



Caring is our concern

newsletter

Spring & Summer Newsletter 2011

St. Clare's Hospice

Primrose Terrace,
Jarrow,
Tyne and Wear,
NE32 5HA

Tel: 0191 451 6378



St. Clare's new look

Our latest Fundraising events

A day in the life of... a St. Clare's Tea bar Volunteer

Meet the newest addition to the team

Plus much more!

The refurbishment programme which was enabled by the grant awarded to St. Clare's by the Department of Health in March 2010 brings a new look to the Hospice.

A New Year, A New Look!



David Hall, Chief Executive proudly shows our new look bedroom

"Wow" were one of the first words spoken as the in-patient unit reopened; the comprehensive refurbishment that has been carried out at the Hospice has certainly made an impression! A contemporary feel has been created and still gives the Hospice that homely feel whilst our new equipment doesn't create the feeling of being in a clinical environment.

The Hospice had not received a full refurbishment since it was built in 1994 but thanks to a grant of £585,308 from the Department of Health Capital Grant scheme we have been able to transform almost every room.

Work started on the project which was broken down into three phases. Phase 1 enabled the non-clinical team to move out of the Hospice to the admin building which is in the same grounds of the Hospice. This meant that the offices they occupied could be allocated a new function.

In order to complete phase 2 we had to re-locate our in-patient unit to ward 23 at South Tyneside Hospital for 13 weeks. Whilst being at the Hospital was not ideal the staff worked very hard to ensure that the environment they created for patients was comfortable. The level of care and support given by our Nurses and Doctors was not affected by the temporary accommodation

The in-patient unit returned back to St. Clare's on Wednesday, 15th December and the staff were extremely pleased with their new look

unit. All of the bedrooms now have full en-suite facilities and access to a garden space through French doors. The new bedroom furniture and soft furnishings complement the warm paint colours.

Two of the bedrooms feature a ceiling hoist which will transport patients from their bed to either the shower or toilet. This new piece of equipment also features in the main bathroom and our new addition of an adult changing room, which was created to support patients in our day care. The family and friends of our patients can use our relative's sitting room, which has been transformed. Also available is a guest room should family or friends wish to stay overnight. The new guest room is a modern space which can either be single or double occupancy.

Our Lymphoedema clinic has been relocated next to the day care area and now means that patients being treated at the clinic no longer need to walk through the in-patient unit, which increases the privacy of the in-patients. The therapy room now benefits from sensory equipment including bubble tubes and a projection unit which creates relaxing images such as butterflies. Our day care patients now have access to a multi-purpose room where they can either watch a movie on the new plasma TV or create crafts.

We would like to thank all of our patients and staff for their patience during this time. A special thanks to our contractors McCheyne & Sons for doing such a great job and completing the project in such a short timescale.



Lounge



Activity Kitchen



The new Adult Changing Room



Bedroom 5 – complete with double doors and hoist system.

Community Focus

Our Lymphoedema Clinic and Bereavement Counselling service is now available at the Cleadon Park Primary Care Centre in South Shields. Whilst both services are primarily based at the Hospice, some sessions will be carried out at the new facilities.

Our Bereavement Counselling team, which is carried out by volunteers under the management of Vicky Bracey, Clinical Nurse Manager have worked very hard to reduce the waiting list for their service.

Travelling in style!

In October 2010 we welcomed our new patient transport vehicle. The new vehicle which is leased from Vic Young at a very good price enables us to transport more than one patient in a wheelchair at a time.

Our patients are delighted with the new vehicle. The personal heaters for each passenger are greatly appreciated by the patients as they can regulate their own temperature.



The cast of Puss in Boots
(image courtesy of The Customs House)

Annual General Meeting

Our AGM will be held on Tuesday, 5th July at 6pm. The meeting will take place at South Shields Town Hall.



Health Care Assistant, Lesley Goudie with our new patient transport vehicle.

Day Care braves the cold all in the name of entertainment

Our Day Care patients didn't let the 'Big Freeze' deter them from a day out at the Customs House in South Shields.

Their efforts were rewarded with an intimate showing of Puss in Boots starring Dame Dotty and her Son Tommy.

The showing was fully booked but local schools were unable to attend due to the snow.

Starters & Leavers

Hello to: Vanessa Mustard-Wright – Fundraiser (Corporate & Legacy), Rachel Atkinson – Trainee Fundraiser, Emma Cumpson – Admin Assistant (Fundraising)

Goodbye to: Gill Helps – Admin Assistant (Fundraising) Sylvia Stoneham – Fundraiser (Corporate & Legacy) John Ainsley – Shops Manager

Congratulations!

To our Retail Driver, Darren Hansen and his partner Vicky for the birth of their second daughter, Laura.



And to our Finance Officer Shaila Shoukat & her Husband Amer who welcome their first child in April

4 retail news

As our retail strategy continues to be implemented so do the changes and improvements to our charity shops. Our retail news provides you with the latest update on what's been happening in the past six months and what to expect in the near future.

Our new Van's look the business!

You may have noticed our new delivery vans out and about in the area. The two new vans are used to deliver and collect furniture for our charity shops.

The new van's are big improvement and enables our drivers to deliver more goods at any one time, which in turn makes them more efficient and reduces our carbon footprint.



Retail Drivers Harry Dent (far left) and Paul McRoy (far right) pictured with David Hall, Chief Executive

Our Shops

Prince Edward Road, South Shields 454 5169

Stanhope Road, South Shields 455 5219

Frederick Street, South Shields* 427 1205

Durham Road, Low Fell 482 0957

Horsley Hill Square, South Shields 455 5316

Fowler Street, South Shields* 456 0646

Jarrow Precinct, Jarrow 489 5158

Furniture Only

Grange Road, Jarrow 483 5950

*This shop sells clothes and furniture

As one door closes another one opens...

As part of our Retail strategy we are reducing the number of small stores that we have in favour of larger stores in areas with a high footfall where we can combine clothing and furniture.

In November 2010, we closed our furniture store at Horsley Hill Square in South Shields. We are now in the process of opening a new store in Jarrow (part of the old Woolworths).

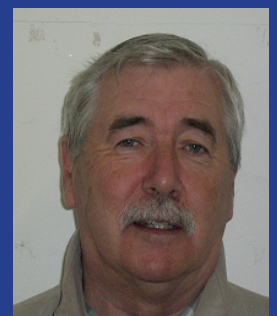
This will enable us to amalgamate the current clothes shop and separate furniture store in Jarrow into one larger store. Not only will this help reduce the cost of rent etc but it provides an 'all under one roof' approach for the customers.

Please remember don't throw away, donate!

If you have any unwanted items that are in good condition, please take them to your nearest St. Clare's shop. Unwanted furniture must be viewed and collected by our retail drivers, so please give one of our shops which stock furniture a call. Thank you for your support!

Happy retirement!

After many years as Shop Manager at St. Clare's, John Ainsley retired in October 2010. John will be sadly missed by all the retail volunteers and the staff but we wish him all the best during his retirement.



John Ainsley



Please support your local Hospice weekly Lottery

Drawn Every Friday*

- 1st prize **£750**
- 2nd prize **£100**
- 3rd prize **£25**
- 4th prize **£10**
- plus many £5 winners**



Miss D J Armstrong is presented with a cheque for £750 by Janice Walker of St. Clare's Hospice

Local Lady wins top prize!!!

Miss D J Armstrong of Jarrow recently scooped the top prize of £750! When asked what she was going to do with the money, Miss Armstrong said: "I might treat myself to a weekend away" Miss Armstrong added: "We all dream of winning the National Lottery but even £750 can change your life".

How it works

Each week you have the chance to win up to £750. Each chance is £1 per week and entitles you to a **unique** number.

Every Friday when our draw takes place numbers are selected at random by computer to provide that week's winners.

Once you receive your unique number through the post, your number will automatically be entered for the following week's draw (providing payment has been made. If you do not continue to pay for your unique number it will not be entered into the draw.

You do not have to claim your prize, as payment will be made automatically! Your unique number can be checked at any of our shops, the Hospice reception or on our website.

If you would like further information about our lottery, please do not hesitate to contact the fundraising office on 0191 451 6400

How to join

Joining is simple and its quick, and best of all it will make a big difference to the amount of fundraising to keep St. Clare's going.

All you need to do is complete the form below and return to us as soon as possible! (Please note payments by standing order will help us greatly reduce our costs).

LOTTERY APPLICATION FORM

Mr / Mrs / Miss / Other.....

Full Name.....

Address.....

.....

..... Postcode.....

Telephone Number.....

Each chance costs £1.00 per week

I wish to buy..... chances each week for..... weeks

CHEQUE PAYMENT

£..... cheque made payable to St. Clare's Hospice Lottery Ltd.

CREDIT CARD

I authorise payment of £.....

Card No.

Expiry Date / Security Code This is the last 3 digits on the signature strip

Card Type

ST. CLARE'S COLLECTOR

Our collector will call your home either: Fortnightly 4 Weekly

We will contact you to arrange a suitable time

STANDING ORDER FORM

For office use only
Reference No

To..... Bank PLC.

Branch Address

Account Name.....

Account Number.....

Sort Code.....

Please debit my account and send as per the following details:

NAT West Bank Ltd., 40 King Street, South Shields, Tyne & Wear NE33 1HF

Payee: St. Clare's Hospice Lottery Ltd.....

Account Number: 145 13072 **Sort Code:** 55-50-34

First Payment on..... and thereafter

*Quarterly £13 x..... weekly chance(s) = £.....

*Half Yearly £26 x..... weekly chance(s) = £.....

*Annually £52 x..... weekly chance(s) = £.....

until further notice. *Delete as appropriate *Delete as appropriate

By signing the box below I confirm I am 16 years old or over.

Signed Date

Please return completed form to:

St. Clare's Hospice Lottery Ltd. Primrose Terrace, Jarrow, Tyne & Wear, NE32 5HA Tel: (0191) 451 6400

6 fundraising events



The Big Swim

1st – 31st March

Make a big splash this March! Whether you're a keen swimmer, just fancy a dip or have a New Year's resolution to get in shape why not set yourself a sponsored swimming challenge?

River Tyne Evening Cruise

Saturday, 25th June



Join us for a trip up the Tyne on the Shields Ferry. Tickets cost £12.00 which includes buffet and on-board entertainment.

Boarding at South Shields at 6.30pm the trip will last approximately 3 hours.

Tickets available from the Fundraising office, please book early to avoid disappointment.

The Big Swap n Shop

Saturday, 9th October

Coming this May, our first ever Swap n Shop event will see 'Swishing' come to South Tyneside!

This ultimate girls' night out will include stalls filled with fashion and beauty treats as well as our first clothes swap, where you can update your wardrobe...for free!

Bunny Run

April – date to be confirmed

Want to do something different this April? Then why not take part in our very first Bunny Run! Details were still be finalised at the time the newsletter went to press, so please contact the fundraising team for more information.



The Ultimate Abseil

Sunday, 22nd May

This is our first ever abseil from the iconic Vermont Hotel in Newcastle upon Tyne. Renowned as the **HIGHEST abseil venue** in the North East, this location offers stunning views of the city and Quayside. It's an exhilarating 200 foot drop to the bottom – that's twice as high as the Tyne Bridge! Even if you have abseiled previously, you will have experienced nothing like this.

There are a limited number of places available, so we recommend you send your form in as soon as possible to avoid disappointment!

Make a Will Month

June

Have you been considering writing a will? Then why not take part in Make a Will Month? At just £50 for a single basic will and £75 for a joint basic will not only will you ensure your wishes are carried out but all money raised from the campaign will go directly to St. Clare's Hospice.

Call the Fundraising office for a list of participating solicitors

Midnight Walk

Saturday, 2nd July

A midnight walk is a sponsored walk with a difference. ... walking around in the middle of the night isn't something we would all usually think about doing, but our Midnight Walk gives you the opportunity to join other ladies doing something really different and having fun!

The walk is a 5-mile circular route which starts and finishes at Temple Park Leisure Centre, South Shields.

St. Clare's Hospice Midnight Walk is for Ladies only and we are encouraging as many ladies as possible to get involved. Last year 150 ladies took part and this year we would like to increase that figure to over 200 but to do that we need your help!

Places are limited and are on a first come, first served basis so make sure you register as soon as possible to secure your place.

There is a goody bag filled with essential items for a girl's night out for each participant!



Cycle Ride

Date to be confirmed

Join us for a great day out at our annual Cycle Ride as we undertake a coastal route from South Shields to Sunderland and back again.

Great North Run

Sunday, 18th September

Are you taking part in this year's Great North Run? Why not help to raise vital funds for St. Clare's by getting sponsored to undertake the 13.1 miles from Newcastle to South Shields?

A fundraising pack and St. Clare's t-shirt are available.

Forthcoming Events

- Santa Run
- Boxing Day Dip
- Dog Walk
- Winter Walk
- Ladies Day

Tyne Zip Slide Saturday, 1st October

Our Tyne Zip Slide from BALTIC Centre for Contemporary Art, Gateshead Quayside, is our biggest and best zip slide event yet ... The ultimate challenge for thrill-seekers and adrenaline junkies!

From the imposing 140ft height of BALTIC, participants will have the once in a lifetime opportunity to survey the stunning Quayside views from the top, before being launched a distance of 900ft! You will then fly over the River Tyne, making your landing on Newcastle Quayside. It's certainly the quickest way to travel to a whole different city!

Places for this one-off event are limited so we recommend you contact us as soon as possible to request a registration form and secure your place ... if you dare!



How to take part:

For further information on any of the events mentioned or if you would like to organise your own, please contact the fundraising office on 0191 451 6400 or email: fundraising@stclarehospice.co.uk You can also visit our website www.stclarehospice.co.uk

8 a day in the life of...

In each addition of the newsletter we will be looking at what happens in a typical day of a member of the St. Clare's team. This time we are looking at a day in the life of a Tea Bar Volunteer.

A Day in the life of... a St. Clare's Tea Bar Volunteer

This time we meet Billie Spour at 80 years young. Billie has worked at the Tea Bar for 15 years and enjoys every minute! Billie's friends and family are supportive of her work and she ensures her family visit her to suit her hours at the tea bar. Billie said, "My family know not to visit on Tuesday or Wednesday! I was quite ill with flu over Christmas and told my daughter I was going to have to ring in sick. She said "You must be ill!" as I never miss a session!"

8.30am

Today is going to be a busy day as in addition to my usual duties I need to place a stock order. Which can be hard sometimes as it's hard to anticipate what will be popular and it's important not to that we can keep waste to an absolute minimum as a reduction in profit is a reduction in the amount of money we raise for the Hospice.

9.00am

Our first customers will be arriving shortly so I make sure that everything is prepared so we can serve them as quickly as possible. Some of our customers are magistrates and solicitors who are often due straight into court so they like to grab a drink before their session begins.

10.00am

The building is starting to fill up and



Billie Spour, St. Clare's Tea Bar Volunteer.

so far we have served a couple of customers. There is always something different going on here. It's important to remember that people are here for all kinds of reasons. Here our team never judges, if people want to talk we are more than happy to listen but we would never ask why they are here. We get a lot of kind people who tell us to keep the change whether it's an odd 5p or 2p here or there, it all adds up and helps us continue supporting the great work carried out at the Hospice.

10.45am

Things have started to quieten down so I make a start of the ordering, our best sellers are tea, coffee and Coca-Cola. We also sell sandwiches and crisps.

11.30am

My shift is finished now and I'm off home for a well deserved rest!

On a busy day the tea bar can serve over 40 people!

A scone with butter is only 50p!

The tea bar is open 8.30am – 3.30pm daily dependent on the court schedules.

It costs just 70p for a cup of tea!

In the 2009/2010 financial year the tea bar generated a profit of £6,824!

Over 20 volunteers give their time to run the tea bar.

The 2010/2011 financial year has provided many challenges for us, and 2011/2012 is set to be another tough year in terms of income generation.

Can you spare £2 a month?

I am pleased to say that St. Clare's is on track to balance the books this year, mainly due to some large legacies. However, legacies aren't a source of income we can always rely upon and we still need the support of kind people like you to purchase items from our charity shops, take part in a fundraising event or join our lottery.

In order to secure the future of St. Clare's we need to be able to forward plan and to do that we need a steady income stream of regular payments. This year we will be asking our supporters to help us by joining our Regular Giving scheme and donating £2 a month via standing order. If you are able to spare £2 a month, please return the form to us as soon as possible.

On behalf of everyone at St. Clare's Hospice, thank you for your continued support.

David M Hall.



David Hall, Chief Executive Officer

New Standing Order Instruction

To: _____ Bank _____

1. Account Details

Please set up a new standing order and debit my/our account according.

Account Name: _____

Account Holding Branch: _____

Account Number:

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Sort Code:

--	--	--	--	--	--

2. Payee Details

Name of Organisation: ST. CLARE'S HOSPICE

Payment reference: FUNDRAISING

Sort code: 55-50-34

Account Number: 07287100

3. About The Payment

How often are the payments to be made?

Weekly Monthly

Quarterly Yearly

Amount details

Date & amount of first and ongoing payments
(Please allow 3 working days for receipt)

Date: __ / __ / 20__ Amount: £ _____

Until further notice

(Payments will be made until you cancel this instruction)

Signature(s)

--

Date

--

Name(s): _____

Address: _____

_____ Post Code: _____

Telephone Number: _____

Please detach this form and return to St. Clare's Hospice,
Primrose Terrace, Jarrow, NE32 5HA

giftaid it If you are a UK Taxpayer, we could claim an extra 25p for every £1 you donate from the Inland Revenue by simply ticking this box.

Our Corporate Partnerships with local businesses continue to grow and their invaluable support continues to be demonstrated through their various fundraising activities.

We need your business!

Corporate support is very much valued by St Clare's and we are constantly building relationships with new and existing companies across South Tyneside. In response to the current economic climate we wanted to make it simple for businesses to be able to support us whether a large factory or a sole trader.

One of the easiest ways for you to support St Clare's as a business is to join our new Corporate Members scheme by giving an annual donation. Our Corporate Members give a regular donation of £250 per year and receive some special benefits as thanks for their support.

Benefits of being a Corporate Member

- o You will receive a quarterly Corporate Newsletter with information on upcoming events and initiatives at St Clare's
- o You will be presented with a framed certificate
- o You will have team building opportunities through advance notification of St Clare's fundraising events
- o Your company name listed on our Corporate Members page via St Clare's website
- o Support from St. Clare's Fundraising team who can offer first hand advice or help you organise a corporate event or fundraising activity
- o You will receive an invitation to the annual Corporate Member reception, which will provide networking opportunities.
- o You will be helping to raise the profile of St Clare's Hospice
- o You will address your Corporate Social responsibility
- o Supporting a local charity!

So what are you waiting for? All that's left is for you to complete your application form. With your support; together we can make caring our concern.

To request an application form or more information please contact 0191 451 6387 or via email vanessamustard-wright@stclareshospice.co.uk

St Clare's Current Corporate Partners

- Actual Leisure
- Dial-A-Cab
- Harton Mortgage Services
- South Tyneside Homes
- Gentoo
- Dunelm Property Services
- Tasty Bites
- Frank Haslam Milan
- LS Care
- Campbell Wedding Cars
- Ford Components
- Robertson Scaffolding
- The Shields Gazette
- South Tyneside Business Forum
- Cell Pack Solutions



Thanks to our Corporate Partners

A big thank you to all of our Corporate Partners who have supported St Clare's by fundraising for us. Employees from our Partners have taken part in everything from raffles to sponsored bike rides to zip wires to raise vitally needed

Meet the newest member of the team

Our newest member of the St. Clare's team is a lovely brown bear but sadly the Bear is nameless... don't worry though a name will be awarded shortly but to do this we need the help of local schools!

A shortlist of 10 names has been created and local schools will be given the opportunity to vote for their favourite name and the name with the most votes will decide the bear's name.

The shortlisted names are:

Bailey Buddy Bradley Baxter Barney

Barry Chester Corey Cedric Claude

If you would like the Bear to visit your school, please contact Rachel Atkinson on 0191 451 6400 or email rachelatkinson@stclareshospice.co.uk



Do you have some spare time?

If you have some spare time and would like to volunteer then we would love to hear from you. At St. Clare's we rely heavily on volunteers and without them we wouldn't be able to provide the level of service we do to the local community.

We currently have the following volunteer vacancies:

- Retail Sales Assistants Various locations but in particular Low Fell, Gateshead.
- Drivers To assist with moving and handling of second hand furniture based in either Fowler Street or Frederick Street, South Shields.
- Day Care Assistants Wednesdays / Fridays
- Fundraisers ad-hoc to assist with monthly bag packs and marshalling at events

Please call Sandra Burrell, Human Resources Manager on 0191 451 6378 if you are interested in any of the vacancies mentioned or to have an informal chat about other volunteering opportunities.



St. Clare's Volunteers celebrate Volunteers Week

Thank you!

We would like to thank all of our supporters for their fundraising efforts this year we are on target to raise over £200,000, which couldn't have been achieved without them.

Below are just some of our supporters who have been fundraising in the local community.



The Co-operative Funeral Care in South Shields raised £389.72 from their annual remembrance service



A charity night held at Bravi Ristorante in South Shields raised £1,483.20!



The Simonside Arms, South Shields raised a fantastic £800 from their annual darts marathon.



St. Clare's received £600 from The Clock in Hebburn following their recent fundraising efforts

Thinking of organising a fundraising event?

If you're thinking of organising a fundraising event to raise funds for St. Clare's then please get in touch with the fundraising team. The team is there to provide support and guidance; together you might raise even more money than you first thought possible!

Thank you for taking the time to read our newsletter.

If you would prefer not to receive this newsletter, please contact us before the next issue to have your name removed from the mailing list or if you would prefer an emailed version, simply email fundraising@stclareshospice.co.uk

Many thanks to the Shields Gazette for use of their photos.
Written by Marie Watson - Fundraising Manager.