

ALL TOGETHER

CARS, BICYCLES AND A RAFFLE

Keeping our charity funded.



It's a fact that without those who fundraise for us and donate to and buy in our shops, we wouldn't be able to provide the care we're so well known for. Summer is a particularly busy time for bringing in the funds.

Our volunteer Trustee Graham Piercey was on hand to welcome people to the 2024 Mount Edgumbe American and Classic Car Show and Summer Fair. Held in the Mount Edgumbe Country Park overlooking The Tamar, he's pictured here with the Town Crier and Lady Megan, the current Lady Mount Edgumbe. It was a cracking day out and as always, extremely busy.



People studied the cars in depth as this picture (left) shows, while others wandered round the village of stalls and rummaged through the Car Boot Sale.



The avenue was packed and people were entertained by singers and a Samba Band. We also set up our own pop-up charity shop for the day, something we hadn't done before and a big thank you goes to the members of our Retail team who worked hard to prepare the donated goods. Frazer Hopkins our Director of Income Generation says; "It was really good to see our fundraising and retail teams working together to maximise our presence at this huge one-day spectacular. My congratulations to all our team members for the work they put in to making the day successful. I don't under estimate what it takes to ensure success."



Supporting the event were our friends from Rewind Radio led by MD Richard Woods who as you can see, helped lead the dancing! This event is in it's 27th year and helps raise enough to cover many hours of nursing at our two hospices. Congratulations go to our fundraising team who work incredibly hard to organise this huge one-day spectacular. Thanks to James Owen from our Marketing team for the pictures.



BRILLIANT BIKE RIDERS

From cars to bike riders who've also been doing their bit to help fund the care we provide. Our Coast and Clay Sportive took place at the end of June and we recently announced the total they helped raise - thank you one and all!





OUR SUMMER RAFFLE

Our summer raffle raised a very splendid £28,689 for our charity! We run two raffles a year on top of our weekly lottery - more chances to win some very helpful monetary prizes.

These were our Summer 2024 winners (right) and now plans are underway for our Christmas Raffle (did we just say the 'C' word?!) Winning £25 in the Summer draw was Sue Symes (pictured below) from St Austell. She said; "I was really pleased to win as I had been participating in the Summer and Christmas raffles for many years."

Cornwall Hospice Care LOTTERY
 A Lottery of Hope, a Gift to Charity
 - Awarded by the Charity Commission - 1132140

SUMMER Raffle

DRAW DATE: 17TH JULY 2024

WINNERS

First Prize £2,000	Ticket 96807, Mr John Bevan, Redruth												
Second Prize £500	Ticket 84563, Mrs Kathryn Thomas, Penzance												
Third Prize £250	Ticket 401344, Mrs Lisa Crane, St Austell												
Runners up 10 x £25	<table border="0"> <tr> <td>Ticket 82567, Mrs Elizabeth Lakin, Penzance</td> <td>Ticket 71148, Mrs Yvonne Lee, Truro</td> </tr> <tr> <td>Ticket 11844, Mrs Ann Fyfe, St Austell</td> <td>Ticket 10729, Mrs Susan Symes, St Austell</td> </tr> <tr> <td>Ticket 401719, Mr Ian Hughes, Bideford</td> <td>Ticket 1911, Mr Stephen High, Axminster</td> </tr> <tr> <td>Ticket 76163, Mrs Helen Williams, Hatherly</td> <td>Ticket 107094, Mrs Sarah Kemp, Truro</td> </tr> <tr> <td>Ticket 102842, Mrs A Conley, Truro</td> <td></td> </tr> <tr> <td>Ticket 34777, Mr Susan Shipley, Bideford</td> <td></td> </tr> </table>	Ticket 82567, Mrs Elizabeth Lakin, Penzance	Ticket 71148, Mrs Yvonne Lee, Truro	Ticket 11844, Mrs Ann Fyfe, St Austell	Ticket 10729, Mrs Susan Symes, St Austell	Ticket 401719, Mr Ian Hughes, Bideford	Ticket 1911, Mr Stephen High, Axminster	Ticket 76163, Mrs Helen Williams, Hatherly	Ticket 107094, Mrs Sarah Kemp, Truro	Ticket 102842, Mrs A Conley, Truro		Ticket 34777, Mr Susan Shipley, Bideford	
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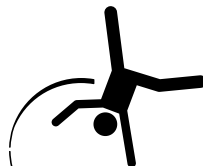
TOTAL RAISED £28,689

18+ FR REGULATORY BOARD OF GAMING REGULATOR Registered Charity No: 1132140 **BeGambleAware.org**



Meanwhile, our weekly lottery draw keeps making our winners smile and in the last few weeks we've called the following £1,000 winners - Mrs Sissons in Redruth, Mrs Higginson of Truro, Mr Ludlow from Liskeard, Mr Last who lives in Hayle and Mrs Endean of St Austell. Thanks to David Head below, who was one of our recent £50 winners and sent us this lovely smiley picture.

Rollover update This week's rollover stands at a very exciting **£1,800!**



WHAT DOES IT MEAN TO BE A CHARITY?



What does it mean to be a charity? Why do you enjoy being part of a charity? We'd love to hear your thoughts and you can send them, (anonymously if you wish), to communications@cornwallhospice.co.uk There'll be chocolates for the first five people who share their answers with us.

TEAM NEWS



A warm welcome to our new colleagues; Michelle Wherry and Rachael Moore who're both Bank Healthcare Assistants at Mount Edgcombe Hospice, Denise Douglas Clinical Resilience/Supervision Facilitator, Eloise Ford Registered Nurse at St Julia's Hospice, Wendy Hearn Deputy Retail Manager, Collette Hardy Deputy Retail Manager, Lucy Davies Specialty Registrar at Mount Edgcombe and Tracey Moreton Kitchen Porter at St Julia's.



Our best wishes go with the following leavers; David Mullins Maintenance Technician, Jake Flowers Clinical Fellow, Barbara Reynolds Kitchen Porter at St Julia's and Sam Facey Senior Nurse at Mount Edgcombe.

Congratulations to the following movers and shakers; Jan Williams who was Clinical Administrator and is now Rota Coordinator, Noah Crutchfield who's on secondment as the Interim Regional Manager, Justine Cook who's on secondment as Interim Income Generation Projects Manager, George Elworthy on secondment as Project Manager, Evelina Zukaite on secondment as a Retail Administrator and Megan Hampton who's now Interim Marketing Team Leader.



NEXT WELLBEING SESSIONS

The next wellbeing sessions are at St Julia's Hospice on the 2nd of September and at Mount Edgcumbe Hospice on the 19th of September. If you feel you'd benefit from a relaxing and free therapy session, please email our HR team at hradmin@cornwallhospice.co.uk to go into the draw for a place.



NEW FACES



These are some of our new colleagues who joined the August Meet and Greet session held at Mount Edgcumbe Hospice. They are from left to right, Julie Hobba Ward Volunteer, Holly McGroary Community Fundraiser West, Denise Douglas Clinical Resilience Facilitator, Lucy Davies Speciality Doctor, Linda Phillips Lottery Administrator, Daniel Okeke GP Trainee, Jamie Best Physiotherapist and Deryck Wilshaw Retail Deputy Manager.

TEAM

TEAM BUILDING DAY

As you can see here, our HR team had an away day with a difference recently. They worked in our Daniel's Lane Donation Centre to get a realistic feel for the huge amount of work that goes in to processing the many donations to our charity.



Pictured from left to right are Sue, Becky, Sara, Amanda and Lisa. Sara says; "As a result of our day we're in awe of the team who work there. It's a very physical job and done in demanding conditions. We were amazed at the quality of the donated items, good and bad and at the sheer volume of items that we can't use. I'm not sure any of us could have gone back for a second day! It was privilege and a real eye opener."

CONGRATULATIONS JENNY



It was a special occasion recently for Jenny Philp, Administrator at St Julia's Hospice, who celebrated her 20th anniversary of working for our charity. She says she's stayed so long because she loves her job and those who works with. Many congratulations from us all.

CHRIS'S QUIZ FINALE

On Friday 16th August Gina and Chris Starnes held a quiz night at St Austell Brewery to celebrate his successful completion of the entire South West Coast Path. Hosted by Sara Long, the quiz included rounds about famous Chris's and questions themed on South, West, Coast and Path.





As you can see in the picture above, Chris raised an extraordinary £1,762.56 for our charity. Those who took part want to say a huge thank you to Chris and Gina for a great evening and lots of fun. To learn more about this amazing adventure take a listen to the

podcast 'Keep the sea on your right' that Chris recorded with Tamsin on the walk from Par to Fowey [HERE](#).

NEWS FROM OUR FUNDRAISING GROUPS

The Roseland Fundraising Group recently held their annual Open Day at Lamorran Garden. With coffee and cake in the morning, savoury lunches and afternoon teas, the day was very successful raising £1,955.10 for our charity. A big thank you to Robert and Maria-Antoinette Dudley-Cooke for allowing the group full use of their kitchen and facilities.



Our Falmouth Fundraising Group held their Coffee Morning at the home of Anne and Nick Barwell, at Loe Beach. It was a beautiful sunny day and many Feock residents came along to support. With homemade cakes, refillable coffee and a raffle, the total raised was £1,104 ! Thanks to all who supported and helped.

'STUBBORN' ROB CONQUERS BEN NEVIS



A big thank you to Rob Dutton, son of Sue who runs our St Blazey shop, who took part in the recent 3 Peaks Challenge aiming to hike up the 3 highest peaks in England, Scotland and Wales. His team started with Ben Nevis on the Saturday, which is by far the hardest one, followed by Scafell Pike starting at 4am on the Sunday morning. Unfortunately Rob had to pull out part way up Snowdon with an injury, but he won't let that stop him completing the challenge in the future.

He says; "I'm that stubborn, I want to give it another go and try and complete all three within the 24 hours." Bravo Rob and we wish you all the very best of luck for your next attempt and a big thank you for raising an amazing £470 from this year's challenge! The photo of Rob was taken at the top of Ben Nevis.

THREE PEAKS FOR ARCHIE AND MARK

Or should that be three cheers?
Congratulations to Archie Brown and Mark Field on completing the 3 Peaks Challenge in July in memory of Archie's dad Nathan. He sadly passed away at Mount Edgcombe Hospice last August at the age of 44 following a short but aggressive battle with cancer.



The 3 Peaks Challenge is one of Britain's most iconic adventure challenges and involves climbing the country's three highest mountains in Scotland, England and Wales. It's not for the faint hearted and at 15 years old Archie is a true inspiration for his determination and drive to complete the challenge alongside his Uncle Mark.

Archie and Mark have raised an amazing £2,894.00 for our charity. Archie says; "The reason I have chosen to raise money for Mount Edgcombe Hospice is because I want other families to receive the same kindness and support we had when my dad was dying. Everyone deserves this type of care when they are losing a loved one. We appreciate everything they did for us and we will be eternally grateful that our dad was comfortable in his last moments."



Thank you to everyone at the Britannia Inn, Par for helping to raise £316 to support Cornwall Hospice Care by holding a first goal scorer competition during England's games at the recent Euros.

The final Euro result may not have been what everyone wanted but on a more positive note, the generosity of those who took part will fund over 13 hours of nursing care, which is a winning goal in our eyes.



QUINTRELL DOWNS KINDNESS

Thanks also to the Quintrell Downs Fundraising Group who raise money for a range of different charities. They recently raised a fantastic £150 from their bingo and table top sale. John Clogg and Marcel Gilbert visited Mount Edgcombe Hospice to present the money to some of our clinical team.



ROCK ON

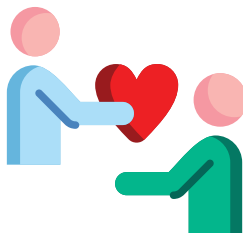


On the 1st of July, Tracy Evans was kind enough to organise the Rock Choir to visit St Julia's Hospice. It was a wonderful hour of singing with staff and patients involved. The Rock choir consisted of over 30 singers with Tracy Evans, one of the healthcare team and volunteers Nancy Hudson and Mary Wilcock from the hospice, taking part.

BIRDS OF PARADISE



It was a wet and miserable day In July when a Floral Creations van drove up to Mount Edgcombe Hospice with a very cheerful donation. George Elworthy, our Patient Services Manager who's pictured here, gratefully accepted the fascinating and rather unusual blooms that had been left after an event. They included stunning flowers called Bird of Paradise.



COMMUNITY SERVICES UPDATE

Our Community Services team have been working hard expanding their offer, including a new Walk Talk Kernow location at The Lost Gardens of Heligan and two new Bereavement Help Points at St Julia's (first Wednesday of the month 13:30- 15:30) and Ladock Community Hall (second Monday of the Month 10:00 -12:00).

Free

**Autumn 2024
Timetable**

Bereavement Support Sessions

Our bereavement services for adults in Cornwall are FREE to access

Bereavement Help Points:
A monthly drop-in space for anyone who has been bereaved. We offer a relaxed and supportive group environment for conversations, peer support, signposting and refreshments. These are held on:

- The first Monday of the month at Trevellyn Hall, St Austell, RD3 8LL 10:00am - 12:00pm
- The last Wednesday of the month at St Julia's Hospice, Hayle, TR27 4HW 1.30pm - 3.30pm
- The second Monday of the month at Ladock Community Hall, Ladock, TR7 4PG 10:00am - 12:00pm **** NEW SESSION - FIRST SEPT ****
- The third Thursday of the month at Neighbourhood HALL, Chapel Street, Redruth, TR1 2BT (beside Cornwall Hospice Care shop) 1.30pm - 3.30pm
- The first Friday of the month at Mount Edgcombe Hospice, St Austell, TR25 6AB 10:00am - 12:30pm

Walk Talk Kernow:
Our monthly bereavement support walking groups are held in Penzance, Truro, Hayle and St Austell. All walks start at 10:00am until 12:00pm. Please see our leaflet and forthcoming dates.

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

www.cornwallhospicecare.co.uk/our-community-services/bereavement-support/

Friday 6th Sept	For Running Track, For Meet outside For Track Cafe
Thursday 12th Sept	King George V Memorial Walk, Hayle Meet outside Cafe Rows
Friday 20th Sept	Tidalsack Gardens, Truro Meet by the info shed in the car park
Friday 27th Sept	Penzance Priory, Penzance Meet outside Jubilee Cafe
Friday 4th Oct	The Lost Gardens of Heligan, St Austell Meet outside Heligan Kitchen Cafe
Thursday 10th Oct	Godrevy Lighthouse, Hayle Meet outside Godrevy Cafe
Friday 18th Oct	Boswell Park, Truro Meet in the main car park by the Scout Hut
Friday 25th Oct	Cape Cornwall, Penzance Meet outside Cape Cornwall Golf Club
Friday 1st Nov	Penknewen Hall, St Austell Meet outside Trevelick and Toys Cafe
Thursday 14th Nov	Gwiltown to Godrevy, Hayle Meet outside Godrevy Cafe
Friday 15th Nov	Tidalsack Gardens, Truro Meet by the info shed in the car park
Friday 29th Nov	Jordan's Cafe to Longrock, Penzance Meet outside Jordan's Cafe
Friday 29th Nov	Clay Trail, St Austell Meet outside the Carriage Pub

They've also updated our general poster/flyer which is now double sided and their Useful Links Directory cards which have more explanation on what the directory can do for people. You'll begin to see them at both hospices, but if you find any old ones, please recycle them and ask for new ones. You can call the Community Services office on 01726 829874 or email communityservices@cornwallhospice.co.uk

FREE

You do not need to have a connection to Cornwall to use these services

Community Services

Whilst our two Cornish hospices are vital to care for and support those who need our specialist inpatient services, we also recognise that we could harness our expertise and experience to support you closer to home.

We are here to help find the right support for you.

Bereavement Support - Telephone

Our helpline service is available to anyone living in Cornwall who has experienced a bereavement within the last 3 years. Although not a counselling service, we are able to offer support, information and signposting via the helpline for a call of up to 45 minutes each.

Bereavement Support - Groups

Walk Talk Kernow is our free walking and bereavement support group. Whilst walking in nature, each group provides a space for those who have been bereaved and seeking social connections with others, held at various locations in Cornwall. We usually walk for 1.2 miles and end our walk somewhere where we can enjoy a drink and perhaps some cake too.

Our Bereavement Help Points also form a free of monthly drop-in space for anyone who has been bereaved. We offer a relaxed and supportive group environment for conversations, peer support, signposting and refreshments, held at various locations in Cornwall. These sessions run for 2 hours and you can come and leave to suit you.

<https://www.cornwallhospicecare.co.uk/our-care/self-help-resources/>

Palliative Support & Advice

Neighbourhood Hubs: Our Neighbourhood Hubs offer support, practical advice, information and training for people living with a palliative diagnosis or a debilitating progressive disease and their carer. A FREE service centred around your needs and requirements is on.

www.cornwallhospicecare.co.uk/our-community-services/neighbourhood-hubs/

Self Help Resources

We know that sometimes it can be more comfortable and more desirable for you to look for support online, and we also recognise that it can be a stressful, tiring task to find the information you need from a source you know you can trust. That's why we've put together a range of self-help resources that you can access for free whenever you need them.

Useful Links Directory: It's our comprehensive database of local and national support available to you, with links and contact information for a range of organisations and charities. Topics including cancer, mental health, planning for end of life, bereavement and general health care all covered by simply clicking on each website to find the information you are looking for.

Community Sharing Space: Join our social media groups on Facebook if you are struggling with social isolation, loneliness, being left out or a palliative condition.

What Matters: It's our personal electronic resources for those who are approaching, or planning for end of life and those who are bereaved in Cornwall. It's a series of patient, service users and the general public as well as other health and social care professionals. Each article covers a range of topics written by our team and members of the wider end of life care professional community in our county.

Volunteer for Community Services

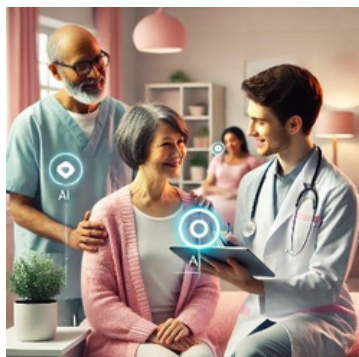
Being a volunteer is always rewarding and being part of a team of like-minded people is one of the most rewarding of all things available. Find out more and join today.

<https://www.cornwallhospicecare.co.uk/volunteer/volunteer-roles/>

All of our services are FREE for everyone to access, we provide no restriction with Cornwall Hospice Care is required. Call **01726 829874** for more information, visit our website or scan our QR codes.

<https://www.cornwallhospicecare.co.uk/our-care/self-help-resources/>

AI IS PART OF OUR DAILY LIVES

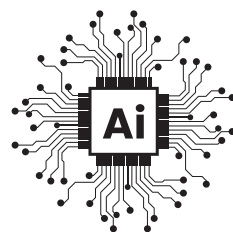


AI is no longer a concept confined to science fiction movies; it's become an integral part of our everyday technology. From voice-activated assistants like Siri and Alexa to personalised content recommendations on Netflix and Spotify, AI is working behind the scenes to make our lives easier and more enjoyable. But the magic doesn't stop there.

Here at Cornwall Hospice Care, AI can help us generate documents, create content and even assist in decision-making processes. Imagine drafting a report in half the time thanks to AI-powered tools that suggest improvements and check for errors. Or consider how chatbots can handle routine enquiries, allowing our staff and volunteers to focus on more critical tasks. AI has the potential to revolutionise the way we operate, making us more efficient and effective in our mission to provide exceptional care and support.

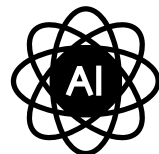
Navigating AI with Care

Today we introduce our AI Principles with the document available [HERE](#) on our internal Intranet, Policies and Procedures, ICT, AI Principles and outlined below.



While the benefits of AI are remarkable, it's crucial to use it safely. Our AI Principles set out 10 clear guidelines on the use of AI for our charity to ensure that we harness AI's power ethically and responsibly:

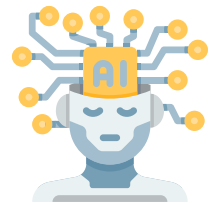
- **Ethical Use:** Employ AI technologies ethically and responsibly, with a focus on promoting personal well-being, privacy, and dignity. Before deploying AI solutions, we will ensure that we assess the requirements and impact the AI solution, adhering to ethical guidelines and our core values.
- **People-Centric:** Prioritise the needs and preferences of our patients, their families, our supporters, customers, volunteers and staff when developing and implementing AI solutions within our charity.
- **Transparency:** Promote transparency in the use of AI algorithms and decision-making processes within our charity. Providing clear information about systems that use AI that process personal, sensitive data and use AI decision making to service users.
- **Accountability:** Hold stakeholders accountable for the design, development, and deployment of AI technologies within our charity. Establish mechanisms for oversight, review, and continuous improvement to mitigate risks and address concerns.
- **Data Privacy and Security:** Safeguard confidential, personal and sensitive data, maintaining privacy throughout the AI lifecycle, ensuring compliance with relevant regulations and standards. Implementing robust security measures to prevent unauthorised access, breaches, and misuse of sensitive information.
- **Confidentiality and Sensitivity:** Ensure that we do not disclose sensitive or personal information to external AI services without explicit authorisation from the data owner, senior management and Data Protection Officer. Protecting confidentiality and privacy rights by implementing stringent access controls and encryption mechanisms to safeguard sensitive data.



- **Informed Consent:** Obtain informed consent from service users regarding the use of AI technologies where required. Clearly communicating the purpose, risks, and benefits of AI interventions, allowing individuals to make informed decisions about their participation, including their ability to withdraw consent.
- **Fairness and Equity:** Mitigate biases and discrimination where possible by using credible / vetted AI Services and customising our own AI algorithms to ensure fairness and equity. Monitor and address algorithmic biases that may disproportionately impact vulnerable populations or marginalised groups.
- **Human Checking of Information:** Prioritise human oversight and verification of information before distributing it to the public or making critical decisions based on AI-generated insights. Human experts should review AI outputs to ensure accuracy, reliability, and relevance, particularly when disseminating information to stakeholders or making consequential decisions.
- **Continuous Evaluation and Improvement:** Foster a culture of continuous evaluation and improvement in AI applications within the hospice charity. Monitor performance metrics, solicit feedback from stakeholders, and adapt AI solutions based on real-world experiences and evolving best practices.

Staying Safe and Smart with AI

One of the key takeaways from our AI Principles is the importance of not sharing sensitive or personal data with AI without explicit authorisation. AI is a powerful tool, but it is not infallible.



Always check the content generated by AI before sharing or publishing it to ensure its accuracy and appropriateness.

By following these guidelines, we can use AI to enhance our work while safeguarding the trust and privacy of those we serve.

A Thought for the Future

As we embrace this exciting technology, let's remember a famous quote from one of the pioneers of AI, Alan Turing:

"We can only see a short distance ahead, but we can see plenty there that needs to be done."

Turing's words remind us that while the future of AI holds immense possibilities, it also calls for careful consideration and continuous effort to navigate the challenges ahead.

Thank you for your attention, and let's make the most of what AI has to offer, responsibly and thoughtfully.

Kazik Kott, Head of ICT, Cornwall Hospice Care



PENRYN'S OLYMPIC SUPPORT



Olympic news from Julie Mancini at our Penryn Furniture Shop; "Our lovely volunteers have been busy. Lisa made up a wonderful Olympic table for Britain and our brilliant Matty made some bunting for our window. All very special and we wanted to show our support for our Olympic teams.



OUR SUSTAINABLE FASHION SHOW



Plans are being finalised for our Sustainable Fashion Show at Truro Cathedral. It's happening on Friday 4th October from 7pm and tickets are on sale now. The event will be presented by Neil Caddy from Hits Radio Cornwall and some of our own staff and volunteers will be taking part. It promises to be spectacular. Find out more [HERE](#).

SUSTAINABLE FASHION SHOW



Cornwall
Hospice Care

• Mount Edgumbe Hospice • St. Julia's Hospice •

Caring for our community

Friday 4th October
7pm - 10pm @Truro Cathedral
£10 per ticket

Registered Charity No. 11113140



Recognised with
THE ACCOUNTING
REGULATOR

www.cornwallhospicecare.co.uk



CONTINUING TO KEEP OUR CHARITY FUNDED

The work to bring in the funds we need to run our charity never stops. Our shops, donation centres and warehouse are running full tilt and there's always a fundraising activity going on. Take a look at the events page on our website [HERE](#) Below is just a snapshot from the calendar:

WED
21

Twilight Sunflower Trail

Higher Tregorrick Farm Higher Tregorrick Farm, Tregorrick, St Austell, Cornwall, United Kingdom

Enjoy a unique experience at the Twilight Sunflower Trail - Higher Tregorrick Farm For one night only we are delighted to be able to offer a rare opportunity to visit [...]



SAT
24

The Bowgie Inn Ale and Cider Festival

Bowgie Inn Crantock Crantock, Newquay, Cornwall, United Kingdom

Bowgie Inn Ale and Cider Festival returns on 24th, 25th and 26th August 2024 raising money for Cornwall Hospice Care! The Bowgie Inn at Crantock is excited for the grand [...]



THE REASON WHY



I had not been eating proper food for a couple of years, but from day one here I have had three meals a day and I am now in a position where my boys are going to 'batch' cook recipes the chef has given me when I go home.

ALL TOGETHER

Cornwall Hospice Care's staff and volunteer newsletter

Please send your stories and pictures to communications@cornwallhospice.co.uk