Most people think hospices are about dying...

We are about living.
Most people think hospices are about dying...

out living
The Annual Review explains how, with your support, we help our patients and their families.

We support patients to fulfil every last wish, even holding weddings, civil partnerships and christenings.

Our fully equipped gym is one of the busiest & most popular rooms we have!

Community care

Day Hospice patients grow their own fruit & vegetables in our greenhouse

What

Gym groups

Physiotherapy

Pets are welcome (& well behaved children!)

Lots & lots of fundraising

Emotional support for adults & children
Most of our patients are looked after at home.

Volunteer hairdressers provide some TLC to our Day Hospice patients.

Community Choir

Arts & crafts

Bereavement counselling for both adults and children.

Education programme

Community Engagement

Work with other healthcare providers.

Symptom control and pain management.

In patient care

Lymphoedema treatments

Our complementary therapies team members look after family members, as well as patients.

Palliative rehabilitation

Education for health care professionals across the island.

Specialist palliative and end of life care

Hospice charity shops

Day Hospice
Welcome to our first Annual Review

The word ‘hospice’ can conjure up many thoughts – from fear about the end, to hope about the process. We have written this Annual Review to help you get a real feel for what we do. It’s full of stories about our services, the people that work at Hospice and the care we give. We are your hospice, the island’s hospice, here because of the will of the local community, flourishing because of its support and I think our work may surprise you.

A referral to Hospice may follow a diagnosis of a life limiting condition; the devastating news can often leave a person in limbo. Of course we will all die one day, but it’s one thing to know it and a very different thing to experience it. We get that at Hospice and the team are here to help shape and share the experience of illness, not just its technicalities.

Our focus is all about the ‘living’ and living well

The goal of a ‘good death’ is after all part of a good life, lived well all the way to the very end. Resilience at this time does not mean ‘bouncing back to where you were before’, or pretending the hard stuff isn’t HARD. It’s about being supported, approaching things together with loved ones and getting to decide what success looks like on ‘your own terms’. For many people that is about managing the symptoms of their illness with the support of the specialist palliative care team and their families, and retaining a sense of normality for as long as possible.

When people think of our services, they tend to think of the specialist palliative care nurses on the In Patient Unit. In fact, Hospice services started with care in the community in 1982 and the home care of our patients is still the foundation of our service. The Community team now care for patients not just in their own homes, but in residential settings such as nursing homes and at the Jersey General Hospital.

This wider remit has come about since we entered into an agreement with the States of Jersey in 2014 to provide a leadership and education role for all healthcare providers in end of life care. At the same time we agreed to open the doors of Hospice to anyone with any life limiting condition; this means that our services are not exclusive to cancer. We support anyone who could benefit from our expertise, including patients for example with heart failure or lung disease. Non-cancer patients now form 46% of the people we care for.

The specialist services are now delivered by a multi-professional staff team drawing not just on the skills and knowledge of our specialist palliative care nurses but on the skills of other professionals such as our pharmacist, physiotherapists, Lymphoedema nurse, chaplains, complementary therapists and the social worker. Care at Hospice is also provided by an Associate Specialist and a visiting Consultant in Palliative Medicine from University Hospital Southampton, who provides support for more complex cases.

Together with experienced volunteers, the Community Bereavement Service supports patients who are dying, their loved ones and those who have been bereaved. As well as accessing our services in the community or on the In Patient Unit, many of the people we care for use our day services in the King Centre at Hospice. We offer activities to support emotional, physical and spiritual wellbeing. They range from anxiety and breathlessness sessions, to clinical drop in sessions, emotional support and complementary therapy sessions, gardening and art classes, and visits by the volunteer hairdresser.

We are also here to help with doing some of the other difficult things, like saying the big stuff out loud, sorting out paperwork such as will writing or making an advance care plan. These all go to help managing the news and maintaining a sense of control.

Our focus is always on determining a person’s priorities and their worries, and understanding how we can help them achieve their objectives. Ultimately what we seek to do is to make sure that Hospice care matches a patient’s wishes and supports their goals and it’s a conversation we keep on having right until the end.

Hospice care is about choice. Everyone deserves to be treated with respect and to die pain free, with dignity, in a place of their choosing. We know we cannot care for everyone at end of life, but our vision is that everyone in our community in Jersey with a life limiting condition should have access to the highest standard of specialist palliative care and that it should always be free and available to anyone who needs it, no matter what their medical needs. To that end, the next step for Jersey Hospice Care is to extend our care to include provision for children with life limiting conditions.
I hope you enjoy reading our Annual Review. I hope it inspires you. We only get one chance at the end of life to get it right and that’s why we strive everyday to make extraordinary care our ‘ordinary’. Without the support of our amazing volunteers and the generous community of Jersey, we could not continue to do what we do. If you think you can help please get in touch.

Emelita Robbins,
Chief Executive,
Jersey Hospice Care

Some facts about Hospice:

- Anyone with a life limiting diagnosis can access our services
- There are 12 beds on our In Patient Unit
- All of our services are completely free
- 8% of our expenditure is met by the States of Jersey
- 600 people work at Hospice, over 480 of them are volunteers!
- We are open 24/7, 365 days of the year
- It cost £5.3 million to run Jersey Hospice Care in 2016
- Raising this money every year is our biggest challenge!

Visitors are welcome anytime (even ones with 4 legs)
Giving back control
We care for any patient with any life limiting condition irrespective of diagnosis.
Since 2014, as well as cancer and motor neurone disease, we care for patients with lung disease, Parkinson’s, Multiple Sclerosis or heart failure, to name but a few.

Many of our patients struggle to cope with and adjust to changes and limitations caused by their conditions. They may experience both emotional and physical difficulties as it can be difficult to carry out everyday activities and maintain a social life.

One of the ways we support our patients is through our In Control Group. The Group is run by our physios and teaches strategies to improve each patient’s quality of life. It’s an eight week programme for patients struggling with anxiety, breathlessness or fatigue.

The sessions have a different topic each week and there is time for patients and their carers to talk about their issues, share with others and learn from their experiences.

As well as the educational benefits, this group-based activity provides valuable social interaction, peer support, motivation, shared experiences and a boost to patient’s confidence and sense of wellbeing.

**Positive feedback**

‘I liked being in a group who were willing to talk and share openly. Laugh and cry!’

‘I have really enjoyed learning all the different aspects of my own, and other illnesses, while getting to know everyone.’

‘I will definitely be recommending this course to others. I can see that you will offer your patients all the support and confidence that they need.’

80% have reduced anxiety

100% report the course improves their quality of life

60% report a reduction in depression

75% scored the programme 5/5

25% scored the programme 4/5
Helping me get back on my feet

Rehabilitation is an important part of what we do at Jersey Hospice Care.
Through palliative rehabilitation, we help our patients to stay as active as possible, improve their wellbeing, regain their independence and adapt to their condition.

Our physios work with a patient to develop a personalised plan with simple goals and, together, find ways they can achieve them.

You might not expect to see a gym in the centre of a hospice. Our purpose built gym is a hive of activity – when it comes to doing circuits, it can get very competitive!

Richard’s story

Richard comes to Day Hospice on a Monday and the Moving Forward gym group on a Thursday. Due to the nature of his condition, Richard struggled to remain mobile.

Richard said, ‘Having lived with cancer for some years, I went through a period of depression, following a worsening of my condition.

Jersey Hospice Care suggested that it might help me, physically and mentally, if I went to their weekly rehabilitative gym classes.

The ethos of this gym is to tailor the exercises to patients. It isn’t intended to train us for any marathons, but provides more gentle and stretching exercises.

The physios suggest individual exercises, from using an exercise bicycle, walker or arm exerciser for the fittest, to sitting down (or even lying down) exercises for the less mobile. This is all overseen by the physios, who monitor our heartbeats and oxygen levels and are always cheerful and upbeat.’

It’s not easy to pinpoint why I enjoy going to the gym, but I wake up every Thursday morning with something to look forward to, seeing our physios, other “gymnasts” and, perhaps most importantly, feeling that I have done something constructive towards keeping fitter and active.

Cirsty de Gruchy, Day Hospice and Therapies Services Manager, said, ‘We know that, through palliative rehabilitation, we can improve patients’ quality of life, regardless of their prognosis. We aim to enable people to live fully, until they die, by maximising their potential ability and independence or gaining relief from distressing symptoms.

We work with our patients to look at their needs and aspirations, to set joint goals to give them a measure of control, often at a time when they are experiencing helplessness and loss of independence.’

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With you every step of the way

Our Emotional Support team helps individuals and families to come to terms with an advancing illness and to start taking back control.
Whether living with a life limiting illness or in a caring role, it’s normal to experience feelings of sadness or loss. A life limiting illness can have a huge emotional impact and leave a person feeling overwhelmed. Patients, carers and their families face many challenges and uncertainties and whilst many cope, some benefit from emotional support.

Our Emotional Support service helps individuals and families to come to terms with an advancing illness and to start taking back control.

Jean’s Story

‘I wasn’t quite sure what to expect when my respiratory nurse suggested I went to Day Hospice. Of course, there was absolutely nothing to be wary of at all, just a huge feeling of safety and being cared for without question.

During one of my visits, I was introduced to Mary, an Emotional Support counsellor. As I was assured that everything that was said or happened between us would remain strictly confidential, I began to tentatively unravel my thoughts, feelings and fears.

Gaining confidence, over time I was able to share everything, with no repercussions; I was never judged, corrected, blamed or changed.

Once I was able to share all my negative feelings, all the muddled memories and seemingly unmanageable problems, they became manageable and my life has been turned around.’

My body no longer controls me; I am in charge of me. I make my own informed choices now, however big or small, I’m not scared and I love living.’

Jean discovered art journaling, a way to express herself using anything that comes to hand. These books have proved to be perfect escapism and have been used during her meetings with Mary.

‘With the help of all the staff in Day Hospice and continued meetings with Mary, I have rediscovered the “me” that I thought I had lost forever.'
Striving to deliver the best care

We aim to help our patients to be as pain and symptom free as possible.
With increasingly complex medical needs for many of our patients, it is important to us that we proactively meet these needs in a timely way.

Our Non-Medical Prescribers on our In Patient Unit help us achieve this.

A Non-Medical Prescriber is a healthcare professional that is not a doctor, who has undertaken rigorous training in safe prescribing and is approved by a professional healthcare body.

Non-Medical Prescribers work in partnership with the GP and with the patient’s consent. They focus on symptom management, wellness and education. They can prescribe medications used for palliative care (such as for pain and sickness), treat symptoms and carry out physical examinations, without the need to call upon the patient’s GP.

Non-Medical Prescribers have been present in hospitals for a long time, but are relatively new in the hospice world. Having Non-Medical Prescribers at Jersey Hospice Care is something we are very proud about.

This is great news for patients on our In Patient Unit, who typically come in for help with difficult and challenging symptoms related to their illness.

Yasmin’s Story

Sister Yasmin Butler has been a Non-Medical Prescriber on our In Patient Unit since 2015.

‘I remember when I first started working on the In Patient Unit, a few years ago, a lady was brought in. She was clearly very distressed and in extreme pain, but was adamant she didn’t want to go to the hospital. Unfortunately, her GP couldn’t leave his busy surgery and our Associate Specialist was working at the hospital that day. We desperately wanted to give her pain medication, but had to wait for an available doctor to prescribe what she needed.

This isn’t the case now. A patient was recently admitted in severe pain as her usual medication wasn’t working. Her husband was distressed to see his wife like this and felt powerless to help. I carried out my own clinical assessment and, with consent from the patient and her GP, was able to prescribe something to immediately relieve her pain. When her GP arrived later, she was pain free and feeling more relaxed.’

‘As a nurse caring for patients at the end of life, being able to prescribe pain medication and other controlled drugs can make a big difference to patients and their families.’

Sister Yasmin Butler
Creating special Memories

Time is precious - That’s why we see it as our job to help our families create as many special memories as possible.
We know that spending time together with friends and family is really what life is all about.

We help our patients think about what memories they would like to leave to their family. We try to facilitate this in creative ways, so our patients have precious gifts and memories to leave their loved ones.

The thriving Art and Craft studio space within the King Centre is where some of the magic happens. Some people come to the room thinking they aren’t artistic and won’t be able to make anything, but we believe that everyone can be creative.

With the support of some very talented volunteers who lead the sessions, our patients are able to produce valuable keepsakes.

Lorraine’s story

Lorraine is one of our craft volunteers. She said, ‘It’s a real pleasure coming in to Day Hospice each Wednesday with Nicole and our craft room is always a hive of activity.

The patients love coming in as it’s an opportunity for them to come together to be creative and “switch off” from the worries of their illness, as they immerse themselves in what they are making.

As well as the enjoyment our patients gain in making pieces that can be sold in our fairs and coffee mornings, they also love creating items that can be treasured by family members, such as memory books and boxes.

Most people enjoy leafing through old photo albums, conjuring up memories of days gone by. Knowing that you won’t be a part of your family’s lives for much longer, creating memory books for loved ones can be a huge source of comfort and a way to preserve cherished memories.

Memory books range from simple photo albums to highly detailed scrapbooks. Most include photos, but they might also include poems, pictures or personal notes, which can make them even more special.’
Most people have a list of things that they hope to do ‘someday’, but for those with a terminal illness, someday may never come. ‘Someday’ has to be right now.
Jersey Hospice Care is about caring for the ‘whole’ person, not just their medical needs. An individual’s wishes are likely to be just as unique as the individual themselves. We start with finding out what and who is important to them, what matters and what doesn’t.

**Bob’s story**

Bob’s father was cared for in our In Patient Unit.

‘My Dad really loved his old motorbike, but never thought he would see it running again. After speaking to Dad’s nurse Emily, I secretly arranged to bring it up to Hospice for him to see it. I was even allowed to bring it through the gardens and park it right outside Dad’s room.

The look on his face when we pulled back the curtains to reveal it outside the patio doors will be one I will always remember.

Dad passed away two days later, so I was so pleased I managed it. It was a special moment I will never forget. Everyone on duty that day was just fantastic.

For me, this really sums up what everyone at Hospice is about; going that extra mile to make a difference to their patients and families.’

**James’ story**

‘Nothing was too much trouble for any of your team and we all felt well informed, involved and genuinely cared for, as did my Mum of course.

It was the smallest of touches which made the most difference.

The fact that my Mum’s bed would be turned so that she could look out the window on a bright day; that my twin girls were able to help dress the Christmas tree in the IPU lounge with their Grandma watching on; that we could eat fish and chips together at the dining table with her; that one of your team bought her a small bottle of lemon sauce when they were at the supermarket as a gift because it’s what my Mum loved (on everything!); that she could see your Christmas tree in the gardens and hear the Christmas Carols being sung; that everybody knew our names…the list goes on and on…’

**Imelda’s story**

Imelda Noonan is a Clinical Nurse Specialist in our Specialist Palliative Care team.

‘I received a phone call from the hospital, as they had identified that a lady in their care was dying. I went in to assess the patient. Carol* was aware she was dying and her last wish was to go home to the house where she was born; to see her garden and to be with her family.

I called her family who rallied around and moved a bed downstairs so she could see the garden. Carol was able to go home later that day and was soon settled into her bed. Her husband held her hand, as she looked at the garden and said “I’m home”.

She gave us all a big smile and Carol went to sleep. She died 30 minutes later, just as she had wanted, still holding her husband’s hand, surrounded by her family and in her family home.’

*Name has been changed

“You matter because you are you and you matter to the end of your life.”

Dame Cicely Saunders, Founder of Hospice
Our year at a glance

January
- Jersey Christmas Walk
- Christmas Jumper Day

February
- Doreen Hennessy Good Friday Walk
- Santa Dash

March
- Ryan Heath abseil
- Stars in their Eyes

April
- Christmas Tree Collections

October
- Million Pound Lotto
- Jay Morris Spinathon
- Gallery Rally to San Sebastien
- First meeting for our Community Choir
- Pathway to Spirituality Conference
- Hospice Carol Service
- Hospice UK conference
- Hospice Care Week
- Light up a Life Remembrance Service

November
- Hospice Huddle
- Jersey Hospice Care Ball
- Christmas Jumper Day
- Hospice Care Week
- First meeting for our Community Choir
- Good Friday Walk
- Jersey Hospice Care Ball

December
- Hospice Carol Service
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- Pathway to Spirituality Conference
- Hospice UK conference
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Our year at a glance

April

- Jay Morris Spinathon

May

- Gold Standards Framework anniversary
- Dying Matters Awareness Week
- Barclays gardeners

June

- Lloyds gardeners
- Jersey Moonlight Walk
- Go Yellow Day

July

- Condor Ferries’ Dragon Boat Festival
- Jayson Lee 10K Memorial Run
- Jersey Hospice Care Ball
- 30 Days in 30 Days
- BNP Paribas gardeners

August

- Arch to Arc
- Remembrance Service

September

- NatWest gardeners

- Million Pound Lottery
- Gallery Rally to San Sebastien
- Ladies Tennis Tournament
- Barclays gardeners
Care where people want it

Many people prefer to be supported in their own home.
Jersey Hospice Care isn’t a building; it is care that is given wherever the person chooses to be, at a time when their illness is no longer curable.

People often forget that a large part of our work is carried out in the community; whether this is in someone’s home, a care home or the General Hospital. We have been providing high quality, specialist care to islanders in their own homes since 1982.

Home is a special place, a state of mind, somewhere you can be yourself. It represents life, activity, self-determination and retaining control.

Wherever a patient is, our nurses work with them to enable them to be cared for where they want to be and to help them have a better quality of life. They provide support, understanding, care, advice and complex symptom management.

Martine’s story

Martine Gwinnell is a Clinical Nurse Specialist in our Specialist Palliative Care team. She cares for patients in the General Hospital and in their homes.

‘I was introduced to Daniel* and his young family after he had been admitted to hospital in pain. They had only been in Jersey a few years and didn’t really understand much English.

With our Associate Specialist, Dr Bailhache, we helped to make him pain free and made a follow up appointment to visit him at home. Daniel was adamant he wanted to stay at home and was scared at the prospect of coming to Hospice.

His extended family cared for him at home for several months, often acting as interpreters during our regular visits. As Daniel’s condition worsened, the family received additional support from Lorraine and Karen from our Specialist Palliative Care team, along with the community nurses from Family Nursing and Home Care. We began to visit him more regularly, providing psychological support to his family.

On the Monday, Daniel started to deteriorate and died peacefully at home surrounded by his family who had flown in from Europe.

Afterwards, I was honoured to be asked by the family to join them in prayers. His family then asked for me and Lorraine to wash and dress Daniel and wait with them until the funeral directors had visited. Having this extra time together was so important to his family.’

*Name has been changed

The Specialist Palliative Care team provide education to other health care providers and it’s because of the success of our palliative care education programme that healthcare providers across the island are now also able make home visits.

During the last year there were 1,089 visits to patients at home by the Specialist Palliative Care team.
Our care doesn’t stop at death

We recognise that the death of a loved one can turn a person’s world upside down. No two people will experience loss in the same way, so it’s impossible to really know what to expect.
Part of the struggle of grieving can be adjusting to new roles and relationships. Even though a person might never manage to ‘get over’ the death of someone, it is possible to learn to live without them being there physically and to find meaning again.

Our bereavement support is available to adults and children who have suffered a loss, regardless of the nature of that loss or how long ago it happened. We are there for as long as we are needed.

**Michael’s Story**

‘I was put in contact with the Community Bereavement Service, as my mother had been admitted with terminal pancreatic cancer. Even though you try to prepare yourself mentally for the inevitable, nothing really prepares you for when it actually happens.

I was introduced to the Bereavement Service before my mum’s passing, in preparation for when she passed away. This was something I was eager to pursue, as I knew in advance that I would require the sympathetic and professional ear of someone to listen to, to offload and ultimately to guide me through what would be the dark and traumatic days and months ahead.

The support given to me before and after my mum’s passing was invaluable.

There were plenty of extremely dark and sad moments and there were days my head felt like it was going to explode with so much to do and organise - the funeral, what kind of service, burial, selecting hymns, flowers – and so on.

Although I had great support from family and friends, it was incredibly valuable having the support of the Community Bereavement Service. They were professional at all times and I could be open about my feelings and thoughts, as I didn’t even have to question their confidentiality.

It is a truly wonderful service and, even after a year attending monthly sessions, there was never any pressure to finish.’

There is definitely light out there.
Education

Taking the lead in an island-wide palliative care education programme for all healthcare professionals.
At Jersey Hospice Care we recognise that healthcare professionals only have one chance to get it right for patients and families approaching the end of life.

As such, it is imperative that all health care professionals in Jersey providing end of life care are equipped with the right knowledge, skills and competence to confidently deliver the care.

With this in mind, we have taken the lead in the provision of palliative care education across Jersey, thereby enabling patients to have a consistent standard of care delivery irrespective of care setting.

Over the past two years, we have developed an education programme for healthcare and therapy assistants, registered nurses and allied health care professionals.

Our programme includes foundation courses in palliative care, master classes by Dr Carol Davis, Lead Consultant in Palliative Medicine at University Hospital Southampton, as well as various bereavement workshops, safeguarding courses and communication skills training.

We have also organised and hosted a number of island wide conferences that give healthcare professionals across all care settings the opportunity to enhance their learning.

These courses and conferences, together with workshops for Care Homes, Home Care Providers, GPs, the Hospital and Hospice, support the Gold Standards Framework programme. This programme, launched in Jersey in April 2015, aims to empower patients and support front-line healthcare providers to deliver a consistently high quality of care for all islanders with any life limiting illnesses nearing the end of life.

Many of our courses are run from our meeting rooms on site at the Hospice, which are equipped with modern AV equipment, Wi-Fi and white boards.

Feedback

‘I really look forward to the Masterclasses. There is something in them for everyone and Carol Davis brings fresh thinking and ideas from her practice in Southampton.’

‘I gained a greater insight to the non-pharmaceutical management of breathlessness, techniques and reasons for breathlessness.’

‘Communication is most important with patients, families and co-workers.’

<table>
<thead>
<tr>
<th>The number of palliative care courses</th>
<th>SIX</th>
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<tbody>
<tr>
<td>Health Care Assistants attended Palliative Care Training from different establishments</td>
<td>44</td>
</tr>
<tr>
<td>Registered General Nurses attended Palliative Care Training</td>
<td>37</td>
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The Gold standard of care

It’s really important that people facing the end of their lives have the best quality of life.
We work closely with all healthcare providers, including GPs, residential and nursing homes and Family Nursing and Home Care, supporting them as they care for people at the end of their lives.

To ensure that every person nearing the end of the life receives the very best level of care, wherever they are looked after, in 2015 we launched the Gold Standards Framework across Jersey.

The Framework aims to improve the quality of end of life care and ensures patients can have their say, regardless of their diagnosis and where they receive their care.

They feel in control, at a time when they can seem powerless. It allows them to live well and die with dignity where they want to be.

This is part of our island-wide palliative care education programme. We think it’s a really positive step forward. But don’t just take our word for it. This is what the GPs and staff in care homes and the hospital are saying:

'It's a real team effort

'We have reflective sessions after a death. We see if we can do anything better – we learn from them.’

‘All health care professionals in the hospital are embracing the principles of GSF, with emphasis on quality of life and will be encouraging patients to have a “rainy day” philosophy.’

'We can all understand this philosophy of hoping for the best whilst preparing for the worst.’

‘This openness helps patients and loved ones feel included with decisions about planning individualised care, at a sensitive time, when it is most needed.’

The Gold Standards Framework aims to provide the right care, for the right person, in the right place, at the right time, every time.
Come rain or shine, our loyal team of enthusiastic volunteers, supported by two professional managers, open the doors to our two shops.

Each shop prides itself on delivering consistently great quality donated goods, at sensible prices and the level of service you would expect from a high street shop.
Our Shops

Our shops are a haven for savvy shoppers hoping to bag a bargain, with every penny going towards Jersey Hospice Care. We sell a huge range of items, including interesting bric-a-brac and books, unique jewellery, vintage clothing and furniture, so there is bound to be something to suit everyone’s taste.

Our donations come from members of the public and house clearances and are what keep the shops well stocked.

Donations received are not always what you might expect, as Julie Jubb, the Shop Manager at Beau Pre Shop in St Ouen, explains:

‘One of the things I love most about working at the Beau Pre shop (other than our wonderful volunteers and customers of course!) is not knowing what donations we might receive each day.

Last year, we received a dwarf miner’s lamp, which, after a bit of cleaning and further investigation, we discovered was worth £460.

Over the years, we’ve also received a Porsche suitcase, bank notes from the Occupation and CB radios. One of the most interesting items in recent memory was a large wicker basket containing hundreds of matchboxes that Alan Whicker had collected from his world travels over the years.’

Melanie Temple is from our Beau Pre Shop. She says: ‘Everyday I’m working with someone different, doing a variety of jobs. The camaraderie is amazing and I didn’t realise until I joined the team how much hard work and effort goes into maintaining and running it all.

I was prompted to volunteer in the Hospice Shop after witnessing first-hand the care the staff at Jersey Hospice Care provide. They looked after my mother so well when she needed it most. Just knowing I’m helping in some small way to keep it going is very satisfying.’

Why do we have shops?

Jersey Hospice Care must raise approximately £5.3 million a year to keep our doors open and our services free to those who need them. Our shops bring in a massive £1.1 million a year.

Every time you visit or donate to either of our charity shops, you’re supporting people coming to terms with a life limiting condition locally.
Everything we are able to do at Jersey Hospice Care is made possible because of the support of over 480 volunteers. Our volunteers join us for a variety of reasons; some people want to give something back, some are looking to gain experience and others wish to share their skills.

Whatever an individual’s motivation and whatever their skill set is, there is a place for them at Jersey Hospice Care.
I had heard about the fantastic work that was carried out at Jersey Hospice Care, so when they were advertising for volunteers I was keen to learn more. I attended a volunteers’ training day and was so impressed with all the different areas and I realised that the volunteers play an important part in the success of the charity. Since that very first day, I have always been made to feel part of a special ‘family’. I help the fundraising team by running errands for them. It can be something as simple as collecting and delivering tins, putting up banners or delivering to various offices/organisations for any of the fundraising events. Whilst delivering, I meet some fabulous people who are always keen to talk about their experiences of Jersey Hospice Care and I feel that I am making a difference, even if it is only in some small way. Thank you Jersey Hospice Care for allowing me to be part of your wonderful team.

Katie Bolan
In Patient Unit volunteer

‘After reaching my final year at school, I wanted to make a difference to people’s lives, even if it was small. I decided to choose Jersey Hospice Care so that my passion for caring for others could be pursued. Jersey Hospice Care was so welcoming and helpful from the moment I contacted them. They gave me the opportunity to volunteer and obtain first-hand experience of helping patients and chatting with them if that is all they need. I couldn’t ask for a better time either as everyone is so friendly!’

Lallie Clarke
Volunteer Bereavement Counsellor

‘In the mid 1990’s, I attended a counselling skills course with Sister Sheila Warren. She was about to set up the Community Bereavement Service and she prompted me to become a volunteer. This was just after Jersey Hospice Care had moved from their original premises in Grouville to their present one on Mont Cochon.

Through the work I’ve been privileged to do, I have grown as a person and as a bereavement support worker. Listening to people’s stories of loss in many forms is important; too little space in today’s society is given to people being allowed to grieve properly.

Some people carry a burden of a lifetime of losses, culminating in the loss of a significant relationship. The Community Bereavement Service gives people a place to share their story and it’s about helping them see that, although life will be different, it doesn’t have to be worse. The way to celebrate a person’s life is by allowing it to bring new meaning to their own, as they go forward.’

Sue Pickering
Fundraising volunteer

‘I had heard about the fantastic work that was carried out at Jersey Hospice Care, so when they were advertising for volunteers I was keen to learn more. I attended a volunteers’ training day and was so impressed with all the different areas and I realised that the volunteers play an important part in the success of the charity.

Since that very first day, I have always been made to feel part of a special ‘family’. I help the fundraising team by running errands for them. It can be something as simple as collecting and delivering tins, putting up banners or delivering to various offices/organisations for any of the fundraising events. Whilst delivering, I meet some fabulous people who are always keen to talk about their experiences of Jersey Hospice Care and I feel that I am making a difference, even if it is only in some small way. Thank you Jersey Hospice Care for allowing me to be part of your wonderful team.’
As an organisation, we’re always looking to deliver the very best service we can. We’re excited to tell you about a few of our initiatives.

**Recruitment of Consultant in Palliative Medicine**

With advances in medicine, people are living longer with their illnesses. This can mean that patients’ needs are much more complex and as a Hospice we need to make sure we have the right level of medical expertise to support patients and other healthcare professionals.

We’re also aware that we’re trying to support as many patients as possible out of hospital, in their own homes or Hospice, with the support of their GP and other members of the team. To support not only these patients, but also those in the hospital, we are going to recruit a Consultant in Palliative Medicine. This post will support General Practitioners who will continue to be vital to the caring for our patients as well as the hospital teams.

This will be the first island wide Consultant post in Jersey.

**Expansion to Day Hospice service**

Our Day Hospice service is expanding to accommodate a ‘drop in’ day, where patients and their carers can attend for a mixture of supportive care and education. This extra day provides an ‘open access’ resource to the community of Jersey. It’s particularly aimed at patients with a life limiting condition or their families, friends or carers who are struggling to adjust to the changes and limitations imposed by their illness.

It will also help those involved look at the impact of their illness on their ability to engage in everyday activities and maintain social contacts.

Amongst other sessions, we’ll be holding an eight week education programme to help people to deal with some of the things that may be concerning them such as financial support, emotional support, coping with symptoms to name but a few.

**Supporting children and their families**

We’re very mindful that, as the only Hospice in Jersey, we have a responsibility to the community to ensure we give everyone who needs it the choice of hospice care. With that in mind, we’re in the planning stages of extending our services to children.

To support this, our Emotional Support team is growing. They’ll be offering support to children with life limiting illnesses, as well as their families. This will incorporate one to one and group work and play with the children, family sessions and sibling groups.

We’re working closely with other palliative care children’s providers and charities to make sure that we get the expansion of our services to children right. This will be the first step to supporting anyone with any life limiting illness, irrespective of age.

**Always striving to improve**

Jersey Hospice Care really values feedback from users of our services, as this helps us to shape things for the future. Please contact me, by emailing gailcaddell@jerseyhospicecare.com, if you have any feedback you’d like to share.

Gail Caddell,
Director of Palliative Care Services
Thank You!
Our thanks go out to all our supporters. Here are just some of them.

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