

Ardgowan Matters

Keeping you up to date
with everything happening
at Ardgowan Hospice

www.ardgowanhospice.org.uk

ISSUE 11 October 2010

Get Some Retail Therapy

Read all about the opening of our new shop in the Oak Mall Shopping Centre. Also read about a successful period for our Furniture store

The Return of the Recruit

Read about eight Inverclyde students who secured employment through the 2010 Recruitment Programme



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CEO Welcome

As you can see from Ardgowan Matters this month, we are working hard to raise sufficient income to sustain our varied specialist services for patients and their families. Many members of staff have organised events to raise money this year, having a good deal of fun in the process. Thanks to all for participating, organising or both.

Many thanks also to our supporters and Friends of Ardgowan Hospice who work tirelessly year in year out in their fundraising efforts.

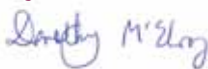
Next year I hope you will join us in celebrating the Hospice's 30th Anniversary. Then, as now, it was a challenge to raise the money needed to provide excellent care, and those with vision worked together to make it so. The same is still true today of our staff and volunteers.

The Prime Minister recently praised the hospice movement as "one of the great successes of the big society that we have in this country".

In our line of work it is often the small things that make a big difference, whether that involves treating people with dignity and respect, sharing a laugh together, being sensitive to someone's changing needs or offering personalised care.

Likewise in raising money, many raindrops make big rivers. Thank you for supporting us, we really appreciate your support.

Together we care



Chief Executive Officer



Fundraising Roundup

Everyone at Ardgowan would like to thank the Inverclyde community for their support. It costs over £2 million a year to provide our services of which we receive less than 50% from the NHS which means we rely heavily on our local supporters, donors, businesses and charitable trusts. We cannot thank you enough for your support but here are some examples of your generosity:

Maclehose Court who donated **£1260**

Chaplins who raised **£700**

Gourock Golf Club for donating **£6,000**

Jean Watters who raised **£1248**

Irene Rowe who donated **£270**

George Malthy **£278**

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Access at Ardgowan



As a dynamic and innovative organisation, Ardgowan Hospice recognises that the need to change is essential to ensure survival in the years ahead. Change is necessary to encourage continuous growth and improvement and to allow excellence when responding to those who need our services most.

Over the last year a team of staff members, patients, carers and stakeholders have been involved in redesigning our out-patient services. This has involved numerous meetings in order to gain patients, carers and professional's views and opinions via questionnaires and focus groups. We wanted to ensure that the service we provided met the needs of the people who needed it most. In order to do this 300 questionnaires were sent out to patients, carers and professionals seeking their thoughts and 127 were returned.

From the results we received we amalgamated Day Hospice and Information and Support creating one service called ACCESS at Ardgowan. ACCESS at Ardgowan is based on the findings from the questionnaire whilst building on the existing excellent care already being provided.

Here at ACCESS at Ardgowan we wanted patients and carers involved in their care right from the start and to help plan according to their needs.

All patients and carers can expect the following:

- Access to specialist palliative care services.
- Patient records that demonstrate clear assessment, reviews and care plans
- Patients assessed by the Hospice's multidisciplinary team.
- Patients and carers given the opportunity to set goals and be involved in planning their care

- Patients and carers will receive the most appropriate input according to their needs
- Patients and carers assessed by a holistic approach taking into account physical, psychological, spiritual and social issues
- Patients and carers receive a 6 weekly holistic review and GP's and referrers notified of the outcome
- Care will be provided based on a 'specialist palliative care model'
- Patients and carers will be directed to other appropriate care settings or resources as identified
- Patients and carers will be provided with an information pack
- Patients and carers informed of our discharge policy at initial assessment and receive an interview at discharge
- Patients and carers will have the opportunity to evaluate their care and share their experience

The way forward is an exciting time for us and we will be building on our existing services which already include eat well programmes, cookery classes, peer support, beauty therapy, music therapy, stress management, yoga, relaxation classes, complementary therapies.

We will be bringing you regular updates on our progress in future editions of Ardgowan Matters.

However, the best people to tell you about our service are the patients and carers themselves and here are some quotes from those who have benefitted from our services:

"You provide a wonderful service, although I have only used it on occasions I am most grateful you are here and I feel able to come in and use the facilities anytime. You are doing a great job, thank you".

"The support I have had from ACCESS is invaluable. I wish I had known sooner that I could come there. I didn't realise that Carers looking after someone who didn't have cancer could use the service"

"All support and advice given from the staff has been welcomed and appreciated"

Get Some Retail Therapy



Our latest retail venture recently opened its doors in the Oakmall, bringing ethical, affordable and desirable fashion to Inverclyde. The new Ardgowan Hospice shop stocks a mixture of high street and vintage pieces, as well as accessories, ornaments, gifts, books and jewellery.

The shop celebrated its opening on August 9th with Radio Clyde DJ Gina McKie officially cutting the ribbon as eager shoppers looked on in anticipation.

The traditional model of the charity shop has been turned on its head in recent years, with retail legend Mary Portas making over shops for Save the Children and celebrities from Kate Moss and Fearne Cotton declaring their love for vintage clothing. Shop Supervisor Sarah Nottingham said; "This is a really exciting time for charity shops. People are tired of looking like carbon copies and want individual and unique fashion, the type of fashion that can only come from boutiques like this."

The shop will also now house the Ardgowan Hospice Lottery, the hospice's local lottery that generates a monthly winner of £1000.

Stock for all our retail outlets in Greenock, Gourock, Port Glasgow and Kilmacolm are donated by the local community and all profits are given directly to Ardgowan Hospice. Anyone wishing to make donations to any of our shops are welcome to bring them to our Furniture Shop, Unit 1, Carnock Street, Greenock or phone **01475 892214** for an uplift. We are extremely grateful for all your donations.

Our furniture store has also been busy recently after the success of a unique silent auction campaign which in total raised over £10,000 prompted by a generous donation of furniture from Merchant Homes.

The leading property developer donated the entire contents of a five-bedroom luxury show home which

included over 36 pieces of furniture and over 70 accessories all in pristine condition.

The house builder has worked with the hospice over the last two months to raise awareness about the initiative and encourage local people to get involved either with bids or donations themselves. Items included designer sofas, bedroom furniture, dining room furniture, mirrors, lamps and ornaments.

Local residents snapped up all the items at the hospice's furniture shop at Carnock Street by viewing the lots and submitting a silent bid. A total of £4,300 was made direct from the auction with additional funds being raised from extra donations, visits to the store and entry into the prize draw to win one of the fabulous beds donated.

The prize draw for the double bed was made by local businessman Alan Church of St Andrews garage and was won by Mrs Woods of Greenock

Anne Devenay of Ardgowan Hospice said: "The auction generated a huge amount of interest from across the whole of Inverclyde. In fact, this is the busiest we have ever been and have taken record amounts over the duration of the campaign. It definitely struck a chord with local people travelling by the bus load to snap up a piece of designer furniture.

"We are delighted Merchant Homes approached us for this initiative and are also grateful to all the members of the public who got behind the campaign and helped make it such a massive success."

Linda McLuskie, Sales and Marketing Director of Merchant Homes, said: "We are delighted the auction was so popular with the local community. We are very aware of the invaluable work carried out by Ardgowan Hospice and thought the partnership was a perfect fit. We hope the funds go some way towards supporting the vital work carried out by the hospice."

Fundraising Update

Over the Moon



We are delighted to report that our total income from this year's Moonlight Walk has reached a fantastic £65k which we are absolutely overwhelmed by.

Building on this success we are already in the planning stages for next year's event and our provisional date is Saturday 30th April 2011 at 10pm (subject to planning approval).

Next year will be even bigger and better with a maximum of 1000 participants. Entries will open on Monday 17th January 2011 so don't be late, you don't want to miss out! Further information will be published nearer the time.



Elements by Sibyl Kadel



RIG

Riverside Inverclyde Gallery

rig-art.co.uk
Lloyd/Juan Business Centre
Pottery St. Greenock, PA15 2JH
M: 07811 284042 info@rig-art.co.uk

A Work Of Art

On Wednesday 24th November the Hospice will host it's first ever art show. Artists from all over Scotland have been invited to take part and over 50 pieces of work will be on display for purchase on the night. The Hospice will receive 50% of the sale price. The artwork ranges from £150 to £3000 so there should be something to suit every budget and many pieces would make the ideal Christmas present.

Artists include John Lowrie Morrison, Robert Kelsey, Alan King, Pat Kramek, Lin Patullo, Cate Inglis, Gordon Cheape, Karen Orr, Graham McKean, Gary Morrow and many more.

The event is being held at Inverclyde's newest gallery Rig-Art (www.rig-art.co.uk) based at Pottery Street in Greenock and will be a great chance for the people of Inverclyde to visit, as well as a great opportunity for community groups to work together.

The event is being sponsored by McTears Auctioneers who will be on hand to value any paintings you already own so please bring them along on the night.

The evening begins at 6.30pm so come along early to have your pick of all the work. At 8.00pm Brian Clements of McTears Auctioneers will then host an auction of some individual pieces and afterwards there will be time to make any last minute purchases.

Tickets cost £10 and admit two people and include wine and nibbles. They can be purchased from the fundraising team on **01475 726830** or online at www.ardgowanhospice.org.uk. We hope this event will be a great success and will become an annual event. If you are interested in exhibiting at the event please call Lesley on **01475 726830** or email lesley.giudici@ardhosp.co.uk.

mctear's
AUCTIONEERS
SINCE 1842

Legacies

It's a common myth that only the rich and famous leave money to charity when they die. This couldn't be any further from the truth. The reality is without the gifts left in wills by our loyal donors and supporters, many charities like Ardgowan Hospice would struggle to exist. Legacies are vital in making sure that we are able to continue to provide our specialist services to our patient and their carers.

Thankfully, 74% of the UK population support charities and when asked, 35% of people say they'd happily leave a gift in their will once family and friends had been provided for. The problem is only 7% actually do.

That's why, if you consider leaving some money in your will to Ardgowan Hospice, you could make a huge impact.

So, you don't have to be rich and famous to make a contribution that can make a difference. We can all do something amazing just by leaving a gift in our wills to charity.

If you would like to have a confidential discussion regarding leaving a legacy, or will making, please contact Derek Hart, Director of Income Generation on **01475 726830**.

You don't have to leave a lot; even the smallest gift can transform lives.

Each year we try to upgrade our rooms to keep the Hospice looking at its best and ensure that our patients have as comfortable an environment as possible. **£50 would pay for the redecoration of one of our rooms.**

Ardgowan Hospice offers specialist bereavement support to children in our catchment area who are struggling coming to terms with the loss of a family member. **A donation of £80 would pay for two children to attend a bereavement service session.**

Our In-Patient Unit and Lymphoedema Clinic use all sorts of clinical supplies. **Only £150 would provide these essential clinical supplies for two days.**

We have a team of community nurse specialists who visit patients in their own home to provide specialist advice and support. **£175 would provide the services of a nurse for one day.**

The Return of the Recruit

Eight Inverclyde students were successful in securing employment at the recent Black Tie Dinner at Greenock Town Hall to mark the end of The Recruit Programme for 2010. This extremely successful initiative announced the winners at the glittering ceremony and the employers; Royal Bank of Scotland, Everything Everywhere, Inverclyde Council and Milne Craig are delighted with their newest recruits.

Ardgowan Hospice is extremely proud to be involved in the programme and for the fourth year running have benefitted from the proceeds of the auction and raffle that takes place at the dinner. This year we received a bumper amount of £8595.64 which is a magnificent boost to our funds, so thank you so much to everyone who contributed and supported this event.

The project is based on a similar premise to the popular television series 'The Apprentice', with 30 students from across schools in Inverclyde competing for the chance to win an £18,000 trainee management position. Aside from providing one student with a fantastic career opportunity, the project aimed to enhance the employment prospects of all participants by helping them develop the skills necessary to succeed in business.

'The Recruit' runs from April to August and is totally extracurricular, taking place in the evenings, weekends and during the Easter and Summer holidays. The successful candidates form groups and undertake tasks and challenges which focus on developing their potential, confidence building, enhancing their employability skills, raising their awareness of business opportunities and raising expectations. Local businesses and James Watt College of Further and Higher Education supported the programme and provided additional resources and expertise as part of their 'in kind' contribution.



Lighting up Lives



Ardgowan Hospice invites you to join us in remembering loved ones by illuminating a light on the Christmas tree at Westburn Church, Nelson Street, Greenock. On Sunday 28th November at 6.00pm we will be illuminating the lights on our tree and would be delighted if you would be able to join us at this special event as we remember our loved ones at this time of year. The dedication will be followed by mulled wine and mince pies in the church hall where there will be an opportunity to purchase Christmas cards and merchandise from our festive range.

If you would like to dedicate a light to someone please return the enclosed form to Ardgowan Hospice or visit our website www.ardgowanhospice.org.uk. All names will be entered into Ardgowan Hospice's Book of Remembrance, which will be displayed at our annual Remembrance Service in May and thereafter, in the hospice.

On behalf of everyone at Ardgowan Hospice may we take this opportunity to wish you and your family best wishes for the forthcoming festive season.

Christmas Cards and Merchandise

Our new range of Christmas cards and merchandise is now on sale from both Hospice receptions and will soon be available in our shops in Gourock, Greenock, Port Glasgow and Kilmacollm. We have introduced a fabulous festive range of merchandise which make ideal stocking fillers.

There are great gift ideas for all the family during the festive period and all the money raised will benefit the hospice and ensure that we meet the needs of our patients and families and enable us to continue to provide a high level of care and develop our services for the Inverclyde community.



Ardgowan Matters offers email

We would like to start delivering our newsletter by email to as many of you as possible. This will not only save the Hospice money on printing and postage but will also help us do our bit for the environment! Can you please email me at smith@ardhosp.co.uk with your name and address if you would like to sign up for this service.

Dates for the Diary

Ardgowan Hospice has a calendar of events planned to raise funds:

October 29th 2010
October 30th 2010
November 10th 2010
November 13th 2010
November 24th 2010
November 27th 2010
November 28th 2010
November 30th 2010
December 9th 2010
December 12th 2010
December 16th 2010
March 26th 2011
April 30th 2011

Halloween Party, Greenock Police Club (£7.00)
Coffee Morning, Westburn Church, 10:00am (£2.00)
Fashion Show, Greenock Town Hall, 7.30pm (£10.00)
Kilmacollm Christmas Fayre, Kidston Hall, 10:00am (£2.00)
Art Exhibition, Riverside Gallery, 6.30pm (£10.00 admits 2)
Christmas Fayre, Westburn Church, 10:00am (£2.00)
Light up a Life Ceremony, Westburn Church, 6:00pm
Tartan Tea, Access at Ardgowan, 10:30am (£2.00)
James Watt College Lunch, 12:00pm
Carol Concert, Greenock Town Hall, 7:00pm
Aladdin Pantomime, Westburn Church, 7:00pm (£3.00)
Black Tie & Diamonds Ball, Marriott Hotel, Glasgow (£65.00)
Moonlight Walk, Battery Park, 10:00pm (£15.00)

Call fundraising on 01475 726830 or visit www.ardgowanhospice.org.uk for further details on any of these events.



Money Matters

How you can help us

If you would like to make a donation to Hospice services, please complete the form below.



Title _____

First Name _____

Surname _____

Address _____

Postcode _____

Telephone _____

E-mail _____

I would like to make a donation of: £ _____

Tick box for amount of cheque/postal order to be added, or box for donating by credit card

If you would like additional information on any of the events in the Newsletter, please specify: _____

Cheque/PO Credit Card Number _____

3 digit security code _____ (this can be found on the reverse of your Debit/Credit card)

Name on card _____

Expiry Date _____ Issue Date/Number _____

If cardholder's name differs from the donor, please provide their name and address



Ardgowan Hospice, 12 Nelson Street, Greenock PA15 1TS

Tel. 01475 726830 www.ardgowanhospice.org.uk

Ardgowan Hospice is a company limited by guarantee (Registered in Scotland number SC075515) and is registered as a Scottish Charity with the Office of the Scottish Charity Regulator OSCR (Charity Number SC011541)