



KEEPING in TOUCH

THIS ISSUE

One Day in May...

....“my grandson will ask what happened to his dad, I will have to explain. Tapping House Hospice will once again support my family through a difficult time.”

17 years of wonderful memories

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Welcome to our 'new look' newsletter for friends and supporters.



We hope you will enjoy learning more about our work and current activities. In this edition we introduce you to Judith Clarke, our Day Hospice Sister for 17 years, and Rob Green,

Occupational Therapist who recently joined us. Other new faces at the Hospice are Lorraine Dittrich, Fundraising Administrator, Rob Cartwright, Fundraising Manager and Judith Bentley, PA to the CEO.

Recent research has shown that it is time to refresh our image and in this issue we are using our new logo. Thank you to all the patients, visitors, staff, volunteers and Trustees who took part in the consultation. One of the reasons for the change is to reflect the wide area that we cover and to capture a renewed energy which has been released through our review of the Hospice during recent months.

There are a wealth of events taking place in the coming months to suit all tastes and we are launching our One Day in May campaign. Please join us in making May a special month so that we can continue to provide hospice care through the months and years ahead.

Thank you for your continued support.

Janet Doyle, Chief Executive

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Occupational Therapy

focuses on the relationship between what we do as people every day and how that influences our health and wellbeing.

Occupational Therapists look at broad areas of human occupation such as self care, leisure, and work, using different activities in a positive way to rehabilitate patients, or "giving them the opportunity to get involved in something," as Occupational Therapist Rob Green puts it. "Offering someone a cup of tea and offering them the support to make a cup of tea, are two very different things".

These are the kinds of issues Rob looks at when he comes to Tapping House Hospice every Wednesday to work with our neurological patients, looking at the activities we can support them in to improve their quality of life. Robert Cartwright met with him to find out more.

Robert Cartwright: Rob, what are your goals for your work with the neurological programme?

Rob Green: The role Occupational Therapy has is initially in assessing people; looking at their performance in terms of self-care, leisure, and work, and how satisfied they are with their quality of life. After that, it's a case of setting some goals for the time that they will be coming in for day care.

People may not have that much opportunity in their own environment, they may not have much control over what they do every day. Our aim is to make the experience they have at Tapping House something that they really value.

At this stage in people's lives they still want to achieve and develop; they still want to be remembered. I think that drive in people is very strong because it's such a part of being an individual; of someone's identity.

If you talk to anyone for five minutes and ask them about themselves, they will talk in terms of what they do: 'I'm a postman', 'I'm an artist', or 'I like long walks'... The fact that Tapping House is a very non-clinical setting is very important in this sense.

People can become their disability; they become defined by what's wrong with them. They go from being a homemaker or a fireman to being a person with MND or cancer. I don't get that feeling from being around Tapping House.

RC: Many people tend to think of hospices as depressing places, what's your response to that kind of perception?

RG: That's a very small part. Tapping House is certainly not a depressing place; Tapping House is not even a sad place. The people there make it a positive experience. There isn't a new person who walks through the door that I've seen that doesn't say how nice it feels and that it's so different from what they imagined.

The kind of care that Tapping House provides is not offered anywhere else in the community. There's nothing out there that even comes close or that could replace what Tapping House does now.

Statutory services are good at taking care of someone's basic needs: making sure that people have got something to eat, that they're clean and warm. That's fine, but there's a lot more to life. And that's where we come in.



Day Care Sister Judith Clarke

looks back on seventeen years of wonderful memories at Tapping House Hospice.



Every day at Tapping House is full of rewarding experiences. Everything you organise that brings happiness to a patient and their family is a memorable occasion.

Once I arranged for transport and a carer to go with a patient to a family wedding. The family were so pleased. They really appreciated being given the opportunity to share their special day with the whole family together.

Once you've met these people, you don't want to let them down. You want to continue the very best level of care right to the end.

HM Queen Elizabeth II's visits in 1992 and 2000 were wonderful experiences that I treasure very dearly. You could see she loved talking with the patients.

There was a lady who was very ill when the Queen first came who had only been to Tapping House a couple of times. She chatted away to the Queen and, afterwards she ate her first meal for weeks.

The patient died that night but her family were just so grateful we had given her a special last day.

It is a privilege that these people allow us to support them through their final journey. We see so many patients blossom here, they really enjoy the family atmosphere.

Recently there was a gentleman referred to us who hadn't been out of the house for three years. One of the nurses went to do a home assessment. She felt he was too poorly and frail to be brought into day care so we provided home hospice care instead.

After a fortnight, the nurse who was going in rang me and said, 'Judith, this gentleman would love to come in, and he longs for male company. He only sees the carers, his wife, and his daughter'. She felt he needed more than the home care for a few hours a week.

We had to arrange a car and wheelchair to bring him for a short visit. After having a look round he was desperate to come back, in spite of being in a lot of pain.

On the way home after the first day he came in, the driver told me he sang all the way home.

A few days later I was talking to a district nurse that had visited him and she said, 'Judith, what have you done to that man? He hasn't stopped singing!'

Caring for Cancer

1 person in 3 will develop cancer at some point during their lives. Each year more than a quarter of a million people are newly diagnosed.

Cancer occurs predominantly in older people, with 64% of cases diagnosed in people aged 65 and over. However, at Tapping House Hospice we have seen patients as young as 18.

As research gives us more information about the causes of cancer and enables new treatments to be developed, so survival rates in England improve. This is likely to continue for most cancers in the near future.

However, being diagnosed with cancer can still be a devastating experience for people and their families. They need support as they receive treatment, and in the months and years after, as they recover from their illness and start to get on with their lives.

In addition to providing care and support to people whose cancer has returned and who are perhaps coming towards the end of their lives, Tapping House is also developing more services for people who are receiving active treatment; they may want information and advice, access to complementary therapies to support them through treatment, equipment to help them at home if treatment is affecting their mobility, or a skilled and knowledgeable listening ear.

Here at Tapping House we want to help more people in more ways. We need to expand our services so we can support those people suffering with life-limiting illnesses more comprehensively than ever before, from the beginning of their journey to the very end.

As only 15% of our funding comes from the NHS, we need your help to do this. The greater the support that Tapping House has from the community, the greater the amount of support we can offer to people with cancer in Norfolk and the Fens.

www.missyou.org.uk

A Missyou tribute website is a simple, personal and meaningful way to give thanks for the life of a loved one. Anyone can create a personal and lasting tribute - a safe place to tell the story of your loved one's life.

You may have lost someone recently, or your loss may have been some time ago. They might be your parent, partner, child, sibling, friend or family member. Anyone can be remembered with a Missyou site.

Keeping Care in Mind

Caring for people with Motor Neurone Disease, Parkinson's and Multiple Sclerosis.

East Anglia has a much higher incidence of neurological illness than most places within the UK. The reasons for this are not clear and form part of research into the causes of neurological illnesses which are currently not fully understood.

In 2005/6 alone Tapping House Hospice had 33 referrals for people with neurological illnesses. It is extremely likely that this number will increase in the future.

Tapping House has found that the particular needs of those patients we care for with neurological conditions are different from the needs of patients that have cancer, cardiac, and respiratory conditions.

Accordingly, Tapping House has launched a programme specifically focused on neurological care, taking our day-care services from four to five days a week.

The neurological programme explores effective ways of assisting the development of practical and emotional coping strategies for patients and their carers.

Our neurological programme includes:

- Advice on diet and nutrition
- Psychological support
- Creative activities such as arts and crafts
- Complementary therapies like Reiki and reflexology
- Advice from our specialists on matters such as benefits, ongoing care and legal issues
- Group activities, including a support group for carers
- Practical care from physiotherapists and an occupational therapist

How much does it all cost?

During the first 12 months of the programme, the care of 40 patients will cost Tapping House over **£23,600.**

This vital care in our community has been made possible by a generous grant from the St. James's Place Foundation.



ST. JAMES'S PLACE
FOUNDATION

The charitable arm of St. James's Place Capital PLC has raised more than £1 million a year since 2001.

From this fund, the foundation has very kindly chosen to support the establishment of our neurological programme.

This funding has been crucial in allowing Tapping House to pilot our neurological programme, and through this to support more people with neurological conditions in Norfolk and the Fens more effectively than ever before.



Looking to the future

With the generous financial support of the foundation the Hospice has launched a programme that is making a genuine difference to people's everyday lives which will run until August.

After that we need the support of the people of Norfolk and the Fens to help us to continue to make a difference.

Without your support we will not be able to care for these people in our community suffering from neurological illnesses, and their carers and families, in the way we currently do.

Please help us to invest in the future of Tapping House by supporting our neurological care programme.

Five Days in May

The patients we treat who are affected by Motor Neurone Disease, Parkinson's and Multiple Sclerosis visit the hospice every Wednesday. Please support the five days in May when we will care for 10 people with neurological illnesses by getting involved in our **One Day in May** campaign - see Page 5 to find out more about how you can help.

Facts at a glance

The national incidence of Multiple Sclerosis is 1:1000. For the population of approximately 146,000 people in West Norfolk, we would expect there to be 146 people diagnosed with MS. There are actually around 420.

The national incidence of Parkinson's disease is approximately 1:800. Thus, the expected number of sufferers in Norfolk would be around 182. In fact, there are 300 people diagnosed with Parkinson's in our region.

To find out more about our care services, please contact **Jan Smith**, Macmillan Clinical & Education Director on **01485 543 163**

jan.smith@tappinghousehospice.com



One Day in May

Everyday in May is special to our patients. The care and support we provide for them, their families and carers is an opportunity to live life to the full for whatever time is left.

Everyday in May we are inviting the people of Norfolk and the Fens to join us in supporting this vital care in the community. Is there just **One Day in May** when you can help us to give the best quality of care possible to those people affected by illnesses like cancer, heart and respiratory conditions, Parkinsons, MS and Motor Neurone Disease?



During that day, you may wish to find out more about your local hospice, support one of our events, perhaps volunteer for a day, spend the day sharing our story or even make a donation. Every day in May our hospice will cost £2,200 to run and a donation towards this will be gratefully received.

Perhaps there is **One Day in May** that is special to you - a birthday, anniversary, celebration or other memorial occasion. Could you make that **One Day in May** special for someone else?

Everyday in May our skilled staff and loyal volunteers do so much to care for our patients at this important time in their lives. But May is only one month of the year, and our vital care and support is by no means time limited. It extends for the whole time that a patient, their carer and family members need our services, until problems are solved or alleviated.

Just remember that **One Day in May**, you may need Tapping House Hospice so please join us in making May a special month for hospice care in Norfolk and the Fens

We need Norfolk to join us on a special journey to reach a big target:
an extra £1,000 a day, each day in May.

We need these funds to continue to support 240 patients each month with our range of services. Whether it is physiotherapy or transport, telephone support or home hospice support, there are so many elements of our work that make a difference and continuing these services depends on the generosity of our community.

We need this money to run our monthly carer support groups.

We need this money to continue to help families through our bereavement support services.

To do this we need the support of the whole of the community we serve.

Could you organise a coffee morning, a Tea@3 or Wine@9 event **One Day in May** to support our vital care services?

PUBS

Why not challenge the landlord of your local to raise £1,000, or whatever you can?

- How about a darts competition or pool tournament?
- A family fun day or charity barbeque?
- Bid on the Ball

BUSINESSES

Could your team organise a great event?

- Have a dress down day
- Recycle old mobile phones and used printer cartridges

SCHOOLS

Your school could support your local hospice with:

- Non-uniform days
- A Summer fête
- A Concert or talent show

During May could you...

- Make a donation towards the care and support of patients?
- Encourage your company and colleagues to raise £1,000?
- Hold a coffee morning or 'Tea@3' event?
- Help at one of our Street Collections?
- Donate towards making One Day in May special?
- Start a regular donation to enable us to support patients for more than One Day in May

How can you make One Day In May special?

Give us a ring on

01485 542 891

Tell us your Story...

We want to hear about your

One Day In May...

Please do not forget that we provide care and support throughout the year and not only in May, so your continuing support, donation or fundraising activity is gratefully appreciated throughout the year.

To find out more about the **One Day in May** campaign and how you can help, please contact:

Marc Stowell, Campaign & Fundraising Director
on **01485 542 891**

marc.stowell@tappinghousehospice.com



Why Volunteer?

Volunteering is a highly rewarding and valuable experience that can often bring with it a fulfilling sense of personal achievement that comes from contributing to the community.

It's a chance to put your existing experience and skills to good use, with the opportunity to learn new skills and meet new people.

How much time would I be expected to give?

Any contribution, however small it may feel, is so important to supporting the work of Tapping House Hospice. It can be as much as one day a week, or two hours a month - all our volunteers' contributions are equally valuable to us and the people we care for.

Here at Tapping House we have over 150 volunteers using the skills and expertise they have acquired to support our professional staff in the vital care we provide to patients and their families.

How can I help?

Tapping House Hospice needs people to assist with:

- Day Care
- Driving
- Poster & leaflet distribution
- Hairdressing
- Beauty therapy
- Complementary therapies
- Games and entertainment
- Gardening
- Administration (filing; answering phones at reception)
- Retail
- Events
- Hospitality (before & after events)
- Street collections
- Promotion of our Hospice lottery
- Collecting boxes

To find out more
call **01485 543163**

The difference volunteering can make

In 2006 alone our volunteers gave **22,500** hours between them to the hospice! That would cost us £150,000 based on the minimum wage.

Volunteering really is a highly valuable donation to the work of Tapping House. Well done and thank you to our gallant band!

But what can I do to help?

There are so many ways that you can assist us with the vital care and support the hospice provides in Norfolk and the Fens (a few of them are listed on the left-hand side of this page), but be creative - there are so many other ways to help.

Take the Brancaster Scrabble Club for example. They visit the hospice regularly and put our Day Hospice patients through their paces. So why not think 'outside of the box', what could you do to make a difference?

Altogether the total time given to us by our dedicated and award-winning volunteers currently adds up to an amazing **288 years** of voluntary service!

Nicki Simpson began working one day a week at Tapping House in January this year. She had previously worked for 21 years as practice manager at North Wootton Surgery. Nicki had always planned to take up voluntary work once she retired. Shortly before Christmas she came into Tapping House to assist with some admin work; whilst



at the Hospice she offered to work as a volunteer. "I'm amazed at how relaxed



"Volunteering at Tapping House can be addictive!"

Long Service Awards

In 2006 we decided to thank all our loyal volunteers by presenting long-service awards. The Mayor of King's Lynn & West Norfolk, Councillor Mrs Ann Clery-Fox, presented the awards at a reception to celebrate National Volunteers' Week, with thirty-six volunteers receiving awards for over 5, 10 and even 20 years' service.

and welcoming the atmosphere is at the Hospice, in spite of how busy it can be at times. I really enjoy the mix of people and it gives structure to my week". Nicki also values keeping her hand in doing the work she has always enjoyed without the pressure of being in charge. "Working at Tapping House has helped with the transition from full time work to retirement which is wonderful - the key is striking a balance with my life at home, the Grandchildren and my commitment to volunteering at Tapping House!"

Tapping House Lottery

The Ultimate Gift

When Ann Woodhouse received a call from Lottery Manager Graham Tinkler on 22nd December, telling her she had won £1,000, she simply couldn't believe it.

"I had to sit down and have a cup of tea, I just couldn't take it in!

"Winning £1,000 is a wonderful thing at any time, but winning just three days before Christmas just made it even more magical"

Anne, who has lived in King's Lynn all her life, has been a player in the Tapping House Hospice Lottery for four years but she never expected she would ever win the jackpot.



Finance Officer Glenda Skipper presents Ann with her £1,000 cheque

"Obviously, you know you have a fair chance, but it's the luck of the draw. I've always been happy knowing I was supporting the hospice"

Most people would have understandably been tempted to blow most of the money in the January sales, but not Ann.

"My husband Brian has recently retired and we want to do a lot with the house, we would love a new kitchen, so that's where the money will go. It couldn't have come at a better time."

Ann has lived in the same house since she was born so being able to use her winnings on some home improvements to what has been the family home for three generations means a great deal to her.

If you are not already a member, why not join today?

Call our lottery office and we can sign you up straight away over the 'phone.

Our first prize of £1,000 could get you the very latest flat screen TV, that much needed holiday, or maybe give the house a lick of paint, like our Christmas winner, Ann.

If you're not in our lottery, you are missing a great chance to get your hands on a grand. So, what are you waiting for?!

Call the lottery hotline today!

01485 543 800

Look out for 'National Hospice Lottery Flutter Week'

14th - 20th May 2007

Remember...

you are 15 times more likely to win £1,000 in our lottery than in the National Lottery!

(calculated from the National Lottery's own statistics)

Shopping *with* Tapping House

One Day in May BIG BAG campaign

As part of the One Day in May campaign the **Tapping House Hospice Shops** are asking the people of Norfolk to pop in, pick up one of our campaign donation bags, and pack it to bursting point, all in the name of supporting hospice care in our community.

It's time for a spring clean and it's true what they say, **'One man's junk is another man's treasure'**.

Your unwanted clothes and trinkets can really make a difference to the patients, families and carers we support.

One Day in May bags will be made available in all our shops for people to take away and put their donations in.

There will be a prize draw entry slip in every bag. When you return your donations to one of our shops, you will be included in your local shop's free prize draw, with a chance to **win a £10 voucher** to be spent in that shop! The draws will take place at the end of May.

Our Shops: Norfolk Street, King's Lynn • Wales Court, Downham Market • Lynn Road, Snettisham

Recycle it!

Do you have an old mobile languishing in a drawer, now cast aside and unloved? Well, put it to good use then! Drop your old phone in at one of our shops and we will recycle it for you.

The used ink cartridges from your printer can also be recycled to help us raise funds.

Plus we are now able to recycle jewellery - anything from broken chains, odd earrings to watches that do not work.

All jewellery will be examined before being sent to be recycled, valuable items will be sold separately to ensure we get the best possible price to support the care we provide.

Fundraising roundup

It's been an exceedingly busy few months for fundraising at Tapping House, with some great successes to shout about. Here are just a few of the great events that have happened...

Hospice gets lucky on the horses



The Tapping House Hospice Race Day took place at Fakenham Racecourse on 15 January. Despite very chilly conditions, a fantastic time was had by all.

The Tapping House Hospice Novices' Chase went to Beau Torero, given a remarkable ride by Andrew Thornton after he broke a rein early on. He somehow managed to keep his mount at the front of the pack from start to finish and just held on to beat Mystic Glen by two lengths.

Lady Jane Grosvenor presented the winners' prizes on behalf of Tapping House and our volunteers were out in force collecting £900 from punters at the course.

Lynn's business brain boxes battle it out



The Dawbarns Pearson "Best in the Business" quiz took place on Thursday 15 February at Knight's Hill and over £1,500 was raised to support the work of our hospice.

The finest minds from a range of local businesses were pitted against one another and the "Hospice Hotshots" came 11th out of the 38 teams that competed in the quiz.

Knight's Hill provided the venue and the partners at Dawbarns Pearson laid on food for a great evening which was thoroughly enjoyed by all present.

The quiz was the brainchild of solicitors Sarah Allen and Harleen Deol of Dawbarns Pearson (pictured with Fundraising Manager Rob Cartwright) who worked extremely hard to make the quiz so successful. The firm of solicitors are supporting Tapping House Hospice as their Charity of the Year and are already planning their next quiz.

Campaign Care '94

The Annual Campaign Care '94 Dinner and Auction took place at the Le Strange Arms Hotel on Friday 9 February. The event was in support of Tapping House and the Bob Champion Cancer Trust and over £6,000 was raised on the night!

Chief Executive, Janet Doyle was presented with a cheque for £3,500, the balance of last year's fundraising by Campaign Care '94.

Thanks are due to the Trustees and supporters of Campaign Care '94 who work so tirelessly for, and give so generously to, their chosen causes.

Don't forget every click counts! ...



www.everyclick.com is an internet site that donates to the charity of your choice every time you search through their site. Why not sign-up today at www.everyclick.com and raise funds for the hospice with every click you make? It won't cost you a penny! **Go on, give your mouse a heart!**

Dates for your diary...

MAY

Sun 6 Great East Anglia Run
10k Road Race. King's Lynn

Mon 14 – Sun 20 Tapping House Hospice Lottery "Flutter Week"

Sat 19 Joey & Friends Dance
Live country music from Mary Little & Double Whiskey. Stowbridge Village Hall

One Day in May Street Collections
Sat 5 – Hunstanton
Thurs 10 – Fakenham
Sat 12 – King's Lynn
Sat 19 – Downham Market

JUNE

Fri 1 – Sun 3 Tatterford Barn Art Exhibition
Manor Farm Barn, Tatterford

Sat 9 Companion Dog Show & Art Exhibition
Tapping House Hospice

Sat 16 Joey & Friends Dance
Live country music from Arizona Flame Stowbridge Village Hall

Sun 17 Great Norfolk Skydive
Old Buckenham Airfield, Attleborough

Thurs 21 – Wed 27 "Nature of Norfolk" Art Exhibition
Hunstanton Town Hall

Sat 23 & Sun 24 Norfolk Lavender Open Weekend

JULY

Sat 21 Joey & Friends Dance
Live country music from Country Contrast Trio. Stowbridge Village Hall

Sat 21 & Sun 22 Holkham Country Show

Sun 22 Open Garden
Dersingham

Wed 25 Sandringham Flower Show

COMING SOON...



The Norfolk Duck Race

For all the latest events news, check our website or give us a call.

To find out more about any of these events or how you can help with Fundraising, please contact:
Rob Cartwright,
Fundraising Manager
on **01485 542 891**
robert.cartwright@tappinghousehospice.com



Portrait courtesy of Dave Carter Photography