

Hospice News



The Prince & Princess
of Wales Hospice

Take a look at
the difference
you are making!



Autumn/Winter 2025

ppwh.org.uk

The Prince & Princess of Wales Hospice

Scottish registered charity SC012372

A doctor's view



Dr Sheonad Laidlaw is a speciality doctor working with our Young Adults.

Working as a palliative care doctor in a hospice is often misunderstood. My role is more about enhancing quality of life, supporting emotional well-being, and walking alongside young adults and their families through complex and often uncertain journeys, than being about illness or end of life care.

Individuals living with neuromuscular conditions face physical challenges, often with progressive loss of muscle strength, independence, and mobility. But they are also people with dreams, relationships, and a deep desire to live meaningfully. My

role isn't just about managing symptoms; it's about listening, adapting, and advocating.

At The Prince & Princess of Wales Hospice in Glasgow, we have developed a dedicated Young Adult Service where individuals feel seen as individuals, not defined by their diagnosis, and have their voices heard. Pain, breathlessness, and fatigue are addressed with the best of medical care — but so too are loneliness, opportunities to achieve, and the desire to connect. We talk about university plans, gaming setups, accessible housing, or even attending a concert — because these goals matter just as much as medications and care plans.

One of the most challenging aspects of my role is the emotional weight of caring for young adults whose lives are being shaped by illness at a time when they should be exploring independence. But it is also a privilege. These individuals teach us all about living with a life-long condition and have certainly made me a better clinician and more compassionate human.

Being a palliative care doctor in this setting means holding space for joy and sorrow, hope and grief — sometimes all in the same day. It's about offering presence, honesty, and comfort when medicine can't offer a cure. And above all, it's about helping young people live fully in this, the present moment.



Welcome

We have been overwhelmed by the generosity shown to us by our local community since launching our Vital Care appeal in the Autumn. As we started the new financial year in April, we were facing a £755,000 deficit due to rising costs for staff and utilities. While not at crisis point yet, we took the decision to ask our local community to donate whatever they could to help us meet this financial challenge and to help us keep the doors open here at Glasgow's Hospice. I am truly grateful for every penny that is donated which allows us to keep on caring. You can read more about our appeal on page 4 and 5 of your Hospice News.

We continue to innovate in every way we can to ensure we are offering the very

best care possible for our patients and their families. Our Befriending Service has been widened to include anyone living with a life-limiting condition in our catchment area and who is experiencing loneliness. This service is a lifeline for many in our local communities who may not have regular contact with friends or families. We are only able to run this service thanks to the incredible dedication of our Befriending Volunteers for whom we are so very grateful to.

I hope you enjoy this issue of Hospice News. It is with your amazing support and generosity that we are able to continue providing free, compassionate care for our patients and their families.

Thank you,

Rhona M Baillie OBE, Chief Executive

Did you know you can receive your Hospice News by email? We're working to reduce our carbon footprint and keep costs down. Each printed copy costs 32p to produce and post. You can help by switching to a digital version. To join our email list, please contact comms@ppwh.org.uk with your name, postal address, and email address.

Contents

2

A Doctor's View

6

Our Fashion Evolution

4

Vital Care Appeal

8

The Friendliest Service

Glasgow's Hospice launches Vital Care Appeal

A billboard for the Vital Care Appeal. It features a woman in a blue hospice uniform standing in front of a large, modern hospice building. The text on the billboard includes the hospice logo, the title 'Glasgow's Hospice needs your help', and a call to action to donate at ppwh.org.uk/vca.

Vital Care Appeal Billboard

The Prince & Princess of Wales Hospice **Vital Care Appeal**

Glasgow's Hospice needs your help

Donate now at ppwh.org.uk/vca

Help The Prince & Princess of Wales Hospice keep on caring for the people of Glasgow 0141 429 5599 ppwh.org.uk

This autumn, The Prince & Princess of Wales Hospice launched its Vital Care Appeal as we face our biggest challenge yet.

In Glasgow, demand for specialist hospice services is growing. Patients have more complex needs, and many are younger with young children at home. At the same time, costs for staffing, utilities and food have risen sharply. With local government funding covering just 30 per cent of running costs, the remaining 70 per cent comes from fundraising and donations.

This year, Glasgow's Hospice is predicting a £755,000 shortfall. While not at crisis point yet, the hospice is appealing to its local community to help protect the future of hospice care in Glasgow.

Rhona Baillie OBE, Chief Executive of The Prince & Princess of Wales Hospice, said: "We provide free specialist palliative and end-of-life care to 1,200 new patients and their families each year, both at the hospice at Bellahouston Park and in patients' own homes.

"We're doing everything we can to keep our costs down. We run our services efficiently, we're innovating with our fundraising, and we make every pound count. But despite our efforts, a significant funding gap remains. We're not in crisis yet, but we need to act – and



that's why we are turning to our friends in the community for help."

Kirsty Dolan, 22, completed her degree in Adult Nursing in 2024. When her beloved dad, Robert, died in the hospice in 2021, Kirsty found herself struggling.

Robert was diagnosed with Parkinson's at just 48. Kirsty, her mum and sister cared for him as his condition worsened. During COVID, the family provided 24-hour care at home while Kirsty balanced her studies.

"COVID was such a strange time," says Kirsty. "We weren't allowed outside, but one day we took Dad for a walk in his wheelchair. It was such a lovely day, and we just enjoyed being out together."

"By 2021, Dad needed inpatient care at the hospice. He had developed supranuclear palsy and received the very best care you could imagine. We spent

"The support I got helped me feel stronger. I don't think I would be where I am now without the hospice."

quality time with him, even bringing our dogs for visits. When he was nearing the end of his life, we stayed over in the family rooms so we could be close. After



he died, we had time with him to say goodbye, listening to his favourite music."

A year later, Kirsty reached out to the hospice's Family Support Service for help.

"I was really struggling," she says. "I'd seen my GP, but medication wasn't what I needed. So I emailed the hospice, and that changed my life. I was nervous about going back, but the support helped me see things differently. I hadn't faced up to Dad dying, and the team helped me make sense of everything. It really was a lifeline."

"The support I got helped me feel stronger. I don't think I would be where I am now without the hospice."

Will you give today to help protect vital hospice care?

For more information on the Vital Care Appeal, visit ppwh.org.uk/vital-care-appeal or call 0141 726 2660 (Monday to Friday, 9am–5pm).

Our fashion evolution



Hospice staff and staff from the University of Glasgow celebrate Worthwhile Wardrobe

The Prince & Princess of Wales Hospice is leading the way in sustainable fashion with a bold new concept.

With more than 200,000 tonnes of textile waste generated annually in the UK, the hospice has partnered with the Adam Smith Business School at the University of Glasgow to offer a more conscious and sustainable way to shop.

High-end items donated to the hospice will be curated into the new 'Worthwhile Wardrobe' collection, available at the Hospice Shop on Queen Street, Glasgow. When a customer purchases an item from

the collection, they have the option to return it after use and receive a discount on their next Worthwhile Wardrobe purchase. This ensures that garments stay in the circular chain rather than being discarded after minimal wear.

Professor Deirdre Shaw, Professor of Consumer Ethics and Sustainability at the Adam Smith Business School, said:

"Worthwhile Wardrobe is all about doing good — for the planet and for people. By extending the life of clothes, you help reduce waste while supporting vital hospice care. We were delighted to partner with The Prince & Princess of Wales Hospice on such an innovative and



fresh approach to fashion. The industry has long focused on cheap, disposable clothing — fast fashion is having a significant environmental impact. We're proud to be part of a solution."

Professor Shaw was joined on the project by Olga Cieslak (PhD researcher) and Kat Duffy (Senior Lecturer in Marketing), also from the Adam Smith Business School. Together with the hospice team, launched the initiative on Friday 10 October.



Angela Renton, Retail Operations Manager for The Prince & Princess of Wales Hospice, added:

"This was such a fascinating project to work on. We regularly receive incredible donations, which are sold on — but now we can take it a step further. By encouraging customers to buy, re-donate, and be rewarded, we're not only extending the life of garments but also enhancing support for patient care at the hospice."

The Worthwhile Wardrobe collection will be available at:

The Hospice Shop, 66 Queen Street, Glasgow

Opening hours:

Monday – Saturday: 10.30am – 5.30pm

Sunday: 11am – 4pm



The friendliest service

The Prince & Princess of Wales Hospice's Befriending service has been running for more than a year and has made an incredible difference to the lives of those living with a life limiting condition and who are isolated from their communities.

So far, 68 people have benefited from the service which sees volunteer befrienders matched with someone of similar interests and hobbies and who is living in their own home and who is experiencing isolation and loneliness.

Volunteers spend time with the individual in whatever environment they wish – their own homes, walks to local parks or local coffee shops for a minimum of eight weeks and following an assessment may go on to receive further befriending sessions.

George is 77 years old and has a life limiting condition. He lives alone and does not get many visitors. He was referred to The Prince & Princess of Wales Hospice for support. At first, he was apprehensive about the Befriending Service but decided to try it. He was matched with volunteer Liz for the initial eight-week period and quickly began to enjoy the weekly visits. He was happy to continue into a second eight-week cycle. George was then matched with volunteer Joanne, and they built a great rapport and friendship. George decided he wished to expand his social interactions by leaving

his home and visiting community venues. They enjoyed visits to a local café and from there, George has just blossomed.

Laurie Doyle, Staff Nurse/ Befriending Manager Outpatient Department, said: "George's weekly visits have had a profound effect on him. At the start, George was isolated and not leaving his house. Now he is happier and venturing into his local community and meeting new people. He has regained his sense of purpose and belonging.

"We are aware of the effects which isolation and loneliness can have on a person's mental wellbeing and that in turn can have a detrimental effect on their physical health. Our Befriending Service can truly have such a positive impact on a person's overall wellbeing."



George and Joanne

It's good to talk

A group of dedicated hospice volunteers is stepping up to raise awareness of The Prince & Princess of Wales Hospice.

Twelve individuals from diverse backgrounds have formed the hospice's new Speakers' Bureau, following specialist training and the launch of a new presentation telling the hospice's story.

Speakers' Bureau volunteers are available to attend local groups, events and meetings on request, sharing insights into the hospice's mission, values and the vital care it provides. The Bureau is led by volunteers Loretta Scott and Peter Samson.

Loretta said: "I'm passionate about supporting the hospice. As a member of the Speakers' Bureau, I'll be helping spread the word about the high-quality, compassionate care it offers people with life-limiting illnesses, and the lasting comfort it brings to bereaved families.

"I worked with the hospice professionally during my time at Glasgow City Council Education Services. When I retired, volunteering was a natural next step.

"Volunteering is the gift that keeps on giving!"

Peter shared: "I toured the hospice before



it officially opened. From that first visit, I knew I wanted to be part of it.

"Through the Speakers' Bureau, I can help challenge misconceptions and show the life-affirming care the hospice provides.

"Sharing its story helps inspire others to support, volunteer or reach out when they need help most."

Anyone hosting an event or involved in a group can request a Speakers' Bureau visit by filling out the form at www.ppwh.org.uk/SpeakersBureau

Rhona Baillie OBE, Chief Executive of the hospice, said: "We're incredibly grateful to our volunteers for helping bring the hospice's work into the heart of the community.

"For many, the idea of a hospice can feel daunting. The Speakers' Bureau helps break down those fears and gives people a real sense of the warmth, compassion and care we offer."

Dedicate a light
in memory of a loved
one this Christmas

Light Up
A Life

★ Pay tribute to a special person by dedicating a light that will shine brightly on our Christmas tree

★ Attend one of our Light Up A Life events, including our Christmas lights switch on and a carol concert at St Andrew's Cathedral

To make a dedication or attend an event, scan the QR code or go to www.ppwh.org.uk/lual



Sponsored by
CARRARO
1927

Christmas FAYRE



The Prince & Princess
of Wales Hospice

7 December, 12 noon - 4pm

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

For more information or to book, contact David Walker on
0141 429 9809 or David.Walker@ppwh.org.uk

Tickets are just £5. Scan here to book -



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

The Prince & Princess
of Wales Hospice

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 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.

Scan the QR code to donate online.



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

Service User Number:

6	8	8	1	1	0
---	---	---	---	---	---

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

Branch Sort Code:

--	--	--	--	--	--

Address:

Postcode:

--	--	--	--	--	--

Name(s) of account holder(s):

Reference:

--	--	--	--	--	--	--	--	--	--

Signature(s):

Date:

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

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.

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

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

We will keep your details safe and only use them in accordance with our privacy policy:

ppwh.org.uk/privacy-policy. If you wish to update the details we hold about you, change your contact preferences, unsubscribe, cancel your Gift Aid declaration or change your tax status, please contact supporter-relations@ppwh.org.uk or call 0141 429 5599. Unless you have specifically asked us not to, we may contact you if we think you would be legitimately interested in hearing about specific parts of our work.