



The Prince & Princess  
of Wales Hospice

# Hospice News



Take a look at the difference  
you are making!

Spring/Summer 2024

[ppwh.org.uk](http://ppwh.org.uk)



# Welcome

Welcome to your Summer edition of Hospice News.

Thank you so much for your continued support for the hospice. We simply couldn't offer the service we do without you.

Every year we care for 1200 new patients each year and their families. But times are getting more challenging. We receive approximately 30% of our funding from the NHS. And the rest we have to fundraise from our loyal supporters to keep our doors open.

With the cost-of-living crisis continuing to impact the hospice, we have seen our costs increase substantially. In order to employ clinical staff, we have to keep pace with NHS wage rises. We have also seen costs for food,

and energy increase. With no extra funding from our NHS partners, we are left to plug the funding gap through more fundraising.

Please be assured, we are doing all we can to keep our costs to a minimum and while we are not at crisis point yet, we recognise that the coming years will prove even more challenging. We will continue to campaign for fair funding from the Scottish Government and we appreciate your support with this. We will keep doing all we can to continue providing gold standard compassionate care to those who need it most.

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

**Rhona M Baillie OBE, Chief Executive**

Help the hospice,  
scan the QR  
code to donate.



Front page photograph: Members of our Befriending Service. Left to right Janice Ralston, Laurie Doyle, Mary Ritchie

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# We are Glasgow's Hospice

## Here to care



The Prince & Princess  
of Wales Hospice

We offer comfort and peace of mind to patients and their families and carers and treat everyone with kindness, respect and dignity. As the health and social care needs of our population change, so do our priorities. We aim to ensure that we are providing care to those who need it, in the way they need it.

We provide a full range of services to support our patients and their families/carers to live as well as possible for as long as possible.

### Inpatient unit

14-bedded ward offering palliative and end-of-life care. Specialist hospice staff offer symptom control, pain management and clinical supervision.



### Living Well Hub

A hub offering community patients and their carers access to wellbeing and socialisation. Patients attend weekly for complementary and wellbeing therapies, activities and peer-support. Symptom management, outpatient clinics and an interventional clinic are based here.



### Community Nursing

Clinical Nurse Specialists visit patients in their own home offering advice and support on managing symptoms including pain control, and can arrange other services such as counselling, physiotherapy or occupational therapy.



### Young Adult Service

The service includes a Transition Clinic, access to the Living Well Hub, a Short Break Stay service and the support of a multi-disciplinary team invested in the wellbeing of the young adults and their families.



### Enablement Team

The team works with patients and their loved ones, with the aim to improve quality of life and maintain, where possible, patient independence



### Family Support

Our highly experienced team who offer one-to-one support providing a safe and confidential space for families both pre and post bereavement. Emotional, practical, spiritual and counselling support is available for adults and young people who are experiencing loss, grief, and bereavement





# We need your support to keep on caring...



The Prince & Princess  
of Wales Hospice

As a charity we need to fundraise approximately £3million each year to continue providing our compassionate care.

Your support is vital to help us keep on caring. As costs are increasing and with no additional support from statutory services, we urgently need your help. Please donate if you can.

## £10

Funds a patient's meals per day made by our in-house catering team ensuring patients have good quality nutrition.



## £60

Funds a patient's specialist assessment by our rehabilitation team who support symptom control



## £270

Funds our Art Service for a day offering patients and their carers a meaningful activity that can enhance a sense of wellbeing during an anxious and challenging time in their lives.



## £360

Provides a block of six one-to-one counselling sessions for patients, families and/or their carers who are experiencing loss, grief, and bereavement.



## £1800

To run the Living Well Hub for a day offering community patients and their carers access to wellbeing and socialisation.



## £11,760

The cost per day to run our Inpatient unit offering compassionate palliative and end of life care within our 14 bedded ward areas.





## Better with Befrienders

Patients of The Prince & Princess of Wales Hospice are set to benefit from a new service from April.

A new Befriending service will be offered to patients known to the hospice who are living in their own homes and are experiencing isolation and loneliness. A fantastic group of volunteers have been recruited for the new service and will be matched to a suitable patient who shares interests and hobbies. The volunteer will spend time with the patient in whatever environment they wish – their own homes, walks to local parks or local coffee shops. Volunteers and patients will be matched for a minimum of eight weeks and following an assessment

may go on to receive further befriending sessions.

Sharon McCaffrey, Senior Charge Nurse for the Outpatient Department, said: "We are very excited to be able to introduce this new service for our patients. We are aware of the effects which isolation and loneliness can have on a person's mental wellbeing and





*Janice Ralston*



*Mary Ritchie*

that in turn can have a detrimental effect on their physical health. During COVID, many of our patients became socially isolated, and lost touch with their local communities. So, our trained volunteers will spend time and encourage their matched patient to engage and resume some of their lost connections which we're sure will help improve that person's overall wellbeing."



*Laurie Doyle*

### **Introducing the new team**

The Service is led by Laurie Doyle, Staff Nurse Wellbeing Hub / Befriending Manager who is supported by two part-time co-ordinators Janice and Mary.

The Team will coordinate up to 12 Volunteer Befrienders on weekly visits to patients in their chosen environments.

"We will begin accepting referrals to the new service from 22 April and these will be patients who are known to the hospice, explains Laurie. We will already know the patient and their health needs so will be able to match accordingly."

Living Well Hub patient, Tom has experience of Befriending, having taken part in a previous service offered by the hospice. Tom says: "Befriending was great for me. Nigel, a very nice man visited me at home, and we would play dominoes or go for go for walks in the park. Sometimes just have a cup of tea and a chat, lots of good conversations and I enjoyed the company. Nigel sometimes brought photos of his trips away in his motorhome which I found very interesting."

# A Hidden Gem



Alan Ly

BARGACREE café within The Prince & Princess of Wales Hospice is going from strength to strength. Following an extension last year, the café now sits almost 100 people at full capacity and is regularly fully booked.

A team of talented chefs produce restaurant quality meals, snacks and cakes, fresh each day for patients, their families and the public. And with approximately 90 volunteers dedicating their time each week in the café, it's a busy environment.

We catch up with Front of House Supervisor, 29-year-old Alan Ly who, with the other front of house assistants, ensure the café runs like a tight ship. "I've never worked anywhere like this, says Alan who started with the hospice in March 2024. "There's just so much going on. I've mainly always worked in hospitality. My father had a restaurant as I was growing up and my mum

owned a café in my late teens, so I am very used to working in these types of establishments.

"But the hospice is something completely different. The whole ambience is just unique. Our customers are lovely, and we have so many volunteers who we look after and allocate jobs to, and they are just the most amazing people. They're choosing to give up their time for free to come and do, sometimes, a very intensive job. And they do it for the hospice.

"It's my job to manage and organise everything so that our patients and customers receive the very best service. I like to make sure we're as efficient as possible as we are getting so busy. I had no idea what I was coming into when I started. I did worry that working in a hospice would feel bleak and a bit depressing and sad, but it couldn't be further from that. It's bright and vibrant and I have to say, it's just got a buzz about it.

"Working with the volunteers really motivates me to work harder, they are just so happy to be here helping the hospice, it makes me want to be better. I've not had a bad day yet and in the hospitality industry that's saying something.

"I've also loved being part of the wider hospice team. Staff come in for their lunches and you honestly feel part of a team. There's no hierarchy, everybody is just here to do the very best job we can for our patients, their families and our customers. I love it."

## Calling all hobby groups

We have the perfect venue for your hobby groups to meet...

 **BARGACREE** Cafe within  
The Prince & Princess of Wales Hospice.

Offering space for your group to meet together with a vast range of food and beverages. Call us on 0777 160 2017 to arrange a visit.



# Newest Hospice Shop

Opens its doors for Glasgow's Youngsters



The Prince & Princess of Wales Hospice has opened its newest Hospice Shop, dedicated to kids. Located in Govan Cross Shopping Centre, the shop complements the existing popular Hospice Shop there.

Hospice Shop Kids opened in March, delighting children and parents with its colourful interior and fantastic items. The shop offers bargain kids' accessories, high chairs, cots, and clothing from brands like Boden, Zara, H+M, and more, including brand-new baby clothes with tags.

Kids can enjoy a reading corner and a height checker. The shop features rainbow wallpaper and vibrant decor.

Angela Renton, Retail Operations Manager, said:



"We're excited to open our first kids Hospice Shop. With so many high-quality donations, this shop will be a destination for parents seeking bargains. Sustainable, pre-loved clothing is in high demand, and we're thrilled to offer it."

Situated in Govan Cross Shopping Centre, G51 3JW, the shop is open Monday to Saturday, 9am to 5pm. Donations of kids' clothing and accessories are welcome.

Part of a network of 17 shops across Greater Glasgow, the Hospice Shops are crucial in raising funds for hospice care. They generate around £500,000 annually, helping the hospice support 1200 new patients and their families each year. The hospice needs to raise £3 million annually to provide free care.

For more information, visit [www.pppwh.org.uk](http://www.pppwh.org.uk).





# A Lifeline

The Prince & Princess of Wales Hospice Young Adult Service supports approximately 50 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.

These young adults and their families now have access to a significant service development in the form of day and night short break stays. The young adult is able to use their Self-Directed Fund to pay for respite care at the hospice which offers a care break for their family. Both the young adult and their family have the reassurance that they are being cared for by skilled staff in a safe and age-appropriate environment.

## It's so peaceful

Twenty-three-year-old Amandeep has had to deal with a lot in his life so far. Diagnosed at a young age with Duchenne Muscular Dystrophy (DMD), the most severe type of muscular dystrophy, Amandeep uses a wheelchair and requires constant care.

Amandeep has been attending the hospice for many years as part of the Young Adults Service and feels at home here. He was delighted to be part of the pilot of the new respite service, helping to shape it into the service it is today.

"I was involved in the pilot and gave my thoughts and experiences which helped design the service for other young adults, says Amandeep. The hospice is such a peaceful place, I truly value my time here. I know everyone and the new team for the respite service are great. They don't treat you like a number, they treat you like a person.

"I come in once a week and enjoy spending time with other young adults. The service puts on parties and activities and I'm looking forward to getting to experience more activities in the future. I also really enjoy the complementary therapies which are on offer."

## It's a gamechanger

That's what the mum of Leona Davidson said about The Prince & Princess of Wales Hospice's new Young Adult Respite service.

Angela Davidson first brought Leona to the hospice in



Carlton Place. Leona was only 10 when she was diagnosed with the rare pantothenate kinase-associated neurodegeneration, formerly called Hallervorden-Spatz Disease. One of only two people in the country who suffer from the fatal genetic disorder, she is now 34 years old. Once a lively child, filled with infectious enthusiasm for life, Leona is now in a wheelchair and is dependant on her mum and her care team. But she doesn't let that get in the way of enjoying life, as her mum Angela explains. And



Amandeep

as anyone can see who meets her and sees her beautiful smile.

Leona has been cared for by the hospice Young Adult team for approximately seven years after she transitioned from Children's Hospice Association Scotland (CHAS) to the age-appropriate adult services at The Prince & Princess of Wales Hospice.

"The hospice is a huge part of Leona's life now, says Angela. She feels totally at home here. She knows everyone and has such an amazing time when she attends.

"But the introduction of this new day and night respite service is a gamechanger. I work full-time and Leona has a full-time carer who she knows really well and we all trust her implicitly. However, we have struggled to recruit a carer for Leona on a Wednesday which is her full-time carer's day off. We had some bad experiences with recruiting the right people and the end result was I had to cut back on my working days.

"I'm a working mum and I want to provide for myself and my children, but the lack of a

suitable carer meant I was having to drop a day's work. Then I heard about this new respite service and it has been a lifeline. It's also a reliable service. No matter what happens the service is always available on a Wednesday which means I can completely rely on it.

"I have gone back to work on a Wednesday knowing that Leona is in the very best place which she loves, having a great time. She loves interacting with all the other patients and staff at the hospice. She loves the activities and the complementary therapies. The hospice is like her second home, and I could not be happier that she's so well taken care of, her health and happiness are my priorities.

Angela explains that she uses Leona's Self-Directed Support funding for the respite care. As Leona is a young adult living with a life-limiting condition she is entitled to this funding to organise her own care requirements.

# Therapets

They're top dogs!

Therapets have been an integral part of The Prince & Princess of Wales Hospice for more than two decades.



For some years now it has been recognised that pets are good for us! It has been scientifically proven that the mere action of stroking a dog, or cat, slows down the heartbeat, reduces blood pressure, and makes someone who has already suffered a heart attack much less likely to have another.

Through no fault of their own, many people find themselves deprived of the companionship of a much-loved dog. It may be that they have had to go into sheltered housing, residential accommodation, or a long-stay geriatric ward; perhaps they are simply no longer able to care properly for a pet. The same applies to adults and children who have a physical disability or learning difficulty and those suffering from a

terminal illness.

Recognising the significant impact that therapets offer, the hospice works with Canine Concern Scotland, organising weekly visits from these special dogs and their owners.

Joyce Geoghegan is 76 years old and started attending the Living Well Hub of the hospice about two years when she was diagnosed with terminal cancer. Joyce was given six months to a year to live but has beaten those expectations and credits the hospice with giving her a new lease of life.

Joyce, says: "I've had dogs all my life, mainly labradors and my last dog passed away about six years ago. As I was getting older and with my health deteriorating, I knew I couldn't keep a dog anymore and it just broke my heart.

"Coming to the hospice and having weekly visits from all our therapets has just transformed my life. The Hub is a great place to come, not only do we get to meet other people and interact with them, having a laugh and some banter, we also take part in lots of activities such as art and going out in the trishaw. But the thing that lifts me the most is the visits from the therapets.

"I don't have a favourite but I always make







sure I have plenty of dog biscuits and toys with me and they just love to see what's in my bag. They come up and sit on my lap or getting clapped and it just honestly lifts my mood and my spirit so much.

"This place is worth its weight in gold, I honestly don't know what I'd do without it."

Marion Balmer attends the hospice with Joyce as her companion. They have been friends and neighbours for more than 25 years.



"I see a huge difference in Joyce when she comes to the hospice, says Marion. "It has truly enhanced her life. Hand on heart, I don't think Joyce would still be with us if it wasn't for the hospice."



"The very thought of her visit to the hospice just lifts her spirits so much. We both love dogs and I love seeing the way they interact with Joyce and the smile they put on her face."

"The staff and volunteers are just exceptional; they are so in tune with the people who come here. From the front door all the way through the hospice, you just feel so lifted, everyone is so enthusiastic."

"It's a place of hope and joy. It's in such beautiful surroundings and coming here with Joyce does me a world of good too."



At 64, Marie Waterson is planning to run the Edinburgh Marathon in May to raise funds for The Prince & Princess of Wales Hospice, 40 years after her first race for the same cause.

Marie first ran the Women's 10k in 1984, aged 24, to help establish Glasgow's first hospice. She completed it in 47 minutes and developed a passion for running. Now, she aims to complete the 26.2 miles of the Edinburgh Marathon to support the hospice in Bellahouston Park, Glasgow.

Marie said: "Running started as a New Year's resolution and grew into a lifetime passion. The Edinburgh race will be my fourth marathon. Running has improved my physical and mental health, and I've made friends through it. I once met a fellow runner whose daughter was born

on the same day as mine, and we still keep in touch, even though she's moved to Australia."

Marie, a Humanist Society Scotland celebrant and former healthcare worker, has three children who also run. She's training with a personal trainer and focusing on her diet. "Running a marathon is madness, but I love it. I'm not an athlete; I just start and finish the race. This marathon feels special as it marks the 40th anniversary of my first run and the hospice's care. Their incredible work for people and families makes running a marathon a small thing in comparison."

Rhona Baillie, Chief Executive of The Prince & Princess of Wales Hospice, said: "We are grateful to Marie for her long-term support. From her first run 40 years ago to this marathon, her commitment helps us continue caring for people with terminal conditions. It is only with support like Marie's that we can provide this vital care, and we thank you."

# 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





## 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

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## Scan the QR code to donate online.



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