

*Your*



# HOSPICE UPDATE

TOGETHER, WE'RE MAKING EVERY MOMENT MATTER

WINTER 2023

| PATIENT STORIES

| MEET OUR MEDICAL TEAM

| FUNDRAISING IDEAS



## A look back at our heritage

157 years of providing expert care



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# WELCOME

**H**ello and welcome to the winter edition of *Your Hospice Update*. We have lots of exciting news to share with you from patients, supporters, volunteers and colleagues.

In this issue, we have two fantastic stories from people who have been supported by Birmingham Hospice. Elaine, who visits our Living Well Centre weekly, and Cat, who attends Art Therapy sessions, have both kindly shared how much this support has helped them on their personal journeys (page 4 and 7). Our Medical Team has also given us an insight into what a day in the life of their team is like. From supporting people in their homes to working alongside our Inpatient Unit Team, they play a vital role in offering personalised, expert care for patients (page 8).

As we celebrate what we have achieved so far as Birmingham Hospice, we're taking a trip back in time through our archives as we remember and celebrate our charity's heritage (page 12 and 13). It's great to see how far we've come in our combined 157-year history.

Winter is a busy time of year for all of us, and it's no different for our teams at

Birmingham Hospice. Our Fundraising Team has a whole host of events lined up for the next few months including our annual Light up a Life remembrance events, which I hope you will be able to join us for. And of course, our tree-mendous Treecycling service is back for January 2024! You can find out more about all our upcoming events on page 3.

You can also learn more about this year's Care at Christmas campaign, where we are highlighting the vital work of our hospice teams. They provide a lifeline to people who are alone at the end of life during winter, which can be an isolating and confusing time when also faced with a terminal diagnosis (page 6).

As always, I'd like to offer my sincere gratitude to you for your ongoing support and helping to make every moment matter.

I hope you enjoy reading this magazine!



**SIMON FULLER**  
CEO, Birmingham Hospice

# Get involved

Take part in our much-loved fundraising events and you can help local people living with a terminal diagnosis receive the end of life care they desperately need.

**THE CHOCOLATE 5K**  
Birmingham's tastiest fun run returns, and we want you to be part of this super sweet day!



**LONDON LANDMARKS HALF MARATHON**

This scenic route is ideal for half marathon lovers, challenge seekers or people working their way up to the famous London Marathon.



**RIDE THE RESERVOIR**

Ride one of our four routes - 25km, 75km, 100km or 100 mile - and help people in your local community to live and die with dignity and in comfort.



*"I've done quite a few of these sportive events over the years, and this was probably the one I enjoyed the most."*

*It was very well organised, and the course was fantastic; it struck a great balance between enjoyable and challenging cycling."*

- 2022 participant



**GREAT BIRMINGHAM RUN**

Join #TeamBrumsHospice on Sunday 5 May to take on this well-known local event.



**Sign up today, visit:**  
[birminghamhospice.org.uk/get-involved](http://birminghamhospice.org.uk/get-involved)

## FUNDRAISING

Dawn, Ria and Sheila



Earlier this year, Jane and her family decided to take part in different fundraisers to raise money for our hospice in memory of their dear family friend Dennis, who died in our Inpatient Unit in June 2023.

Jane and her nephew Travis fundraised by running the distance of four marathons throughout July. Dawn, Jane's mum, Sheila, and daughter Ria, pitched in with the fundraising by taking part in our Secret Garden Memory Walk in June and shared the benefits of taking part as a family. They said: "We're all so busy that these events give us the opportunity to get together and catch up – all while supporting a great cause."

The fabulous family of fundraisers have raised almost £2,500 that will help care for more local people and their families, just like Dennis.

"Fundraising is so important to ensure that Birmingham Hospice can continue to provide their amazing care.

"The hospice doesn't feel sad and all the teams are

incredibly friendly – it feels like everyone truly loves what they do.

"The building and surroundings were beautiful. We were able to take Dennis into the gardens

and it was quite

overwhelming for him as he hadn't been able to go outside for so long before being in the hospice. We only wish he'd gone into the hospice sooner."

They've shared that they're looking forward to getting the whole family involved in The Chocolate 5K. Sheila said: "It's great that there's no expectation to run or be a certain fitness level. We can make it a full family day with the children and the dogs too. Plus, you get chocolate at every kilometre - even better!"

**Sign up to The Chocolate 5K today to join families like Jane's. Together, we're making every moment matter.**





# 'A new beginning' for Elaine

Hospice care is about so much more than the end of life; it's also about making the most of the time that remains.

Elaine, from Erdington, began her journey with Birmingham Hospice as a participant in our FAB Programme, a 12-week course that supports patients with a wide range of diagnoses to help manage their symptoms of fatigue, anxiety and breathlessness.

"I didn't know what to expect at first; I was very apprehensive," Elaine said when talking about her first session.

"I was worried it would be very formal, but it was great. I couldn't wait to come back."

Elaine was diagnosed with emphysema around 30 years ago, which affects the lungs and causes shortness of breath. The FAB programme helped her to understand her illness and improve her quality of life.

Elaine said: "It was a fantastic 12 weeks. We learned how to control our breathing, not panic, how to improve our posture, to sit and lie down more comfortably. It really made a big difference to my life."



Elaine

When Elaine finished the FAB course she continued to attend the hospice's Living Well Centre and has been visiting every week for over eight months.

"The team are so kind and thoughtful. If you have a problem there is always someone there to help," Elaine added.

"The company is another big thing – as I live on my own, it's good to meet like-minded people who are going through the same thing as you and understand. I've made some great friends here and we keep in touch outside of the hospice too."

Initially, when Elaine was told that her illness was terminal, she was frightened about what lay ahead.

She said: "I heard the word 'terminal' and thought that was it."

When I was told that I was being referred to the hospice, I thought it was the end. But it's not, it's been a whole new beginning. I've started a new chapter.

"The hospice has made a huge difference to my life, I'm excited to come every week. If I was fitter, I'd be volunteering!"

Before she started attending the Living Well Centre, Elaine became a regular giver to Birmingham Hospice after her friend's mum was cared for in our Inpatient Unit.

Elaine added: "When I saw how well she was looked after by everyone here I wanted to give something back to say thank you, so I set up a monthly donation years ago and continued it ever since."

"I couldn't say anything negative about the hospice, it's just fantastic."

*Thank you so much Elaine for sharing your story.*

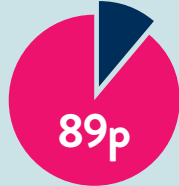
# Where your money goes

Did you know, Birmingham Hospice is only part-funded by the NHS?

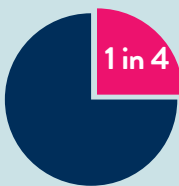
It costs around **£16 million** to run Birmingham Hospice each year. £5.5 million of this needs to be fundraised. That's **£1,250,015 per month** or **£41,096 per day**.



For every £1, 89p is spent on clinical and support services which allows us to continue providing specialist palliative and end of life care for local people.



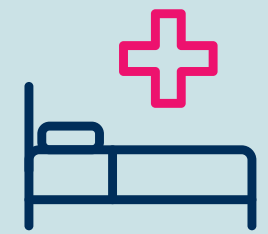
An estimated 1 in 4 families in the UK who require hospice care are not able to get the support they need, meaning people are dying without the dignity of choice. With your support, we can change this.



## How your donation helps

We care for around 1,000 patients on average every day across our services. Last year...

**571 patients** were looked after in our Inpatient Units by our expert doctors and nurses.



**1,312 patients** attended our Living Well Centres to help them live well with their illness.

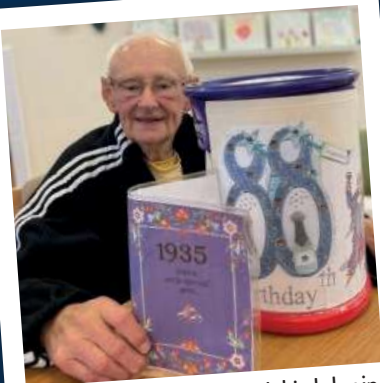


**5,000** contacts were made by our Wellbeing Team to offer bereavement support for both adults and children connected to the hospice.



Our mission is to give patients and their families precious time together at the end of life to make lasting memories. With your donation, we can go the extra mile for local people living with a terminal diagnosis.

Our teams always go the extra mile for patients...



Michael celebrated his 88th birthday in our Living Well Centre with chocolates and treats for everyone!



Cathy's dreams came true on her 50th birthday when Kate, one of our Healthcare Assistants, arranged for a bagpiper and a ukelele band to perform just for her.



Our Inpatient Unit (IPU) Team at Erdington brought Christmas forward for our patient John, who wanted nothing more than to celebrate the big day before he died.

## YOU CAN MAKE A DIFFERENCE

Ensure everyone can die in the place of their choice, in comfort and with specialist care on hand.



[birminghamhospice.org.uk/donate](http://birminghamhospice.org.uk/donate)



## CARE AT CHRISTMAS

3 in 4 of us approaching end of life may need to access hospice care. Donate today to help people living with a terminal diagnosis receive the warmth and care they so desperately need this Christmas.

Whether you come together with friends, family, colleagues or as a school, we've got some sparkling ideas for your festive fundraising!

### LIGHT UP A LIFE

Monday 11 December, 6.30pm  
Harvest Fields Centre, B75 5TJ

Thursday 14 December, 6.30pm  
Birmingham Hospice – Selly Park, B29 7DA

Dedicate a star in memory of your loved one and join us for a special evening of remembrance.

### RUDOLPH RUN

Anytime in December  
Get into the festive spirit by hosting your own sponsored Rudolph Run. Choose a time, place and distance to suit you.



### JOLLY JUMPER DAY

Join us on Friday 8 December, or on a date that best suits you, and wear your festive knit to school, college or work for a small donation.



### CHRISTMAS GROTTO

Reloved Revolution by Birmingham Hospice – 48-50 High Street Harborne  
Come along to Reloved Revolution by Birmingham Hospice in Harborne and meet the man in the red suit himself! For just £7, your little ones can share their Christmas wishes with Santa and receive a special gift. Savvy shoppers can take advantage of our store's gift-wrapping service on 9 December. For a small donation to Birmingham Hospice our elves will add the finishing touches to your Christmas gifts.

### TREECYCLING

In exchange for a donation, our amazing team of volunteers will collect your Christmas tree from your doorstep and recycle it!



### CHRISTMAS CARDS

Don't forget to buy your Christmas cards in-store or via our website. By purchasing our cards you're helping our teams reach people who need us the most.

# Care at Christmas



This Christmas, Cal Harbourne will be remembering her husband, Rob, who was cared for by Birmingham Hospice at home and then in our Inpatient Unit.

"Finding out Rob had a terminal tumour was just heart-breaking. We were put in touch with Birmingham Hospice, and in a matter of days, Debbie from their Community Team started visiting us at home. Debbie was incredible. Not only did she support Rob with clinical care, but she became a helping hand to lift him up when life felt impossible."

"What I didn't expect was the care I would receive too. I was given a line of support – Debbie just instinctively knew what we were going through and how to help ease our pain."

"Sadly, Rob passed away just before Christmas. It was the most calm and peaceful time with every last wish granted and every sentiment perfect. There's not a day that goes by when I don't think of him and it's at this time of year when I miss him most."



Help families like Cal's today:

[birminghamhospice.org.uk/carechristmas](https://www.birminghamhospice.org.uk/carechristmas)



## Cat shares her Art Therapy journey

For Cat, who has early-onset dementia, the chance to be creative, open and emotional during Art Therapy sessions helped her develop coping mechanisms to deal with her loss of abilities and fear of change.

Having tried different forms of therapy and counselling previously, Cat found them stressful as she struggles to form words and often forgets things due to her dementia diagnosis.

By starting Art Therapy sessions at Birmingham Hospice, Cat was able to express her anxiety around loss and change through creative methods. This is something Caron, our Art Psychotherapist, says has helped Cat massively.

"Even when I came away from the very first session, I was able to process my emotions; not just during the session but at home," Cat explained. "I don't deal with change very well. To me, change is loss."

"I need familiarity. The fact I know I can deal with change better now means I am not so scared of it; I'm able to accept it. This has made such a difference to my life."

Cat also has breast cancer and PoTS, a condition which causes an abnormal increase in your heart rate after sitting up or standing up leading to fainting or dizziness.

Having to deal with multiple diagnoses and a loss in ability meant Cat felt anxious and depressed.

In her Art Therapy sessions, she created a memory box with layers of photos cut from magazines which triggered memories for her. Under the layers, Cat wrote the names of people she has lost, so that if she ever forgets, she knows they are written down somewhere.

Cat said creating the box felt like closure and an acceptance of her situation.

"I feel more positive and



Caron (left) and Cat

"When I came out of the sessions, I felt strong enough to take what I've learned away"

realise that loss is not just death, it's things that change in life and it's ok if that affects me," she said.

"It's made me realise more than anything that my memories work on my emotions and if something is emotionally triggering then it will draw on my memories better."

"The therapy helped me deal with different diagnoses I have had and my loss of ability, like being able to read a book which I loved and my driving licence."

"Every single time I came here for Art Therapy I didn't feel stressed. I used to feel scared about other types of counselling I've had in the past."

"When I came out of the sessions, I felt strong enough to take what I've learned away. It brings out a different side to you."

Caron said Art Therapy can be helpful for people who struggle with words and instead prefer to express their emotions in other ways.

"It's about trusting the process and following your inner guidance to express yourself in a way that's right for you," Caron said. "It can be an empowering experience – all it takes is a pen and paper."

"This can be helpful when you have dementia, and you begin to lose touch with who you are. Art Therapy can help you to retain your mental capacity for longer."

"I think when Cat was creating her collage, which evoked lots of strong emotions, that helped her to connect to important memories, allowing her to be in touch with her 'familiar self' again."

Cat added: "Caron is so easy to connect with, I think anyone would feel comfortable with her."

"I really think Art Therapy could make a difference to everyone, not just those who are arty or crafty."



## CAT'S STORY

Scan the QR to watch Cat talk about how this service supports her.





# MEET OUR MEDICAL TEAM

Our Medical Team play a vital part in providing expert palliative and end of life care for patients.

The team of specialty doctors, consultants, registrars, Advanced Nurse Practitioners, nurse consultants and GP trainees works closely with Birmingham Hospice's wider multi-disciplinary team to deliver bespoke care and support for each patient.

Team members have incredibly varied medical backgrounds with years' worth of experience in palliative care. Birmingham Hospice also champions learning and development; our expert teams provide teaching for medical students, district nurses, GPs and care homes about palliative and end of life care.

Dr Shurma Pallan, Specialty Doctor in Palliative Medicine, found her previous role as a GP helped to prepare her for working in palliative care.

She said: "When I was a GP, I never had much time to spend with each patient going through their specific care needs and I always wanted to do more to help them than I was able to."

"Working at Birmingham Hospice, I can spend time listening to our patients and help support and create a personalised care plan that is tailored to their needs."



Alex Cope



Dr Emily Barry

"It isn't just about prescribing the right medicine; there are many symptoms important to our patients that we can manage with a holistic approach and utilising the skills of our multi-disciplinary teams."

Recently, teams across the hospice have been seeing much younger patients being treated for end of life conditions.

Speaking about the Medical Team's involvement in this care, Alex Cope, Nurse Consultant, says: "We have seen such a steep rise in younger people being referred to the hospice with a palliative diagnosis, and that is across all our services. Their disease trajectory can be difficult to predict and this can make their care needs more complex."

"It can be difficult for their families, so we're really lucky to have the Family Centre in our Inpatient Unit at Selly Park. We've had patients stay there and their children can stay at the hospice with them."

ReSPECT forms play an important part in end of life care and the Medical Team often discuss this with patients. ReSPECT stands for Recommended Summary Plan for Emergency Care and Treatment. The process creates a summary of personalised recommendations

for a person's clinical care in a future emergency in which they do not have capacity to make or express choices. They can also record where that person's preferred place of death is, their wishes for that time and worries they may have.

The Medical Team supports patients at the hospice and in the community. They also assist with home visits to offer advice and expertise, perform medication reviews, and advise on symptom management. Dr Pallan says: "We see a lot of incredibly complex patients, particularly in the community. COVID-19 definitely had an impact on the number of people getting diagnosed and receiving treatment and now we're seeing the effects of this."

Alex adds: "We see the tip of the iceberg here in terms of the complexity of our patients – they need specialist medical care, which we have trained extensively to provide."

"It's a real privilege for me to work here – I have always felt my job is a vocation."

"In palliative care, it's about accepting the journey that people are on. We cannot change the outcome for them, but it's a real privilege to share that journey with them and their families."



Dr Shurma Pallan and Donna Bowring, Clinical Nurse Specialist

“It's a real privilege for me to work here”  
- Alex

# Volunteers help make patients' days brighter

We couldn't do what we do without our volunteers, who give thousands of hours each year to support Birmingham Hospice.

Volunteers help in a variety of roles – supporting patients, transporting them to the hospice, assisting with hospice gardening and maintenance, helping on reception, contributing to our fundraising efforts, and of course working in our charity shops.

Christine Grew volunteers as a Host in our Living Well Centre at Erdington, welcoming people as they arrive with a smile, a hot drink and a chat.

She said: "The hospice looked after me – we went to the same school, my husband David, and I wanted to

give something back, for what they did for him and for me. I started volunteering eight years ago, and I'm still here!

"I love talking to the different people who come to the Living Well Centre. A lot of patients don't see anybody from one week to the next, so they enjoy coming here for a chat and to meet other people."

"One gentleman came here and we were talking about this and that, and it turned out he came from the same place as me – we went to the same school, lived in the same street and this was



Christine

To find out more about volunteering at the hospice, and to see our current roles, please visit [birminghamhospice.org.uk/volunteer](http://birminghamhospice.org.uk/volunteer)

60 years ago. The following week, his wife came in to speak to me and said he hadn't stopped talking about it and it had brought back so many memories. Another person I met here once worked with my brother.

"A hospice is nothing like you think – it's a happy place, and volunteering is a great thing to do."

## CHRISTMAS TREECYCLING

13 and 14 January 2024

We'll collect and recycle your Christmas tree straight from your doorstep in exchange for a donation.

Book today at [birminghamhospice.org.uk/treecycling](http://birminghamhospice.org.uk/treecycling) or call 0121 465 2009

Scan to book

In partnership with:

Operating partners:



RETAIL NEWS

SHOPS SUPPORT SUSTAINABILITY AGENDA

Our charity shops don't just raise vital funds for the hospice – they are an important part of making sure we do our bit for the planet.

By selling preloved products in our stores, we are helping to find a new home for items which might otherwise go into landfill. In fact, over the past year\*, we stopped an incredible 316,485kg of items from being thrown away by selling them in our shops, saving over 4.2million kgs of CO<sub>2</sub> from being emitted – that's the equivalent of over 7,000 flights from London to New York!

And that's not all – any unsaleable items are passed to scrap merchants for recycling, avoiding another 159,431kg of landfill waste and 2.1million kgs of CO<sub>2</sub>.

Other eco-friendly initiatives include:

- We no longer sell plastic bags in our stores. We provide paper bags or re-use bags which donated items were brought to us in.
- Our swing tickets are printed using recycled paper.
- Our new range of Christmas cards is printed locally, using sustainable paper and vegetable-based inks, with no plastic or glitter.

Head of Retail Jonathan Varley said: "Charity shopping has always been good for the environment as it is entirely based around re-using items that might otherwise be thrown away, and we're constantly looking for new ways to ensure our operations are greener than ever before."

\* (August 2022 – August 2023)

NEW STORE COMING TO BALSALL COMMON

A brand-new shop in Balsall Common is set to be the latest addition to our estate of retail outlets, raising vital funds for the hospice and offering

employment and volunteering opportunities for local residents. The store, on Kenilworth Road in the centre of the village, is set to open in the coming months, selling a range of good-

quality pre-loved goods. Keep an eye on our website and social channels for more information about the store's opening plans and volunteering opportunities.



HARBORNE IS A HIT

Our new Harborne store Reloved Revolution by Birmingham Hospice is not just proving popular with bargain-hunting shoppers – its community spaces have also become a valuable addition to the neighbourhood.

The shop features two meeting rooms, a café, and a table by the front door which can be booked by business owners to sell their wares or promote their services.

The table area has seen a wide range of traders selling everything from children's hair accessories, porcelain crafts and healthy juices to sports massages and skin treatments.



The meeting rooms have been used for events including wreath making classes, and it is planned to rent them to outside businesses and organisations for meetings in future.

To enquire about prices for hiring the rooms or table, or to make a room booking, contact Ed Blackwell, Store Manager, on [ed.blackwell@birminghamhospice.org.uk](mailto:ed.blackwell@birminghamhospice.org.uk).



FROM VOLUNTEER TO MANAGER

SUE TELLS HER STORY

We couldn't run our shops without our brilliant volunteers – and volunteering can be a great way to build experience and confidence for those just starting out in their careers, or looking to re-enter the workplace after some time away.

Many volunteers have gone on to secure jobs as a result of working with us – some have even moved into paid roles at the hospice, such as Store Managers.

Sue Sloane started out as a volunteer at our Erdington outlet, before stepping up to an Assistant Manager position. She is now Manager of our Wylde Green shop.

Sue says: "I wasn't thinking about doing this as a long-term career at first, but being able to get out of the house

and be with people on a daily basis was good for my mental health, and as I progressed, I realised I loved this job which is why I'm still here.

"Anyone starting with us gets an introduction to all areas of the shop. It's a fabulous atmosphere and it's great being able to work with such a range of people from 16-year-olds to our volunteer Mabel who's 83."

For more information about volunteering, visit our website at [birminghamhospice.org.uk/volunteer](http://birminghamhospice.org.uk/volunteer)

“...as I progressed, I realised I loved this job”

FASHION STUDENTS BUILD THEIR SKILLS

The launch of our Reloved Revolution by Birmingham Hospice store has heralded a new partnership with South and City College in Birmingham.

Fashion students have been repurposing and reworking clothing that has been donated to us, which will be displayed at their end of term show, hosted at our Harborne store on Wednesday 20 December.

They have used their stitching, embroidery and appliqué skills to give items a new lease of life, which will then be sold to raise funds for the hospice.

Cath D'eath, Retail Area Manager – North, said: "The sky's the limit for this partnership and we're very excited about it – we want it to continue for the long-term, not just be a one-off. It's a relationship that can be very beneficial for all of us."

Following the show at 5pm, there will be late-night shopping until 8pm, with refreshments at the in-store café and a raffle. All supporters and customers are welcome; to book a place, please contact Cath on [cath.d-eath@birminghamhospice.org.uk](mailto:cath.d-eath@birminghamhospice.org.uk).

FURNITURE COLLECTION SERVICE

We collect furniture for free to resell in our shops, so if you have anything to donate, please fill out the online form at [www.birminghamhospice.org.uk/furniture-collections](http://www.birminghamhospice.org.uk/furniture-collections) and upload photos of your items.

All donations must be in good

condition (i.e. as near to new condition as possible) without damage, tears or stains, and upholstered items must have their fire labels attached. We will review your kind donation offer and get back in touch as soon as possible.





# A look back through our archives

Here at Birmingham Hospice, we love to celebrate our combined 157-year history in this incredible city.

Supporting local people living with a terminal diagnosis since 1910, we have a long legacy as one of Birmingham's oldest hospices, providing expert, compassionate and free care.

Our story starts in 1910 when John Taylor Hospice was founded by Dr Mary Darby Sturge. Originally called the Taylor Memorial Home and located in Sparkhill, it is the oldest non-denominational hospice in the country.

Named after eminent city doctor John Taylor, it originally cared for up to

20 female cancer patients in a small unit on Park Road in Sparkhill before moving to Showell Green House, a building rented from the nearby Women's Hospital.

In 1945, the home moved to The Grange in Erdington where it continued to look after patients for many years.

Meanwhile, St Mary's Hospice was the first in the Midlands to be founded under the modern hospice movement.

Established by Monica Pearce in 1979, it became the first hospice

to combine teaching and clinical research, pain and symptom control, with compassionate care – what we now know as hospice care.

With support from the Archbishop and the Catholic community, former hospital matron Monica was able to open the hospice



Monica Pearce

in Selly Park after raising more than £350,000. It was officially opened by Princess Alexandra.

Famously, Princess Diana visited St Mary's Hospice in 1984, visiting patients and generating more support for the charity.

During the 1980s, both hospices opened Day Centres to care for more people outside their Inpatient Units.

In the 1990s, the Taylor Memorial Home was renamed John Taylor Hospice. An extension to the Inpatient Unit was built, largely

funded by the League of Friends charity.

In 1996, the Capital Development Appeal was launched to transform St Mary's Hospice, raising £1.5 million.

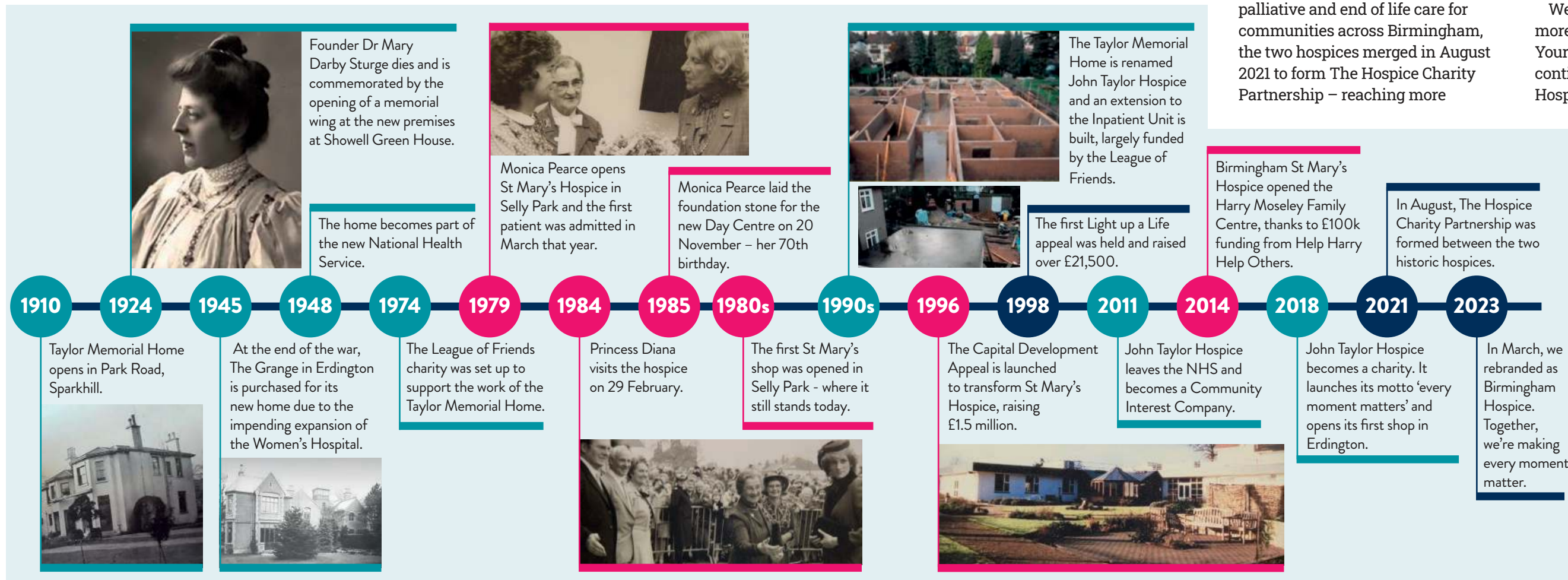
After decades of providing expert palliative and end of life care for communities across Birmingham, the two hospices merged in August 2021 to form The Hospice Charity Partnership – reaching more

people who needed our care than ever before.

Eighteen months later, we became Birmingham Hospice – enabling us to raise our charity's profile further in the city to help even more people.

We wouldn't have been here for more than 157 years without you. Your support has ensured we can continue our legacy as Birmingham Hospice, and we couldn't be prouder.

Watch out for more #BrumHospiceArchive content on our social media channels in the coming months!



We hope you enjoyed taking a look back in time with us and learning about our charity's proud heritage.

We would love to share more exciting news about what's coming up at Birmingham Hospice.

Find out more and sign up to our email newsletter by visiting:



www.birminghamhospice.org.uk/email-updates





Raveena Bains and Michelle Stuteley

# BIRMINGHAM HOSPICE ACHIEVES NATIONAL INVESTORS IN DIVERSITY AWARD

We have recently received the prestigious Investors in Diversity award, which recognises our commitment to equality, diversity and inclusion.

The award provides organisations with a bespoke approach for improving Fairness, Respect, Equality, Diversity, Inclusion and Engagement (FREDIE) practices in the workplace.

The hospice’s Equality, Diversity, and Inclusion (EDI) Group played an important role in achieving this

award. They hosted several talks and training sessions, and attended external events across Birmingham to ensure representation in their work.

Raveena Bains, Head of Equality, Diversity and Inclusion, said: “Our values are at the heart of everything we do at Birmingham Hospice; they guide our actions and decisions every day. We will continue to ensure that diversity, inclusion and equality remains at the forefront of our charity.”

# BIRMINGHAM HOSPICE BECOMES A DISABILITY CONFIDENT EMPLOYER

We’re proud to announce that Birmingham Hospice has recently achieved Level 2 in the Disability Confident Scheme.

This is a government-led scheme which aims to improve our understanding of disabilities, and challenge

stigma and unconscious bias. It also encourages people with disabilities and long-term health conditions to apply for vacancies offered by the hospice and reach their full potential here, as well as a raised awareness of our patients’ needs from a disability perspective.



# JOIN OUR CHOIR AND SUPPORT BIRMINGHAM HOSPICE!

Birmingham Hospice Singers are currently on the lookout for new soprano and alto singers to join their choir – whether you’ve been singing for years, or you just want to try something new. The choir rehearses on Friday evenings from 7pm to 9pm in the Living Well Centre at our Selly Park

site on Raddlebarn Road. Since the choir was launched ten years ago, it has raised vital funds for the hospice. Last year alone the group raised a total of £21,965.83! To join Birmingham Hospice Singers or learn more about the choir, please email [fundraisevol@birminghamhospice.org.uk](mailto:fundraisevol@birminghamhospice.org.uk)

Last year alone the group raised a total of £21,965.83!

# A NEW LOOK FOR OUR WEBSITE

If you have recently visited our website, you may have noticed it has a fresh, new look.

We have updated our website to allow more people to access support, regardless of any disabilities, language barriers or accessibility problems. One way we have done this is through our new assistive toolbar at the top of our website.

This toolbar allows you to customise the website in the way that suits you best – you can change the font size,

background colour, highlight text and more. It also includes multiple reading aids and a translation tool with over 100 languages to choose from. Michelle Stuteley, Director of People and Culture, said: “At Birmingham Hospice we are prioritising an inclusive digital world; we believe that everyone should be able to use the web and gain access to information and services.”

Why not try it out for yourself? Visit our website: [birminghamhospice.org.uk](http://birminghamhospice.org.uk)



Artist's impressions



# Support our Room to Care appeal, and provide privacy, dignity and comfort for our patients

We would like to thank everyone who has donated to our Room to Care appeal so far – your help means we’re over halfway to our goal of £200,000.

## What is our Room to Care appeal?

At our Erdington site, we have a number of multiple occupancy rooms with shared bathroom facilities, where the standard layout and decor is old-fashioned and in need of modernising.

We have received direct feedback from patients and their carers requesting not to be cared for in these rooms, as they are not to the standard needed by people living with a terminal diagnosis and do not provide private space for patients and their loved ones to spend time together.

COVID-19 also highlighted the need for individual washing and toilet facilities due to the high risk of cross infection that can come with a multi-occupancy ward.



Our Erdington site is in need of modernising

## How will the Room to Care appeal help?

We must be able to provide people with the privacy, dignity, comfort and relaxation they deserve, and that’s where Room to Care comes in. We’ve collaborated with specialist designers and architects to create a programme of extensive refurbishment that is built around the needs of patients and their families. We need to raise £200,000 to carry out this work.

Single occupancy rooms offer patients privacy in their surroundings. Making those last few weeks or days more personal, and enabling people to spend time creating memories with their loved ones, surrounded by what is most important to them, is so important to us.

Without your ongoing support, people at the end of life would not be able to get the care they need. We are eternally grateful for your help. **Thank you for making every moment matter.**



“Your donation will help the people of Birmingham receive the specialist palliative and end of life care they need and deserve, so I ask you to please give what you can today. Thank you so much.”

Tony O’Reilly, Staff Nurse



To donate to our Room to Care appeal visit: [birminghamhospice.org.uk/room-to-care](http://birminghamhospice.org.uk/room-to-care)





*Light up*  
*a Life* 23

**Dedicate a star in memory of your loved one and support local people living with a terminal diagnosis, and their families.**



**Dedicate a star at:**  
**[birminghamhospice.org.uk/lual](https://birminghamhospice.org.uk/lual)**

To find out more about Light up a Life, including details of our evenings of remembrance in December, please follow the website link above, or scan the QR code.