Santa Fun Run

Join us on Sunday 4 December
In this edition, we introduce you to Farleigh Hospice’s new Director of Care, Ellie Miller (pages 12-13). She brings a wealth of valuable knowledge and experience to this important role, gained from a thirty-year career in nursing and nearly five years in local hospice care.

Ellie joins us at an exciting time, as we have just launched our ambitious Strategic Plan for 2022-2026 (page 5). It shows how Farleigh will continue to deliver excellent palliative, end of life and bereavement care across mid Essex, building on our 40 years of experience.

Innovation is an important part of our Plan and you can read about our new Virtual Clinical Nurse Specialists on pages 18-19.

Farleigh is a charity and we cannot achieve these plans without your kind support. Please join me at the start line of our 5K Santa Fun Run in Chelmsford on Sunday 4 December alongside BBC Essex radio’s Dave Monk (page 9). For a bigger challenge, we have charity places available in April’s TCS London Marathon (page 8).

If you are looking for affordable gifts, the perfect party outfit or even a Secret Santa present, please visit your local Farleigh Hospice shop. You can also regift your quality unwanted Christmas presents there and with our Fundraising team (pages 14-15).

We understand that Christmas can be a difficult time for anyone who has lost someone special and you are very welcome to join us at one of our Light Up A Life remembrance services (page 23). If you need someone to talk to, our Farleigh Helpers telephone support and befriending service is here for you (page 21).

Finally, I would like to thank you for your continued support and wish you all a peaceful and happy Christmas and New Year.

Alison Stevens, Chief Executive
The difference Farleigh makes

Here are some of the heartfelt messages we have received about the care and support that Farleigh provides.

“Thank your team, from the bottom of our hearts, for the outstanding level of care provided by you to my mother... Every single one of the Farleigh team were exemplary in their kindness and patience, and treated my mother with absolute dignity, care, compassion and respect at every visit. You all said just the right thing at the right time, and were a HUGE comfort to my mum in her time of need, and to the family.”

“Since I first met you, you have helped me enormously and more than you probably realise... You made me feel that I could manage my condition with your support and the team at Farleigh. The exercises, the walker and foot support you arranged for me have been an invaluable help as well as your lovely, supportive phone calls.”

“I have recently finished a series of counselling sessions with your team. I wanted to express my heartfelt thanks for the massive difference this has made to me... Farleigh were amazing in supporting my late husband and myself during his very nasty illness and now that support has continued to enable me to enjoy my life again. Obviously the terrible sadness and loss is still there but I feel I can handle it now... I don’t know where I’d be without you.”

Farleigh launches our new 4-year Strategic Plan

This time last year, as Farleigh Hospice was approaching its 40th birthday year, we started work on creating a new Strategic Plan to build resilience for the future of our hospice.

Preparing for a new Strategic Plan was a challenge during a major pandemic as our usual face-to-face engagement opportunities were very much curtailed. We therefore set up a series of virtual ‘conversations events’ inviting the public, supporters and people who use our services plus staff and volunteers to join a conversation about our future, asking the key questions:

- What do you feel is most important for people who are at the end of life?
- How do you feel Farleigh Hospice can best support its community?
- Share your ideas – what do you think Farleigh’s future could and should look like?

These events were marketed on our website, via social media, direct mailing and leaflets to all current service users. We also offered an opportunity to share views in writing, via email or telephone for anyone unable to attend our conversation events or who did not wish to respond in that way.

Taking into consideration all responses, along with national, regional and local guidance, activity data analysis and income generation trends, we created a new vision and mission statement for Farleigh Hospice and set out three new goals, each with three specific objectives.

We are pleased to now be in a position to share our new Strategic Plan with you. This plan will guide us in our direction of travel over the next four years so Farleigh Hospice can continue to be a centre of excellence, leading the way in hospice care and education.

To view our new Strategic Plan, please visit farleighhospice.org/strategy
Amelia Clapham, Yo-Yo Music Therapist, tells us about her working day.

I work part-time as a music therapist as part of the Yo-Yo Project supporting bereaved children. My role involves supporting children who have experienced a bereavement through therapy sessions either in school or at Farleigh Hospice.

My day begins at 9am and, after a day representing Farleigh and the Yo-Yo team at the 'Special Educational Needs and Disability (SEND) in East of England Conference' at Chelmsford Racecourse yesterday, this morning I am working from home catching up on emails and making sure all my visits are scheduled in for next week.

My first session this morning is a child with Autistic Spectrum Disorder (ASD) at a special school in Chelmsford. Sessions are child-led, so no session is the same! We sometimes talk about the week and friendships at school. Other sessions are more creative using the musical instruments or art materials as a means of self-expression. We have recently been working on making a memory box – painting it and making clay sculptures for it. We have also written a song about the experience of bereavement and identity, which has been a key focus of our sessions. When I go to sessions, I carry around a large ‘tool kit’ which includes various musical instruments and art materials. Creativity gives children the opportunity to express themselves in a different way and also opens the door to talking about and processing the bereavement.

After the session, I book in next week’s session with the school receptionist and off I come back home to write my notes. I then have time to prepare for my supervision session later today.

Supervision is an integral part of any therapist’s work – it is our safe space to reflect with another therapist on our caseload and talk through any challenges and process our emotional responses to our client. The Yo-Yo team are lucky to have both internal (management) supervision and external supervision. My supervision session this afternoon is with an external supervisor, another music therapist, and we have the session online.

Next it’s lunchtime, a quick sandwich for me and a break away from the laptop (super important when working from home).

After lunch it’s back to work and now to prepare for our bereavement team away day next week where we have to each give a presentation.

After supervision, I am straight into another session with a child – this time online. It’s different today as normally I see this young person in person but, due to timings and schedules, online worked best so that’s what we are doing. I shut myself away in a room where I won’t be distracted and we begin.

The session finishes and it’s time to write up my notes and finish off any emails before my working week has finished. Now it’s time to go and collect my three-year-old son from nursery.

I love my job and feel privileged to be able to support young people experiencing bereavement and loss. It is great to be part of such a dedicated and passionate team who are always there to support you.

farleighhospice.org/bereavement
Marathon runners go the extra mile for Farleigh

A huge thank you to the runners who took part in this year’s TCS London Marathon on Sunday 2 October.

54 amazing individuals each ran 26.2 miles to cross the finish line, raising in excess of £100,000 at the time of going to press.

The day started bright and early with the Farleigh coach departing Chelmsford at 6am, ensuring runners were on the start line and ready to go in good time. The atmosphere was electric and thank you to everyone who supported the team. One runner completed the race virtually this year, showing you can take part anywhere in the world!

Other sporting challenges

If our marathon heroes have inspired you, we have a range of exciting fundraising challenges to choose from! You can walk, run, cycle or even jump out of an aeroplane. Please go online to find out more: farleighhospice.org/events

Our Santa Fun Run returns

Pull on your Santa suit and join us in Chelmsford’s Central Park on Sunday 4 December for Farleigh Hospice’s annual Santa Fun Run.

Our festive, family-friendly 5K event is open to everyone. The course is accessible to pushchairs and wheelchairs so you can run, jog, walk or propel yourself around. Well-behaved dogs on leads are welcome too.

Santas sign in for the event from 9.30am and the Fun Run starts at 10.30am.

The entry fee includes a Santa suit for adults and a hat for children or you can wear your own costume. There’s even a prize for the best-dressed dog!

Like everyone else right now, our costs are rising so please ask your family and friends to donate whatever they can in sponsorship to raise enough to fund Farleigh’s care over the holidays. That’s the present at the top of our Christmas wish list!

One Santa who is happy to support Farleigh is BBC Essex radio presenter, Dave Monk, who joined our fundraisers for a workout in the park – as you can see from our cover photo.

Dave said, “Jogging around Central Park in a sea of Santas is a great way to start the countdown to Christmas! Please sign up and join me at the start line, so we can raise enough money to fund Farleigh for Christmas.”

Sign up now for only £15 per adult and young person (aged 13+); £5 per child (aged 5 to 12) and £30 for a family ticket (2 adults and 2 children). Under 5s take part for free. The entry fees are higher if you sign up on the day. farleighhospice.org/santa

Applications are now open for our charity places. To join #TeamFarleigh on Sunday 23 April 2023 and be part of this iconic sporting event, please visit farleighhospice.org/marathon

If you’ve been lucky enough to secure your own place for 2023, why not join Farleigh’s team of runners? We would love to hear from you – email events@farleighhospice.org We will support you every step of the way, organising training sessions, a team pasta party, a personalised running vest and the option to travel with the team to London.

Join #TeamFarleigh for TCS London Marathon 2023

Farleigh supporters enjoying the TCS London Marathon 2022

#TeamFarleigh at the start line

Dave, Monk, who joined our fundraisers for a workout in the park – as you can see from our cover photo.
Legacy Giving - are you able to help us?

We are looking to talk to as many of our supporters as possible about how they feel about Legacy Giving.

We would really welcome any thoughts or comments about this very special way of giving and are happy to either meet in person, chat online or over the phone. It could be that you have already included Farleigh in your Will, or have considered it but not sure if it is for you – or you may not even have a Will and not sure why you should... everyone’s comments are valuable to us.

If you are happy to chat to us, anything discussed will be totally confidential and not shared in any way, but it will help us shape how we speak to our supporters about legacy gifts. Please do contact us either by email to legacies@farleighhospice.org or by calling Debbie or Michelle on 01245 457411.

If you have already remembered the work of Farleigh in your Will, please do tell us so we can thank you for making this very special decision.

Every legacy gift is vital and ensures we can continue to offer care to those with life-limiting illnesses across mid Essex. Around one in five of all those we currently care for are being supported by people who made a decision, sometimes many years ago, to support the work of Farleigh Hospice with a gift in their Will.

Corporate Fundraising

If your organisation is looking for a local charity to support this Christmas, please Get Festive for Farleigh!

GET FESTIVE FOR FARLEIGH

**F** Forty for 40
- Put your fundraising skills to the test and do our £40 birthday challenge.

**A** Advent calendars
- Buy an advent calendar and charge a fee to open each window and claim the prize.

**R** Rudolph the red nosed reindeer
- Pin the nose on Rudolph! Charge a fee for each nose.

**L** Leave/Holiday
- Ask your boss to donate an extra day’s leave for one person and organise a raffle to win it.

**E** Enjoy Festive Fridays
- Make each Friday in December a festive fundraising day.

**I** Instead of...
- ...sending each other Christmas cards, use a large board to write your Christmas messages on and donate the money normally spent on cards and postage.

**G** Get out the Christmas Jumpers
- Let everyone wear those gorgeous Christmas jumpers for a donation.

**H** Have a Bake-off competition
- Everyone loves cake! Could be Christmas cupcakes, mince pies or Yule logs – your choice.

We can provide you with balloons, certificates and posters - just get in touch with our Corporate Fundraising Team on 01245 457411.
Ellie Miller

Farleigh’s new Director of Care, reflects on how her own experience of bereavement has inspired her to deliver excellent hospice care.


My decision to move out of the NHS was influenced by a personal bereavement experience. In 2017, my dad died in a busy city hospital. When I received the call to say he was in his last days of life, I didn’t have any fears about going to see him in hospital. What I found was not what I expected to see: a proud military man, he was frail and weak in a bed in a white clinical room. His name wasn’t on the board, there were none of his belongings and his glasses and drink were out of reach. My NHS colleagues met his basic needs - he wasn't in pain and his physical symptoms were managed. What was missing for me was that no one knew who he was or what mattered to him or his family. I was left desperately saddened and wanting to change this experience for other families.

This is what led me to the hospice movement as Director of Care at another local Hospice. The philosophy is what drives me – that you matter because you are you and we will do all we can to support you to live well and die well. I am passionate about high quality care, and the best experience for patients and families, through listening and responding to changing needs and developing high performing teams.

I live in mid Essex and I am excited to join Farleigh because I’ve seen the many ways that this hospice has had a valuable, positive impact in my local community. Through our new Strategic Plan, we will continue to provide this outstanding care as we innovate, inspire and invest.

I am inspired by how quickly this charity responded during the Covid pandemic to ensure that it could care for so many more people dying at home.

Locality teams were created which are multi-disciplinary and work in geographical areas, which is an innovative and truly holistic way of working. As a patient or family member, you are supported by the right person at the right time, whether that is for a physical symptom or an emotional, spiritual or practical need. Nurses, carers, physiotherapists and family support workers are all working in one team so you meet familiar staff who know what matters to you.

Another example of Farleigh’s innovative working is the creation of virtual nursing posts (pages 18-19) which has been recognised nationally as an inventive way to tackle workforce challenges.

It is my vision that we continue to deliver Farleigh’s highly specialist care to more people in their own homes, and in our in patient unit.

I will invest in our workforce to ensure that our staff are well-trained, competent, compassionate leaders in their field, and I will support my teams as we develop services in line with patient and family feedback, building a strong local presence.

Every person facing the end of their life can continue to expect the highest standard of wrap around palliative and supportive care that meets their needs from Farleigh Hospice.
Regifting - sharing is caring!

Many of us receive gifts that we don’t need (or don’t have space for!) at Christmas and Farleigh Hospice has lots of ways to put those gifts to good use!

Our shops are always in need of lovely, good quality items. We will ensure that your donations are sold at the right time of year to raise the most we can. For example, our shops have fabulous Christmas events during November where we sell festive items and great gifts.

Maybe you have been given alcohol, chocolates or similar that you won’t use? We cannot sell these in our shops but our Fundraising team can use these gifts. We are always in need of these and other attractive items to make up fabulous raffle prizes that make lots of money for Farleigh throughout the year!

Or maybe you work for a local organisation that would be happy to take one of our ReGifting Boxes after Christmas for its reception or staff room? We can supply the company with a special gift box in which employees can regift and donate their items, then we will collect the box and all the items can be used as raffle prizes.

To donate raffle prizes or request a ReGifting Box, please call 01245 457411 or email fundraising@farleighhospice.org

Don’t forget that, if you have a clear out to make space for your favourite gifts in your wardrobe or cupboards, our shops welcome good quality items that you no longer want anytime throughout the year. Please call your local Farleigh shop to book an appointment to drop off your donations. farleighhospice.org/shops

Go Christmas shopping with Farleigh

We have 15 shops where you can find all the unique and affordable gifts you need for Christmas.

We sell quality men’s, ladies’ and children’s wear and accessories, books, DVDs, toys and homeware and even furniture in some stores. To find a Farleigh shop near you, go to farleighhospice.org/shops

Our shops sell a range of festive essentials too including cards, wrapping paper, diaries, our 2023 calendar of beautiful images of Essex and entry forms for our popular Annual Quiz.

You can also order these items from the comfort of your own home using our Christmas Catalogue. Pick up your copy from our shops or call 01245 457351 to have a copy of the catalogue sent to you.

Please order all cards, calendars and diaries for posting by 12 December for delivery before Christmas.
Our new summer house

We have a new summer house in the grounds of Farleigh Hospice thanks to the amazing generosity of a whole host of supporters.

This new space gives our staff, patients and their families somewhere peaceful to relax and unwind and enjoy the beautiful plants and wildlife in our garden.

A big thank you to everyone who has contributed to this project including:

- Asda Foundation
- B&Q
- Barratt and David Wilson Homes
- JMP Plant Hire
- PGM Carpentry Contractors
- Triland Metals Ltd
- Dan Chisolm
- Andy Wallace
- Our regular garden volunteers - David Barritt, David Taylor, Alan Wicker, and Vincent Wright.

Charity of the Year

Thank you to all of the fantastic organisations who choose Farleigh Hospice as their Charity of the Year and generously support us for twelve months. Here are two companies that have been fundraising for us this year...

The Aegon office in Witham has raised £3,885 (to date) for Farleigh. Staff there also collected their unwanted gifts for our Fundraising team to regift (see page 14) and volunteered at a street collection in Witham, raising £340. They have helped in the gardens of our hospice building and at our Maldon Warehouse.

We were also invited to take part in a two-day Aegon conference where staff were able to ‘meet the charity’ to learn more about the care and support that Farleigh provides.

The Chelmsford branch of Royal Sun Alliance (RSA) raised over £5,500 to date for Farleigh since we became its Charity of the Year. Their fundraising events have included a quiz night and a charity marathon walk on 16 September. They have donated unwanted gifts to us and volunteered in our hospice gardens.

We are also very grateful that our grant application for RSA matched funding has kindly been approved for the sum of £557.

Make Farleigh your Charity of the Year

If your employer, school, club, team, shop, café, gym, etc. is looking for a Charity of the Year, please suggest Farleigh Hospice. Contact our Fundraising Team for more information - fundraising@farleighhospice.org or 01245 457411.
Virtual Clinical Nurse Specialists

Alison Gray, Farleigh’s Head of Nursing and Clinical Quality, explains how Virtual Clinical Nurse Specialists are improving the care that we provide to our patients.

Innovation is one of the key goals in Farleigh Hospice’s Strategic Plan (page 5). By working creatively, we make the best use of our resources to meet the changing needs of the mid Essex community that we support.

During the pandemic, we were faced with unprecedented challenges that inspired us to develop innovative ways to deliver the best care for our patients, including our award-winning Virtual Ward care within the home.

Another challenge that has needed an innovative solution is the recruitment of new Clinical Nurse Specialists (CNS) to our Care Team.

Innovative solutions to local skills gaps
Clinical Nurse Specialists provide expert symptom control support alongside specialist holistic care for those with complex palliative care needs in the mid Essex area.

We advertised the positions locally but could not find enough applicants with the right skills and experience to fill all of the roles – so we needed to try a different approach.

During the pandemic response, some CNS had worked remotely, but were still able to support the clinical team, which produced the idea of creating a ‘Virtual’ CNS role. We have all become used to talking to our local doctor over the phone and sometimes online. By applying that approach to our hospice care, appointments that do not require face-to-face contact could be carried out virtually by a CNS working anywhere in the UK.

The role of the Virtual CNS
We advertised these new Virtual CNS roles nationally and successfully recruited seven suitably qualified and highly-experienced applicants from as far away as Wales, Leeds and Luton.

Our Virtual CNS carry out all aspects of the CNS role except for face-to-face visits, including answering the advice line, patient follow-up calls and urgent referrals for symptom management by telephone or video.

Each Virtual CNS has gone through our full induction programme. They are allocated to a regional team – so north, central and south teams each have additional Virtual CNS hours. We also recruited to bank roles to provide additional cover. They all attend our daily team meetings online and are in constant contact with their Essex-based colleagues.

Impact on patient care
The Virtual CNS have had a huge impact on our care and support services. Over the first six months of the one-year pilot, referrals have increased by over 50%, and caseload numbers by over 25%.

The appointment of Virtual CNS to support the workforce has allowed us to almost double (6,677 from 3,206) our telephone support and to manage the increase in referrals and caseloads.

Meeting future needs
The national recruitment of our Virtual CNS has given Farleigh Hospice access to a wider pool of talent. They have brought a real richness of experience and expertise to our care teams which has proved to be of benefit to our patients.

As part of our Strategic Plan to invest in the growth and development of our hospice, we have an ongoing CNS training programme as we seek to build a sustainable, expert workforce to support those who require our services.

This will help to ensure that Farleigh has the local skills we need to deliver excellent care and support to our patients and their families in the future, with Virtual CNS as a valuable project to continue to fill vacancies.
Practical support for motor neurone disease

Motor neurone disease (MND) is a life-shortening and progressive neurological disease that affects the brain and nerves.

Farleigh Hospice provides clinical, practical, spiritual and emotional support to meet the individual needs of our MND patients. We help them to manage their symptoms and maintain their independence to achieve the best possible quality of life.

Our MND Co-ordinator, Giuseppe ‘Joseph’ Franco, co-ordinates the different services. He talks to consultants, occupational therapists, physiotherapists, speech and language therapists and other professionals so our MND patients and their families get the support that they need.

**Douglas has been supported by Farleigh since his MND diagnosis.**

“I am receiving care and support related to Motor Neurone Disease and other medical conditions. I first came into contact with Farleigh following my first visit to the Royal London Hospital in April 2018 when my MND was diagnosed. Since then, Farleigh has supported me with regular phone calls and visits, including hands-on therapy treatment whenever necessary. I also attend the social meetings whenever possible.

I know a representative of Farleigh is always available to have a chat if I feel I have a problem, no matter how small the problem may be. It would be very difficult to obtain the same service elsewhere.

My advice to others is not to solely look on Farleigh as an end of life establishment. They provide so many other services and, if they cannot, they will soon recommend an organisation who can. Just make the call - the result may be a pleasant surprise.”

For more information on our MND support, email Giuseppe.Franco@farleighhospice.org or call our Advice Line - 01245 455478 (7 days a week, 8am to 8pm).

---

Our first fantastic year!

Farleigh Helpers is a telephone support and befriending service available to anyone in the community across mid Essex. Run by volunteers, the service provides a friendly, listening ear to those who are ill, isolated, lonely or bereaved and in need of someone to talk to.

The service was established in 2021 thanks to funding awarded by Provide Foundation, which is managed by Essex Community Foundation. We have received some great feedback from people we have supported during the past year...

“When you’re on your own a lot it’s nice to have a natter with someone.”

“The calls really help with my morale.”

100% of respondents said they were very likely to refer a friend to this service.

To find out more and refer yourself or somebody else to Farleigh Helpers, call 01245 933800, email farleigh.helpers@farleighhospice.org or visit farleighhospice.org/farleighhelpers

---

Could you be a volunteer Farleigh Helper?

Thank you to our fantastic volunteer Helpers who give their time to provide this valued support to their local community. We are now recruiting more volunteers so we can expand this service.

“Being a Farleigh Helper is definitely for me and I thoroughly enjoy it. I get a lot from volunteering for such a professional and caring charity and I’m giving something back to the community.”

If you are a good listener who is confident talking on the telephone, has good computer skills and time to spare each week, please contact our Volunteer Services team: 01245 933735, volunteer@farleighhospice.org or visit farleighhospice.org/farleighhelpers
Farleigh Hospice understands that the build-up to Christmas can be a difficult time for anyone who has lost someone special – so we are inviting you to remember and celebrate the lives of loved ones through our Light Up A Life appeal.

Everyone is welcome at our special remembrance services at venues across mid-Essex.

You can also make a donation to the appeal in memory of your loved ones. We can send you a commemorative card with their names and also add them to our Book of Remembrance, displayed at Chelmsford Cathedral from March 2023.

The money raised through our Light Up A Life appeal will help us continue providing free care and support for more people like Nick and Susie.

Farleigh Hospice cared for Nick’s wife Susie, aged 39, during the final weeks of her life, making her comfortable and giving their family time together before she died. We are now supporting Nick and their two young sons through our bereavement services.

Nick said, “Words can’t express how grateful I am for the care and support that we’ve received from Farleigh Hospice.

The doctors and nurses always made Susie feel like she was the most important person, not just a patient. They took away her pain and made her smile.

Farleigh gave Susie precious time with me, the boys and our family so we could say goodbye and I cannot thank them enough.”

To find out more about our remembrance services, make a donation and read Nick and Susie’s story in full, visit farleighhospice.org/lightupalife

Light Up A Life Remembrance Services
Please join Farleigh Hospice at our special events to remember loved ones.

South Woodham Ferrers - Sunday 27th November. Holy Trinity Shared Church at 4.00pm.

Braintree - Thursday 1st December. Market Square at 5.30pm for the procession to George Yard at 5.45pm.

Burnham - Friday 2nd December. St Mary’s Church at 7.30pm.

Moulsham Lodge - Saturday 3rd December. St Luke’s Church at 4.00pm.

Maldon - Tuesday 6th December. All Saints Church at 7.00pm.

Southminster - Wednesday 7th December. St Leonard’s Church at 7.00pm.

Witham - Thursday 8th December. Witham United Reformed Church at 7.00pm.

Creeksea - Friday 9th December. All Saints Church at 7.00pm.

Boreham - Tuesday 13th December. St Andrews Church at 6.00pm.

Tollesbury - Wednesday 14th December. St Mary’s Church at 7.00pm.

Chelmsford - Saturday 17th December. Chelmsford Cathedral at 7.00pm.
Farleigh Hospice’s Christmas Tree Recycling

Collections on 6, 7 & 8 January 2023

Register online
farleighhospice.org/trees

SCAN HERE to register

Farleigh Hospice, North Court Road,
Chelmsford CM1 7FH
01245 457300
info@farleighhospice.org
www.farleighhospice.org

Charity Registration No 284670