

# KEEPING in TOUCH

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Welcome to existing and new readers of 'Keeping in Touch', our newsletter for friends and supporters.



In this edition, as we enter a season which for many focuses on remembrance, we highlight our bereavement care and invite you to 'Light up a Life' of someone that

is precious to you. Christmas & New Year are a special time at the Hospice and we hope you may be able to attend one of our services.

We are continuing to 'roll out' our new look and logo which will include our shops, vehicles and our new website. This is already having a positive effect in raising our profile and increasing support from a wider area.

We extend a warm welcome to a number of new members to the Hospice Team including 4 new care staff, and look forward to providing our skilled and compassionate care with our enriched care team, led by our new Day Hospice Manager Jenny Kelly.

The Hospice is a community organisation; it sprang from the will of the community with healthcare professionals and lay people working together. It is sustained with support from local people and we look to our community to stay with us every step of the way as we continue to serve Norfolk and the Fens, reach more people and secure the future together.

*Janet Doyle, Chief Executive*

If you would like to find out more about our work or how you can help, please get in touch. We will **always** be pleased to hear from you.

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**Registered Charity 1062800**

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## Light up a life

Christmas, a traditional time of celebration, sharing and reflection with friends and relatives, is a special time, yet it can also be a difficult time.

The Norfolk Hospice, Tapping House would like to invite you to remember a friend or relative – by 'lighting a light' at one of our **Light up a Life** ceremonies and by giving your support to our **Light up a Life** appeal.

Light up a Life is not so much a religious service as a spiritual time of remembrance – celebrating the life and love of those who are dear to us.

The act of lighting a light speaks to people in different ways. Individual lights remind us of particular people whose lives have illuminated our own. Each light, twinkling in the darkness, celebrates the life and love of someone special, memories which may be evocatively happy, sometimes moving and, at times, painfully sad.

All the lights together reflect people and communities bringing light and love to those enduring the darkness of sorrow and suffering. The light continuing to shine symbolises the eternal light and life of love of which we are all a part.

The services include moments of reflection, the lighting of candles as well as Christmas carols and readings, as people from all walks of life experience moments of togetherness in a supportive and evocative atmosphere.

The primary purpose of this event is to give those who have lost loved ones the opportunity to come together, to remember them, and to relive and cherish the many happy memories of their lives.



Remember a loved one,  
support a hospice



### A Gift of Love to Remember, a Gift of Hope for the Future

The candles that are lit at our services reflect the very community on which The Norfolk Hospice is so dependent to survive. It costs almost £1 million a year to run our Hospice, 85% of which has to be raised through voluntary donations. Last year's Light up a Life appeal raised over £6,000 to support our work with patients and their families. Our Light up a Life appeal offers people the chance to remember loved ones in a tangible way. Donations can be accompanied by the name of the person you wish to remember. This name will appear in our Light up a Life keepsake programme given to you as a permanent memento.

It is always good to know you are not alone, especially in grief. Our Light up a Life services are a wonderful opportunity to come together to share in a communal celebration of life and give thanks for the lives of those we love. We hope that you will join us, you will be assured a warm welcome.

### Our services this year will take place at:

**Sunday 9th December 3.00pm**  
St Margaret's Church, King's Lynn

**Monday 10th December 4.00pm**  
Sandringham Visitor Centre

**Wednesday 12th December 6.30pm**  
St Edmunds' Church, Hunstanton

**Thursday 13th December 3.00pm**  
Fakenham Parish Church

**Friday 14th December 6.00pm**  
St Edmunds' Church, Downham Market

## Family Support Service Coping with life's little losses

Grieving doesn't just happen when someone has died: people can grieve for the fact that they can no longer hold down their job because of their multiple sclerosis, or realise that they may not live to see their daughter's wedding.

There are so many of life's 'little losses' that we grieve for, all those "if only's." These affect patients and families alike.

At the Hospice we provide the space and time for patients and families to share these regrets and to express their feelings in a safe environment. When you marry or take a partner you don't expect to become a 'carer' and this puts a huge strain on a relationship. Helping and supporting people to adapt to change and develop coping skills is an important part of the family support service.

Family Support Social Worker Helena Arguile's role at the Hospice is to address these issues and encompasses all aspects of psychosocial care, from ensuring that people have got the financial benefits to

which they are entitled, to providing patients and their families the opportunity to express their feelings about living with life-limiting illness and the associated changes, making them feel less isolated.

**"I cannot thank the team at the Hospice enough; after the care and support we received, I have been telling everyone about how good they have been."**

If you think we can help, or would like to find out more about how you can support the vital care The Norfolk Hospice provides, please contact us on **01485 543163**.



Photo by Dave Carter

Helena Arguile,  
Family Support Social Worker

## Our Bereavement Service

### Help when help is most needed

For all of us death and separation come eventually. At The Norfolk Hospice we work hard to ensure that the people we care for can prepare for this.

Grief, however, is a very individual thing and people can ultimately only deal with it when they feel they are ready to. That is our main reason for staying in touch, making regular phone calls, inviting people to our Light up a Life services, keeping the door open.

The Hospice also provides a regular bereavement support group and an online tribute page service called **missyou** as part of our practical and emotional support service (see page 4).

Our newly appointed Family Support Social Worker Helena Arguile is already looking at the ways the Hospice can

expand and enhance our bereavement care programme.

**"When I hit a low I felt I didn't want to trouble the people around me with it all. It's good to talk to someone. Even now, it's been 18 months, but every week there is something new, there are new memories – it's now coming up to the anniversary of when I first met Tracey. Helena's been great, she gives you the space and time to deal with things. My life has completely changed, I'm so much calmer now."**

Grief is a complex and unique journey, but by keeping in touch, we know we can be there when people need us the most.

## Entering a new domain...

The Norfolk Hospice, Tapping House launches its redesigned website this autumn. The new web environment marks a dramatic improvement to the appearance, navigability and accessibility of the Hospice's website.

The new domain, **www.norfolkhospice.org.uk** links in with our refreshed image and will ensure improved access for our core users. Don't worry though, the old web address will direct you to the new website too!

The Hospice recognises that an attractive and easy-to-use site along with appropriate and accurate information is essential to our web visitors.

All of the "top-level" pages of the site – the homepage, news, events and care services – have been redesigned and reorganised in this first phase of an ongoing project aimed at improving the Hospice's web presence.



**Visit our new website today!**

### New features include:

- Clearer, easier to navigate webpages
- Expanded news and events section, regularly updated information and a comprehensive diary and current press releases
- Increased information on the Hospice and our care services
- Variable text size and accessibility
- Online Hospice "Shop" where you can purchase Christmas cards, Lottery and other products
- The introduction of further features to make the site more dynamic and interactive – ultimately enabling people to find out more and get in contact with the Hospice much easier

The best way to experience the new website is by giving us a visit at: **www.norfolkhospice.org.uk**

# A Lasting Gift from a Local Friend

A personal reflection on a gift of hope for the future.

"I have lived on the doorstep of The Norfolk Hospice, Tapping House for fifteen years since moving into the area. Over this time I have learnt what a special place The Norfolk Hospice occupies within Norfolk and the Fens and the respect and affection in which it is held. Throughout these years I have been to many annual fundraising events and donated whenever I could.

"During the last year a great family friend spent her last few weeks being cared for by the skilled and compassionate staff and volunteers at the Hospice and, through her



Photo by Jamie Maxwell

experience, I became even more aware of the very special atmosphere and high quality of care at the Hospice. Also last year, the mother of a friend was cared for at The Norfolk Hospice and her family were full of praise for the attention and care she received.

"It is on the basis of these experiences that I have chosen to support The Norfolk Hospice by leaving a legacy in my Will. I wanted the Hospice to know that I had done this so that they are able to plan ahead for the future.

"Once I had seen for myself the difference The Norfolk Hospice makes, I knew I wanted to become one of their Living Legators. I would personally encourage any of you who know what a special place The Norfolk Hospice, Tapping House is to do the same and join me as a proud benefactor."

A long-standing friend of The Norfolk Hospice, Tapping House.

## The gift of a Legacy...

... helps us achieve long-term financial stability, allowing us to continue with the care that is vital to so many, and to plan and build for the future.

Leaving a legacy to the Hospice means that people who need our support will get it for generations to come.

Leaving a legacy to the Hospice is really very simple. To find out more about leaving a gift to the Hospice in your Will, please contact us on **01485 542891** for an information pack or arrange to discuss it with your solicitor.

By remembering the Hospice in your Will, you are making a gift of hope to those who may need the services of the Hospice in the future. This gift will cost you nothing in your lifetime and your legacy will have a lasting effect.

## A Special Way to Remember Loved Ones

[www.missyoun.org.uk](http://www.missyoun.org.uk) is a unique and personal way to create a permanent, lasting tribute to a loved one.

**missyou** provides an opportunity to easily create a personal, meaningful, individualised tribute page online, to remember and celebrate the life of someone special. Unlike any other tribute site, it is run by registered hospice care charities with direct experience in bereavement and palliative care.

"It's a place I can go anytime and be on my own – it feels like just me and him and it doesn't matter where I am, what I look like or if its 3am – if there is access to a computer, I can go there."

**missyou** pages are designed to grow with the years and are simple to use.

Users are able to:

- ✿ write a biography of a loved one
- ✿ share stories, memories and thoughts
- ✿ share photographs
- ✿ create a "life and times" history of the person they are remembering
- ✿ light a virtual candle in memory
- ✿ invite friends and family to leave messages, stories and memories
- ✿ give a gift in memory to a hospice on a special day or anniversary if they so choose
- ✿ choose between making the site public to other viewers or to retain its privacy to friends and family



The site has the advantage of being unrestricted by geography or distance, helping families and friends across the country and around the world to come together.

A **missyou** page can be accessed alone, in times of quiet contemplation, or with others to share memories and photographs, because keeping the memory alive is an important part of healing.

"It gives me a sense of peace. I feel she is closer to me when I am on the site."

You can visit **missyou** through The Norfolk Hospice website at [www.norfolkhospice.org.uk](http://www.norfolkhospice.org.uk) by following the link.

# Our volunteers

## Swapping Planes for Paint Brushes

Personnel from RAF Marham TAS Squadron have rolled up their sleeves to redecorate offices for The Norfolk Hospice, Tapping House.

Corporal Carl Stockman volunteered members of his squadron, including Alex Main, Simon Wass, Daniel Devlin, Pete Allen & Steph Davey, to do the redecoration work after hearing about the vital care the Hospice provides.

The team redecorated office and meeting rooms in the grounds of the Hospice which is much needed as limited space can at times prevent all staff from working on-site at the Hospice in Snettisham.

Chief Executive Janet Doyle said: "The team from RAF Marham have worked incredibly hard and done a fantastic job. Volunteering in any form is so important



Photo by Jamie Maxwell

to the life of our Hospice. We have over 150 volunteers helping with everything from driving, fundraising and supporting our care team. Without all these people our Hospice could not continue to provide vital care services to the community."

## Pat Stainsby has been a volunteer at The Norfolk Hospice, Tapping House for 24 years.

After caring for her mother at home, Pat became aware of how little help was available for people struggling to care for a terminally-ill relative. She responded to an advertisement for volunteers to help with home care in the community from Pin Armitage and Dr Hugh Ford, who were instrumental in the establishment of the Hospice. The vision then was for a home hospice service to care for the terminally ill, enabling them to live life to the full and to die with dignity, and provide care for their carers. The ultimate goal for the Hospice has always been, and still is, for a purpose built, bedded hospice in Norfolk.

Over the years Pat has turned her hand to a variety of tasks including daytime and overnight home care, supporting patients' families and carers, cleaning, cooking, and fundraising. Pat says her family come first but The Norfolk Hospice, Tapping House comes a very close second; everywhere she goes she ensures that everyone knows about the care the Hospice provides. Pat sums up what working in the Hospice means to her as: "love, satisfaction and friendship".

One of her dearest memories are the words of a patient: "Can you stop the clock? My day at the Hospice seems to go so fast. When I get home and the first hour has gone I think to myself 'Another hour closer to the next time.'"

"That's really what we are all about," says Pat, "taking care of patients. That's what keeps me going."

Pat received a long service award from the Hospice in 2006 in recognition of her long-standing commitment.



## Open to Volunteers

We held an Open Day for Volunteers in June as part of **National Volunteers Week** and welcomed people from many walks of life who knew a little about our work to the Hospice for a chance to find out more.

Our visitors enjoyed some complementary therapies given by volunteer therapists, including Indian Head Massage and Reiki. They also found out about our vital care and the multitude of ways they could support it. From supporting our nursing staff to driving, fundraising to administration, even gardening or working in our charity shops, there are so many ways to become involved!

Although our Open Day has been and gone, the door is always open. If you would like to find out more about the Hospice, why not give us a call for an informal discussion or arrange a time to drop in for a cup of tea and a chat about how you might be able to get involved? We will always be pleased to hear from **you**.

**Hazel Mindham** has recently joined the Hospice as Voluntary Services and HR Co-ordinator, and brings a wide variety of experience, from working in the Fire Service to training people in the Middle East.

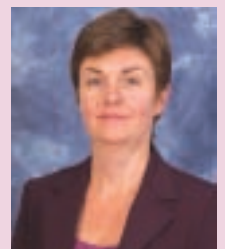


Photo by Dave Carter

If you would like to speak to her about any aspect of Volunteering, please do not hesitate to get in touch by contacting her on 01485 543163 or email [volunteers@norfolkhospice.org.uk](mailto:volunteers@norfolkhospice.org.uk)

# Fundraising update

“Filling you in on all the fundraising activities of the past few months would be impossible – there’s been so much going on! We are extremely grateful to all those who have organised, attended and assisted with events in aid of the Hospice. Here are just a few of the great activities that have supported our work throughout the spring and summer months...” **Rob Cartwright, Fundraising Manager**

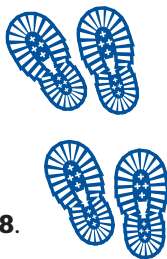


Photo by Dave Carter

## Big Steps in the Right Direction

The first ever **Sandringham Stroll** took place at Sandringham Country Park this April with people from all walks of life getting involved. Hospice volunteers, staff, patients and family, as well as many people completely new to our work, came together for a great day of fun and fundraising in this beautiful setting and in glorious sunshine.

Volunteers from RAF Marham assisted in mapping out the 5 mile route and acted as guides, while local solicitors Dawbarns Pearson had a large team of staff and family taking part as well. Walkers who ranged from 11 months old to 103 year old Edward Williams chose from either a 2 or 5 mile walk around the park and raised over £3,700 in sponsorship for the Hospice! Next year’s event takes place on **Sunday 18 May 2008.**



## Fundraising Masterpiece

Hospice supporters Janie and Michael Davidson-Houston threw open the doors of their picturesque Manor Farm Barn for a three day exhibition of paintings by some of East Anglia’s finest artists, raising over £1,000 through painting sales and a raffle.

## Kings and Queens of the Road

Hospice fundraisers took to the streets in a big way this spring in the **Great East Anglia Run** and in the **London Marathon**, putting themselves through



their paces to run up an incredible fundraising total of over £12,500 in sponsorship.

Many thanks to all our runners for their dedication and to the teams from Fentons Insurance and Wilson & Betts Estate Agents who flew the Hospice flag with our many other runners in the GEAR 10k Road Race.

If you would like to find out more about running for the Hospice in either of these events, please contact us – we would love to hear from you.

## Catwalk Cash-in

The “Thoroughly Modern My Fair Lady” fashion show wowed the crowd at the Briarfields Hotel in Titchwell this April with some eye-catching threads from Wensum PLC and Jarrolds of Norwich and a fabulous Elizabeth Emmanuel wedding dress.

The event, organised by Jean Phillips and supported by The Sandringham Royal Warrant Holders Association, was attended by over 300 people who revelled in the catwalk glamour and helped to raise more than £4,000 to support our vital care services.

Looking good and feeling great were also high on the agenda at a Beauty Evening hosted by Estee Lauder and Debenhams at the Sandringham Centre, RAF Marham which benefited the Hospice to the tune of £217 this June.



Photo by David A Smith



## The Sky's the Limit

31 intrepid souls proved they can really live life on the edge in June, and all in the name of enabling people to live life to the full.

The first **Great Norfolk Skydive** took place at Old Buckenham Airfield near Attleborough and was a day of



much excitement and anticipation, yet all the skydivers had brilliant experiences and put the Hospice on cloud nine, raising over £7,200!

For most of the participants it was their first skydive and the majority of our skydivers undertook their 2 mile decent strapped to a trained professional as part of a tandem skydive. Many of them can't wait to jump again and are already getting 'psyched-up' for next year's skydive on **Sunday 15 June 2008**.

## Over a Decade of Dancing and Making a Difference

Prolific local fundraisers **Joey & Friends** have been supporting the Hospice for over a decade with live country music dances, social evenings and bingo nights.

Since 1995 they have raised an incredible amount for the Hospice which currently stands at more than £40,000!

It is the commitment of 'Joey' himself (aka Graham Tibbs), along with wife

Irene, friends Anne and Mick Dennis, and their band of loyal supporters that makes their events so special and ensures that the Hospice can continue providing essential care services throughout Norfolk and the Fens.

## Top Dog

Over 100 dogs brought their owners along to **The Norfolk Companion Dog Show** this June for a day of family fun and just a touch of healthy competition.

Local dog show judge Lynda Goodale sorted the dogs from the pups in the pedigree classes while Hospice patients, volunteers and staff awarded the rosettes in the novelty classes which featured "Waggiest Tail" and "Happiest Family".

The event, which took place in the grounds of the Hospice, was officially opened by local celebrity and dog lover Liza Goddard and featured a family fun day with bouncy castle, ice cream, balloon animals and games. Over £2,500 was raised. The next Norfolk Companion Dog Show takes place on **Saturday 7 June 2008**.



Photo by Jamie Maxwell

## The Norfolk Hospice Lottery: Have you had a flutter yet?

May saw our Hospice Lottery “Flutter Week” helping to raise the profile of our Lottery in Norfolk and the Fens with promotions at local stores and a front page on the local **Citizen** newspaper. Over **180 new players** joined our Lottery during Flutter Week, taking the opportunity to support their

local Hospice and to have **a chance of winning £1,000 each week.**

In the 10 draws immediately after Flutter Week, 25 of our new players received £670 in prizes between them! Who knows when one of them will hit the £1,000 jackpot?!

If you're not in our Lottery then you are **missing out** on your chance to win one of 33 prizes totalling £1,500 that we give away each and every week of the year! Why not join up today for **just £1 a week** by giving us a call on **01485 542891.**

## Bank on Barclays

Hospice Fundraising Director Marc Stowell called the bank and made a slightly unusual request this July: He challenged the team at the local Barclays branch to redecorate our Hospice shop in Snettisham ...

Naturally, the Barclays team rose to the challenge and over two days they completely redecorated the interior of the shop.

In addition to providing the manpower, they also donated the paint, brushes, and rollers required for the decoration, totalling nearly £500!

Derek Donaldson, Business Manager at Barclays King's Lynn, said “We had such a great time decorating The Norfolk Hospice Shop and would encourage other people to give up a little of their time to support the

Hospice through volunteering or fundraising activities.”

During the remainder of 2007 our other Hospice shops in King's Lynn and Downham Market will be getting a make-over as well and, once again, it will be volunteer manpower that will make this all possible.

The Hospice is always keen to hear from other local organisations that may be able to undertake similar projects. Anyone interested in volunteering for the Hospice, in any role, can find out more by telephoning **01485 543163.**



## A Special Gift for The Norfolk Hospice this Season



*Why not support our care by buying a special gift for the Hospice this season?*

A gift of any value is so important to us as it enables us to continue providing our wide range of services for patients, families and carers throughout Norfolk and the Fens. As only 15% of our funding is provided by the NHS we depend on the generosity of the community we serve to survive.

**£25** – Can pay for a one hour physiotherapy session, helping to improve function and quality of life

**£50** – Could buy pressure relieving cushions to ease discomfort

**£100** – Can provide a two hour bereavement support group for newly bereaved carers and relatives

## Dates for your diary...

### November

**Thurs 15, 6pm – 8pm**  
**Burnham Market Christmas Shopping Evening**

**Thurs 15, 7pm**  
**Horse Race Night**  
Duke's Head Hotel,  
King's Lynn

**Sun 18, 10am - 4pm**  
**Dent's Book Sale**  
Hilgay Village Hall

**Thurs 29 – Thurs 6 Dec**  
**Fakenham Christmas Tree Festival**  
Fakenham Parish Church

### December

**Wed 5, 6pm**  
**Victorian Christmas Market**  
Snettisham

**Tues 18, 7pm**  
**Grand Christmas Prize Draw**  
Caithness Crystal Visitor Centre,  
King's Lynn

To find out more about any of these events or how you can help with Fundraising, please call: **01485 542 891** [fundraising@norfolkhospice.org.uk](mailto:fundraising@norfolkhospice.org.uk)