

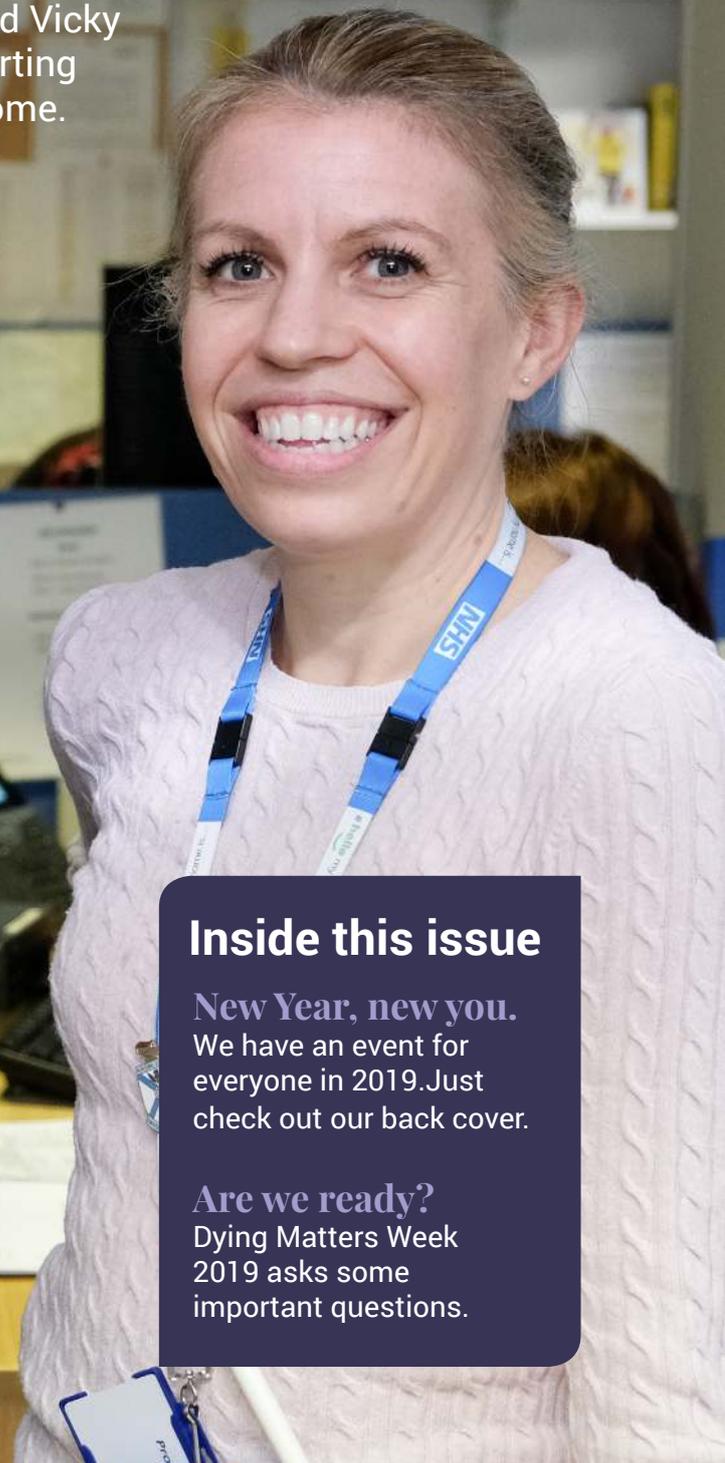
Issue 4

# PembridgeLife

The Newsletter of Your Local Hospice

## Community Nursing

We chat with community nurses Lucy and Vicky about supporting people at home.



### Inside this issue

**New Year, new you.**

We have an event for everyone in 2019. Just check out our back cover.

**Are we ready?**

Dying Matters Week 2019 asks some important questions.



Caring for more than 1,000 patients and their families every year

We're Social!  /PembridgeHospice  @PembridgeLife

Pembridge Hospice Charity is part of CLCH Charity (registered charity no. 1120231)

## Are we ready to talk about it?

The theme for Dying Matters week 2019 is 'are we ready'.



It is a question we often ask ourselves: 'Are we ready for the increase in patients we see every year?' or 'Are we ready to support this person after their stay at the hospice?'

In October 2018 we had to answer an incredibly difficult one: Are we ready to suspend admissions to our inpatient unit while we look for a new lead consultant?

So we took the unprecedented step of suspending admissions, because it was the safest decision for our patients. As of early 2019 we continue our search for a specialist palliative care consultant who can lead the medical care at the hospice.

The rest of the hospice is still open and busier than ever. Our 10 community nurses are caring for up to 200 people at home at any one time and the day hospice welcomes more than 25 people each week. The inpatient team are still providing a 24-hour advice and support line, while our social work, spiritual care and complementary therapy teams continue to support our patients and their families to make the most of the time they have.

*Cathy Saraby,  
Senior Nurse Manager*

## Remembering those who bring light into our lives

More than 200 family, friends and carers gathered in Kensington Memorial Park on Sunday 2 December for the third annual Light up a Life remembrance event.

Martin Hill, the Spiritual Care Advisor at Pembroke Hospice who led the ceremony, said:

"Light up a Life gives people an opportunity to honour the lives of people they have lost, at what can be a difficult time of year for many reasons. The day was a celebration of life and a chance to reflect on the people who have brought light into our lives."

The 30 minute ceremony started with the lighting of a dedication candle by the Mayor of Kensington and Chelsea, Marie-Thérèse Rossi.

The St Charles Primary School Choir sang during the ceremony, which also featured readings and time for reflection. Guests had the opportunity to write a dedication for a permanent book of remembrance kept at the hospice and could also sponsor a Christmas light and custom-engraved wooden dove.

Cathy Saraby, Senior Nurse Manager at Pembroke Hospice, said:

“ Light up a Life enables people to experience the warmth and joy of sharing precious memories as they come together to remember a loved one. ”

# Light up a life



Our fourth annual Light up a Life event will take place on Sunday 1 December 2019. Visit [www.pembrokehospice.org/light](http://www.pembrokehospice.org/light) to make sure you receive an invitation.

## Dying Matters Week: 13 – 19 May

Drop in to our Dying Matters event from 11am – 2pm on Wednesday 15 May to have a chat.

Dying Matters Week is a nationwide week of events organised through the hospice movement and resourced through Hospice UK. The week aims to keep the view of palliative and end of life care always positive and accessible.

Are we ready to support someone who is grieving?

Are we ready to help friends and family who are caring for someone who is dying?

These are the kinds of questions we want to encourage discussion of with Dying Matters Week 2019. Martin Hill, Spiritual Care Advisor at Pembridge Hospice, says:

“ Dying Matters Week is an opportunity to raise awareness of issues surrounding palliative and end of life care. It is our hope to be able to speak openly with our patients, their family members, and our colleagues around this year’s theme. ”



“ I have left a gift to Pembridge in my Will and I would encourage anyone to consider doing the same, to help us continue our work. ”

*Mohanie, Healthcare Assistant*



*Let's talk about it*

The Pembridge Hospice Spiritual Care Advisor Martin Hill joined the team in 2018. A graduate in Theology and Religious studies, he has been a Congregational church minister and an NHS Chaplain in Sheffield, as well as working in secondary school education and the social care sector. Before coming to Pembridge he was Spiritual Care Lead at St. Giles Hospice, Lichfield.



*'I view faith and spirit as non-religious and inclusive of all. I hope to be a source of encouragement and support to all people who may need my help.'*

*Martin Hill,  
Spiritual Care Advisor*

## Free Will Month: June 2019

**Make your will. Make it count.**

Many of us put off writing our Will because it seems complicated, or we are too busy.

To help you and your family get your will in order, local solicitors and will writers are kindly offering their services for free. All we ask is that you leave a gift to Pembridge Hospice Charity in your will, helping us to provide the best possible care for years to come.

Visit [www.pembridgehospice.org/will](http://www.pembridgehospice.org/will) or contact Nick Le Resche on 020 8102 5407 / [support@pembridgehospice.org](mailto:support@pembridgehospice.org) to book an appointment.



“  
It’s about keeping you as an individual comfortable on your journey while also supporting the people around you.  
”

## We speak with Lucy and Vicky, who recently joined our community specialist palliative care team.

**When did you know you wanted to be a nurse?**

**Vicky:** “I think when I was five. I was a determined little girl and knew that was what I wanted to be. It was that, or a princess. I went for the most achievable option!

Previously I was a district nurse for about 16 years and worked in Kensington and Chelsea for more than six years before joining Pembridge Hospice in 2018.”

**Lucy:** “I wasn’t like that! I just knew I wanted to do something with people. Eventually I did some Health Care Assistant work and liked it, so I applied to do my training in Newcastle.

As a student I worked on A&E and a lady came in who was dying. Her husband was very upset and I was able to be strong for him. It just felt like a natural thing that was happening and I was comfortable with that. It wasn’t easy, but it was natural.

I actually came to Pembridge in the late 1990s for a three month position in the community nursing team to cover maternity leave. It has taken me 19 years to get back here!”

**How would you describe your role?**

**Vicky:**

“ I say I am a nurse based at a hospice who visits people with a life-limiting illness in their own homes. ”

We work with doctors, district nurses, social workers and complementary therapists to improve quality of life for people.

I think that the relationship we establish with our patients in their homes is quite unique. We help with things that aren’t traditionally seen as a nursing role and this helps to prepare people for a visit to the hospice, showing them how we are different to a hospital.”

**Lucy:** “I say we do a lot of pre-bereavement work. Where the future is heading for them and their families. Helping the family to prepare for living without that person.

Part of our job is to open up conversations that need to be had, to enable a smoother transition.

## Tell us about a typical first visit?

**Vicky:** "The introduction is really important. I explain who I am and try to allay any concerns about the word 'hospice' and its association with death and dying.

“ The focus is on what is troubling them most at the moment and how we can help. ”

I have been overwhelmed by the wealth of knowledge that exists within the community team and how they can react to different situations. The other day Dr Fiamozzi went from talking about blood tests and medication to the finer points of English and Italian football!"

**Lucy:** "I think there is something about that, bringing some normality. We are human beings, not robots following some script. People can be frightened about our visit, that we are coming with an agenda. But once we sit down and talk about what is important to them, you can see the relief in some people. The colour comes back to their face.

“ We can achieve so much on a first visit to change people's lives. ”

I have to say that because it's true. Working with the social work team for example, we can help people to get new homes, or make sure they don't become homeless."

I remember visiting a house where a 70 year old Son was in one room and his 90 year old Mum was in another room. They were both bed bound and he was dying. She couldn't speak on the phone and he couldn't walk, so they weren't able to speak to each other. I facilitated him writing a letter to her, took it next door and read it to his Mum. Then she responded and I went and read her words to him. It was one of the most moving things I've ever done and brought them some peace."

## What is the most challenging thing about your job?

**Vicky:** "Sometimes people don't want your help. I remember those people. One lady in her 20s had breast cancer but refused even paracetamol and a commode. You have to respect that decision, but it can be difficult to accept when you know you can help."

**Lucy:** "Yes sometimes you have to plant a seed. Especially with wheelchairs, people see it as a symbol that they are really ill.

I will mention it and just say 'have a wee think about it', then next week they might call to say 'yes we want a wheelchair, so we can go to the park'.

## How do donations to the charity help your patients?

**Vicky:** "I met a lady the other day who received a course of six massage therapy sessions. She absolutely loved it. When she spoke about it she looked so relaxed and said 'ohhhh yes it was fantastic. She has magic hands!'. It really helped with her breathlessness.

“ The complementary therapies we can offer to our patients thanks to the support of the local community are amazing. ”

**Lucy:** "Pembridge is the only hospice I have worked in that provides home visits for massage therapy, physiotherapy and art sessions. When there is no way people can come to the hospice it brings them so much relaxation and peace."



Polly, Meghan, Selwyn and Carol completed the 13.1 mile Royal Parks Half Marathon in October to support our patients.

“Sunday 14 October was the best day of my life”

Polly dressed as a suffragette to mark 100 years of women’s suffrage and ran in memory of her friend and colleague, Irene. Meghan is an Adult Safeguarding Lead and helps to protect the safety and wellbeing of vulnerable patients.

Carol has Motor Neurone Disease and has been coming to the hospice for more than 8 years. She told us about taking part in the event with our Lead Social Worker, Selwyn Noel.

**Carol:**

“ It all started when I wrote up my bucket list in 2017. ”

On my list was ‘take part in a marathon’. I spoke with the Pembridge fundraising team and then one day they told me the Royal Parks Half Marathon were doing a trial with wheelchair users. I had to find a running partner and my immediate thought was Selwyn, so we had a chat and he agreed straight away.

I was happy, excited and a little apprehensive. I started to wonder if I had taken on too much. When I spoke to the Thursday and Friday groups on the day hospice they gave me the best reaction, applauding and cheering.

“ Then the day came. The Pembridge team met with my sister Jo to be our support crew. It was pouring with rain but it didn’t bother us. We were ready. ”

Suddenly a man appeared and told us to go to the wheelchair access gate. Then we were off. Anyone looking at us must have thought we were crazy. There was me waving at anything that moved and Selwyn was dressed as Black Panther.

**Selwyn:**

“ The crowd were brilliant the whole way round. When we went past the crowd the volume would just go up and up. ”

**Carol:** “It didn’t seem long, even though we were out there for 2.5 hours. I did the royal wave the whole time and when we reached the end there was a lot of cheering. A lady gave us medals and that was the icing on the cake for me. I had completed something I never thought I could do and ended up fundraising £1,332.83.

**Thank you to everyone for their support.**

## Pembridge Heroes run, walk, cycle, swim and bake!

**Karen Smith** swam an unbelievable 10 kilometres in the Dart Challenge. £1,725 fundraised.



**Simon Murray** completed the 100 mile RideLondon event in memory of Jenny Jones. £6,469 fundraised.



**Norm MacDonald** completed the Great North Run and the Frankfurt Marathon in memory of his Mum, Mary 'Beni' McMurray. £540 fundraised.



**The skydiving team** of 2018 jumped from 10,000ft and fundraised a combined £4,394: Thank you Oliver, Clare, Joe and Pat!



Several members of **the Pembridge team** took on the 25km Thames Bridges Trek and fundraised £1,753.



**Paulette Gorry** held a Cake Bake at the Pig and Whistle on Latimer Road to thank the team for caring for her father, Oliver Gorry. £784 fundraised.



**Laura and Bridget** completed the 12k Spartan Super Race in memory of their father Kenneth Fosang. £383 fundraised.



**The Healing Church of God in Christ** collected £1,450 to provide books and materials that help children whose family are being cared for by the hospice.



**Kensal Rise Church of the Transfiguration** held a collection for us over Lent and invited us in to speak with the congregation about hospice care.



**Catherine, Yasmin and the Kensal Rise Baptist Tabernacle** fundraised £420 with an afternoon tea and concert.

Thank you and well done to all of our fundraisers for supporting Pembridge patients!



“ It’s about maintaining dignity and independence as much as possible. We also consider the needs of family, friends and carers so we can support them too. ”

## Occupational Therapist Mike and Physiotherapist Jen tell us about their work

### What did you do before coming to Pembridge?

**Mike:** I have been an Occupational Therapist for 21 years. I previously worked with Social Services teams in Westminster, Hammersmith & Fulham and Kensington & Chelsea.

“ Now I have been at Pembridge for over six years. Thanks to donations to the charity, myself and Jen now have one day a week to dedicate to visiting patients at home. ”

**Jen:** I have worked as a Physiotherapist in Scotland, New Zealand and London.

I joined the Pembridge team in this new role in October 2018. The opportunity to develop a community physiotherapy service for patients was really appealing to me.

### How would you describe your role in helping hospice patients?

**Mike:**

“ An occupational therapist enables people to engage in the activities that really matter to them. ”

It’s about looking at the ways people engage in their day to day life, instead of just treating the symptoms of their illness. So you can look at pain, fatigue, nausea and other symptoms, but how do those things effect the way you engage with your daily life?

**Jen:**

“ A physiotherapist helps with symptom management and physical function to improve or maintain quality of life. ”

## What is your first visit like?

**Mike:** Some people will have a very definite idea of a particular functional thing they want to work on. Others may not have thought about what they want to achieve and the process becomes about uncovering that.

I might be shown straight in to the bathroom to have a look at access to the bath and then after we have worked out a practical solution to that, we sit down to have a deeper chat and start to discover the hidden layers and unexplored things that we can also help with.

**Jen:** We will talk about what is going well and work out things they would like to be able to do or that could be easier.

We might see someone's notes and have an idea of how we can help, but then when we go to see them it's actually about listening to their concerns and addressing whatever their number one issue on that day is.

## What kind of things do people want you to help them with?

**Mike:** For some people the important thing is getting to the toilet on time. Others want to make a meal, paint a picture or just get help coping with their breathlessness. So we could be looking at anything from bath seats and rails to grip handles for paint brushes.

“ I recently visited a young lady whose final wish was to attend a show with her family. ”

She was incredibly weak and needed support to enable the trip. The standard theatre seating would not suit her needs, so I spoke with the venue to secure a wheelchair-accessible box. I also arranged for us to loan her a special tilt-in-space wheelchair so she could attend, on what ended up being their final outing as a family.

I often work with patients on psychological management of their symptoms.

A lot of people have anxiety around their breathlessness, which is understandable because it is a really scary condition.

The techniques I teach aim to help patients move from thinking 'I'm going to stop breathing' to 'I've been here before, I will get through it'.

The more issues someone has, the harder it can be to manage individual problems with medication because of the interactions between different drugs. So the things that Jen and I can do really help to reduce reliance on anxiety medications.

We also help people with the transition from home to hospice and back to home again.

“ Being able to see patients at home now, thanks to donations to the hospice, is so important. ”

**Jen:** Sometimes people want help with everyday tasks, or sometimes it is much more personal or out of the ordinary.

I went to see a patient the other day. He wasn't bed bound but spends a lot of his time in bed and his wife and daughters are his carers, with a bit of support in the morning.

When we got there, he told us that he wanted to be able to get from his bed, down a few steps to the bathroom by himself to use the toilet and shower. He didn't want to use the commode in front of his daughter or to need help with showering. His daughters were also worried about moving him and what the risks are, particularly as he was deteriorating.

We did some teaching with his daughters on how to get him in and out of bed safely. He could cope with the stairs, but we also advised them to start thinking about a stair lift for the future. Mike provided him with equipment for the shower to help him maintain independence there too.

“ I love volunteering here at the hospice. I feel like patients are treated with dignity and respect at all times. They feel loved and listened to by everyone. ”



**Pam has been volunteering on the inpatient unit at the hospice since November 2017. Here is her story:**

“ I first wanted to volunteer with Pembridge Hospice as part of my work placement for a Health and Social Care level 2 course. ”

It is those contacts that really matter to me. Just letting someone know you are listening makes volunteering here worthwhile. The volunteer manager Dil also supported me in achieving my level 2 health and social care qualification. Now I am doing the level 3.

I volunteer 2 days a week at the hospice on the inpatient unit. During this time I do all sorts. I answer the nursing bell, which could be for anything from requesting pain relief to wanting a hot beverage. If it is pain relief then I reassure the patient someone has heard their call and inform the nurse in charge of the patient’s needs.

On a typical day I do restocking outside each patient bay, I do the meet & greet with new patients, help with their shopping and monitor the room temperatures. I also cover reception.

“ I want to make the patients feel comfortable and able to talk to someone, especially when they are lonely. ”

On one particular day, Mrs B wasn’t feeling too good as I went in to say hello. She was feeling very low and emotional, crying and telling me that she felt her husband wasn’t co-operating with her. I offered her a tissue to wipe her eyes and sat and chatted with her for a while until she felt a bit better.

### Can you spare a few hours a week?

We need people to support our work and our patients so they get the care they need:

- Volunteer drivers** who can transport patients to and from the hospice.
- Day Hospice volunteers** working under the direction of the day hospice team, assisting them in providing care and support to patients.
- Gardening volunteers** who can help to make Pembridge even more beautiful inside and outside for patients and staff.
- Fundraising volunteers** to help look after our generous supporters (like you!), making connections in the community and organising fundraising events.



## Share your thoughts about our service

Give us feedback to help improve our patient care.

We want to hear your thoughts about the hospice to help us improve what we do. You can give us feedback through the following avenues:

- You can attend one of our Patient Liaison events in 2019 to let us know what we do well and what we could improve on. Just get in touch to find out the next date.
- You can give Our Patient Advice and Liaison (PALs) team a call on 0800 368 0412 to have a chat about your experiences with us.
- We are always looking for stories from our patients and their families, friends and carers. If you would like to share your story, please call us on **020 8102 5000**.

## Training the next generation

Courses in palliative and end of life care.

The Pembridge team run courses three times a year to teach the principles and practice of palliative and end of life care:

- Holistic assessment and management of pain and other common symptoms.
- The importance of good communication skills.
- Understanding spirituality at the end of life.
- Recognising dying and knowing how to care for patients and their families.

The three day foundation course is aimed at registered nurses and allied healthcare professionals. The one day introduction course is aimed at healthcare professionals and support workers.

Syringe driver training.

The inpatient unit at Pembridge run T34 syringe driver training for staff of CLCH NHS Trust every other month.

If you are a local healthcare professional contact the admin team on [CLCHT.PembridgeUnit@nhs.net](mailto:CLCHT.PembridgeUnit@nhs.net) with any queries or to book on to the course. If you are a member of CLCH staff you can book these courses through ESR learning. Please mention that you heard about the course in our magazine if you do book!

## Events for the year ahead

### **Pembroke Flyers Skydive Throughout the year**

Freefall at 200kmph from 10,000 feet! Bookings are now open for tandem skydiving with the Pembroke Flyers team on Saturday 17 June. You can book on a date of your choice.

[www.pembrokehospice.org/skydive](http://www.pembrokehospice.org/skydive)

### **UK Trek Series May – September**

From the Jurassic Coast Challenge to the Thames Bridges Trek and Peak District Challenge, we have a dozen different walks you can join in 2019, with 1-3 day options for all of them.

[www.pembrokehospice.org/trek](http://www.pembrokehospice.org/trek)

### **Vitality London 10k Monday 27 May**

Follow in the footsteps of Mo Farah in this 10km road race through the heart of London.

### **Dying Matters Week – Are we ready? 13 – 19 May**

This year Dying Matters week asks the question 'are we ready.... to support someone who is grieving?.....to help others get their affairs in order?.....to talk about it?'. Join us at our Dying Matters event in the St Charles Canteen from 11am - 2pm on Wednesday 15 May.

[www.pembrokehospice.org/dyingmatters](http://www.pembrokehospice.org/dyingmatters)

### **Free Will Month June**

Solicitors and Will Writers are providing their services free of charge to help you get your Will in order. All we ask is for you to include a gift to support our patients in your Will.

Visit [www.pembrokehospice.org/will](http://www.pembrokehospice.org/will) or call **020 8102 5407** to make an appointment.

### **London to Brighton bike ride Sunday 15 September**

Cycle one of the most famous routes in the UK and travel from urban London to the rolling south downs before hitting the beachfront in Brighton.

[www.pembrokehospice.org/cycle](http://www.pembrokehospice.org/cycle)

### **Swim Serpentine Saturday 21 September**

Places are available for the one, two or six mile swims at this festival of swimming.

### **Royal Parks Half Marathon Sunday 13 October**

This fantastic half marathon takes in some of London's most famous sites on closed roads.

### **Light up a Life Sunday 1 December**

Remember a loved one and support your local hospice at our annual remembrance event. Held in Kensington Memorial Park, the event gives us a chance to honour the people who have brought light into our lives.

Secure your place at Light up a Life 2019 by visiting [www.pembrokehospice.org/light](http://www.pembrokehospice.org/light)

## Hospice Contact Details

For patient enquiries, please call the inpatient unit on **020 8102 5000**

To contact the charity, call Nick on **020 8102 5407** or email [support@pembrokehospice.org](mailto:support@pembrokehospice.org)

You can also find us on **Facebook:** /PembrokeHospice and **Twitter:** @PembrokeLife

[pembrokehospice.org](http://pembrokehospice.org)



Life.  
To the fullest.

Pembroke Hospice Charity is part of CLCH Charity  
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