist healthcare team. This means patients with life-limiting and/or progressive illnesses who may be struggling with uncontrolled symptoms like pain, sickness, or mobility can contact us or have a family member or carer do it on their behalf.

Along with holistic treatments like aromatherapy, massage, and mindfulness, we may provide symptom management, physiotherapy, pain management, and assistance with breathing problems. If patients need assistance with practical matters, we offer it either through our family support team or within occupational therapy.

Our knowledgeable team may conduct a straight assessment over the phone and discuss your precise needs. After we have taken your call, we follow up with district nurses and GP offices and complete the necessary paperwork.

We will make every effort to speak with your primary care provider, such as your GP or district nurse, to confirm your request for admission or use of our services and to gather the necessary clinical data. We'll keep you updated on how your call and referral enquiry is going.

Direct Referral Criteria:

- Over the age of 18
- Live within Wrexham, Flintshire, East Denbighshire, the A494 corridor to Barmouth, and the borders, including Oswestry, Ellesmere, Wem and Whitchurch
- Already have a palliative (life-limiting and/or progressive illness) diagnosis – this can include cancer, heart failure, neurological conditions such as motor neurone disease and known to the district nursing/GP practice teams



“We help our patients in a variety of ways whether they are coming to us as day patients or have been admitted as an in-patient. Our patients and their loved ones often comment on how relaxed and friendly the hospice is as soon as they walk through our doors. As a service we can support patients through our family support team or within occupational therapy.”

**- Mandy Cunningham
Director of Clinical Services**

Confidential Clinical Admissions Helpline

01978 316806

(available weekdays between 8am & 4pm)

Out of hours ring 01978 316800

NEW WELLBEING PROGRAMME LAUNCH



We relaunched and rebranded our 'Day Services Unit' as the 'Nightingale Wellbeing Centre' to complement a brand-new programme centred on holistic patient care developed by the clinical and medical team to supplement ongoing services.

"Everyone at Nightingale House values patient wellbeing; the Nightingale Wellbeing Centre will be renamed to better reflect the kind of assistance we provide to patients who have a life-limiting or progressive illness", explained Carolyn, our newly appointed Wellbeing Centre Lead, who also provided an explanation of why the new programme was created.

"There was an opportunity to redevelop and design a new 12-week programme to optimise patients' quality of life, enabling them to live well with their diagnosis by offering therapeutic care, as well as a range of activities to support patients and carers. We've already received excellent feedback from patients who come from all over our catchment area."

The 12-week programme combines various patient services provided by the hospice, ensuring this vital support is more accessible. The programme's activities range from ways to manage breathlessness, support with mobility, and exercise classes to mindfulness sessions, focusing on patients' mental wellbeing. The programme also includes therapy dogs visiting the patients, a range of crafts and education about finances and benefits. All with the aim of supporting patients through their diagnosis.

Mandy, Director of Clinical Services, stated ***"We believe that the 12-week holistic programme will give patients the tools they need to live as well as they can within the constraints of their illness, and our team will be supporting them to do so."***

GET IN TOUCH

For more information, please get in touch with info@nightingalehouse.co.uk

SUMMER SUPER DRAW

100% OF PROFITS GO TO NIGHTINGALE HOUSE HOSPICE



**SCAN ME
TO ENTER
THE DRAW!**



Nightingale House Hospice
Hospis Tŷ'r Eos

DRAW DATE: 22ND JUNE 2023

01978 313134

NIGHTINGALEHOUSE.CO.UK/SUPERDRAW

**3 FANTASTIC
PRIZES TO BE WON!**

1ST - £3000

2ND - £2000

3RD - £1000