Hospice News

The Prince & Princess of Wales Hospice



Autumn/Winter 2024

ppwh.org.uk

The Prince & Princess of Wales Hospice

Scottish registered charity SC012372

The Prince & Princess of Wales Hospice

1st December
12 to 4pm

Christmas FAYRE

Join us for a fun-filled, **family friendly** afternoon at the hospice. We'll have some wonderful **shopping stalls** for you to browse for **Christmas gifts** and **stocking fillers**, and mince pies and refreshments for the grown-ups.

There will be lots for the kids to do including **arts and crafts, visiting Santa, dining with the elves and more!**

Living Well Hub at The Prince & Princess of Wales Hospice, Bellahouston Park, 20 Dumbreck Road, Glasgow, G41 5BW

12noon - 4pm

For more information or to book please contact Heather Lister on 0141 429 9858 or heather.lister@ppwh.org.uk

Tickets £5

SCAN HERE TO BOOK



Welcome

Welcome to your Autumn edition of Hospice News.

Thank you so much for your continued support for Glasgow's Hospice.

Your continued loyalty and support have meant we are able to continue caring for people with life limiting conditions, and their families.

This year, we introduced a new Befriending service for our patients living in their own homes. Volunteers visit patients each week to help combat loneliness and social isolation. This has proved invaluable for these patients, so much so we have introduced this into our inpatient unit. Volunteers now offer the opportunity to our inpatients to visit and have conversations or read together from books. You can read more about this new service in your Hospice News.

We were also delighted to be chosen to receive The Muscular Dystrophy UK – Forest Bathing Garden which won a Gold medal and Best Show Garden at the RHS Chelsea Flower Show 2024. We are now at work clearing land next to the hospice to allow for the garden to be planted. We hope this will be available for our patients and families to enjoy in 2025. We have always believed that outside spaces offer a therapeutic benefit, especially for our patients and this will truly offer a beautiful and safe environment for all to enjoy.

Thank you for your loyal and invaluable support for the hospice from everyone at The Prince & Princess of Wales Hospice.

Rhona M Baillie

Rhona M Baillie OBE, Chief Executive

Front page photograph: Hospice team welcomes the new garden.

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Welcome to the 'Best in Show'



Forest Bathing Garden

This Spring, The Prince & Princess of Wales Hospice welcomed The Muscular Dystrophy UK – Forest Bathing Garden which won a Gold medal and Best Show Garden at the RHS Chelsea Flower Show 2024.

The garden was made possible thanks to funding from Project Giving Back, a charitable organisation that supports gardens for good causes at RHS Chelsea and, following the show, in communities around the UK. This generosity and support enabled garden designer Ula Maria to create something unique for Muscular Dystrophy UK – the leading charity for more than 110,000 people in the UK living with one of over 60 muscle wasting and weakening conditions.

Following display at the Flower Show, the garden was carefully packed up and transported more than 400 miles in five articulated lorries, kindly supplied by The Malcolm Group, to arrive at the hospice.

Explaining the significance of the garden's relocation, Catherine Woodhead, Chief Executive at Muscular Dystrophy UK said: "It was always the intention that our garden would go to a location that would benefit those living with muscle wasting and weakening conditions, as well as the wider community. We believe this hospice is an ideal place as it provides care and support for people who have been



Forest Bathing Garden

diagnosed with a life-limiting or life-threatening condition, such as cancer, lung disease or neurological conditions like muscular dystrophy; and our charity is delighted to provide support alongside the staff there.

"We're looking forward to seeing our Forest Bathing Garden relocated to The Prince & Princess of Wales Hospice after the RHS Chelsea Flower Show. The Chair of our Scottish Council, Sheonad Macfarlane (Laidlaw), works as a doctor at the hospice so that's a really nice link to our community. We hope the garden will provide a calm space that everyone can benefit from."

Rhona Baillie OBE, Chief Executive at The Prince & Princess of Wales Hospice said: "We're truly delighted to provide a permanent home for the Muscular Dystrophy UK Forest Bathing Garden and know that it will make a real difference to our patients, their families, and our local communities. The whole design of The Prince & Princess of Wales Hospice is focussed around bringing the 'outdoors inside'. We believe in the therapeutic benefits of safe and accessible gardens for people and this incredible and unique garden will complement the wonderful outdoor areas we already have available.

"Our care is all about helping people to live as fully and as well as they can to the end of their lives, however long that may be – looking after their physical needs but also their emotional, social, and spiritual wellbeing.

"It's a privilege to welcome a 'Best in Show' garden to Glasgow and we'd like to say a huge thank you to both Muscular Dystrophy UK and the garden funders Project Giving Back for making this possible, as well as The Malcolm Group for helping to transport the garden."

The garden will be temporarily homed within the grounds of the hospice. Further land donated by Glasgow City Council next to the hospice will be cleared to allow the planting of the special garden in the Autumn.

You can find out more about the hospice and how they can help support the charity by visiting www.ppwh.org.uk



Hospice team welcomes the new garden

Where there's a Will...

Having a Will is possibly one of the most important things you can do for yourself and your loved ones. Estate planning can also involve some of the most important decisions that a person can make about their life and assets. Having a Will provides a degree of certainty. In Scots law, when someone dies without a Will, a special process must be followed to appoint an executor and to distribute the Estate. It can be more complicated and could result in unintended consequences.

So, what can you do? The Prince & Princess of Wales Hospice has partnered with three trusted Will-writing providers, offering you the chance to create or update your Will, free of charge, all year. This service allows you to write a fully advised Will with guidance from an accredited legal professional.

Having a Will brings peace of mind, ensuring your loved ones and chosen causes are provided for as you wish. Start your Will today – it's quick, efficient, and free.


Alan Robertson

Alan Robertson, a hospice volunteer, used the free Will-writing service and connected with Glasgow solicitors, Dallas McMillan.

Alan says: "I've been a hospice volunteer since 2018, starting as a ward volunteer where I'd bring tea to patients and chat with them. It was outside my comfort zone, but I loved it and had great conversations. After the pandemic, I became a reception volunteer, welcoming visitors and helping them find their way. I truly enjoy it – it feels good to support people through difficult times. Alan needed a new Will provider after his original solicitors closed. "We tried another service, but it didn't work out," he says. "Then I found the hospice's recommended solicitors, contacted Dallas McMillan, and they responded right away. Their service was excellent – professional, responsive, and my Will was sorted in a week.

'My advice? Don't be afraid to ask questions'

"Since I'm connected to the hospice, I wanted to leave a gift in my Will, though there was no pressure to do so. Now, I feel at ease knowing everything is in order.

"My two pieces of advice is, don't be afraid to ask questions and don't be offended if they offer you advice about other services. They spoke with me about setting up a Power of Attorney but again there was no pressure, and I am now thinking about it.

"I gave the service 5 stars on their website; it could not have been better."

Leaving a legacy


Eleanor & John Cobban

Eleanor Cobban was born on 25 October 1934 and brought up in the Pollok area of Glasgow. Having met her future husband John Cobban, in the late 1950s they went on to marry in 1961. The happy couple lived in the Newlands area Glasgow and went on to have three children, Lynn, David and Ian.

Daughter, Lynn explains: "Sadly mum became unwell in her mid-50s and was diagnosed with ovarian cancer. The type of treatment available then was not as advanced as today and she was quite ill when she was receiving chemotherapy at the old Belvidere Hospital.

"My father cared for her at home until January 1995 when mum's condition was such that she was admitted to the hospice in Carlton Place. We were so grateful to the staff there for their wonderful care of mum in her final days until she passed on 31 January 1995.

"It was sad that due to her untimely death that she never had the opportunity to know any of her 6 grandchildren who were born after she died"

"As a family we have continued to support cancer charities wherever possible, and it was always dad's intention to leave a small bequeathment in his will to the hospice due to their excellent care of mum."

Son David, adds: "The care mum was given in the hospice and the understanding of how she was feeling but also how we were all feeling, was exceptional.

"I can recall the nurses making sure she always had an ice lolly – I think that was what it was – to help ease the pain in her mouth caused by ulcers from her treatment."

Legacies left in Wills help to support the hospice to continue caring for patients and their families into the future.

One in 10 of the local people we care for at the hospice are currently funded by gifts in Wills. We simply couldn't do what we do without them.

To those who have left a gift to The Prince & Princess of Wales Hospice in your Will, we'd just like to say thank you for kindly supporting the hospice in this way.

Find out more by scanning the QR code about how you can make a Will for free.

Volunteers at the heart of the Hospice

Volunteering plays a vital role in supporting our hospice charity and helps us provide gold standard care for our patients and their families.



Nigel Williams

Each year we care for 1,200 new patients and their families and our volunteers support our staff to offer truly person-centred care for each one.

We have a range of volunteering roles and you could make a real difference by volunteering in the hospice, in our shops, in our warehouse or by becoming one of our fundraising volunteers

It costs more than £5 million a year to provide free person-centred and family focused care and support to our patients and their families. With only £2.4million of that coming from the NHS, the rest has to be found by fundraising and our hospice shops. By volunteering you can be at the heart of the hospice.

Meet some of our incredible volunteers

Nigel Williams, 66, has been volunteering with the hospice since 2017, initially at Carlton Place Hospice before moving to Bellahouston Park in 2018. Starting in day services, Nigel then became a volunteer befriender, visiting hospice patients in their homes - even during COVID via Zoom.

Reflecting on his experience, Nigel said, "I loved my volunteering roles and grew very close to the patient I befriended. For over a year, I've been in the fundraising department, which has such a happy vibe, and we have good fun. I'd highly recommend volunteering—you get so much out of it while supporting an amazing charity."

Beyond volunteering, Nigel was part of a team that raised nearly £50,000 for the hospice by participating in a 1,000-mile sponsored cycle from Land's End to John O'Groats.

Lorna volunteers in our Govan Hospice Kids Shop.



Lorna Telford

"I worked as nurse for 39 years and when I retired I wanted to volunteer. I walked into the Govan Hospice Shop and I couldn't have gotten a friendlier welcome. I've met such a fantastic group of people since volunteering here, it's just really good fun. I feel like I'm learning something new everyday. The customers are great, always good for a gab and a laugh, it's fantastic."

Caring Companions

The Prince & Princess of Wales Hospice has introduced a new support for patients in the Inpatient Unit. Volunteer companions now visit the ward on a daily basis to offer companionship to any patient who would like some company. This new service complements the existing Befriending Service available for patients living in their own homes.

Gillian Sherwood, Director of Clinical Services, said: "Being an inpatient in our IPU can be quite overwhelming both for our patients and for their families. We also recognise that our single bedrooms, while gold standard for maintaining privacy and dignity. But we have listened to feedback on what we could improve in the IPU and have introduced some new services.

"Our companionship volunteer now visits the wards and offers to sit with patients and just have a chat. It's very informal and conversations can range from the weather to what's good on TV. It's aimed at providing a distraction for our patients where they can focus on everyday topics."

Companionship volunteer, Jane Belmore is 66 and has volunteered with the hospice for about four years.

Retired Nurse, Jane explains why she opted to take on the companionship role: "I've been a volunteer at the hospice reception and also with the Young Adults group on a Monday. I love my shifts on reception as you get to greet everyone as they come in and have a chat with them.


Jane Belmore

Continuing her caring vocation, Jane decided to volunteer more of her time.

"I worked as a nurse for more 42 years in the Sick Children's Hospital and am very used to speaking with patients and families. I really enjoy the interaction with patients and when the companionship role came up, I decided to volunteer for it. As it's still a new service I've only been into the ward twice and I am just looking forward to meeting new people and will hopefully help to brighten someone's day.

"As a volunteer I do have say this the hospice is just an amazing place. You are always appreciated, and everyone is so welcoming and friendly, I do feel very involved."

Doors open at newest Hospice Shop

The newest Hospice Shop has opened its doors on the banks of the River Clyde, almost directly opposite the old Hospice in Carlton Place.


View from the mezzanine

The new shop is part of a network of 17 Hospice Shops situated throughout the Greater Glasgow area from as far away as Kirkintilloch to Clarkston. The Hospice Shops play an essential role in raising funds for hospice care, contributing to the comfort and wellbeing of patients facing life-limiting illnesses.

The shops generate much-needed funding for The Prince & Princess of Wales Hospice which cares for 1200 new patients and their families every year.

Oswald Street Hospice Shop is now open offering customers a fabulous shopping experience. Sited in the former Sally's Hairdressing Supplies building, it sits across from the new Barclays development.

The new shop stands out from typical charity shops, with a curated collection of clothing, accessories, and homeware aimed at fashion-conscious bargain hunters. Shoppers can expect to find carefully selected second-hand items, ranging from modern-day high street gems from well-known labels such as Zara, & Other Stories, Ted Baker, and Hobbs.

The shop's mezzanine level has been transformed into a vintage emporium, offering vintage home décor items, books, clothing and accessories. The thoughtfully organised space ensures a shopping experience that feels more like visiting a high-end thrift store than a traditional charity shop.

Angela Renton, Retail Operations Manager for The Prince & Princess of Wales Hospice, said: "Our goal is to offer high-quality, stylish items while supporting Glasgow's Hospice. This is a perfect way for people to refresh their wardrobe with unique finds while contributing to our hospice's mission. "Hospice care is an essential service, and we rely on community support, opening this shop allows us to not only fund our vital services but also give people access to affordable, fashionable clothing that they might not otherwise find."


Hospice Shop team

How to Get Involved

The new hospice shop is located at 5 Oswald Street, Glasgow G1 4QR and is open Monday to Sunday 10am – 5pm.

Find out more about the Hospice Shops and their locations by visiting www.ppwh.org.uk

Light Up A Life

The Prince & Princess of Wales Hospice

Kindly sponsored by EDF

Light Up a Life - Remember Your Loved Ones

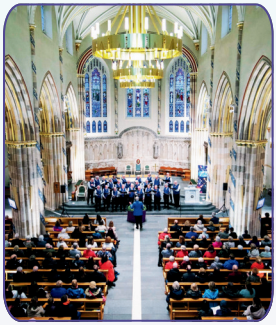
Celebrate a loved one's memory by dedicating a light on The Prince & Princess of Wales Hospice Christmas tree. Each light is a touching tribute to those who are missed but never forgotten.

How to make your dedication

- Complete our online form to dedicate a light.
- Add your dedication to our virtual Christmas tree, where it will shine brightly. You can also include a photo and share it on social media.



Each donation supports vital care for those in need, both at the hospice and within the community.



Our special Light Up a Life events

Christmas Tree Lights Switch-On: Sunday, 1 December, 4:30pm outside the hospice (after the Christmas Fayre). Each light honours a lost loved one. No booking needed; all are welcome.

Carol Concert : Sunday, 8 December, 2pm at St Andrew's Cathedral. Festive songs and readings. Ticket only; must book in advance. Also available online via live stream.

For more details or to make a dedication, visit ppwh.org.uk/lual

Christmas Gift Ideas | SEARCH



shop.ppwh.org

Our online shop sells a range of homeware, jewellery, home fragrances, and accessories. Unsure what to choose? Gift vouchers are available.

New Chair



An industry-leading Scottish business woman has been announced as the new Chair of The Prince & Princess of Wales Hospice Board.

Heather Matthews, Managing Director of global luxury chauffeur drive company, Little's, was appointed at the hospice's AGM on 23 October 2024. Heather takes over the position from Ronnie Bowie who has served as Chair since 2019.

Heather has served as a dedicated Board member of the hospice since 2021 and is keen to continue a long-held family commitment to supporting the hospice.

Family-owned Little's is a highly respected company, proudly established in Glasgow in 1966, where it has remained deeply rooted in the local community ever since. As the daughter of Little's founder, Heather began working for the family business in 1991 after graduating from university, before becoming a Partner in 1997 and finally taking on the role of Managing Director in 2005.

Under Heather's leadership, Little's has grown both domestically and internationally, including successfully managing the largest event ever held in the UK—COP26. She has received multiple business awards, including the Resilient Business of the Year accolade at the Women's Enterprise Scotland Awards in late 2023.

As new Chair for The Prince & Princess of Wales Hospice, Heather will provide leadership and guidance to the Board of trustees and its committees.

Heather said: "The Prince & Princess of Wales Hospice is an organisation which my family has supported for as long as I can remember. I was raised to understand the importance of service, to your community and to those around you, and to be asked to step into the role of Chair is a genuine honour.

"I will do my utmost to continue the legacy of the previous chair Ronnie Bowie, to support Rhona Baillie and her senior team, and lead the Hospice Board of Directors to navigate the challenges ahead. Throughout, I will remain focused on the care which the Hospice provides for the patients and families, who are at the heart of everything we do."

Chief Executive of The Prince & Princess of Wales Hospice, Rhona Baillie OBE, added: "I am delighted to welcome Heather as the new Chair of our Board which has a vital role in setting the strategic direction and delivering effective governance for the charity.

"As demand for hospice care increases, we are also faced with reducing statutory funding and I am certain that Heather's knowledge and expertise will help guide us through these challenges to ensure we can continue providing our gold standard care for our patients and families."

Thanks to our Chair



Ronnie Bowie

The Chairman of The Prince & Princess of Wales Hospice Board, Ronnie Bowie, retired at the end of October after almost 20 years' service as a Trustee, Vice Chair and latterly as Chairman for the past five years.

While volunteering on the Hospice Board, Ronnie was also formerly a senior partner at Hymans Robertson, which he took to its position as the UK's leading actuarial consultancy.

He has held a number of non-executive roles including chairing the trustees of the Royal Bank of Scotland pension scheme, the Prudential With Profits Fund and the Court of the University of Dundee.

Impressively, he was the first president of the Institute and Faculty of Actuaries, the successor body to the separate Institute of Actuaries and the Faculty of Actuaries. Rhona Baillie, Chief Executive of The Prince & Princess of Wales Hospice paid tribute to Ronnie. "On behalf of our staff, volunteers, patients and families, we wish to thank Ronnie for his incredible contribution to the hospice. He has been a steady hand over some of the most challenging times that the hospice has encountered.

"He was heavily involved in the Capital appeal to raise the £21million needed to build the new hospice in Bellahouston Park. His knowledge and expertise were simply invaluable to us during this time.

"He then became Chair of the Board just a few months before the pandemic hit. And while confusion and panic surrounded the country, Ronnie provided a reassuring and guiding hand for the hospice.

"I am truly grateful for his wisdom and kindness over the years and know that the hospice has thrived under his leadership and direction."

Vice Chair of The Prince & Princess of Wales Hospice Board, Ian Reid, commented: "It has been a privilege to serve as Ronnie's Vice Chair. Ronnie has been a source of knowledge and wisdom for all of the Trustees on the Board, and I am certain we will miss both his forensic attention to detail but also his quick wit and humour.

He has been a wonderful asset for the Board and the hospice, always ensuring we keep our patients and their families at the heart of everything we do. Ronnie will be greatly missed."

We wish him well for his future endeavours.

Let's Keep On Caring

The Prince & Princess of Wales Hospice



Help us to keep on caring for patients and families in Glasgow.

Please make a monthly donation to support patient and family care.

Scan the QR code

You can make a difference today.
Set up a monthly donation in a way that suits you.

Visit **ppwh.org.uk**

or complete the form overleaf

The Prince & Princess of Wales Hospice

Make a monthly donation by direct debit

Please complete in CAPITALS, cut off and keep the Direct Debit Guarantee section and return this form using the freepost envelope enclosed or post to: The Prince & Princess of Wales Hospice, 20 Dumbreck Road, Glasgow, G41 5BW

Title: First name:

Surname:

Home address:

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I would like to make a one-off/monthly donation of:

£10 ☐ £15 ☐ £20 ☐ £25 ☐ Other £

I would like to make my donation in memory of

☐ **Tick this box to let us know if we can Gift Aid your donation** – for every £1 you donate, we can claim an extra 25p, at no extra cost to you.

I want to Gift Aid my donation, and any donations I make in the future or have made in the past four years to The Prince & Princess of Wales Hospice. I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it may be my responsibility to pay any difference.

Scan the QR code to donate online.



The Prince & Princess of Wales Hospice

Instruction to your bank or building society to pay via direct debit

DIRECT Debit

Please fill in this form using a ballpoint pen and send to: The Prince & Princes of Wales Hospice, 20 Dumbreck Road, Glasgow, G41 5BW

Name and full postal address of your bank/building society
To: The Manager, Bank/Building Society

Address:

Postcode

Name(s) of account holder(s):

Reference:

Service User Number:

6	8	8	1	1	0

Branch Sort Code:

Bank/Building Society account number:

Instruction to your Bank or Building Society: Please pay DDPay Ltd re PPWH Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with DDPay Ltd re PPWH and if so, details will be passed electronically to my Bank/Building Society.

Signature(s): Date:

Banks and Building Societies may not accept Direct Debit Insructions for some types of account

Would you like to receive information about our events, campaigns, appeals and activities?

By post ☐ By phone ☐ By email ☐ By text ☐

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Direct Debit Guarantee (to be detached and retained by the payer)

DIRECT Debit

The Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits. If there are any changes to the amount, date or frequency of your Direct Debit the organisation will notify you (normally 10 working days) in advance of your account being debited or as otherwise agreed. If you request the organisation to collect a payment, confirmation of the amount and date will be given to you at the time of the request. If an error is made in the payment of your Direct Debit, by the organisation or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society. If you receive a refund you are not entitled to, you must pay it back when the organisation asks you to. You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify the organisation.