

Hospice Views

40

The Prince & Princess
of Wales Hospice
40 years of care



Take a look at the difference
you're making!

Autumn/Winter 2023

ppwh.org.uk

40
The Prince & Princess
of Wales Hospice
40 years of care

Christmas FAYRE

26 November 2023
12.00pm - 4.00pm

Celebrate Christmas with The Prince & Princess of Wales Hospice! Join us for a festive and fun-filled afternoon at the hospice, featuring wonderful shopping stalls for Christmas gifts and stocking fillers. There's something for everyone, including arts and crafts, Santa visits in his grotto, and Lunch with Santa's helpers in the Elves Hideout.

TICKETS £5
BOOK ONLINE
PPWH.ORG.UK
OR SCAN QR CODE



For more information or to book please contact Ashleigh Cochrane on 0141 429 9889 or at ashleigh.cochrane@ppwh.org.uk

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Welcome

Welcome to your Winter edition of Hospice News.

I would like to take this opportunity to thank you for your support for the hospice over the past year. 2023 is a special year as it marks our 40th anniversary of providing compassionate care to the people of Glasgow and their families.

It has only been possible to continue providing this gold standard care over the past four decades because of the outstanding commitment from our staff and volunteers, past and present, and because of the significant contribution from our incredible supporters.

We care for 1200 new patients each year and their families. We offer this care here in the

hospice and in our patients' own homes if they prefer. Our care is holistic in that it treats the whole person – emotionally, spiritually and physically. I am proud that we offer truly person-centred care from the hospice and that each individual is treated as such.

Can we do more? Yes, we can. We are a centre of excellence and a learning organisation which is always changing and improving the way we operate. We are committed to providing the best possible care we can for our patients, and we always will.

Thank you for being on our journey and I hope you will continue to support the hospice to help us continue caring for our patients.

Rhona M Baillie, Chief Executive

Front page photograph: For our patients, nothing is impossible. When Carole, staying in our IPU, missed her horse Myla, we were thrilled to reunite them at the hospice. Photo by Jim McCallion.

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Young Adult Team

The Prince & Princess of Wales Hospice provides a range of services for young adults in a warm environment. Our staff offer care and support to young adults, their families and carers. The service is committed to ensuring young adults, their families and carers receive the highest quality of care.

The Young Adult Team aims to support and address concerns and challenges that our young adults with a life limiting condition may share with the team.

The Young Adult Service supports approximately 47 young adults with many different conditions such as neurological and neurodisability, profound learning disabilities with complex health care needs, muscular dystrophy and spinal muscular atrophy.

The team aims to:

- Enhance confidence and promote a feeling of safety in an age-appropriate environment
- Encourage young adults to make their own decisions
- Ensure young adults can voice their thoughts and feelings regarding their care.
- Ensure young adults have the knowledge to access appropriate health care professionals.

As the Young Adult Service evolves to meet the needs of our young adults the hospice offers the following services for a smooth transition and the opportunity to build professional relationships with the young adults and their families.

The service offers:

- Transition clinic supported Dr Sheonad Laidlaw
- Social groups to enhance peer support and introduce young adults to the hospice environment by offering activities and social interaction within an age-appropriate environment with their peers.
- Learning HUB, giving young adults the

opportunity to expand on their learning within a safe and warm environment.

- Short Break Stays – Offering respite stays for the young adults and their families within the hospice.
- Art service, offering protected time for young adults to explore and recognise their potential and creative ability.

Please take the opportunity to meet the team below who provide a vital service for young adults:

Meet Maureen Donnelly, Advanced Healthcare Support Worker



I have been employed at The Prince & Princess of Wales Hospice since November 2015. I came to the hospice to do a shift in the IPU and I got the impression from very early on that this is a place I would love to work. It was such a lovely environment and the care for the patients in the Inpatient Unit (IPU) was a very high standard and I also was made to feel very welcome.

I got the opportunity not long afterwards as I saw a job advertised and applied and was lucky enough to get the position as a healthcare assistant in the IPU. There, I worked for 7 years before taking up the role as advanced healthcare support worker with the young adult service.

I have worked in care for almost 30 years and have always enjoyed supporting people and for me it's not just a job as you have to have the right values and have empathy for the people you are providing care to.

I previously worked with key housing for 14 years providing support to service users of all ages who

Young Adult Team

were living with profound learning disabilities and complex needs, who required a lot of care and support. This was a great role and I got lots of satisfaction from supporting the service users to achieve their potential.

When the role for the young adult service came up, I took the opportunity to apply the role as I felt I had the experience from my previous role, and it was an opportunity to be involved in a brand-new service and take it forward for the benefit of the young adults and their families.

The young adult service over the past year is growing from strength to strength and I feel that it has been a fantastic opportunity for the young adult team to be involved in. It has also been a great opportunity for all our young adults and their families to come together socially within the hospice to share their experiences and be part of an organisation that is very person centred and strives to provide excellent care for all of our patients.

Over the past year we have enjoyed lots of fun with our social activities for young adults and families and look forward to the service expanding in the future.

Meet Fiona Cardno, Young Adult care co-ordinator for the Young Adult Service



I have over 30 years nursing experience. I completed my nursing degree in Australia and then went on to specialise in Paediatrics. I worked at the Royal Children's Hospital in Brisbane for a number of years before, undertaking a post graduate certificate in Neonatal Intensive Care nursing.

The bug for travel then brought me over to the

UK in the year 2000. I found myself settling in Glasgow with a job at the Hospital for Sick Children – Yorkhill. After a few years I returned to Australia and to adult nursing, working in acute oncology wards and the day units administering chemotherapy.

However, circumstances brought me back to Scotland in 2013, and I was fortunate to be able to join the IPU team at The Prince & Princess of Wales Hospice, where I worked with a wonderful team for nine years. When the opportunity arose to be involved with the Short Break Stays pilot scheme in 2022, I embraced it, as I felt I was able to bring my valuable paediatric and adult nursing skills together. In addition, to this my experience as an acting band 6 when working in a busy high dependent children's ward was also valuable and important for this post.

I thoroughly enjoyed working with the Young Adults and was excited to be part of this new developing service. Then In June 2023 I was fortunate to be able to join the new Young Adult Team on a 12-month secondment. I am enjoying this new challenge and role within my nursing career. Working with the Young Adults bring a lot of joy and job satisfaction.

Meet Helen Millar, Advanced Health Care Support Worker



I have worked in the hospice for 29 years, I began working in the inpatient unit in 1994 as a Health Care Assistant, during my time working in the ward I gained a wealth of knowledge and experience in palliative care. Through education and training within the hospice I gained a qualification and also completed the SVQ level 3 in palliative care, working my way up to a band 3 Senior Health Care Assistant.

Memory Lane - The 1980's

Through time I worked occasional shifts in day services when required (now known as the living well hub). Through working in day services, I became aware that there was the potential to set up a service for young adults with life limiting neurological conditions, I became interested in this and through the years attended events that were run to promote the young adult service.

When the hospice advertised for permanent staff to start up the short break stay service I decided to apply for a position. I was delighted to obtain a full-time position within the team as an Advanced Health Care Support Worker. Looking forward to a new role I was excited to be working with young adults and being able to bring my wealth of knowledge and experience to my new role whilst also learning completely new skills.

I feel very privileged to have worked within the hospice both at a palliative level and also with the young adult service throughout my career.



Meet Lynsay Bain, Young Adult Service Lead

I joined the Hospice in April 2023. I qualified as a Registered General Nurse in February 2004

and worked within the Surgical receiving unit and Gastrointestinal surgery. Throughout my experience within the acute hospital, I realised I wanted to pursue my career in Specialist Palliative care.

I then went to work in St Andrews Hospice as a staff nurse within the Inpatient unit for nine years, during this time I gained valuable knowledge, skills and experience. I enjoyed working within a team providing holistic care to patients and their families.

In 2014 I felt ready for a new challenge and joined Kilbryde Hospice. Kilbryde Hospice was a new purpose built Hospice in South Lanarkshire.

I was fortunate to join the Hospice at a very early stage and be involved in establishing Day Service and the outpatient's department as a staff Nurse.

Through learning and developing I was appointed the Day Services Manager position. As the Hospice evolved, I felt privileged to have been involved in the Project team to ensure all policies and procedures were in place. The Inpatient Unit was safe and ready to open in August 2018. I gained valuable experience developing services and contributing within a project team.

I enjoyed the opportunity to develop services. As the ward was ready to open, I was successful and appointed the Inpatient Unit Managers position where I worked for four and a half years.

I feel privileged to join The Prince & Princess of Wales Hospice as the Young Adult Service Lead and to work within the Young Adult Service. I have been inspired by the young adults and their families and look forward to working in a team to establish how as a service we can make a difference to the young adults and their families.

Meet Dr. Sheonad Laidlaw, Speciality Doctor



Sheonad

Sheonad Laidlaw is a Specialty Doctor at The Prince & Princess of Wales Hospice and has been part of the award-winning Young Adult Service for four years.

Her background is in General Practice and she was a GP Partner before pursuing a career in Palliative Medicine. She has a specialist interest in neuromuscular conditions and complex neurodisability, and transition from child to adult hospice services. Sheonad is mum to two teenage girls and a wire fox terrier called Poppy. Her favourite cartoon character is Scooby-Doo.



Memory Lane - The 1990's

Memory Lane - The 2000's



34/30 CARLTON COURT
a new extension of Walter Hospice
Day Centre Plans



Carlton Place



Shettleston Hospice Shop



Dr. Anne Gilmore



Smiles in Carlton Place



Car collection



Getting the keys!



Never a dull moment



Dr. Anne Gilmore OBE
& Iain Laidlaw



Rutherglen Hospice Shop



HRH Prince Charles & Iain Laidlaw



Carlton Place



Art



Absent for Glasgow's Hospice!



Carlton Place



Princess of Wales



Day Centre Complete



Edinburgh



Royal visit



Hospice Shop



Billy Hunter & Iain Laidlaw open the new Day Care Centre



Visit from pop royalty!



Go Yellow



CEO, Rhona Bailie and Harvey celebrate 25 years of Glasgow's Hospice!

Memory Lane - The 2010's



Hospice opens the doors to a new shopping concept in Glasgow



The Prince & Princess of Wales Hospice has launched an exciting new concept for charity shopping in Glasgow.

Glasgow and our boutique shop is the ideal way to shop sustainability and reduce our carbon footprint."

Moving away from the traditional charity shop, the hospice has opened a pre-loved clothing destination shop in Battlefield which offers customers high-end high street labels at bargain prices.

The new shop is situated at 126 Battlefield Road, Battlefield in the Southside. It's open Monday to Saturday 10am until 5pm. The shop is also asking people to donate any of their unwanted clothing. The shop is particularly interested in high-end high street clothing brands and would welcome donations.

Traditionally, charity shops offer bric-a-brac, ornaments, DVDs as well as clothing and accessories. However, the new Hospice Shop is very much a high-end clothing boutique offering labels such as Whistles, Jigsaw, Hobbs, Maxmara, White Stuff, French Connection, Hollister and Ted Baker. It is tastefully designed and laid out offering customers space to browse. It has also moved away from the traditional Hospice Shops' blue branding with a bold black and white theme throughout.

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

The hospice must fundraise over £3million each year to continue providing this care, free of charge to those who need it.

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

Angela Renton, Area Retail Manager for The Prince & Princess of Wales Hospice, said: "We're delighted to be able to offer our supporters and customers something a bit different. We know there is a huge appetite out there for sustainable pre-loved clothing which is also good quality.



"In fact, many of the items on sale in our boutique shop still have their labels on them. Our new shop offers a truly luxurious boutique feel while also being eco-conscious. With the advent of fast fashion, so much clothing goes to landfill which has a major impact on the environment. We're on a mission to bring high quality fashion to the people of

Light Up A Life

DEDICATE A LIGHT IN MEMORY OF YOUR LOVED ONE

We would like to invite you to take part in our Light up a Life campaign, through which you can celebrate the lives of those no longer with us and donate to help fund vital nursing time and resources.

With your support, we can help patients and families across Glasgow create special memories this Christmas and make the most of the time they have together.

MAKE A DEDICATION

If you would like to pay tribute to a special person, you can do this by:

- ★ Dedicating a light that will shine brightly on our Christmas tree in the grounds of the hospice
- ★ Adding their name to the Glasgow Times Light Up A Life special, published around the 26 November
- ★ Adding their name to the order of service for our carol concert
- ★ Writing a message of remembrance for your loved one on a hospice star decoration. You can hang the star on your own tree at home, or return it to us to be hung on our tree.

HOW TO MAKE YOUR DEDICATION

This year, we have a special hospice Christmas Tree online. If you make your dedication online at www.visufund.com/ppwh-2023, you will see your dedication shine brightly on the virtual tree.

In order to include any dedications in the order of service or the Glasgow Times, please make your dedication by **18 November**.

ATTEND A LIGHT UP A LIFE EVENT

Christmas lights switch on – Sunday 26 November (4:30pm)

Our Christmas Tree lights switch on will be held outside the hospice after the Christmas Fayre, 20 Dumbreck Road, Bellahouston Park, Glasgow. Each light represents a loved one who is no longer with us. This event does not require pre-booking and anyone is welcome to attend.

St Andrew's Cathedral Carol Concert - Sunday 10 December (3:00pm)

Enjoy a service of festive songs and readings. You can attend the event in person at the Cathedral, or watch the live-stream from the comfort of your own home. This is a ticket only event and due to demand, you must book in advance. It can be booked online by going to www.ppwh.org.uk/lual or by contacting Michelle on 0141 429 9835 or michelle.pagett@ppwh.org.uk, tickets are free but there is a suggested donation of £5 on the door or when booking.

We give heartfelt thanks for any kind contribution you feel able to give at this time.

Light up a life is sponsored by



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40 years of care



Dear GREEN Place PODCAST



GLASGOW'S HOSPICE TAKES TO THE AIRWAVES

For the first time in our history and to mark our 40th anniversary, we're bringing our story to a whole new audience with a special year-long podcast series - Dear Green Place. Find out what goes on behind the door of Glasgow's Hospice with candid interviews with patients, staff, volunteers and supporters. Hear about one of our young patient's ambitions to set up a learning hub at the hospice, or a hospice shop manager's journey to becoming a British Citizen, with the hospice's help.

"IT'S A PLACE OF HOPE, COMPASSION
AND WORLD-CLASS CARE. AND, MOST
IMPORTANT OF ALL, IT FEELS LIKE
HOME." RHONA BAILLIE, CEO

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Remember to order your hospice gin in time for
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Glasgow's Hospice with your purchase.

Order online. **SCAN
ME**



The Prince & Princess
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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.



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

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: _____
Postcode: _____
Telephone: _____
Mobile: _____
Email: _____

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.

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



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 cancel a payment, confirmation of the payment and date will be given to you at the time of the request. It cannot be made in the absence of your direct debit, by the organisation or your bank or building society. You are entitled to a full and complete 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. Further information may be required. Please also notify the organisation.

I would like my donation to start on the
1st 8th 16th 24th of chosen month
and each month thereafter until further notice



The Prince & Princess
of Wales Hospice

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



Please fill in this form using a ballpoint pen and
send to: The Prince & Princess 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

Service User Number:

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Branch Sort Code

Branch/Building Society account number:

Address: _____

Postcode _____

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Reference: _____

Signature(s): _____

Date: _____

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

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