



# NEWSLETTER

Spring 2021

## NEW CHARITY MANAGER

### Welcome to Jim Vickrage

The Trustees of Hospice Hope are delighted to have appointed Jim Vickrage as our new Charity Manager. Jim started with Hospice Hope in January, having brought with him a wealth of experience in the charity sector, including twelve years as Area Manager for the Lincolnshire & Nottinghamshire Air Ambulance.

Of his appointment, Jim said "I am thrilled to be joining the charity at this exciting time. Hospice Hope has achieved some tremendous results since Covid-19 closed its popular face to face services, having introduced new services to support those in need in our area. One of my immediate tasks is to review and build on these successes, plus naturally re-opening our services when it is safe to do so.



Like many charities, we have had a difficult year in 2020. Our staff and volunteers have adapted brilliantly and we are providing our services to more people than ever during these

very challenging times. Now, more than ever, we are relying on the continued support of our community to ensure our essential services continue to be available to the people that need them most."

Jim will also play a key role in moving forward the charity's longer-term goals, with 2021 focussing on our re-brand and moving forward plans for our purpose built day centre in Swannington.

Please feel free to contact Jim on:

[jim@hospicehope.org.uk](mailto:jim@hospicehope.org.uk) or call 07708 477166

With our best wishes to you all.

Stewart Shepherd  
Chair of Trustees

## 2020 IN REVIEW

2020 was indeed a challenging year for our charity, however through the dedication of our staff, trustees and volunteers, we stepped up to these challenges with remarkable success. We have started new services – counselling, befriending, a tablet loan scheme, plus a variety of new online support groups and this resulted in a doubling of the number of service users since the start of the pandemic in March 2020.

To support these new services and service users, we welcomed a new member of staff, Catherine, who manages our online support activities. We've also recruited 18 new befriending volunteers, who are making weekly telephone calls, sending emails and writing letters to isolated or lonely people. Face to face services had to close at the end of March due to the pandemic, however our volunteers have provided over 30,000 minutes of calls to our Café and Hope House guests, many of whom have also met up via our online Support Cafés on a weekly basis.

We have also welcomed a new Trustee – John Gillions, a local solicitor based in Ashby de la Zouch, whose legal expertise will be invaluable to us. Finally, we would like to thank all of you who supported our Lights of Love event in December. Moving it online was a big undertaking for us, but we are thrilled that our pre-recorded video on YouTube received nearly 500 views and donations matched our 2019 event.



## CONTACT US

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Email: [info@hospicehope.org.uk](mailto:info@hospicehope.org.uk)  
[www.hospicehope.org.uk](http://www.hospicehope.org.uk)

Please also follow us on Facebook and Twitter



Registered address:

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## SERVICES ROUND-UP & HOW TO ACCESS SERVICES

Our **Counselling Service** continues via the telephone and zoom with our counsellor Jacqui. Many people feel more comfortable and talk more openly to a trained professional rather than talking to friends or family. The number of sessions offered will vary from person to person, but they are all free.

Our **Tablet Loan Scheme** enables people to get online to access our support services and also communicate with their friends and family. Hospice Hope provides the equipment (which can come with a wifi package where necessary) and our partnership with Enrych Connect provides technical support - no question is too simple!



We are now pleased to offer a **Long Covid Support Group** for people with persistent symptoms to improve their

emotional and mental wellbeing. This is a small online support group led by our counsellor, Jacqui, offered in blocks of four sessions.

For more details about this group and the support it offers, please contact Catherine on 07511 324 968 or email: [catherine@hospicehope.org.uk](mailto:catherine@hospicehope.org.uk)

### How to access any of our services

At Hospice Hope we receive many referrals through local health care professionals and social prescribers. We keep in regular contact with all the GP surgeries in our area, LOROS, Macmillan and other community based groups through our community engagement work, to ensure that as many people as possible hear about the support we offer.

It is also possible to self-refer, or refer someone you care for, by just picking up the phone and ringing any of the numbers at the bottom of these inside pages OR why not use our simple online referral form? This can be found on our website under the 'Referral Form' tab and is very easy to use.

For more information about our **Counselling Service** please contact Linda on 07516 505421 or email: [linda@hospicehope.org.uk](mailto:linda@hospicehope.org.uk)

## BEFRIENDING SERVICE PEN PALS and THERAPY



### Thank you from Befriending!

We have been kept busy with lots of telephone calls, emails and pen pal letters. You may be lucky and find in your printed newsletter a random letter of best wishes OR even a handmade bookmark, kindly written and made by a couple of our volunteers. Who doesn't like to have something unexpected come through the post?

### Art Exchange Postcards



We are going to be running an art exchange postcard scheme as a one-off project. Would you be interested in having a postcard with some form of art on the front delivered to you? We need people to sign up for this and you will be posted a card to write on one side and complete any form of art on the other. Draw, paint, stick, photo, quiz, doddle – it can be anything. Then just pop it back in the post to me and once they are all received, I will randomly select one to post back out to you! How exciting to see all the art produced. Please contact Carol for more details.

### Complementary Therapy for Service Users

Glen is our Complementary Therapist, normally based at Hope House. Whilst our face to face services are closed, Glen is now offering Zoom or telephone therapy assessments to our registered service users to establish if self-administered therapies can help an individuals' situation. Essential oils can be used in many ways and all will be explained to you.



If you would like to contact Glen direct, she can be reached on the following email address: [therapist@hospicehope.org.uk](mailto:therapist@hospicehope.org.uk)

For more information about our **Hope House Befriending or Pen Pal Service** please contact Carol on 07483 124 926 or email: [hopehouse@hospicehope.org.uk](mailto:hopehouse@hospicehope.org.uk)

# WEEKLY SUPPORT ACTIVITIES with Catherine Johnson

## Our groups coordinator



Our activities programme continues to develop online and it's lovely to welcome service users/guests, carers, partners, volunteers and befrienders to the different activities.

We offer a wide range of activities in a very welcoming, relaxing environment, with the opportunity to see old friends, meet new ones, have some fun, relax, enjoy, join in or just sit back, watch and listen.

Zoom links and programme information are emailed out the day before each activity and all the latest details can be found on our website and social media pages. If you have suggestions of any activities you would like us to look at providing or if you have a skill or a talk on an interesting topic you would like to offer to share with others, please let us know.

Some lovely feedback from people who have joined the online groups:

*"I joined the local drop-in support café that under normal times met weekly at a local Methodist Church, but instead due to the present situation held a zoom meeting every Tuesday afternoon. It was probably the best thing I did, as everyone made me so welcome and I made many new friends. They were there to give support in all sorts of different ways to anyone suffering with different problems."* Roger E

*"Roger and I enjoy taking part in the various zoom sessions Hospice Hope have organised during the pandemic. In particular Roger has benefitted from the regular half hour exercise classes and I find the relaxation sessions beneficial to release tension. We also enjoy the Ashby Support Cafe having the opportunity to see everyone and have a chat. It also works well when there is a quiz or speaker included as part of the session. We feel Hospice Hope have done a wonderful job during the pandemic keeping everyone connected by providing a variety of different activities on zoom from which you can choose depending on your needs and interests."* Clarissa and Roger L

<b>MONDAY</b> Drawing Classes 11am - 12.30pm  Crafting 2pm - 3pm	<b>TUESDAY</b> Online Support Café  2pm - 3pm	<b>WEDNESDAY</b> Wellbeing  Relaxation or Seated Chair Exercises 11am - 11.30am
<b>THURSDAY</b> Long Covid-19 Support Group  10.30am - 11.15am	<b>THURSDAY</b> Talks  General or Wellbeing Topics 2pm - 2.45pm	<b>FRIDAY</b> Online Support Café  2pm - 3pm

*Come and join us!*

**IMPORTANT FOR NON ZOOM USERS:** If you're not wanting to or able to join us online by Zoom, we currently offer the crafting and drawing activities by post, with craft kits, detailed information and pictures posted to you, so you can enjoy these activities at your leisure. Just let me know! Catherine

For more information about our **Tablet Loan Scheme and Community Engagement** in general, please contact Liz on 07591 952 027 or email: [liz@hospicehope.org.uk](mailto:liz@hospicehope.org.uk)

For more information about our **weekly support activities**, please contact Catherine on 07511 324 968 or email: [catherine@hospicehope.org.uk](mailto:catherine@hospicehope.org.uk)



## NIGHT AT THE MOVIES

Enjoy a Night at the Movies on us, from the comfort and safety of your own home (as featured on BBC East Midlands Today on 2nd March!).

For so many of us, the pandemic has been isolating and challenging, so receiving things which offer distraction, warmth and a bit of indulgence can make such a difference. We are offering a Night at the Movies pack which will consist of a classic film DVD (or audio CD for those with visual impairment), popcorn and hot chocolate to our service users, to anyone in North West Leicestershire living with a long-term condition.



If you know someone who may enjoy this pack, it's really easy to nominate them. All you need to do is email their details to [liz@hospicehope.org.uk](mailto:liz@hospicehope.org.uk) and we will do the rest!

## BRIGHT HOPE - UPDATE

We are working in the background to progress the charity's rebranding to 'Bright Hope in North West Leicestershire' and hope to bring you news on this in our Summer 2021 newsletter.

## AGM /MEMBERSHIP

To comply with recommendations from the Charity Commission that we should hold our next AGM within two years of the last one, Hospice Hope will be holding its 2021 AGM via Zoom on Tuesday 4th May at 7.30pm.



Under normal circumstances this would be an annual event, taking place in the late Spring, however Covid-19 lockdown measures put paid to this in 2020 and as restrictions will not be fully lifted until 21st June at the earliest, this takes us beyond the two year recommendation. Full details, including the zoom link, agenda, minutes of the last AGM in May 2019 will be posted on our website and social media pages. Members of the charity will be contacted directly by email or letter.

If you would like to become a member of Hospice Hope, which gives you the ability to vote at AGMs, please go to our website and click on the 'join us' tab.

## RE-OPENING OF SERVICES

### Hope House, Griffydam

Hope House remains temporarily closed due to the pandemic, but we are looking forward to reopening face to face services when it is safe to do so.

Now that the Government have given us a road map out of lockdown, we are really keen to re-establish services at Griffydam as soon as we can, following the Government guidelines.



During March we shall bring the building back into a usable state, so that we are fully prepared and ready for when we get a green light from the Government.

### Support Cafés

Re-opening of our weekly drop-in Support Cafés will also commence when it is safe to do so.

### New Day Centre, Swannington

The very good news is that this project is "back on track" after being badly affected by the effects of the pandemic, as well as some technical issues that needed to be resolved at the Swannington site.

A recent Zoom meeting with Bloors Homes and North West Leicestershire District Council has moved things forward to the point we are reviewing final plans and drawings, which we expect to submit for planning approval shortly.

The timescale for the project should mean that building will commence early next year and occupation, if all goes well, in quarter four of 2022.

We remain very grateful to Bloors Homes and the District Council for their continued support for Hospice Hope with this joint project.

## DATA PROTECTION

You are being sent this newsletter as in the past you have supported the charity in some way, requested information or accessed our services. If you would prefer us not to contact you in the future, please let us know by telephoning 07935 800 658 or emailing [info@hospicehope.org.uk](mailto:info@hospicehope.org.uk)

Alternatively, you can contact the Fundraising Preference Service in confidence on 0300 3033 517.

When you have finishing reading this newsletter, please pass it on to someone who may be interested in our work.