

ALL TOGETHER

We're listening!



An update from our Executive Management Team: Our Staff and Volunteer Survey has prompted a lot of questions, feedback and ideas and it's our mission to ensure we provide answers and take actions where necessary. We're working our way through all your comments and suggestions and as promised, are aiming to report back on all of them.

Today is our first update. There'll be more as we continue to review what you had to say. We hope you'll find these answers useful but do use our new suggestion box if you have added queries or thoughts. There's information about the Digital Suggestion Box later in this edition of All Together.



Your questions and suggestions:

Q Please clarify if volunteers and/or staff are entitled to discount in our shops.

A Volunteers enjoy a 20% discount on purchases of donated goods - staff do not currently receive a discount.

Q Can you consider having some sort of forum to share best practice between shops?

A Noah Crutchfield writes to all shop teams weekly and often includes best practice/good ideas he has seen or has had shared with him.

Q Can we use online social media more to promote shop sales (special items, new ideas, promotions etc)?

A Daisy Jones is newly returned from maternity leave and works with our Marketing team who're all very active in promoting shop activity on all the key channels.

Q Can you please confirm the details around plastic recycling and what can't be recycled and why?

A All shops have a recycling bin and the contents are collected by the van teams who return them to our distribution centres where they have dedicated mixed recycling bins - any shop that does not know about, or have, a bin should contact Noah Crutchfield.

Q Not many shops reuse the plastic bags (red/yellow/blue). Can we start to reuse them by ensuring they're cut open rather than ripped and are these bags recyclable?

A Stock bags are made from 'non-virgin' plastic. These are not currently recycled but we're reviewing possible alternatives which would be multi-use and we'll update if we find them to be of a high enough quality - these are also quite costly so we need to be certain of their longevity.

Q Please can we have mixed packs of Christmas cards?

A Mixed Christmas card packs of local designs will be provided this year with huge thanks to all the volunteers who've offered to help us pack these.

Q Car stickers, branded trolley tokens and branded Tote bags would all sell well in the shops and the reception areas, can we introduce these?

A Car stickers and tote bags are currently being scoped but we want these to be sustainable/recyclable wherever possible. We believe we've found a partner who can supply a range of eco-branded products, so watch this space!

Q Can we please make people more aware of what is acceptable as saleable items and what isn't when donating?

A Saleable stock is an increasing issue - we're designing new signage for the Donation Centres and also looking at our online information to discourage our sites being used as dumping grounds. We'd ask everyone to share widely how expensive and difficult it is for us to have to dispose of non-saleable items.

Q Can you consider bargain sections in all our shops?

A Most, if not all stores should have a 'final reduction' rail where items that have been marked down are placed; after this many items are moved to our Redruth Bargain Outlet and sold for the incredible price of £1 - well worth a visit.

Q Could you consider paying the Deputy Managers mileage instead of an allowance? Having a week in the same shop makes for better productivity and the volunteers know the deputies better and are more settled and happier.

A Deputy Managers are an integral part of our business model and together with our amazing volunteers enable us to ensure our stores can operate successfully even when we have unplanned absence or sickness. We'll talk to them about these comments.

Q Please can people print in black and white more for routine things? Why are the sign in sheets on reception printed in colour?

A When it comes to colour printing, aside from general reminders to those who print in colour from Perran Power Saver (see more further on in this edition of All Together), we're exploring the possibility of setting credits per user, which once expired will restrict their ability to print in colour.

Q Can you consider a better system for staff to purchase items via the company credit card? At present one card used by all creates problems for Finance to see who has spent what if people don't send receipts in.

A We're going to be introducing a small number of new cardholders, with appropriate limits and controls, to reduce the admin burden on the Finance team of multiple people using one centralised card. These should be in use in the next few weeks.

Q Introducing crafts/nail polishing/beauty assistance for patients.

A This is an option that already exists. The Ward Sisters will make sure the activities are reflected on the safety brief.

Q Should Doctors should wear smart clothes or scrubs?

A All Doctors were surveyed about this and opted to stay in scrubs.

Q Clarity was called for on whether ward volunteers could have the full name of patients, rather than their initials.

A Yes of course and this has been actioned by the Ward Sisters.

Q Could the role of ward volunteers be expanded to allow them to help further?

A Yes, this is already happening but if you want more information please speak with Amanda Addo or Tamsin Beresford.

Q Could we have a water fountain instead of an ice maker in the ward kitchens?

A This question has been passed to the Ward Sisters to consider.

Q Is there any chance of job shadowing so we can learn about other people's roles?

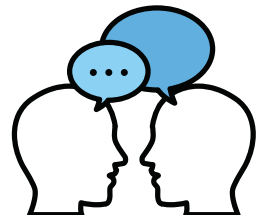
A We're happy to support this if and when the rota allows. We also know some would also like to work with other non-clinical areas as part of this. We'll ask the Ward Sisters to discuss this and see if there's a way forward.

As we said at the start of this feedback, we'll continue to address the points and suggestions you've made via the survey and there'll be more information in future editions of All Together.

Thank you, we really appreciate the opportunity to hear your thoughts and to share relevant details. Please do take note of our new Digital Suggestion Box that's available on our intranet and in the staff and volunteer section of our website.

Best wishes,

Paul, Gina, Will and Frazer.



Our Digital Suggestion Box

Katie Wightman, Head of Corporate Affairs reports on another action taken following our recent Staff and Volunteer Survey;



Digital Suggestion Box

“Thanks to your comments we’ve launched a digital suggestion box. This means you can share your suggestions and ideas with us at any point throughout the year. The suggestion box is completely anonymous but if you’d like to receive feedback on actions taken in relation to your suggestion, there’s a box where you can leave your name. The suggestion box can be accessed in 2 ways:

- For staff – via the home page of our intranet, there’s a picture of the box above.
- For volunteers – via the Staff & Volunteers login link at the top of the home page of our website. Alternately volunteers can also ask a member of staff to submit a suggestion for them via the intranet.

All suggestions will be discussed by the relevant senior managers and, if you’ve provided your name, you’ll receive feedback via email direct to you. All actions taken as a result of suggestions to the box, will also be included in All Together (without names). I’m looking forward to reading about your suggestions and ideas.”

Our first suggestion



No sooner than our Digital Suggestion Box went live, we had our first question. It was about whether multi faiths are fairly represented in our sanctuaries at the hospices. This is going to be discussed at the next meeting of our Spirituality Group, which is led by Claire Collings from our Education Team.





5* Catering

Congratulations to the catering team at Mount Edgcombe Hospice who've just had their bi-annual food hygiene inspection and retained their 5 star rating.



George Elworthy says; "The Inspector said she thought the kitchen and food hygiene records were very good and that she had no reason to visit for another two years. All credit to Stuart and the team for operating a well-oiled machine.

A special thank you to Gareth and Jenny who were in the kitchen when the Inspector called and had to cope with her during the lunch service!"



20 year commitment

There were congratulations and celebrations when Healthcare Assistant Sandie Devlin (pictured) from Mount Edgcombe Hospice marked 20 years' service. She officially reached her 20th anniversary on the 20th of February, but the team marked the moment on the 11th February so they could surprise her during one of her shifts!



Plenty of visitors

By the very nature of what we do, there's plenty of visitors at our hospices at any given time. Most are here to visit patients, but for others it's a special occasion.



We recently hosted a visit by ITV Westcountry who were reporting about our new hospice film and are pictured here interviewing Ward Sister Claire Clark. The report aired on Tuesday evening of this week and you can watch it [HERE](#). Sarah Machin who'll take over the reins of Director of Clinical services from Gina Starnes, also dropped by and is pictured here with our Chief Executive Paul Brinsley.



We also welcomed Gareth and Steph Netherton to Mount Edgcombe Hospice. They're running for our charity in this year's London Marathon but had never visited before! They're pictured here with Senior Staff Nurse Naomi Pascoe. Both were interviewed and you'll be

able to read their story in next month's edition of All Together. Both took part in our half marathon Run Falmouth last weekend. You can read a full report on the event later in this edition.



Our people

We start by welcoming Max Wingate, Deputy Retail Manager and Driver.



We bid farewell to Deana Sullivan Bank Nurse at Mount Edgumbe Hospice, Caroline Harris Individual Giving and Legacies Manager, Angela Flamank Fundraising Group Coordinator, Sophie Henderson Specialty Doctor and Rob Bosisto Retail Manager.

Our 'mover and groover' this month is Marie Edwards who was a Healthcare Assistant and is now a Nurse Associate.

Wellbeing dates

Don't forget to bid for a place on one of our wellbeing days.



The session has to be in your own time, so if you're Ward based you will need to come in on a non-working day. All other people must make up the time they use to attend. The next sessions are at St Julia's on Monday 7th April and at Mount Edgumbe on Thursday 17th April. To express your interest, please email our HR team at hr@cornwallhospice.co.uk



At our February Meet and Greet session we welcomed five new colleagues - volunteer Clare Avent, Dr John Murray, Dr Megan Lloyd and Staff Nurses Nicolle Allen and Emma Fuller.

Our new colleagues

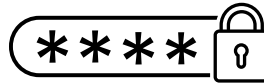




Password changes

Kazik Kott, our Head of ICT reports on a new password policy being rolled out on Tuesday 1st April;

“From the 1st of April when you setup your password we’ll require you to enter a password that is at least 12 characters long, contains uppercase and lowercase characters, a number and a symbol in line with the password policy.



The easiest method of achieving this length and one that is recommended, is to combine three random words to create a password that’s ‘long enough and strong enough’. . i.e.

SharkGlideDanger@5



We’re doing this to make our hospice accounts safer and to comply with mandatory security features that allow us to take card payments and stay connected to the NHS to use some of their digital services.

Weak passwords can be cracked in seconds. The longer and more unusual your password is, the harder it is for a cyber criminal to work it out.

Avoid the most common passwords that criminals can easily guess (like ‘password’). You should also avoid creating passwords from significant dates (like your birthday), or from your favourite sports team, or by using family and pet names. Most of these details can be found within your social media profile. **To make things easier we’ll no longer require you to change your password every 90 days.**

To facilitate the move to no longer requiring password changes, all hospice IT accounts will require multifactor authentication (MFA) to be setup. This means that users can be prompted for additional forms of authentication, such as to respond to a push notification, enter a code from a software or hardware token, or respond to a text message,

or phone call. You may be familiar with this type of protection on banking apps and email services where you get a code sent to your phone via text message to sign in. If your account has not been set up for this already the IT department will email you with instructions on how to set this up.



Please contact the IT helpdesk on 01726 874067 or email helpdesk@cornwallhospice.co.uk if you have any questions. Thanks.”



Perran Power Saver

Perran's our environmental superhero and his job is to monitor our habits when it comes to printing and energy saving, and to keep us on track!



“Hi Guys, Perran here, swooping in to give you an update on our printing stats. So, you printed more in colour in February this year compared to February last year, but you cut back on the black and white printing, which evened things out. It means we spent just £5 more on printing this February than last with the 2025 figure being £1,875.90. We can do better can't we?! Let's really try to cut back during this month of March.

In the meantime, don't forget the savings we can make simply by switching the lights off when we leave a room and closing windows when we go home. Little actions can make a real difference.

Thank you Team, power saving is the way forward!

Perran!





Record entries and a course record at this year's Run Falmouth!



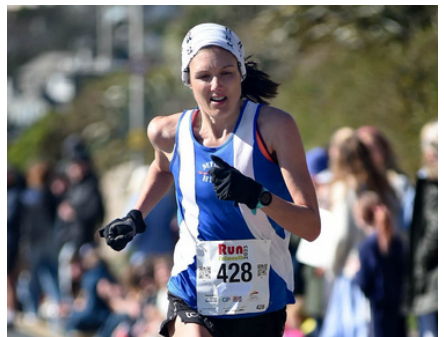
This year's half marathon Run Falmouth held last Sunday, broke several records. The biggest number of runners signed up and of those 950 entries, 798 started the race on a breezy but sunny morning.

The winner was Steve Reynolds from Truro Running Club (pictured right) who crossed the finish line in 1 hour 13 minutes, setting a new record for the current course. He also won the event in 2023 in a time of 1:16:56.



Second place went to Ed Dickinson from Falmouth Running Club (pictured to the right of Steve), who crossed the line more than four minutes after the winner! Third runner home was Ronnie Haynes from Erme Valley Harriers (left).

First woman home was Sarah Hoskin from Mile High (pictured right) who clocked a time of 1:25:34. She said afterwards the hills were a challenge; "It's certainly a tough course with some spectacular uphill parts but I enjoyed it. We couldn't have asked for better conditions."





Some of this year's Cornwall Hospice Care London Marathon runners gathered at the start of Run Falmouth

The Race Director is Jane Appleton from our Fundraising team; "This is not an easy race, it's certainly not flat and Maenporth Hill is a big challenge but if you prepare, this is a great event. There's always such a mix of people taking part too. There's the elite club runners who're earning points as part of the Cornwall Glass Road Running Grand Prix Series and then there's the charity runners who're supporting our work through sponsorship. Some of them are also using Run Falmouth to prepare for next month's London Marathon."



Every finisher was greeted by Lisa Shephard, Clinical lead, who presented them with their Run Falmouth medal. Also there to welcome them back were sponsors Jolly's Drinks from Saltash. Here's Jane again; "It takes a lot of organisation to run a half marathon and I'd like to thank the team at the Princess Pavilions, Falmouth Running Club, Devon and Cornwall 4x4,

our event sponsors The Sapphire Running Zone and Jolly's Drinks, Omega Medical and the army of volunteers we rely on each year. We couldn't achieve this spectacular event without them all."

You can see all the results from Run Falmouth 2025 HERE. And if you know someone who'd like to take part next year, tell them to watch out for entries opening on our website soon and to get in quick as places are snapped up for this popular event.

**BREAKING
NEWS**

Run Falmouth 2025 has already raised £30,000 for our charity with more money to come in!

So what's next?



It's the Saint's Way Trek on the 21st and 22nd of June. Take one day or two to walk coast to coast from Padstow to Fowey. Find out more and sign

up for this proper Cornish trek on our website HERE.

Ahoy there Jubilee Queen

Thank you to Nick Howells and everyone onboard the Jubilee Queen for supporting our charity in the run up to Christmas. The Jubilee Queen opened for a special 3 day event in Padstow Harbour at the end of

November inviting people aboard to listen to live music, eat homemade food and sample some local beverages. Phil, from sponsors Ikoyi Chapman's Original, joined Nick and some of his team on the Jubilee Queen on a beautifully sunny day in Padstow to present our Community Fundraiser Kelly with an amazing donation of £2,500.00.



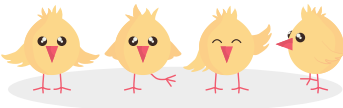


Bravo Baker Jack



Jack Martin worked really hard baking and selling cakes as part of his Duke of Edinburgh Award. Jack, who attends Kehelland Trust, has a very personal reason for supporting our charity after a dear friend of the family was cared for at Mount Edgcombe Hospice last year.

Jack was delighted to hand over £120 to some of our amazing clinical team at Mount Edgcombe Hospice and was delighted to hear that his fundraising could provide 5 hours of nursing care.



A seasonal tale of six little chicks who made a big difference, as told by our Editor Tamsin Thomas;

Cheery chicks



“On Monday 3rd March I purchased 6 little knitted chicks with Easter Creme Eggs inside them that are for sale on the Mount Edgcombe Hospice reception, thanks to Janet Barnie who made them. I put £10.50 in the charity tin. I then took them to a talk I was giving to the Mousehole Methodist Women's Club to show them how a little gesture can help raise a lot of money. They then offered to make donations to have a chick and they ran a little raffle and raised a further £50! It means those 6 little chicks that travelled to Penzance with me, raised nearly enough to pay for three hours of nursing care.”





Fabulous Fountain Tavern



A big thank you goes to the Fountain Tavern community who've helped raise an incredible £11,350 for St Julia's Hospice in memory of their much loved friend Scott. The pub held a fantastic auction and raffle earlier this month.

Our events calendar

Our Events calendar is on our website [HERE](#) and lists all the activities happening around the county in aid of our charity. Take a look and see what's happening near you.



23 Sarah Jarvis Memorial Petanque Doubles
Cornwall Riding School Cornwall Riding School, Spinnor near Redruth, Cornwall, United Kingdom
Come and join Kevine Petanque for their annual Sarah Jarvis Memorial Petanque Doubles. Match: Kevine Petanque are hosting Petanque doubles matches on Sunday 23rd March 2025. It is a Doubles. | £12



29 CHORAL CONCERT AT ST COLUMB MINOR CHURCH
St Columb Minor Church 4 Parkenbotts, Newquay, Cornwall, United Kingdom
CHORAL CONCERT AT ST COLUMB MINOR CHURCH Henques Male Voice Choir and Stabe Ladies Choir would like to invite you to join them for an evening of choral music at St Columb Minor Church. Both choirs will be performing a selection of music in support of Cornwall Hospice Care on the 29th March at this. | £12



29 The Cornubia Inn's Big Charity Gig
The Cornubia Inn The Cornubia Inn, 35 Fore Street, HAYLE, Cornwall, United Kingdom
Come along to The Cornubia Inn's Big Charity Gig on Saturday 29th March from 7pm. They are joining the fun and fundraising at the Cornubia Inn on Saturday 29th March, where they will be welcoming great live music from a range of talented artists. There will also be a huge Raffle where you could win. | £12



Easter's coming



Volunteer supporters Chris and Mary regularly surprise us with hampers. Last time it was for Christmas and now they've been busy preparing bundles of Easter goodies that they presented to us at Mount Edgcombe Hospice recently.

Live at The Comedy Store

Our fundraising colleagues Kelly Tregaskes and Erica Vitai found themselves broadcasting live from the stage at the legendary Comedy Store in London recently. They were introducing a night of comedy, organised in support of our charity.



Erica takes up the story;

“It was such an incredible event to be part of and we’re so grateful to Jeremy for organising it. We were both feeling a bit nervous about stepping out onto such an iconic stage to introduce Cornwall Hospice Care and to kick off the evening, especially as it was a big audience, but as we were having a bit of a panic backstage the comedians were all so kind and reassuring!

The atmosphere was brilliant, and there was so much laughter throughout (even from those who were singled out during the show... they should have known that it’s never a good idea to sit in the front row!).

It was even more special for us and everyone else involved knowing that the whole event was live streamed into our two hospices and into the Hayle and St Austell Ruby Clubs, so we could share the evening with our patients, colleagues and supporters. The evening raised £6,000 and we’re hoping to work with Jeremy on another fundraiser in the future.”



Clever Choristers

On Tuesday evening the hospice rooms at Mount Edgcombe were filled with the wonderful singing from Truro Cathedral Choir. The choir had been booked in to sing in December but sadly had to postpone due to other commitments but they promised that they would visit in the spring. George Elworthy says; "They thoroughly entertained everyone for the best part of an hour, even showcasing how to perform a song that they hadn't ever

sung before. A huge thank you to the Cathedral for allowing them to visit." Gina Starnes added; "What a lovely hour spent listening to the group of Choristers from Truro Cathedral. The mix of cheeky childishness and then the amazing musical arrangements was just superb."



Our lucky lottery winners



We've made Friday a special day for four £1,000 lottery winners since the last edition of All Together. They include Mrs Sandys from St Columb, Mr Jones of Hayle, Mrs Solomon who lives in Liskeard and Ms Knight from Falmouth. We've also celebrated a rollover winner with Mr Trevethick of Redruth claiming the £1,200 on offer.







Loving our lottery for 19 years and beyond





Sarah Vincent, our Lottery Manager recently shared news of some updates for our lottery, but if you missed this here's the highlights:

 The Cornwall Hospice Care lottery is one of our biggest sources of income annually, contributing more than £550,000 each year towards the cost of the care we provide at our hospices and in the community.

 Our lottery has been running for more than 19 years, largely unchanged, so it needed a review.

 We're updating our prizes - everyone will still be in with a chance to win our top prize of £1,000 every week, but our rollover prize will start at the higher level of £300 and will grow up to £3,000. There'll also be the opportunity to win 13 larger runners up prizes of 5 x £50 and 8 x £25.

 The cost of £1 per entry has stayed the same since 2006, but our charity's costs and services have grown considerably. We've made the carefully considered decision to increase the price per entry to £1.50 as of the 1st of May this year (2025).

 If you play the lottery through your salary, you'll receive a letter shortly explaining what will happen in terms of updating your payment. If you have any questions, please drop us a message via chclottery@cornwallhospice.co.uk

ALL TOGETHER

Cornwall Hospice Care's staff and volunteer newsletter

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

