

# WHAT MATTERS ?

@cornwallhospicecare



**Cornwall Hospice Care**

• Mount Edgcombe Hospice • St Julia's Hospice •

Caring for our community

**AN E-NEWSLETTER FOR THOSE IN CORNWALL APPROACHING OR PLANNING FOR END OF LIFE AND THOSE WHO ARE BEREAVED**

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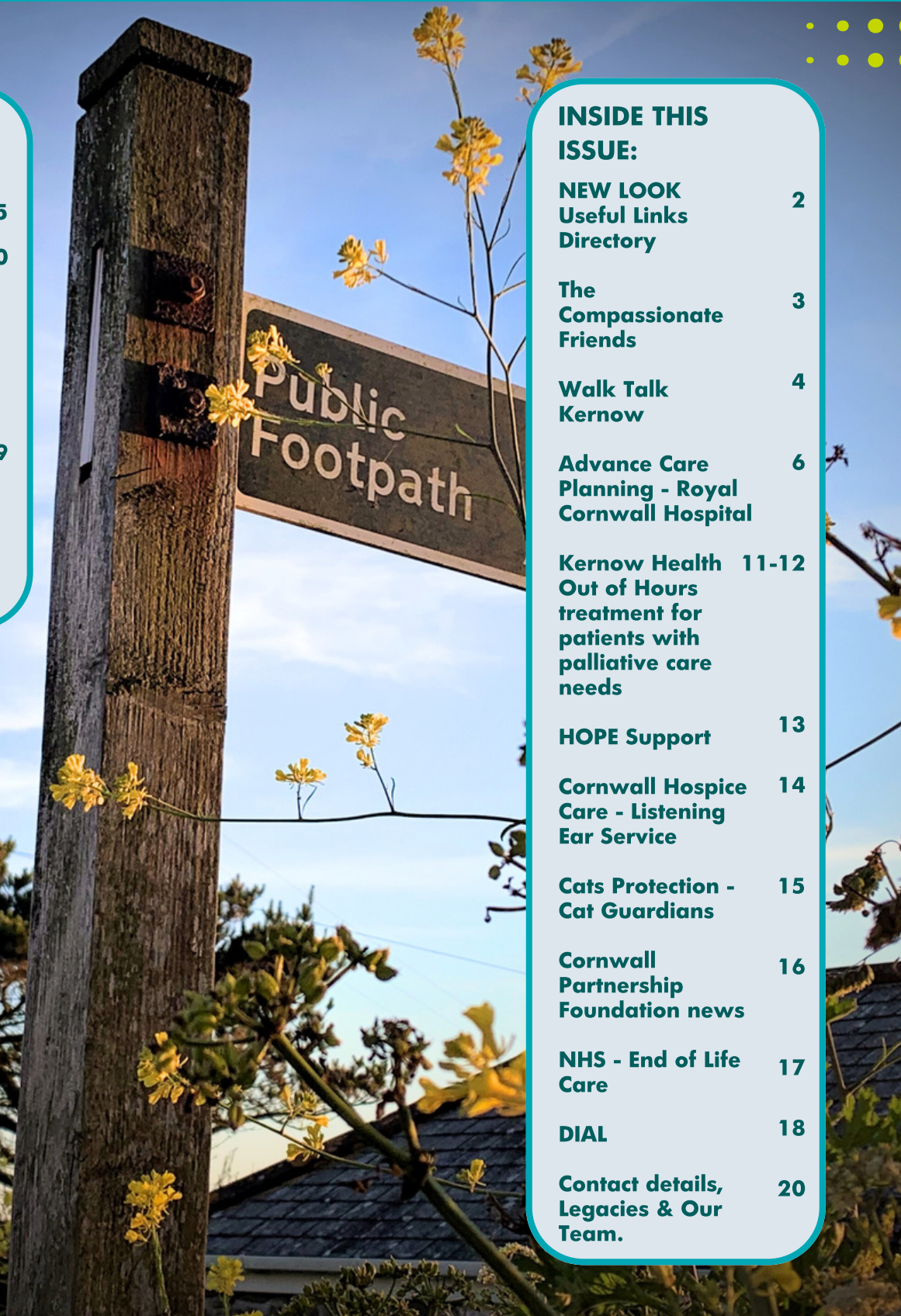
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# Useful Links Directory

**\*\* New Look! \*\***



One place for anyone to find website links and contact information for a range of organisations and charities that may offer support.

You can search for

- Bereavement & Grief
- Cancer & Oncology
- Carers
- End of Life Planning
- General Support and much more...



**Scan Me or  
visit our  
website  
below!**

**<https://www.cornwallhospicecare.co.uk/our-care/useful-links/>**



The  
Compassionate  
Friends

Supporting bereaved parents and families

Have you  
experienced the  
loss of a child?

**The Compassionate Friends is an organisation of bereaved parents, grandparents and siblings supporting each other.**

If you have experienced the loss of a child of any age and from any cause we offer support, understanding and friendship from others

similarly  
bereaved.

This poster has been sponsored in memory  
of our wonderful son John Abnett 01.08.83 - 24.05.08

Registered charity no: 1082335

## Find support

### National Helpline

10am - 4pm and 7pm - 10pm every day. Calls from landline or mobile are charged at local rates.

**T: 0345 123 2304**

**E: [helpline@tcf.org.uk](mailto:helpline@tcf.org.uk)**

**Our helpline is always answered  
by a bereaved parent.**

**[www.tcf.org.uk](http://www.tcf.org.uk)**



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# Walk Talk Kernow

**Are you bereaved and enjoy walking with others?**

'Walk Talk Kernow' is a FREE adult bereavement support group run by Cornwall Hospice Care. Whilst walking in nature, each group provides a space for those who are bereaved and seeking social connections with others who are also experiencing grief.

Join us and allow nature to help guide you through the grieving process, step by step.



**Step by step together... along the pathway of grief**

**For more information see our website or call us on 01726 829874**



**[www.cornwallhospicecare.co.uk/our-community-services/bereavement-support/](http://www.cornwallhospicecare.co.uk/our-community-services/bereavement-support/)**

# What is an Lasting Power of Attorney (LPA)?

## Overview

A lasting power of attorney (LPA) is a legal document that lets you (the 'donor') appoint one or more people (known as 'attorneys') to help you make decisions, or to make decisions on your behalf.

This gives you more control over what happens to you if you have an accident or an illness and cannot make your own decisions (you 'lack mental capacity').

You must be 18 or over and have mental capacity (the ability to make your own decisions) when you make your Lasting Power of Attorney.

You do not need to live in the UK or be a British citizen.

There are 2 types of Lasting Power of Attorney:

- health and welfare
- property and financial affairs

You can choose to make one type or both.

## How to make a lasting power of attorney

1. Choose your attorney (you can have more than one).
2. Fill in the forms to appoint them as an attorney.
3. Register your LPA with the Office of the Public Guardian (this can take up to 20 weeks).

**It costs £82 to register an LPA unless you get a reduction or exemption.**

**Watch this explanation from Martin Lewis, Money Saving Expert.**

<https://www.tiktok.com/@martinlewismse/video/7306150952258538784>

**Find out all you need to know by searching the Government website or clicking on this hyperlink...**

**<https://www.gov.uk/power-of-attorney>**



Helping you plan ahead for a time of failing health. Because we all deserve the opportunity to communicate what matters to us.



**We want to support you to think about your wishes and preferences for the future. Writing down your preferences in an Advance Care Plan can help those around you to understand what matters to you.**

## **What is Advance Care Planning?**

Advance Care Planning encourages you to discuss and write down how you would like to be cared for and what you would like to happen if you are unable to communicate your wishes.

Having these discussions, or completing an Advance Care Plan, is entirely voluntary. The only legally binding decision some people wish to make is an Advanced Decision to Refuse Treatment. This can be part of, or separate to, your Advance Care Plan.

And because your health, and your preferences, can change over time, any decisions that you make can be changed by you at any time in the future.

If you'd like a template for an advance care plan, or to discuss how to write one, please speak to the team looking after you at the hospital.

For more information on completing your Advanced Care Plan visit the web link below or you can scan the QR code below

**[www.royalcornwall.nhs.uk/services/advance-care-planning/](http://www.royalcornwall.nhs.uk/services/advance-care-planning/)**

**You can scan me here!**





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# Neighbourhood Hubs

**A FREE service centred around what matters to you.**

Are you living with a terminal or palliative illness, a progressive condition that is becoming harder to manage, or a life shortening illness?

Are you caring for a loved one in this situation?

**We're here to help!**



**Support, practical advice,  
information and treatment**

[https://www.cornwallhospicecare.co.uk/  
our-care/how-we-support-you/](https://www.cornwallhospicecare.co.uk/our-care/how-we-support-you/)

# What we can help with

- Difficulty managing activities of daily living
- Feeling anxious, stressed or sad
- Trying to come to terms with a difficult situation
- Fatigue and low energy
- Breathlessness
- Reduced mobility or strength
- Not knowing where to turn or who to ask
- Concerns about the future
- Unsure how to handle tricky conversations with loved ones

## How we can help

**Free of charge**



### Occupational Therapy

Face to face or by telephone.  
Problem solving activities of daily living, equipment, fatigue and anxiety management, advance care planning, and more.



### Physiotherapy

Face to face.  
Strengthening, exercise, balance, falls prevention, maximising function, breathlessness and fatigue management, and more.



### Support for Carers

One to one by telephone.  
Emotional support and advice.



### Living Well Workshops & Groups

For patients and carers...





**Free of charge**

# Living Well Workshops & Groups in Redruth



These are available to patients and carers and offer a safe space to learn, share experiences, gain support, and have a bit of fun.

Workshops can be attended once and focus on specific topics and applying the learning to ourselves. Our friendly, informal groups can be attended on an ongoing basis.

The sessions last 2 hours and include light refreshments.

## Workshops

### **Managing Fatigue:**

Learn ways to manage fatigue, conserve and improve energy and make the most of the energy you do have with an easy to remember system and lots of tips.

### **Managing Stress & Anxiety:**

Learn what happens in our body when we feel stressed or anxious. Gain strategies to help you adapt and maximise your emotional wellbeing.

### **Planning for the Future:**

Explore what matters to you and what your priorities are for the later stage in life. Consider how to have conversations about your wishes and what sort of documents might be involved.

### **Soothing the Mind:**

Learn about complementary therapies to calm and relax the mind, including aromatherapy and self-massage.

## Groups

### **Gardening:**

An opportunity to explore gardening activities in an accessible way, get your fingers in the soil, sow, plant, chat, share your experience and have fun.

### **Well-Being:**

Having previously attended the managing stress & anxiety workshop, group members can explore well-being and self-help strategies in more depth. This includes mindfulness, different forms of relaxation, gentle tai-chi, walks, arts and crafts, gardening and more.

We have plans for more workshops and groups, so watch this space!

**Booking  
Essential**

# Our Venues

## Redruth Neighbourhood Hub

Located on 10 Chapel Street, Redruth, TR15 2BY, next door to our Cornwall Hospice Care Bargain Outlet shop. It includes two multi-use rooms and a treatment room as well as an accessible toilet, a small waiting room, and ramped access.

There is no on-site parking but New Cut car park is nearby. If you have mobility difficulties you can be dropped off at the front where we can greet you and accompany you up the ramp.



## St Julia's Hospice

## Mount Edgcumbe Hospice

Foundry Hill, Hayle, TR27 4HW, next to St Michael's Hospital. Free parking if space is available, otherwise there is public parking at the hospital.

Porthpean Road, St Austell, PL26 6AB. Ample free parking on site. You can also enjoy a walk around our beautiful gardens.

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## How to contact us

If you would like to speak to a friendly member of our team to discuss how we can support you, please phone 01726 829874

**or email : [communityservices@cornwallhospice.co.uk](mailto:communityservices@cornwallhospice.co.uk)**

Find details of all our services including the dates/times of our workshops and groups, a useful links directory and our referral form on our website:

**<https://www.cornwallhospicecare.co.uk/our-care/how-we-support-you/>**



# Cornwall 111



## Out-of-hours treatment for patients with palliative care needs



### Cornwall 111 Out of Hours Service for Patients with Palliative Care Needs

We recognise that patients with palliative care needs, and their carers, can be reluctant to seek help during the night or at weekends.

This leaflet aims to reassure you that we are available throughout the entire out-of-hours period.

There will always be a clinician available to speak to. Please call us if you think we are able to help.

#### Who can I call?

Kernow Health provides the integrated urgent care service in Cornwall. We offer GP and clinical care when your surgery is closed. You can contact us by phoning 111 or the Palliative Care Line on 01872 224050.

#### What information is required?

We need some brief personal information when you call. Kernow Health uses an electronic information system that records individual treatment plans, decisions and wishes.

This information is shared with key healthcare professionals including the ambulance service, hospitals and community healthcare teams. Please be prepared to give the patient's:

- name
- date of birth
- address and telephone number
- GP and surgery name and current symptoms.

## What will happen when I call?

A call operator will take the patient's details. These are sent by computer to a duty doctor. We can contact your local district nurse if requested. The duty clinician may have a special note provided by your own GP or palliative care nurse explaining your treatment and wishes. The duty doctor will aim to telephone you within 20 minutes and assess the problem. They can provide:

- advice over the phone
- home visit within two hours (the doctor can also arrange for a district nurse to visit you)
- prescription for medicine or dose adjustment to help control your symptoms.

Details of the above are sent to your own GP the next working day.

## Giving you priority

We will give your call urgent priority. The duty doctor will aim to telephone you within 20 minutes. If a home visit is needed, the visiting doctors will aim to be with you within two hours of the telephone consultation.

## When should I call?

Please do not hesitate to call us if you have:

- increased pain that does not settle within two doses of prescribed medication
- nausea, vomiting or other symptoms that do not settle with the usual medication.

You should also call us if you have been advised to contact a doctor by a hospice nurse. Contact us as often as you need to.

Our clinicians work from hospital-based

treatment centres and are always ready to help you.

## Can we do more to help?

Kernow Health works closely with the palliative care health professionals and hospices around Cornwall. With their help we review and make changes to improve our services for palliative care patients, their families and carers.

- We are grateful for any feedback you may have about our service. You can:
- ask your palliative care nurse to pass on any comments to us.
- give your feedback via our website:
- [www.kernowhealthcic.org.uk](http://www.kernowhealthcic.org.uk)
- telephone: 01872 221102
- email us:  
[kenowhealthcic.cornwall111admin@nhs.net](mailto:kenowhealthcic.cornwall111admin@nhs.net)
- post: Kernow Health CIC, 1st Floor Cudmore House, Oak Lane, Truro TR1 3LP

## About Kernow Health CIC

Kernow Health is owned by Cornwall's GP practices. Our aim is not to make a profit; rather, our main objective is to deliver a first class service for patients.

The GP out of hours service is part of the integrated urgent care service run in partnership with Royal Cornwall Hospital NHS Trust and Vocare Limited

If you would like this leaflet in large print, braille, audio version or in another language, please contact 01872 222400

Kernow Health CIC

1st Floor Cudmore House

Oak Lane . TR1 3LP

# Hope Support Services

[help@hopesupport.org.uk](mailto:help@hopesupport.org.uk)

## FREE & CONFIDENTIAL ADVICE

All our online support is confidential and completely **FREE**

## ONE TO ONE SUPPORT

Get online one to one support when it is needed and for as long as it is needed

## PEER TO PEER SUPPORT

Talk online with other young people who have gone through a similar experience

**Support for children and young people aged 5 to 25 in the UK when someone they love is diagnosed with a serious or terminal illness.  
\*Including children & young people who are recently bereaved through illness.**

To find out more call **01989 566317** or visit  
[www.hopesupport.org.uk](http://www.hopesupport.org.uk)



**HOPE**  
Support Services

Reg.Charity: 1135680 | Registered in England No 7164190



Hope Support Services  
Over Ross House  
Ross on Wye  
HR9 7US



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# Listening Ear Service

**Are you recently bereaved and in need of some support?**

This service is for anyone who is isolated and vulnerable in our communities who have experienced the recent death of a loved one.

Although not a counselling service, we offer **FREE** information, support and signposting via the telephone for **6 calls of up to an hour.**

To make a referral please call **01726 829874**  
or email  
**[communityservices@cornwallhospice.co.uk](mailto:communityservices@cornwallhospice.co.uk)**



**<https://www.cornwallhospicecare.co.uk/our-care/how-we-support-you/>**



## After you're gone, we promise to be there for your cat

We know your cat means the world to you, which is why Cats Protection promises to be there for them after you're gone.

By registering with our free Cat Guardians service you can be assured that, after you pass away, our caring employees and volunteers will look after your cat until we find them a loving new home.

Find out more about how Cat Guardians could bring you real peace of mind – request your FREE leaflet today.

Call **01825 741 291** (Mon – Fri, 9am – 5pm)

Or go online [www.cats.org.uk/catguardians](http://www.cats.org.uk/catguardians)

**We promise to never put a healthy cat to sleep**



Cats Protection's free Cat Guardians service helps make sure there's always a cuddle-giver, behind-the-ear-scratcher and food provider for your feline friend – even if you pass away.

For more information visit:

[www.cats.org.uk/what-we-do/catguardians](http://www.cats.org.uk/what-we-do/catguardians)



## Four wards nationally recognised for Gold Standard end of life care

Four of our wards have received national recognition for giving gold standard for palliative and end of life care.

The wards are in the Trust's community hospitals at Bodmin, Camborne and Redruth, Liskeard, and St Austell.

Kim O'Keeffe, Chief Nursing Officer, said: "I am pleased to see Anchor Ward, Oak Ward, Harold White Ward and the Community Assessment Treatment Unit at Camborne and Redruth receive this recognition. "Giving Gold Standard end of life care is one of the most important things we can do for our patients and their families. It ensures people have a good death and that their wishes and those of their family are respected."



Each hospital ward has secured a national Gold Standard Framework Quality Hallmark for the way the staff care for people at the end of life. Staff from each of the four wards went to the awards ceremony in Manchester at the end of last month. The awards are a celebration of the UK's best health and care providers for care in the final year of life.

Julie Armstrong-Wilson is the chief operating officer for the Gold Standard Framework. She said: "The care and compassionate culture that has been observed is truly inspiring. This shows a commitment to ensuring people receive the right care at the right time and the positive impact this has on the people cared for and their families.

"Listening to what matters most to each and every individual and delivering care in accordance with their goals, wishes and preferences is what everyone should receive."

Julie added: "The Gold Standard Framework team are so very proud of all our award winners. With our ageing population it is so important we enable them to live well and when the time comes deliver quality care in their final year and days of life. Well done to you all!"

The Gold Standard Framework provides end of life care training and accreditation for frontline staff in health and social care, to enable a 'gold standard' of care for people nearing end-of-life.

The Trust's single-ward hospitals at Launceston, Helston and Stratton have already achieved the platinum status Gold Standard Framework for maintaining the standards for 3 years.



# End of life care

The NHS has a page on its website dedicated to end of life care. Here you may find the answers you may have to questions you have. This guide is for people who are approaching the end of their life. Some parts of it may also be useful for people who are caring for someone who is dying, or people who want to plan for their own end of life care.

It covers what to expect, thinking about your wishes for your future care, and looking after your emotional and psychological wellbeing.

## What you can expect from end of life care

This section contains information about what end of life care involves, when it starts, and things you may want to think about.

These include advice on how to cope financially, and how and where you can be cared for, for example:

Being cared for at home, care in a care home, care in hospital or at a hospice.

## Planning ahead for the end of life

This is sometimes called advance care planning, and involves thinking and talking about your wishes for how you're cared for in the final months of your life. This can include treatments you do not want to have.

Planning ahead like this can help you let people know your wishes and feelings while you're still able to. Letting your family know about your wishes could help them if they have to make decisions about your care.

## Your wellbeing

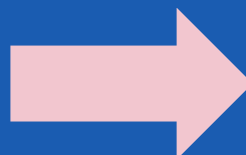
Looking after your health and wellbeing is important when you're living with a terminal (life-limiting) condition.

These pages aim to answer questions you may have about pain and other symptoms, and provide ideas for coping.

**For more information visit:**

**[www.nhs.uk/conditions/end-of-life-care/](https://www.nhs.uk/conditions/end-of-life-care/)**

**Scan me for a direct  
weblink**



**HEALTH &  
WELL-BEING**

**INDEPENDENT  
LIVING &  
EQUIPMENT**

**SOCIAL &  
LEISURE  
OPPORTUNITIES**

**MONEY &  
WELFARE  
ENTITLEMENTS**

**T: 01736 759500**  
**M: 07522 970336**  
**E: [advice@dialcornwall.org.uk](mailto:advice@dialcornwall.org.uk)**

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# Cornwall Hospice Care Stories



## Clare Bray, our Community Engagement Officer talks to our Lottery Manager

Cornwall Hospice Care's weekly lottery has been going since 2006, there are now 15,000 numbers being entered into the weekly draw and this year the lottery is on track to contribute £464,000 towards our hospice care. Sarah Vincent, Lottery Manager and Deputy Head of Fundraising, who has been with the lottery since its start said "The great things about the lottery are its easy and only £1 a week! You don't need to be super fit, or a dare devil there's no criteria to jump out of plane, zip wire or train to run a Marathon. Most people join for that bit of fun knowing they could win our prizes... as the saying goes you've got to be in it to win it! But mainly people join because they know it's helping to fund our care. And we really couldn't do all the amazing work we do without our lovely lottery players".

Sarah added, "Phoning the top three winners each week is one of the loveliest calls to make. It comes as a bit of a surprise to receive the phone call being told they won £1,000 and we get lots of "OMG's, really? Sorry say that again" responses! I love to hear we've made someone's day - you can hear people smiling. Sometimes it comes just at the right time too. We've heard of car bills being paid, major water leak repairs and generally cheering people up!"

Zoe Watson and her brother Richard Hoskin have gone on to support Cornwall Hospice Care in memory of their mum Kate who was cared for at Mount Edgcumbe Hospice. When Richard received a call from the lottery team to tell him he had won the third prize of £50 one week, his reply was "'Thank you - you'll be getting it back. In fact what I'll do is bank it this time, then give it to my sister Zoe who is running the Marathon for you this year in memory of our mum Kate who you cared for".



**Sarah Vincent -  
Cornwall Hospice  
Care Lottery  
Manager**

Zoe went on to share her story, which this year is helping to promote the lottery's Christmas raffle draw. "In April 2022 my Mam was diagnosed with an aggressive form of cancer and one month later she was admitted to Mount Edgcumbe Hospice for specialist end of life care. It was clear from the moment she arrived that she had made the right decision on where to spend her final days. She was always cared for with the utmost respect and dignity; nothing was too much to ask. The hospice gave us the space to say goodbye as a family in a situation where Mam was being taken from us rapidly".

Sarah Vincent went on to say "Lots of our players have had personal experiences or know people who have experienced our hospice care. It's like a pebble being dropped into a pond, it reaches out into the community. Nobody wants anyone to need hospice care but we all know how important it is to those who need it and by playing our lottery you know you're helping to keep it there for all those lives we touch".



**Zoe and her  
mum Kate**

**For more information on the Cornwall Hospice Care lottery, visit  
[www.lottery.cornwallhospicecare.co.uk/](http://www.lottery.cornwallhospicecare.co.uk/)**



Cornwall Hospice Care has two hospices; St Julia's Hospice in Hayle and Mount Edgumbe Hospice in St Austell.

Cornwall Hospice Care  
Porthpean Road  
St Austell  
PL26 6AB

You can support our Cornish charity by shopping in our stores from Bude to Penzance, taking part in one of our fundraising events from Cream Teas to Marathons, playing our weekly Lottery or by giving your gift of time to volunteer with us.

Telephone: 01726 65711

Email: [communications@cornwallhospice.co.uk](mailto:communications@cornwallhospice.co.uk)

[\*\*www.cornwallhospicecare.co.uk\*\*](http://www.cornwallhospicecare.co.uk)

**Thank you**

## Legacies

You can help those people with terminal illness and their families when they need it most, by leaving Cornwall Hospice Care a gift in your Will.

You help fund our vital work. Your gift, large or small, can make a big difference as it will ensure we can care for adults in Cornwall.

If you would like to find out more about leaving a gift to Cornwall Hospice Care in your Will, please contact **01726 66868 and choose option 2**

## Cornwall Hospice Care Community Services Team



Gwendoline Treseder  
Occupational Therapist



Helen Treleaven  
Manager



Tracey Davey  
Community Services Officer



Clare Bray  
Engagement Officer



Tracey Taylor  
Community Services Support Worker



Lollie Brewer  
Engagement Nurse