



**Putting
People
First**

Coronavirus Update

As we continue with the national lockdown, and our lives are slowly adjusting to these new circumstances, we wanted to update you on the measures we've taken over the last few months to make sure that despite the COVID-19 outbreak, we continue to put the people we care for at the heart of everything we do.

At times it's been a frantic and scary process. But, we're really proud of how the team have adapted to these new ways of working.

Our response

Right now, our nurses, doctors and support services are stepping up to support the NHS, and our colleagues at James Cook University Hospital.

We are working very closely with the NHS and we are an important part of the local crisis response.

We are in daily contact with local hospitals to support them in taking patients, to ease the pressure on their bed capacity.

Our counsellors are continuing to support people with bereavement counselling over the phone, or through video calls.

Following the guidance to stay home and stay safe, our day hospice and lymphoedema service are offering telephone support, to make sure people get the care they need.

Our focus remains on the safety and well-being of our patients, staff, volunteers and supporters. We are doing all that we can to support the frontline and provide vital services to local people, in the safest possible way.

Our community

In true Teesside style, our community has shown its appreciation through donations and kind messages. This is a real boost for our team who are working so hard.

Every day we continue to be overwhelmed by the support and generosity shown to us. It means so much to us. Thank you.

We really need your help

It's been six weeks now and despite our fundraising efforts and the recent announcement from the Government, we are still estimating a fundraising shortfall of over £200,000 in the next 3 months. Thank you to everyone who has donated and supported us so far, you're amazing but we still need help.

How to donate

**Visit www.teessidehospice.org
to give what you can today.**

23%
£47,815
raised of £200,000 target



Allan's Story

Allan, 77, is a family man. He's married to Barbara, he's dad to two sons, Paul & Stephen, and a loving Grandad to Katy, Jack, Amy & Jenny.

Barbara shares Allan's story.

"Allan has been coming to the hospice for a while now. The doctors and nurses know him well, they understand his condition and he feels really safe here. He was admitted to hospital initially and it was really difficult. He was unhappy and I couldn't visit.

Luckily on 2nd April, James Cook University Hospital arranged for him to be transferred to the hospice and he is currently receiving end of life care on the inpatient unit. Allan is happy and settled, it is where he wants to be and in turn this helps me. I know he is comfortable and getting the best care possible. I can visit and be there for him. I can be his wife again.

COVID-19 is here. It's having an affect but it isn't changing the level of care we receive. It's strange seeing the nurses we know dressed in full PPE, but it doesn't cause any problems. We can feel they care. They are trying to make a difficult situation the best it can be and their warmth really shines through.

As a family we want to be together, but it's not possible. The nurses are doing the best they can to ensure the whole family are involved; our son's regularly see their Dad on Facetime. Allan and I have also been given two hearts, one has Allan's aftershave on and I take it home with me each night. The other Allan keeps by his bedside.

It's the little things they do that make a big difference. I know he is not alone, he's receiving the highest quality of care, he's amongst friends and most importantly, it's where he wants to be."

Space to Talk

Being there, listening, reflecting, focusing and building rapport are all an essential part of effective counselling. Although the lockdown means we can't physically be in the same room, we can still offer support in other ways.

Our team of bereavement counsellors are continuing to provide counselling to clients. By quickly getting to grips with remote working and managing new boundaries we are working hard to maintain this important service and contact for people who are feeling increasingly isolated and alone during this time.

Sara Mathews, Head of Bereavement Counselling explains; "Dealing with grief is tough at any time. Add social distancing, fear and uncertainty and the need for support is greater now than ever."

"We are also anticipating a big increase in the need for more bereavement counselling in the future. We know that many people presently dealing with bereavement may not have been able to be near their loved ones at end of life. This may lead to some complex and painful challenges for people as they try to deal with their feelings. We are working hard to do what we can do now and be ready to meet the needs of the community we serve in the future."


Simon whose husband died in early March has been receiving virtual support from Mandy, one of our accredited counsellors. Simon said; "It's early days for me and I am just starting to process what's happened. Having the weekly session is helping me understand my feelings and process what's happening. I'm alone at home and whilst family and friends are doing their best to stay in touch, my grief is raw and hits without notice. Knowing that I have that contact in an open and safe environment, to discuss my feelings, is a huge support".

If you, or someone you know is struggling to cope with a loss call: 01642 811060.

Keeping Safe

Personal Protective Equipment (PPE) has been a controversial area since the start of the pandemic. The safety of the people we care for and the people who are working so hard to provide this care, is our top priority.

From the very beginning we have worked closely with our colleagues at James Cook University Hospital to access training and share the best information about using this equipment. Jill, our infection control lead nurse, has made sure we are using the most appropriate equipment in the most effective way, to keep everyone safe.

Here's what our nurses need: 



It costs us £176.20 per day to provide essential and vital PPE to our nursing staff.

With good planning and support from local authorities and our suppliers, we have done our best to keep equipment coming through. But, there is a constant need for more.

We have been overwhelmed by the support of you, our local community. There are simply too many people to thank.

We have had visors made by schools, donations of masks from industrial companies and hand sanitiser from community groups.

Thank you to you all. Please keep the donations coming.



We're still here for you

Nothing is more important than getting people the right care.

Now more than ever it's important to stay safe and stay at home, especially for the people who regularly use our services and are amongst the most vulnerable in our community.

Our Outreach Nurse, Lisa explains how she is playing a vital role in helping patients to stay at home, whilst still accessing our services, so that we can help them at a time, and in a way, that feels right.

"On a daily basis I'm in touch with the palliative care teams at the hospital, and the community & district nurses to understand people's needs and make sure they get the most appropriate care for them.

I'm supporting patients by telephone and video calls, and where it's safe I'm continuing to do home visits, especially for people who have been discharged from our inpatient unit or are now unable to come along to our day hospice. That bit of extra support following discharge can make a big difference.

In the last few weeks there have been lots of practical decisions that people have needed to make about their treatment.

It has been a daunting and worrying time for a lot of the people I'm visiting.

I've been helping people to take in the information that is given to them, and answer any questions they may have. Supporting people and showing them that our care and services are continuing has helped to reduce anxiety. It's making a big difference to both their emotional and physical wellbeing and that's so important."

In the last few months, you may have received information about helping to fund our Outreach Nurse for a year. Thank you so much to those who have donated.

In the past, we have been really grateful to receive funding to support Lisa's role. However, this funding is going to be coming to an end. For us to continue being able to provide this specialist care, we need to raise a total of **£44,000**.

How you can help

Lots of you have been getting in touch to ask how you can help us at this uncertain time. Here's a few simple ways to support us, from your home, while staying safe and following the Government guidelines...

30 Miles in 30 Days Throughout May

Can you cover 30 miles in 30 days and support us with every step you do? Walk, run, skip or jog... if you can measure it, that works for us!

Teesside's Big Night In Saturday 16th May from 7pm

Tune in for Teesside's biggest night in as we bring you a night of fantastic entertainment straight into your living room. We will work together to complete fun tasks and walk 10,000 steps too! Please register on our website and make a donation to take part in the fun.

For more information visit www.teessidehospice.org

Squat Challenge

Here's one for the whole family. If you're staying safe indoors and looking for a way to keep fit, why not try a squat challenge? You can build your way up to 100 squats, or pledge to complete a number of squats every day for a month, it's up to you.

Sponsored Head Shave

Be bold. Be brave. Take on your own sponsored head shave. Let us know if you are planning yours, we can't wait to see.

Start your fundraising at
www.justgiving.com/teessidehospice

Thank You

Over these last few weeks we have had some fantastic support through donations, virtual fundraising events and handmade crafts delivered to our hospice. We appreciate every single one of these kind gestures...

Head Shave Heroes

Thank you to all those who are being bold, being brave and taking on a sponsored head shave. This is a really great way to support us, we are proud of each and every one of you. We know there are a few more of you planning a head shave soon, good luck!

Virtual BIG Quiz

Hundreds of you have been joining us every Saturday night at 8pm for our Facebook LIVE BIG Quiz. We've had lots of fun, thank you for donating and raising over £2000 so far, this is brilliant!



Nifty Knitters

We asked for your help to knit, crochet or sew hearts for patients and their families. We've had lots of beautiful hand crafted hearts delivered to us. Thank you so much.



2.6 Challenge

We asked you to think of your own 2.6 Challenge to support Teesside Hospice in this national campaign, and you didn't disappoint! We've seen you take on the challenge in all kinds of ways, including running 26 miles, our very own Dr Jon rowing 26k, plus 26 children from Kader Primary School running 1 mile each. It's been amazing to see #TeamTeesside getting involved, getting active, and raising hundreds of pounds, thank you.

'Squatty Squad'

Thank you to Anna, Mike and Beth who have formed the Squatty Squad and are challenging themselves to do 100 squats every day for 26 days. Keep it up!