

Autumn/Winter 2020

NORTH · LONDON
HOSPICE

Registered Charity No. 285300

Life

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Dr Sam Edward



www.northlondonhospice.org



A MESSAGE FROM OUR NEW CEO...

Dear All,

I have joined North London Hospice as the new CEO at one of the most challenging times in its 27-year history. But it is also a time that makes me immensely proud to work in hospice care.

The level of care, support and dedication to maintain services throughout the last six months in hospices across the UK has been humbling. I join NLH from Peace Hospice Care in West Hertfordshire, where I spent five years as CEO.

I'm an Enfield resident and delighted to join such a wonderful organisation that serves my own community. A huge thank you to Pam McClinton for her 10 years at NLH, six of which were as CEO.

We have all been affected by the impact of COVID-19 and our staff showed incredible resilience and adaptability to ensure North London Hospice continued to provide care and support to patients in the community and on our Finchley ward. There were many challenges and heart-breaking moments around visitation, PPE and keeping everyone safe, but we've come through this all the stronger as we enter the winter.

Like all charities, our income from fundraising and retail has been hit hard. Our vital spring and summer events programme was cancelled, our shops were closed for months and many of you have been unable to participate in regular fundraising activity. But we are so grateful for what you have been able to do – virtual fundraisers and quizzes at home and donations to our Urgent Appeal – that helped support our work. I know things are tough right now, but I ask, if you can, please continue to support us. Read on through the magazine and you'll see the many ways you can make a donation, including our new 'regular giving' option and the purchase of our 2020 Christmas cards.

If you can't give financially, perhaps you could spare your time and become one of our volunteers or maybe your company would like to support us as their chosen charity?

I was delighted to see so many of you taking part in our My Big Fun Walk event in September and hope that our Light Up A Life remembrance ceremony in November will be equally well attended. It will be different this year but the principal will remain the same and we do hope you will take the opportunity to join us to remember your loved ones we've cared for and perhaps sponsor a light in their honour on our horse chestnut tree.

Thank you again for your continued support of North London Hospice and I look forward to meeting and working with many of you in the coming months.

Warmest Regards



Declan Carroll

Chief Executive



Light Up A Life 2020

Our annual Light Up A Life ceremony will take place on Sunday 29 November and we hope you will join us to remember and celebrate the life of a loved one.



This year you are invited to join us for a virtual streaming of the ceremony, as we are unable to gather as usual outside the Finchley hospice. But you will still be able to dedicate a light on our beautiful horse chestnut tree to someone special and watch as the lights are turned on.

The event will as always be uplifting and reflective and we ask people to light a candle at home for the event. The tree at our Finchley hospice will light up every evening until mid-January allowing plenty of time for friends and families to come and see it.

The names of everyone remembered

will be entered into our annual Book of Lights along with your personal dedication. Our Light Up A Life ceremony is one of our main fundraising events of the year and raises thousands of pounds to fund end of life patient care and family support in our community.

Full details of how to join the ceremony will be available on our website & social media shortly but to make a dedication and donation visit www.northlondonhospice.org/donate Place your dedication in the 'free text' box or fill in the form below and return to our Finchley site (address on the back page) marked Light Up A Life, Fundraising Department.

LIGHT UP A LIFE - DEDICATE A LIGHT TO A LOVED ONE

You may wish to include a personal message which will be printed in the Book of Lights. If you wish to dedicate more than one light, please enclose on a separate sheet (dedications must reach us by 31/12/20). Please PRINT names clearly to avoid misspellings.

- ☐ I/we wish to make a donation to North London Hospice of £
☐ I DO NOT require an acknowledgement
☐ I enclose a cheque made payable to North London Hospice
☐ Please debit my credit/debit card ☐ Mastercard ☐ Visa Credit ☐ Visa Debit (Delta) ☐ Maestro

Card No:

Start Date: / / Expiry: / / Issue No. (if applicable): Security Code:

Name as shown on card:

Cardholder's signature:

Date:



☐ **Make your donation go further:** If you are a UK taxpayer, you can make your donation worth an extra 25% by simply ticking the box and it won't cost you a single penny.
Please treat as Gift aid donations all qualifying gifts of money made*

Signature:

Full name of UK taxpayer:

Date:

*I want to Gift Aid this donation and any future donations I make or have made in the past four years to North London Hospice. I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference. Please notify us if you wish to cancel this declaration, change your name or address or no longer pay sufficient tax on your income and/or capital gains.

Thanks To Our Nurses, Betty Never Feels Alone

"The nurses never let me down. They call every week to see how I am coping and make sure I don't feel alone. They are truly amazing"



This is how 90-year-old Betty from Finchley describes the care provided by North London Hospice nurses and volunteers.

The pandemic has been extremely isolating for people like Betty, who is living with cancer and spent three months shielding at home, so a recent trip to the park with one of our Compassionate Neighbours volunteers was a wonderful moment. "We borrowed a wheelchair and we went to the park for ice

cream. Having been at home for so long it was like I was experiencing a whole new world. It was an incredible feeling to finally get out."

Betty explains that care and support provided by our team has provided her with a sense of calm about the future. "When the time comes and I can't cope, knowing I've got the hospice as a place I can go into is a lovely thought."

NEW NLH SHOP IN HIGH BARNET



We're delighted to announce the opening of our brand new furniture shop in High Barnet. Our 18th shop opened its doors on Tuesday 8th September and is stocked with preloved furniture as well as clothes and household goods. We were honoured that NLH fundraiser Annie Miller – who raised over £1000 when she gave up chocolate for a year – joined our new Chief Exec Declan Carroll to officially open the store. Do pop in for a browse. We're at 120 High Street (opposite The Spires shopping centre).

Shops Welcome Customers Back

Our shops provide £1 million a year

in income for patient care and the pandemic had a huge impact on this income with all of our shops closed for months. We're delighted that 16 have now fully reopened with the final two set to follow shortly.

As soon as we reopened, donations flooded in and our volunteers worked tirelessly to sort, clean, price and redistribute a huge treasure trove of goods – from designer clothes and shoes to antique books, jewellery and household goods.

Safe Shopping

We have introduced many safety measures in store to ensure customers

can shop safely and our staff and volunteers are kept safe. These include hand sanitizing, a one way system and regular cleaning.

Here's a list of our open shops. Keep up to date with further openings on our website. We hope to see you soon!

- North Finchley
- Palmer's Green
- Crouch End
- Enfield Town
- Whetstone
- East Finchley
- Muswell Hill
- Mill Hill
- Winchmore Hill
- Golders Green
- Turnpike Lane
- Finchley Central
- Southgate
- Wood Green
- North Finchley Furniture Shop
- High Barnet Furniture Shop

Please remember we can claim an extra 25% in Gift Aid on any donations you make. Simply print out a form from our website and pin it to your donation.



Visit Our New eBay Shop

Our eBay shop is open! Specialising in antique, vintage, rare and quirky finds supplied by our shops, you can view and purchase items from anywhere at any time!

Wondering what might be on offer? Here's a few things that have been available over the last month. First edition signed books to curl up with plus puzzles & games to entertain as the nights draw in, artwork including 3D pieces by the famed Israeli artist Larry Rosenfeld, a gorgeous Epiphone electro-acoustic guitar plus for those of you that love contemporary designer furniture, there were some exceptional Ligne Roset dining chairs at the incredible price of just £500 for 5 (the approximate price of just a single chair if purchased new from the French designers).

We've also got new and sealed shirts, vintage toys, garden ornaments – the list goes on! You're bound to find something you'll fall in love with so why not check out what our friendly, neighbourhood eBay team have on offer today - https://www.ebay.co.uk/usr/north_london_hospice

A Virtual Health & Wellbeing Service

Our Health & Wellbeing Centre in Winchmore Hill continues to operate many services to help patients with symptom management and wellbeing.

The team is offering phone and video consultations to help patients manage symptom issues and continues to provide group sessions via video link for exercise, breathlessness and fatigue management and relaxation. Movement and wellbeing group sessions for those with a neurological condition have all been adapted to run via Zoom, as have activities such as a group sing-a-long and yoga.

Many of these sessions have been possible thanks to the support of some of our skilled volunteers.

The HWC has begun offering individual face-to-face appointments with our nursing team, following Public Health England guidance, and hopes to gradually offer more.

We expect virtual sessions and activities at the centre to co-exist in 2021 and our new Wellbeing Co-ordinator David Hart is developing a programme of wellbeing activities to support patients and their families in the coming months.

GEORGE'S BIG SHAVE FOR NLH



Schoolboy George Sergison raised over £1000 from his fundraising head shave to buy pain relieving syringe drivers for North London Hospice.

Our young supporter took up the challenge in memory of his grandad Ian who was cared for by our nurses.

"My Grandad was my best friend, we loved to spend time together and he called me his little mate. I miss him very much. I want to raise money for the hospice because they helped my Grandad when he was dying. They took his pain away and made him comfortable and helped all my family. It was a difficult time during lockdown and the nurse still came and she was so lovely."

Well done George! You can still support him here. <https://www.justgiving.com/fundraising/lisa-sergison1>



We Need You! – Volunteer With Us!



Our volunteers play a vital role in our work and right now we need more volunteers across the organisation.

At our Finchley site we are recruiting volunteers to our weekend Front of House team, who welcome visitors into the hospice, and to our ward team that serve patients their meals and drinks.

If you'd like to help someone in your neighbourhood that is in poor health or facing social isolation, why not become a Compassionate Neighbour and help them stay connected?

Or, if you'd like to volunteer in one of our shops there are lots of roles available and the experience will look good on any CV.

If you are able to spare a few hours regularly there are lots of benefits to joining our team and full training is provided.

NLH Volunteer Engagement Manager Debbie Usiskin said: "All of our volunteering roles

provide valuable experience, transferable skills and can be a great way of helping people explore new career opportunities or get back into the workplace. We really value our volunteers and couldn't provide our services without them so they feel a great sense of fulfilment at being an important part of a team that provides such important care in our community."

To apply for a role at our Finchley hospice, to become a Compassionate Neighbour or to help in one of our shops, send us an email:

volunteer@northlondonhospice.co.uk

CN@northlondonhospice.co.uk

retail@northlondonhospice.co.uk

New website

This autumn we're launching a new website. You'll still access it at www.northlondonhospice.org but it will provide improved navigation, will be mobile friendly - so easy to access on your phone or tablet - and will have a fresh look and feel.

There will be a 'search' function to help you access the information you need quickly plus an events calendar so you can see at a glance what events we're involved in throughout the year plus walks, runs, bike rides and challenges that are available for supporters to take part in.

You will also be able to set up regular giving that suits you in addition to one off donations.

We hope you enjoy using the new website and find everything you need.



Life On The Frontline

By NLH Medical Director Dr Sam Edward

2020 has been an extraordinarily challenging year for North London Hospice. Here, our Medical Director Dr Sam Edward gives an insight into the challenges faced by our doctors, nurses and health care professionals during the pandemic and the enormous pride she has in the team, who, despite the odds, have kept our key services running.

The week prior to lockdown I was Acting CEO and I was aware of what was ahead of us. This was the first time in my career I had met anything like the pandemic. The situation developed rapidly and the rate of change was at times overwhelming. I was managing our planning whilst trying to deliver front line care too.

The biggest challenges we faced at the Hospice during the pandemic were around visiting and the safety of our patients, volunteers and staff.

Central to end of life care, is supporting people to have those close to them around them in their final days. For the last six months we have not always been able to do that and that's been heart breaking for our staff and families. Even now visiting is restricted but it has eased and we're learning to operate in this new way of life. We are constantly trying to strike the right balance between following guidance to limit contact and keep everyone safe whilst enabling people to be together and see their loved ones.

During the first weeks on our 18-bed ward we tried hard to admit as many patients as we could from hospitals to ease the pressure on the NHS.

In the community, many of our patients were shielding and it was a priority to find ways to maintain their support whilst keeping them, and our staff, safe. There was rapid change to

our services and we introduced consultations by video and adapted according to preference and needs. We continued to visit people at home and also supported carers, patients and professionals with 24/7 telephone advice.

We've always had the desire to offer the best that was available on any level but actually, people were just grateful that we were still open and operating.

Highs & Lows

There were many highs and lows over the months of lockdown. Some of the stories and experiences will forever stick in my mind.

On our inpatient unit we provided terminal care for a patient whose wife had dementia and didn't understand why she

couldn't be with him in hospital. He was referred to us for his last two days. We supported his wife and daughter and enabled them to stay with him. Constantly reviewing visiting helped us to be able to bring them together.

At the other end of the spectrum at the beginning of lockdown I was faced with an elderly couple that had been shielding and came to our Finchley site. He was dying and they really couldn't manage at home any longer. They hadn't been separated in 50 years and it looked like we had a little time so I had to tell her that for her own safety she couldn't stay with her husband but that we would take good care of him. She was only able to visit him briefly. It was heart breaking. Moments like that make us very sad but I also have huge pride that we kept the hospice open and community support running, even when other services closed.

PPE Crisis

The issues over PPE were on the news daily, and we faced the same challenges with obtaining stocks as other healthcare providers.



The stock wasn't coming through and we were rapidly running out.

I remember the relief when we got our first national drop of PPE. It was long awaited but many of our orders had arrived without masks or aprons. It was really hard to see how we could keep going without this essential equipment.

In that period we had no choice but to ask our community for help, and it was that generosity of PPE donations in those first weeks that enabled us to continue to support patients. I would like to whole-heartedly thank our communities who responded when we needed your help. For all the donations of PPE equipment and other things to help our staff keep going I will forever remain grateful. It reaffirms the special relationship that North London Hospice has with its supporters and communities.

Physical Contact

The PPE has made communication with patients difficult. We realised how much we read through facial expressions. At NLH, doctors and nurses on our inpatient unit have a photo on our name badges to help show our faces more clearly. I tell patients 'this is what I look like underneath the PPE'.

Along with this I am used to greeting people with a handshake or holding someone's hand at the end of their life. For many it is the image so often shared in relation to compassionate hospice care. Sometimes people just need a hug, but of course we can't do that now. The lack of physical contact creates distance that we've spent our whole

careers breaking down and we just have to do it in other ways now. It's taken me a long time to get used to this new way of being.

The priority overall has been to keep people safe - our patients and our staff. I asked myself regularly "have I done everything I can?" We were and are on the frontline. We inevitably had a lot of sickness and were lucky not to lose any staff, but we've come through the first six months.

Family Support

I remember at the outset having a conversation with my husband as he worried for me but there was no question that I wouldn't work. I had a duty of care to my patients and all our staff and volunteers and I needed to do all I could. Those are the 'Duties of a Doctor.' At the darkest time and in the planning phase I did revise my will. Now that I have had some time to reflect I know that the sense of pride I felt working as part of the medical and clinical teams at North London Hospice will stay with me my whole life.

There were times I feared for my family's safety. I knew I might be bringing Covid-19 home and ultimately we did experience it as a family. I got sick, as many of my colleagues did. We were all trying to do our best to keep everyone safe but it did keep me awake at night. I wanted to be able to tell myself that we did everything we could do. I worked from home as soon as the fever passed but there were moments I had to dig deep to find the energy.

It is important for me to recognise that my husband



and children have been amazing. I checked out of everything except work for months and my husband took over all the remote learning and caring for the girls whilst trying to keep his full time job going. I worked hard for the Hospice and for our Palliative and End of Life Care network for London.

At NLH our Chief Exec and Chair of our Board of Trustees felt it was important to let the families of its frontline staff know how valued they were so amongst other things they wrote a letter to each of them thanking them for supporting us to do our work. My girls and husband felt appreciated and I know I couldn't have done it without them.

The Future

The learning curve has been steep - professionally, personally and as a team - and the transformation in the way we deliver our services has

been huge. We've worked hard to put changes in place that keep people safe, such as uniforms, scrubs and screens, we can use video to conduct consultations and we have new ways to help with staff wellbeing. All care providers have also learnt the importance of individualised care, which has always been central to our care and is key for the future.

This situation is constantly evolving and equally fascinating as we continue to learn about a new illness and the impact it has had. And that's the way I think it will be for some time to come.

I'd like to personally thank our supporters, staff and volunteers who have helped us keep going and stay open to support our patients.

Stay safe and keep going!

WAYS TO GIVE

There are many ways you can support North London Hospice. Here's just a few:

Make a **donation** via our website at www.northlondonhospice.org/donate or set up a regular donation of any size via our new '**regular giving**' direct debit option on our website.

Purchase a leaf for our beautiful **Tribute Tree** in memory of someone special. There are bronze, silver and gold leaves that cost £250, £500 or £1000 for a year.

If you shop on **Amazon**, they will make a donation to your chosen charity every time you shop if you enter their site through **Amazon Smile**. Select North London Hospice as your chosen charity and always access Amazon via www.smile.amazon.co.uk - then shop as normal and they will do the rest.

Almost one in five of our patients are cared for thanks to **legacies**. Please consider leaving a gift of any size to us in your **Will**. Look out for our **Free Will Months** when we will even cover the cost of making your will. Our next Free Will Month is in November.

However you make a donation to us, whether it's a financial donation or preloved goods to our shops, if you are able to **Gift Aid** your donation, we can claim an additional 25% at no extra cost to you.

Sign up to one of our **events** or **challenges**. There are walks, runs, bike rides and more on offer. Find details in the Support Us section of our website. If you don't find anything you like, we'd be happy to help you set up a fundraiser that suits you.

Finally, it's just 12 weeks until **Christmas** and our **2020 card selection** is now available to buy. You'll find the selection of card designs and order form at the back of the magazine or you can pop into any of our shops and pick up a pack or two or place your order via our website.



FANTASTIC FUNDRAISERS!

Fairview New Homes Offers Generous Support



When Fairview New Homes, whose head office is in Enfield, saw our Urgent Appeal for support in the spring, their board and employees wanted to help. But we were bowled over by their generosity.

The company, and many of its staff who had voluntarily reduced their salary to contribute to the donation, pledged tens of thousands of pounds to help plug some of the funding gap caused by the cancellation of our summer programme of events.

Their donation will fund 740 days of community nursing care.

Gerald Malton, Executive Chairman of Fairview New Homes commented: "Our Head Office has been located in Enfield with business operations in and around the area for more than 50 years, so when we were made aware of the North London Hospice Appeal, which was launched to help meet the shortfall in fundraising caused by the COVID-19 pandemic, we were pleased to be able to offer our support.

"Caring for people in North London, the dedication of the staff at the Hospice during this period, and indeed all year round, is admirable. Offering continued care and support to patients and their families at a time which has been made increasingly more difficult by the virus, is a challenge that they meet daily, and we very much hope our support will help and encourage others to support this cause further."

Jason & Orlaith Ride for NLH

Thanks to Jason Cohen and his fiancé Orlaith McVeigh who completed a two-day bike ride in August from Welwyn to Brighton and back again – a distance of 88 miles each way – raising over £1000 for NLH.

Jason's grandfather was recently cared for by NLH nurses and his grandma, Diane Scott, has been a fantastic supporter of the hospice for more than 20 years.

Jason said: "The work being done at North London Hospice is so immeasurable not just for the patients but for their families too. I have now experienced this first hand. Like so many other facilities the hospice needs the funding to continue to deliver this care and it is so true that giving a little, ultimately makes a lot if people come together!"



The Long & The Short Of It

Our IT Manager James Brooker is spending the entire British summertime in shorts! Yep, he'll have his legs on show come rain or shine until Sunday 25th October. Thanks to James, his fun fundraiser is raising thousands of pounds for patient care. There's still time to support James and help him reach his £3000 target before winter sets in! Visit his justgiving page and sponsor him here: <https://www.justgiving.com/fundraising/jamesmbrooker>

Thames Path Challenge

Our fabulous PA to our Clinical Directors Lisa Benzaken is putting her best foot forward! Together with her sister Sharon and niece Tami, the trio have embarked on the 184 mile Thames Path Walk to raise vital funds for North London Hospice. Their quest, which will be completed in stages, is already off to a great start.

"The hospice supported my family when my dad was at the end of his life with pancreatic cancer. He was on IPU for about three weeks and during that time it was like a home from home. He was supported clinically and we were all supported as a family. We will be forever grateful to the Hospice and staff for all the kindness and care they gave us," said Lisa.

To support the family's challenge you can donate at www.northlondonhospice/donate and mention Thames Path Walk



Caring For Body & Mind

“North London Hospice cares for the emotional as well as the physical needs of a patient, something that was so important to my husband” says Claire Modi-Nichols.

Claire’s husband Sunil Modi-Nichols, lived with heart disease (failure) and after more than five years trialling new and existing treatments, which provided him with precious time with family and friends, he was referred to the hospice in November 2019.

“Sunil was very fearful when he was referred but we were struggling and had run out of options so the hospital advised him it was time for palliative symptom based support.

“From the moment we arrived we felt very safe. For me, I had a lot of responsibility as Sunil’s main carer and that responsibility was immediately shared as soon as we walked into the beautiful building in Finchley” added Theatre Manager Claire.

Sunil, 53, a Communications Manager, met Claire through mutual friends and they remained together for 25 years. They married in Goa and lived in Barnet with their 11-year-old son Tyler.

“Heart failure is an unpredictable illness. There are peaks and troughs,” adds Claire. “I was Sunil’s main carer, had a full-time job and our son to look after. On several occasions the hospice suggested Sunil went in for two-weeks of respite care.

“His first visit was a revelation to us. The staff cared not just for his physical needs but provided emotional support too. He had a room with a balcony where he could sit outside and there were big sofas for Tyler to lounge on if he wanted to. His time on the ward also gave me a chance to sleep and recharge. The doctors and nurses encourage independence and during each stay they helped and supported him to get back to living at home.”

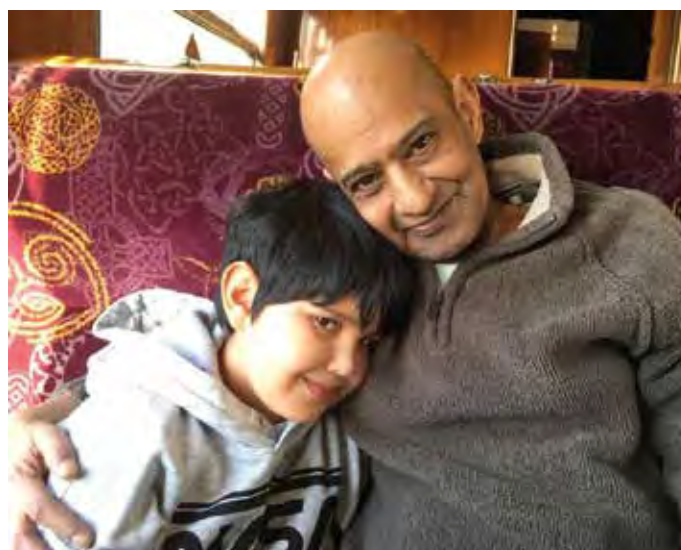
During the pandemic North London Hospice maintained its services and kept its ward open. Technology was utilised and consultations were often conducted via phone or video link. Access to the ward was limited and visitation restrictions were introduced to keep patients, staff and families as safe as possible.

“Throughout the lockdown we felt supported. Anne Mossack from the social work team called regularly, sometimes just to see how I was, and the spiritual care team have been wonderful. Laurence from the team arranged video meets with Sunil which he really appreciated and he also calls me too.”



“Sunil wanted to be at home but he was not at peace or at ease so he went back into the hospice on 20th August. When he arrived he suddenly relaxed, he stopped fighting, and the next day he passed away peacefully. I was there holding his hand along with his sister and his best friend. I was so grateful I was by his side. We couldn’t have asked for anything more.”

Claire concluded: “Each member of staff is so caring and they have time for their patients. In a hospital the nurses



are so busy but at the hospice they stop and spend time with you. We all really valued that. The holistic care that we received was so important to us. They cared for the mind as well as the body. We've had an unbelievable experience with North London Hospice, and can't thank them enough."

During the years he lived with heart failure, Sunil was aware of the lack of knowledge in the wider community, and gaps in care when it came to heart failure. He collaborated with the British Heart Failure Society and spent four years capturing his experiences for them, which will feature in a campaign documentary 'Fighting Failure' to be screened in the autumn.



My Big Fun Walk 2020



Almost 900 supporters took part in our My Big Fun Walk event in September in support of the hospice - raising more than £50,000.

Our annual 8.5 mile Big Fun Walk from East Finchley to Westminster was



unable to take place this year but we were delighted that so many of you decided to take part in our revised My Big Fun Walk, enabling you to do your walk your way in memory of loved ones and to support patient care.

Our fundraising team is still waiting for the final figures but donations have already topped £50,000, for which we are extremely grateful

It was wonderful to see so many supporters that join us each year for our annual walk make My Big Fun Walk their own in 2020. Groups including Jah Bob One Love and the Zumba Ladies donned their trainers and The Finchley Ladies decided nothing was going to stop their Big Fun Walk and they completed the regular route from East Finchley to Westminster.

We also saw supporters complete their walks all over the country, including Lisa Harber and her dog Rosie, who took on the challenge while in Cumbria, walking 8.5 miles in one day whilst raising funds to support our services.

Thanks to everyone who took part and raised vital funds for patient care. We hope to see you all for Big Fun Walk 2021!

Free Will Month

North London Hospice is delighted to announce that this November we are holding another Will Month. As with our previous Will Month campaigns, we have teamed up with several local legal firms who have offered their Will writing services to North London Hospice supporters free of charge for the whole of November.

All we ask is that you consider making a voluntary donation to North London Hospice, or pledge to leave the Hospice a gift of any size in your Will. This is a wonderful way of ensuring that your affairs are all in order whilst supporting your local Hospice.

Every year thousands of people in the UK die without a Will, and having a Will written is the only way to ensure that your personal wishes are carried out after you die. If you would like to register your interest in this campaign, and be sent a list of the participating legal firms or for more information, please visit www.northlondonhospice.org/legacy.



NORTH LONDON
HOSPICE
Registered Charity No. 285300

WILL MONTH

This November we are inviting you to be part of North London Hospice's **FREE** Will Month.

An amazing opportunity to have your Will professionally written or amended, whilst at the same time supporting your local Hospice.

To find out more please register your interest online at www.northlondonhospice.org/legacy

FROM DATA MATTERS



Registered with
FUNDRAISING
REGULATOR

Farewell North London Hospice

- It's been a privilege to work here

After 10 years at North London Hospice – four years as Nursing Director & six as CEO – and over 30 years in palliative care, Pam McClinton retired in August. Here she looks back at a decade at the forefront of the provision of end-of-life care in North London.

When I look back at the last 10 years, the over-riding achievement is that we are supporting more patients than ever before. At present that's over 900 people at any one point in time, and more than 2,600 patients a year overall.

When I started working in palliative care in the late eighties as a community Macmillan Nurse the driver for me was the realisation of the difference good end-of-life care could make to patients and their loved ones. I still feel this passion as I leave over 30 years later.



Service Expansions

NLH serves the communities of Barnet, Enfield & Haringey and throughout a decade when the need for palliative care has never been greater we have expanded our specialist community services that provide care at home, grown our ward capacity to 18 beds, introduced 24-hour support and our First Contact Service, built a curriculum of training

courses to educate both our staff and local healthcare providers and developed a state of the art Health & Wellbeing Centre, whose services both enrich and support the lives of our patients and their families.

I've been an advocate of the Compassionate Neighbours programme, which connects trained volunteers with people in their community who are reaching the end of their life through age or illness. Whether it's for a cup of tea or a lift to an appointment, these volunteers help people avoid social isolation and I am proud we have trained 150 of them to date.





The Pandemic

It's fair to say that none of us will ever forget 2020. It's been the most physically and emotionally challenging year I can remember. But like so many other healthcare providers, our doctors and nurses, social workers, bereavement support staff and all those that work hard to deliver our services, rose to the greatest of challenges during the Covid-19 pandemic. We faced difficulties with PPE, changes in face-to-face care provision and severe restrictions on access to our ward and home visits to protect patients and staff, which was immensely difficult for all.

We, as an organisation owe a huge debt of gratitude not only to our frontline workers, but to our community, who supported us once the pandemic took hold in March. Donations of PPE, food supplies and financial contributions flooded in when we asked for it, and it's heartening to see people are still giving what they can.

The pandemic has provided a steep learning curve for us all. The hospice has become more adaptable and nimble and begun to see communication technology as a friend. Patients used iPads to stay in touch with loved ones and consultations and some wellbeing services

were able to take place online thanks to the power of Zoom. Technology can never replace being at a bedside or holding someone's hand as they reach the end of their life but it can help us stay in touch and 'be there' even if we cannot physically be there.

There are still challenges to come. As a charity it costs £13 million a year to run North London Hospice, and it relies on its community to raise £9 million of that cost. The hospice's spring and summer events programme

was cancelled but new ways for people to show their support are emerging, many NLH shops have reopened and events that enable annual much-loved fundraisers to resume, but differently, are providing some income.



A Fond Farewell

I will miss being part of North London Hospice, what it stands for and the people that I have had the privilege to work with over the years. The importance and significance of good palliative care has been with me throughout my nursing career and it has been an honour to be a part of the history of North London Hospice and to continue its fundamental purpose to improve and enhance the quality of life for those it supports.

Manjit Aujla-Starr



Manjit Aujla-Starr brought a sense of fun, warmth, great humour and life to North London Hospice. Her death, after a short illness, in June this year has left her colleagues, volunteers and the patients and families she supported extremely saddened.

Manjit's role as our Wellbeing Lead, in which she organised activities to support the wellbeing of our patients and families, saw her run our Come & Connect social groups at the Health & Wellbeing Centre & Finchley hospice. She also organised exercise, singing and skincare sessions and regular entertainment to help enrich the lives of our patients.

HWC Associate Director Trudi Leighton said: "Manjit was a one off – her passion and belief for the work of North London Hospice was central as was her advocacy for the patients. Manjit was skilled at organising an event, getting you to do things that were out of your comfort zone and she could sell ice to eskimos such was her charm and persuasion. She is dearly missed –our princess; the best worker."

Manjit worked at North London Hospice for more than 10 years in a number of different areas of the organisation. She began as our Community Links Co-ordinator in 2008, working with volunteers, and became part of the Health & Wellbeing Centre team when it opened in 2015.

As Dr Jo Brady remembers fondly: "I recall wandering through the open space living room at our Finchley Hospice one day and before I knew it, Manjit had me playing karaoke bingo for 1970's music. She had a wonderfully mischievous way and made simple things great fun. She breathed life into the building and I will miss her."

Former Chief Exec Pam McClinton, who worked with Manjit, for most of her time at NLH, described her as a 'special person' adding: "She had the ability to talk to anyone and to make them feel special too. Manjit loved life and this was portrayed in the clothes she would wear and the handbags that she would adorn. We will miss that sparkle that was Manjit."

As her friend and colleague Su Mullen concludes: "Maz touched everyone she knew. She will be sadly missed but so happily remembered."

Our thoughts and prayers are with Manjit's family and her two beloved dogs, Ruby and Dolly.

NLH Team In Chart Topping Single with Captain Tom

Ten of our team were part of Captain Tom Moore's chart topping cover of You'll Never Walk Alone which saw him become the oldest artist ever to claim the No.1 spot.

NLH staff joined the NHS Voices of Care choir and Michael Ball for the charity single which raised funds for the NHS and social care organisations during lockdown and saw Captain Tom Moore become a national hero who raised more than £35 million with his 100 lengths before his 100th birthday challenge.

It became the fastest selling single of 2020 and was No.1 for Capt Tom's special birthday.



Events & Diary Dates

If you'd like to take part in an event, fundraiser or challenge for us, see what's on offer on our website www.northlondonhospice.org/for-fundraisers

Or if you have something else in mind, contact our fundraising team who will be happy to support you. Email fundraising@northlondonhospice.co.uk

Eugenia Von Piccardio

Eugenia Von Piccardio, who was our much-loved East Finchley senior shop manager, has sadly died aged 82.

She was a familiar face to so many in East Finchley and a dedicated member of our team until she retired less than two years ago.

Born in Austria in 1938 she came to Hampstead as an au-pair and settled here, training as a nurse at the Trade Union Hospital. After a stint at Colombo's Hospice she became a PA at an International Trade Fairs company. In 1976 she met her future husband Peter and they enjoyed 37 happy years of marriage.

For almost three decades Eugenia volunteered for North London Hospice

NLH Retail Operations Manager Catherine Harrington said: "Eugenia was one of our most dedicated and hardworking managers and was always one of the first people to offer extra time and help whenever we were short staffed. She was a lovely person to work with. She also very much enjoyed socialising with her work colleagues outside of work where her wit and sense of humour kept everyone entertained. She was a joy to have known and will be fondly remembered."

Colleague and friend Annette Morris added: "Eugenia ensured we volunteers all had great fun and lots of laughter whilst supporting a wonderful cause. She was a lovely lady and we all miss her terribly."



New Trustees

We have welcomed three new trustees to our board this year, Jennifer Walters, Simon Males & Cate Woodwark



Jennifer is currently Director of Communications at Drinkaware and has extensive experience in the communications & marketing industry, having previously held the Director of Comms role at The Children's Society, Unicef UK & the Royal College of Obstetricians & Gynaecologists.



Simon has a successful career in the financial industry and is Founder & Managing Partner of capital raising & investor relations business Carrick Roads Capital Ltd. Simon is also a member of our board's Finance Committee.



Cate joined us in May and has spent 15 years as an Associate Specialist in palliative medicine. During her time working in hospice care, Cate took a keen interest in education and research, publishing two papers and acting as clinical supervisor to the GP trainees.

THANK YOU TO OUR WO

It's official. We have the best supporters!

Our community has helped to keep our frontline staff safe during the pandemic with donations of PPE and well fed with daily deliveries of yummy treats and healthy food. And of course we are so grateful for your financial and fundraising support to help keep our services running. However you showed your kindness, we thank you all. Here's just a few supporters we would like to mention.



Our volunteer **Joanne Solomons** crocheted head bands for our IPU nurses to attach their masks to in order to stop their ears getting sore.

Real Estates have been incredible with regular deliveries of food to Finchley – from M&S ready meals & baskets of fruit to Friday treats.



Thank you to **Headsense**, who kindly donated 60 cute patterned masks for our staff to use when travelling to and from work, while Toni Fine delivered 10 beautifully hand-made masks.

MP Theresa Villiers popped by with Help Them Help Us to deliver hot meals.



AMAZING COMMUNITY!



Thank you to supporter **Lilian Cordell**, who prepared some tasty Bukharian dishes for our evening staff nurses and hosted a fundraising cookery demo on You Tube.

Barclays Bank in Whetstone treated staff to a hamper of chocolates and when energy was low, **Costa Coffee** provided a pick me up with a delivery of coffees.



The residents of nearby **Lynton Mead** in North Finchley popped in with a hamper of goodies to lift our nurses' spirits while the **Bayleaf Restaurant** delivered curry.



PPE Donations

Our call for PPE received an overwhelming response from across the three boroughs. From nail bars and hair salons to dentists, pubs and schools, our community has helped to keep our nurses and patients as safe as possible throughout the pandemic.

The **Lions Club of London** in Covent Garden received a grant to buy a large box of masks for our medical team, while visors came from **Queenswood Girls School** and goggles and gloves from **Vita et Pax Preparatory School**. 4000 PPE aprons were donated by our friends at the **Ediboro Castle Pub** and surgical masks were kindly sent by **Woodford Dental Care**. Rebecca Hulstrom donated masks and the wonderful people at charity **Kit 4 Carers** sent a large consignment of masks, aprons and gloves. **William Hill** and **MedPharma** came to our aid with donations of hand sanitiser.



NORTH · LONDON
H O S P I C E

Registered Charity No. 285300

You are all **amazing**

Thank you to everyone for your support during coronavirus. Without your help we couldn't keep caring for the 800 patients we care for every day.

We still need your support so please continue to remember your local charity.

THANK YOU



www.northlondonhospice.org



Registered with
**FUNDRAISING
REGULATOR**

TAKE YOUR PICK FROM SELECTION OF 2020 CH

You can also buy our cards in our 18 shops or online at www.northlondonhospice.org



CARD 1

City Scene

Message inside:

With Best Wishes for Christmas and the New Year

£3.50



CARD 2

Twelve Days

Message inside:

Happy Christmas

£3.50



CARD 3

Dove

Message inside:

Season's Greetings

£3.50



CARD 7

Sunset in the Forest

Message inside:

Season's Greetings

£3.50



CARD 8

Winter Postbox

Message inside:

Merry Christmas and a Happy New Year

£3.50



CARD 9

Fireside Christmas

Message inside:

Merry Christmas and a Happy New Year

£3.50



CARD 10

Song of Angels

Message inside:

Wishing you Peace and Joy this Christmas

£3.50

ALL CARDS COME IN PACKS OF 10 AND INCLUDE ENVELOPES

OUR BEAUTIFUL CHRISTMAS CARDS



CARD 4

Winter Robin

Message inside:
Season's Greetings

£3.00



CARD 5

Alexandra Palace in Winter

Message inside:
Season's Greetings

£4.00



CARD 6

Christmas Wreath

Message inside:
*With Best Wishes for
Christmas and the
New Year*

£3.50

ALL CARDS COME IN PACKS OF 10 AND INCLUDE ENVELOPES

CHRISTMAS CARDS 2020 ORDER FORM

You can also buy our cards in our 18 shops
or online at www.northlondonhospice.org

		NO. OF PACKS	£ PER PACK
CARD 1	CITY SCENE		£3.50
CARD 2	TWELVE DAYS		£3.50
CARD 3	DOVE		£3.50
CARD 4	WINTER ROBIN		£3.00
CARD 5	ALEXANDRA PALACE IN WINTER		£4.00
CARD 6	CHRISTMAS WREATH		£3.50
CARD 7	SUNSET IN THE FOREST		£3.50
CARD 8	WINTER POSTBOX		£3.50
CARD 9	FIRESIDE CHRISTMAS		£3.50
CARD 10	SONG OF ANGELS		£3.50

SUBTOTAL £

P&P* £

If you would like to top up with a donation to
our 'Light up a Life' appeal please add it here. **£**

TOTAL £

*** POSTAGE AND PACKAGING**

Orders under £8 = £2.50
Orders under £20 = £4.00
Orders over £20 = £6.50

LIGHT UP A LIFE DEDICATIONS

1 NAME
1 DEDICATION
1 NAME
1 DEDICATION
☐ I will be attending the **virtual** 'Light up a Life' ceremony
on Sunday 29 November at 4.30pm.
If 'yes', how many people will be attending?

PAYMENT AND ADDRESS DETAILS

NAME
ADDRESS
POSTCODE
☐ I enclose a cheque made payable to North London Hospice
☐ Please debit my credit/debit card:
Card No. 0000 0000 0000 0000
Security No. 000 Issue No. (if applicable) 000
Start Date: 00/ End Date: 00/00
Name as it appears on card:
Cardholder's Signature:
Date:
☐ Tick here if you do not wish to receive an acknowledgement

GIFT AID

Increase your donation by 25p of Gift Aid for every £1 you
donate. Gift Aid is reclaimed by North London Hospice from
the tax you pay. Your name and address are needed to identify
you as a current UK taxpayer.....
☐ I am a UK taxpayer ☐ I am NOT a UK taxpayer
Signature
Full Name

*I would like to Gift Aid my donation to North London Hospice and any qualifying
donations I make in the future, or have made in the past 4 years to North London
Hospice. I am a UK taxpayer and understand that if I pay less Income Tax and/or
Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax
year it is my responsibility to pay any difference. Please notify North London Hospice
if you wish to cancel this declaration, change your name or address or no longer pay
sufficient tax on your income and/or capital gains.

NORTH LONDON HOSPICE FINCHLEY

47 Woodside Avenue, London N12 8TT (for SatNav use the postcode N12 8TF)
Telephone: 020 8343 6806 Fax: 020 8343 7672 Email: nlh@northlondonhospice.co.uk

HEALTH AND WELLBEING CENTRE

110 Barrowell Green, Winchmore Hill London N21 3AY

NORTH LONDON HOSPICE HARINGEY

Haringey Community Palliative Care Team
George Marsh Centre, St Ann's Hospital, St Ann's Road, London N15 5TH

OUR CHARITY SHOPS

By donating your unwanted items to the Hospice you are not only helping us to continue providing our services to the local community but you are also recycling and preventing your items going into landfill.

If you have large items or would like to arrange a house clearance contact our collections team: **020 8343 6813**



Crouch End

020 8340 3269

21 Topsfield Parade, London, N8 8TP

East Finchley

020 8883 6493

123 High Road, London, N2 8AG

Enfield Town

020 8366 1297

60 Church Street, Enfield, EN2 6AX

Finchley Central

020 8349 0290

15 Ballards Lane, London, N3 1UX

Golders Green

020 8731 7807

41 Golders Green Road, London, NW11 8EE

High Barnet

020 8441 3325

94 High Street, London, EN5 52N

High Barnet Furniture Shop

020 3137 2326

120 High Street, London, EN5 5XQ

Mill Hill

020 8959 3162

8 The Broadway, London, NW7 3LL

Muswell Hill

020 8444 8131

44 Fortis Green Road, London, N10 3HN

New Barnet

020 8440 8424

63 East Barnet Road, Barnet, EN4 8RW

North Finchley

020 8445 5148

724 High Road, London, N12 9QD

North Finchley Furniture Shop

020 8343 6814

987 High Road, London, N12 8QR

Palmers Green

020 8447 8884

377 Green Lanes, London, N13 4JG

Southgate

020 8886 4342

71 Chase Side, London, N14 5BU

Turnpike Lane

020 8889 0660

19 High Road, London, N22 6BH

Whetstone

020 8343 9888

1297 High Road, London, N20 9HX

Winchmore Hill

020 8360 5220

743 Green Lanes, London, N21 3RX

Wood Green

020 8365 8622

212 High Road, London, N22 8HH

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