

# ALL TOGETHER



## Freedom to Speak Up Guardians



Speak Up - Listen Up - Follow Up

It was very clear from our recent Staff and Volunteer Survey that no-one's that sure who our Freedom to Speak Up Guardians are and why we have them. Given the importance of the role to you all, Tamsin Thomas was tasked with finding out more;



"Where do you go to research a subject? Good old Google of course and here's where I find out that the wider Freedom To Speak Up Guardian scheme was created by the National Guardian's Office. It followed a report by Sir Robert Francis QC who found that the NHS culture didn't always encourage or support workers to speak up and that as a result, people suffered.

Nationally it's now developed beyond the NHS with more than 1,200 Guardians across our national health services and a range of charities. They ensure workers can speak up about any issues that they believe impact on their ability to do their job.

*Speak  
Without  
Fear*

What particularly caught my eye was that **anyone can speak up**, it doesn't matter whether you're staff or a volunteer or what department you're in, and you can speak up **anonymously if necessary**.

So, who are Cornwall Hospice Care's Freedom To Speak Up Guardians and how do you make contact with them?

At Cornwall Hospice Care we have three Freedom To Speak Up Guardians; Jane Stubberfield [jstubberfield@cornwallhospice.co.uk](mailto:jstubberfield@cornwallhospice.co.uk) and Colin Philip [cphilip@cornwallhospice.co.uk](mailto:cphilip@cornwallhospice.co.uk) who're two of our volunteer Trustees and Frazer Hopkins [fhopkins@cornallhospice.co.uk](mailto:fhopkins@cornallhospice.co.uk) who's our Director of Income Generation.



"We're here to deliver the best and safest care for our patients," explains Jane (pictured left). "Everything that happens in our charity impacts on that, so whether you work directly with patients or whether you're providing invaluable support in some other area, a successful Speak Up culture resolves issues early, improving care, morale, trust and satisfaction."

So, this is about speaking up, a far better phrase perhaps than whistleblowing that can have a very negative feel. Our Guardians understand that some might be anxious, maybe even sceptical; "Anonymous concerns can be difficult for us to resolve but if they do occur then we'll try our best" says Colin (pictured right).



"As a GP of 40 years, confidentiality is both a normal and a required attribute." Jane adds; "Please know that we will always respect someone's wish not to be named if we take any concern further."

How then does the process work? If you have a concern connected with patient or staff/volunteer safety it starts with you making contact with one of our Freedom To Speak Up Guardians. "If you contact us then we'll listen very carefully to what you have to say and make a few notes so we have the facts." says Jane. "We'll be clear with you about what we can and can't do in our role and agree a plan with you. If it's appropriate, we'll come back to let you know how things

are progressing and to discuss anything that may come up as a result. We'll fully respect any request for anonymity and we'll talk through with you how we'll protect that and any impact it may have."



Frazer Hopkins

Colin notes; "Once I've established the issue is an appropriate one for me to be involved with as a Freedom To Speak Up Guardian, I offer to meet the individual(s) and try to understand the basis for their concerns and what can be done to resolve them. In many cases it's to support and guide people through processes that already exist. The direction is driven by the individual who always has control unless the matter is so serious that I would feel the need to act swiftly to protect safety."

You can read our Freedom to Speak Up policy [HERE](#) and there's more information about our Freedom To Speak Up Guardians on our intranet home page and in the Staff and Volunteers section of our website."

## **Ensuring our charity is 'Fit For The Future'**

Hopefully you saw last week's briefing about the exciting new refurbishment project at Mount Edgcombe Hospice. It's about ensuring our charity is fit for the future and will get underway in the next month.



It follows major works at St Julia's Hospice back in 2010/11. We appreciate you'll have questions on how the redevelopment affects patients, staff and hospice volunteers so there's a Fit For The Future dedicated email address, which is [FFTFquestions@cornwallhospice.co.uk](mailto:FFTFquestions@cornwallhospice.co.uk) Watch out for regular updates.

## Contractor news...



In preparation for the work at Mount Edgcombe Hospice, a small digger will be working in the grounds this week. An area of compost to the right of the drive as you come in is being cleared. This operation shouldn't cause any disruption.

## Welcoming the High Sheriff of Cornwall

Paul Brinsley writes; "I was delighted to host a visit by Geraint Richards, the new High Sheriff of Cornwall to St Julia's. He was attending a concert supporting the hospice in St Ives and kindly dropped in on his way. The High Sheriff met the staff and volunteers on duty and took a great interest in the work of everyone, chatting to our team about their caring roles across nursing, catering, clinical administration and reception. Over tea (thank you Jean!) I was able to brief him on both our work and the complexity of our funding. The High Sheriff was clearly very impressed by what he saw and promised to keep in touch with us."



Pictured are from left to right, Senior Nurse Jeanette Squires, The High Sheriff Geraint Richards, Healthcare Assistant Jenny Costello, Healthcare Assistant Michelle Morse, Chef Keith Davis, Kitchen Porter Rebecca Kitto, Paul Brinsley our Chief Executive and reception volunteer Jean Clow.

## Celebrating our Blood Bike partnership

April saw a very special celebration for our friends at the Cornwall Blood Bikes charity as they marked their 10<sup>th</sup> anniversary. They held a special event at the Royal Cornwall Showground and we were there to join the celebrations.



Lisa Shephard, our Clinical Lead, says; "As a 24 hour service we call on the blood bikes, particularly out of 'normal office hours' to enable us to get samples and treatments to and from Treliske to support the care we provide for our patients. They're always willing to help, always friendly and always smiling. They are out in all weathers, giving up their time as volunteers to support us and many other services across Cornwall and we're always very grateful."



The event was really busy and gave us the opportunity to meet people we know, people we have spoken to on the telephone and those who are our future, sharing their stories of how we touched their lives and how they're supporting us with fundraising events. Amanda Addo, Janet Barnie, Georgia Geddes and I were able to thank people for their support. Roll on the next 10 years of working in partnership!"

Jayne Penlerick from the Cornwall Blood Bikes wrote afterwards; "It really was lovely to meet you all and so special to have members of the Cornwall Hospice Care team with us on our milestone celebration. Thank you for our beautiful card and kind messages, that really will be treasured."

## Joint working with Brandon Trust

Clare Bray from our Community Services team, writes: "At the beginning of this year we held our first bereavement session for adults with a learning disability. The project started with some conversations with Brandon Trust as we were keen to open up our bereavement support offerings and Brandon Trust had been doing some work around death and dying within their teams.



We started with a focus group session with the Explorers; a group of Brandon Trust clients who all have a learning disability. We talked about death, dying and bereavement; what is important for them and the benefits of being able to access sessions to talk about these issues. The Explorers came up with the name 'The Listening Lounge'.

We hold sessions monthly and alternate between the Hub in Redruth and Mount Edgcumbe Hospice. We recently gave a tour of Mount Edgcumbe and Nathan, an Explorer, had lots of positive comments following the tour. On coming in he commented on the nice shape of the reception desk, noting there was a lowered section that would make people in a wheelchair feel welcome.

He thought the hospice smelt nice, not like a hospital and that the lighting was not too bright. When we looked round one of the patient rooms he liked that the window looked out to the garden and that a bed could go through the doors outside. He said it was more like a hotel than a hospital room. We looked at the patient lounge and conservatory and he really liked that there were spaces families and friends could spend time together in. He would also quite like one of the jacuzzi baths at home!"





## **Trans & Gender Diverse Inclusion Handbook**

Michael Thomas, Education Facilitator, reports on the publication of a new handbook that follows on from the 'This is Me' document published last year. It's available from the Hospice UK website ([www.hospiceuk.com](http://www.hospiceuk.com))

"This handbook is intended to help all staff and volunteers to:

- ...Address barriers facing trans and gender diverse people in Palliative and End of Life Care (PEOLC)...
- ...Ensure that you are informed of the legal standards you must meet...
- ...Implement good practice...

The booklet contents cover the following:

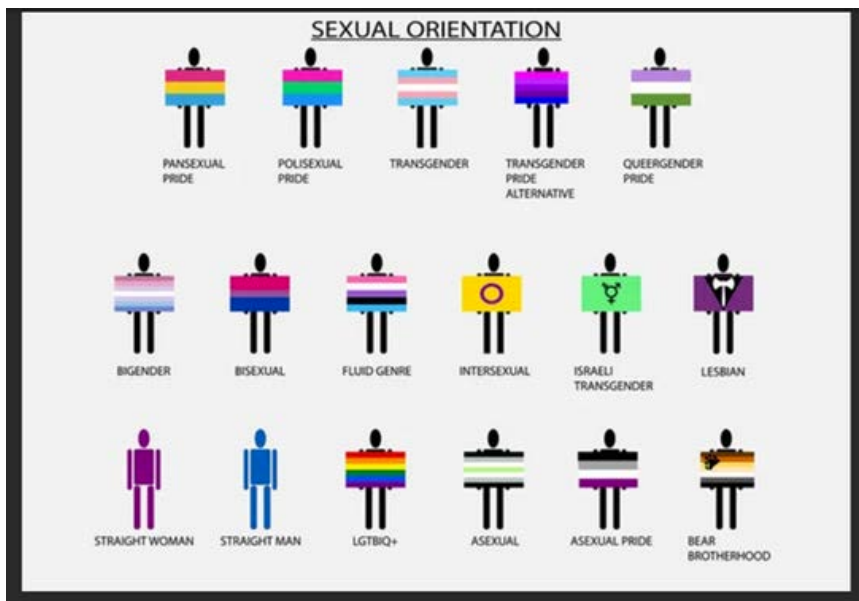
- Use of Language
- Use of pronouns
- Addressing discrimination & strengthening policy
- Workplace & staff support
- Recruitment
- Caring for trans & gender-diverse patients

At a recent meeting we were given the opportunity to be introduced to this new booklet, and to broaden our knowledge on the pronouns used within the LGBTQIA+\* community. These pronouns can often become a stumbling block and cause unnecessary distress for the patient/individual and indeed the staff/volunteer caring for them in whatever setting.

The main message taken was to ask. Ask the individual how they would like to be referred to and if you don't understand their reply to you, something you are not aware of or familiar with, then ask them if they would mind educating you.

Reassure the individual or group, that you want to deliver the best care or service you can and them educating you their needs will help you achieve this.

(\*LGBTQIA+= Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, Asexual, + (and others not listed e.g. Pansexual and Two-spirit.)



## It's PRIDE season



The annual PRIDE events are getting underway in Cornwall with the Falmouth gathering coming up on Saturday (26<sup>th</sup> April). We always try and ensure our charity is represented at some of the events and are keen to hear from anyone who'd like to volunteer at one or more of them. After Falmouth., we're also attending Penzance (31 May), Truro (26 July) Newquay (30 August) and St Austell (13 September). To find out more and to put your name down to go along, please email [education@cornwallhospice.co.uk](mailto:education@cornwallhospice.co.uk)





## It's London Marathon time! Watch out for Steph and Gareth



Gareth and Steph Netherton from St Austell, pictured here, will be among the amazing team of runners who'll be pounding the streets of London next weekend and wearing our charity's colours with pride. This is their story...

"I've been kind of dragged in to the marathon," says Gareth. "I entered the public ballot expecting to be rejected and got in on my first attempt! Then Steph entered for Cornwall Hospice Care and I joined her. My good friend Roger Ryman, former Head Brewer at St Austell Brewery, died at Mount Edgumbe. It still feels raw that he isn't here. He was a strong guy, really well known and really well loved. This challenge has given me my chance to give something back for the care he received at the end of his life and that makes me feel good."

For Steph it's about taking on a challenge while she can; "Gig rowing was always my sport until the Covid lockdown and then like so many others, I turned to running. However, this is my first long distance event. It's about pushing my body. When I'm on my training runs I think

that at least I get to run, many others don't get that chance. I want to do more too, the charity needs people too fundraise so much and I feel I want to help. I know it's a cliché to say every penny helps, but it really does for Cornwall Hospice Care. I'm not asking people to donate huge amounts of money, maybe just the price of a cup of coffee or a pint."





Cornwall Hospice Care's Jane Appleton looks after the charity's marathon runners; "It's such a privilege to support people like Steph and Gareth who're putting so much into their London Marathon experience.

This event, though iconic, is also tough and there's a lot of training to fit in alongside the fundraising. But they, like all the other runners we have taking part, give it everything because they know how much it means to fund the 24/7 hospice care we provide to the community of Cornwall. I can't thank them enough and look forward to cheering them on in the city on Sunday 27<sup>th</sup> April!"

You can support Steph and Gareth [HERE](#) and watch a short video with them [HERE](#).

## Plumbase superstars

A huge thank you to the superstars at Plumbase, St Austell and UK Plumbing Supplies for supporting our charity over the last few years. Last year they raised an incredible £3,003 through a host of fundraising efforts, money that could fund over 125 hours of nursing care! Our fundraiser Kelly says this couldn't have been done without the support of Garry Lannie and his team at Plumbase and the very supportive plumbers, gas and oil engineers and everyone else who has passed through their door over the last twelve months. The great news is they aren't stopping and will be supporting our charity again this year.



*thank you*

# The true value of a vintage rally

2024 was a good year for our friends at the Carnhell Green Charity Vintage Rally. As a result of their hard work they recently presented three charities with £8,000 each! Representing our charity was Lisa Shephard, our Clinical Lead, who's featured front and centre in the picture below.



The Rally organisers said on their Facebook page; "This is why the Committee work so hard to organise events throughout the year, not just the Vintage Rally but also Tractor Runs, Race Night, Harvest Auction and many more. This is also why it is so important for everyone to attend these event to help raise as much money as we can for these extremely important charities."

## Perfect Pétanque

Kernow Pétanque recently hosted their annual Memorial Pétanque Match in memory of Sarah Jarvis. They raised an amazing £435 for Cornwall Hospice Care and in support of St Julia's Hospice in particular. A big thank you goes to all the members for their continued support.



## Tehidy tenderness

We're constantly amazed by people's generosity and support for our charity. A great example is the members of Tehidy Golf Club. They've raised £4,320.89 over the last year!

The Club have done this through various fundraising events run by the men's and women's teams and Captains. They've also supported the Sunrise Centre with the same amount. Amazing and a huge thank you from us all.



## Proper 'ansum Polgooth



Alex and Tanya, landlords of the Polgooth Inn, are good friends to our charity. Recently they supported us again with a Pub Quiz. The weekly quiz is a fantastic community event, which is always well supported by locals and recently they raised an amazing £669.

One of our own Daniels Lane Donation Centre team members Neil was part of the winning team, The Western Exiles, and they joined Alex and Tanya for the cheque presentation with our Community Engagement Ambassador Kelly. £669 could fund just over 27 hours of nursing care, so a big thank you to everyone for their support.

# THANK YOU



## Steve Mellor Memorial Day



The Point at Polzeath enjoyed another special occasion for their annual Steve Mellor Memorial Golf Day, with beautiful sunshine and perfect golfing conditions. This year's event raised an amazing £1,237.50. This brings their total

raised over the last 10 years, to just under £12,000! A heartfelt thank you to The Point at Polzeath and the Mellor family for their continued support.

## Toys and trains

The North Cornwall Miniature Railway and Toy Museum began their summer season with an Open Day in support of our charity. Entrance to this amazing attraction was free on the day and they just asked the many visitors who

attended to make a donation. People were extremely generous and they raised £1,035.23. Wow!



## Bath 50 Ultra Challenge

Thank you to Martin and Joanna Pascoe on not only completing the Bath 50 Ultra Challenge but for raising £875 for our charity while they were doing it. The course was brutally hilly in places but they powered through and received their well earned medals at the end. Martin and Joanna's daughter Naomi is one of



our Senior Registered Nurses at Mount Edgcumbe Hospice and she was delighted to welcome them to the hospice for a cheque presentation along with some of our clinical team.

## The Shop Floor : Retail News & Events



This month, we honoured Barbara Rogers, a dedicated volunteer from Liskeard, for her remarkable commitment to hospice care in Cornwall, which has now spanned fifty years. Barbara's journey began in 1975, when she was inspired by Mrs Enid Dalton-White MBE to start selling paper bricks to help fund the construction of the first hospice at Mount Edgumbe.

In 1988, she became a part of our team at the Liskeard shop, marking the beginning of a significant chapter in her volunteer work. At our recent Volunteer event at The Eden Project, Paul Brinsley presented Barbara with a bouquet, conveying the charity's deep appreciation for her unwavering service.



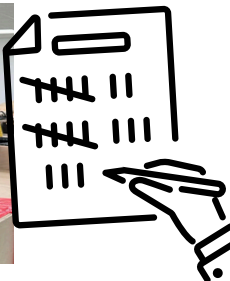
## Donate Well Campaign

You may have noticed our Donate Well campaign on social media recently. After a dramatic rise in donations of items that are unsuitable for our shops, we are making a really concerted effort to educate the public on what we can and cannot accept, and the cost of giving us items that we have to process but cannot make any income from. Lisa Shepherd gamely jumped in to the role of social media star when we asked her to help us spread this message. We're happy to report that the campaign received considerable engagement, but we need your assistance to spread the word even further. Please share our posts and encourage your friends and family to visit our website before making donations.



## Daniel's Lane Updates

The Daniel's Lane sorting area is being renovated to create a bright, clean space for Donation Centre teams and volunteers. This month, two corporate volunteer groups participated: one from Bishop Fleming Accountants, who chose Cornwall Hospice Care as their charity of the year, and another from Stephens Scown Solicitors.



The teams competed to beat the average bag sorting score, with Stephens Scown narrowly winning over Bishop Fleming. The leaderboard is set for future contenders!

Do you follow our Facebook and Instagram pages?

In addition to our @conwallhospicecare main profiles, our marketing team also manage our shops profiles @chcshops and @chcretro on both Instagram and Facebook. You can support our charity for free by following, liking and sharing our posts - spreading the word of our shops, and pleas for volunteers and donations, all it takes is a click! We are currently recruiting for our second Volunteer Content Creator - watch this video for more info -->





## Our people



Welcome to Robyn Hudson-Ley Housekeeper at St Julia's Hospice, Robert Gower and Leah Stevens who're Deputy Retail Managers and Graham Bailey Health and Safety Officer.



Farewell to Annie Lee Cummins Volunteer Administrator, Jacky Pugh Registered Nurse at Mount Edgcumbe, Steve Rowse Retail Online Sales, Richard Ward Information Governance Officer, Oli Hoare Head of Fundraising, Tracey Hawley Supporter Care Fundraising Administrator, Derek Ginn Education Facilitator and Jade Powell Deputy Manager.



We also send our condolences to the family and colleagues of Paul Buller, Bank Nurse at St Julia's Hospice, who sadly passed away suddenly on the 1<sup>st</sup> April.



## Wellbeing



It's time to bid for a place on one of our next 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 12<sup>th</sup> May and at Mount Edgcumbe on Thursday 22<sup>nd</sup> May. To express your interest, please email our HR team at [hr@cornwallhospice.co.uk](mailto:hr@cornwallhospice.co.uk)

## Our Digital Suggestion Box

We're delighted to report that our Digital Suggestion box is proving popular. Situated on our intranet and on the Staff and Volunteer page of our website, you can use it to forward your ideas for our charity.



This month we can update you on several successful conclusions to recent suggestions.



One person wanted to clarify if we provide clinical supervision. We've been able to confirm that we do. It comes in several forms; Denise Douglas is embedding a resilience based clinical supervision framework and one to one support is also available and can be requested via your Line Manager.



We're also pleased to report that our Executive Management Team have agreed to a suggestion from a colleague that every member of staff be given a volunteer day once a year to help our charity out. You might use the day to work in one of our shops, to support one of our events or to help sort donations. It's about encouraging our One Team approach. This means you can volunteer in a different area of the charity to find out more about how they operate elsewhere. HR are working on the project and we'll let you know when the volunteer day appears on your One Team record. Your volunteer day must be approved by your Line Manager before you take it.



## Time to say farewell



There's been a flurry of farewells for Gina Starnes, our Director of Patient Services who's retiring this week. Gina didn't want a fuss, but has enjoyed lots of cake at afternoon receptions at St Julia's Hospice, Mount Edgcombe Hospice and at Daniel's Lane.

Gina says; "What a few weeks I've had. I clearly underestimated the reality of saying goodbye to so many people ...! Not being one for the limelight – and always the person who's behind the pillar or tree when there's a camera about - I was increasingly overwhelmed by the time it got to my third leaving do here at Mount Edgcombe on Thursday last week.

Last Monday at St Julia's my face was on banners and bunting. There were sausage rolls and "extreme cupcakes" beautifully decorated and delicious. Staff and volunteers took the time to wish me well and I received some amazing garden themed gifts – as well as some very thoughtful personal cards and presents.



Tuesday at Daniels Lane was another creative triumph – this time I'd been superimposed onto the bodies of Florence Nightingale, Dame Cicely and our very own Enid AND after following Fran and Chris up from the Donation Centre to the Board room (I always get lost!!) I was met with about a dozen people wearing a Gina facemask...truly spooky!! Again, the stops had been pulled out with fizz and cake.

Thursday was the turn of Mount Edgcumbe where I was absolutely blindsided by the Imerys Songsters who sang me on my way...they are a very special group of ladies who were a huge support to me when I first moved down to Cornwall. Again, the catering team made fantastic patisserie (and sausage rolls!) and not a crumb was left. I was gifted a lovely photo book of most of you (I'll keep it in my office this week if you want a peek) - as well as two beautiful roses that I will keep a very close eye on.



So for someone who absolutely appreciates the importance of a good goodbye – but who isn't at all keen on being the centre of attention - I feel very honoured to have so many people leave me kind messages and gifts. Your words and gestures mean a huge amount. It's an absolute privilege to do the work that we do in an organisation that appreciates it takes ever one of us, from all departments to come together to enable us to continue to provide the care that we do for the people of Cornwall. I know that you will all support Sarah as she starts her new role at this exciting time.

Thank you, please know that your kindness, generosity ...(and darned sneakiness!)....is hugely appreciated. I wish you all well, Gina."





The Daniel's Lane tea party for Gina.



Gina's singing group, the Imerys Songsters



Delicious treats at Mount Edgumbe

At Mount Edgumbe Hospice Gina was surprised by the appearance of the singing group she belongs to, the Imerys Songsters who sang three numbers, bringing tears to quite a few eyes. Gina's always been good about joining in on the PR front and we love the picture below of her and Michaela promoting the Easter fundraising table!



## Perran Power Saver is celebrating



Guys! Good news to report! You've been printer warriors and you've made my day. Colour printing is marginally more (a shame but we can change this), but to balance that, greyscale printing is drastically down. This means in the month of March you made a saving of £103! Wowzer! Now keep that going for April please.

It's great to see the sun coming out a bit more often now, but please remember on those nicer days, to check you've closed windows and doors before you go home from work. Oh and that you've switched off any lights.



## Loving our lottery



It's the final countdown. Sarah Vincent explains;

Ten , nine, eight ..... Yes we're on the count down for our lottery changes! The lottery team have been working hard on the run up to the big change that will take place for the weekly draw on Friday 2<sup>nd</sup> May. . We're hoping most will be able to join us at the new cost of £1.50 per chance and if not, they've told us they'll be continuing to support the charity in different ways. This is great news as we continue to grow our services and extend them to even more people in need of our care.





We're also delighted that from Friday 2<sup>nd</sup> May our lottery winners will be winning bigger prizes! Whilst our top prize remains at £1,000 every week, our rollover prize will start at £300 with the potential to rise to the new maximum of £3,000. We'll have thirteen larger runners up prizes too. Five lucky winners will receive £50 each and eight lucky winners £25.

If you have any questions yourself about the lottery, drop the team an email on [chclottery@cornwallhospice.co.uk](mailto:chclottery@cornwallhospice.co.uk)

Would you like to join and pay through your salary? All staff are welcome to play and win our prizes too. [Click here](#) for the authorisation form to complete and send it back to lottery team at Daniels Lane for us to set it up for you.



One lottery number costs £6.50 a month - and remember, we create a £1,000 winner every week!

Thank you and good luck, Sarah (Head of Lottery)







## Our £1,000 winners



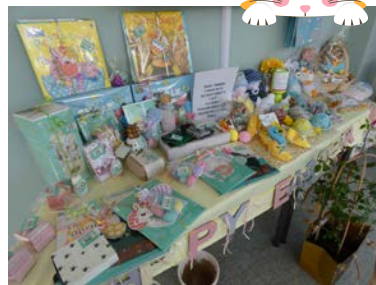
There've been five £1,000 lottery winners since the last edition of All Together, including Mrs Cutler who lives in Wales! Also getting the celebratory phone call from our lottery team were Mrs Copleston from Lostwithiel, Mrs Clemens of Camborne, Mrs Robertson in Falmouth and Dr Wilson who's in Penzance. Congratulations to all our winners and thank you for your continuing support.

*thank  
★ you ★*

## Easter greetings

The signs of Spring and Easter have been all around the hospices as these pictures from St Julia's and Mount Edgcumbe show.

Special mention to all our Housekeepers for their wonderful decorations and to our 'crafty' team members who got creative and raised funds to treat our Easter weekend staff on duty.



## ALL TOGETHER

**Cornwall Hospice Care's staff and volunteer newsletter**

Please send your stories and pictures to  
[communications@cornwallhospice.co.uk](mailto:communications@cornwallhospice.co.uk)

