Caring & Compassionate

Staff provide high quality service to patients says CQC
Caring for our patients and their families is the most important thing that we do and everyone at St. Rocco's works hard to ensure that we support patients in making every day count.

In January we received the report from our latest routine inspection by the Care Quality Commission, the organisation which determines if our services meet the required standards. I am absolutely delighted to tell you that we were found to be ‘Good’ in all areas. This is a testament to the dedication and professionalism of all our staff and our volunteers across all areas within the hospice and I extend my thanks to them. You can read more about this on Page 3.

Our volunteers are a constant inspiration to us and we couldn’t do all that we do without them. It is wonderful to see that they are drawn from such a diverse cross section of the Warrington community and from all age groups. On Page 6 we have featured one of our younger volunteers who tells us what she has found inspirational about her time at St. Rocco's.

Last time we told you about the new developments for our day unit, the Vitality Centre. This focusses on enablement and well-being for those in our community living with a life-limiting condition. The range of services includes complementary therapies, therapeutic activities, medical out-patients clinics, physiotherapy, occupational therapy, and family support services. If you or someone you know may be able to benefit from these services, there is more information on our website, www.stroccos.org.uk.

One of the most inspirational events for me is our Starlight Ladies Walk and to celebrate its 12th anniversary we have given it a new look and a new day of the week, Saturday 24th June. We know that ladies love to walk in family groups or with friends and in this edition we are featuring a team made up of volunteers from our Lovely Lane shop.

The back page of this newsletter has our full calendar of events for 2017. I do hope that you will be able to join us at some of them. It is true to say that without you, our valued supporters, we would not be able to continue to look after our patients and their families at such a difficult time in their lives, so thank you!

Pam Massey
Chief Executive of St. Rocco’s Hospice
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Caring & Compassionate

Staff at St. Rocco’s Hospice provide a ‘high quality service to the patients they care for’. So says our latest CQC inspection report.

Our hospice, which provides specialist palliative care to people with a life-limiting illness and support for their families, was found by inspectors to be rated ‘good’ in all areas. Staff were described as ‘caring and compassionate at all times and treated everyone with dignity and respect’.

The inspection was carried under the new framework which looks at key lines of enquiry and seeks to establish if services are safe, effective, caring, responsive and well-led. Inspectors commented positively on all areas of hospice life from the medical care, environment, catering, care for families and care offered to patients in the community. The report noted that staff were knowledgeable, skilled and demonstrated a positive culture and enthusiasm. St. Rocco’s provides safe medical care and a service which treats patients as individuals, involving them in their care. Families were seen to be supported ‘right through the journey of supporting someone with a life-limiting illness’.

Volunteers were described as having a clear understanding of their roles and duties and were praised by patients and families for the way that they carry out those duties.

The report also noted that feedback from patients and their families was ‘overwhelmingly positive’. Staff were described as being ‘majestic at their job’.
We could see, and relatives told us, that staff, “are angels,” and invested their own time in helping people live full lives, make their own choices, and be part of the local community. We found staff and management to be passionate about and dedicated to their work.’

Pam Massey, Chief Executive Officer for St. Rocco’s said,

“We are absolutely delighted with this report which reflects the professionalism, skill and dedication demonstrated by our staff and volunteers and their willingness to go the extra mile for our patients and families. It also shows that, at St. Rocco’s, it takes the whole team, both medical and non-medical staff, to care for our patients so that they can get the very most out of every day.

We would also like to thank every person who makes our care possible by raising funds for us. We are a charity and without them we would not be able to continue to look after those in our community who need us at such a difficult time in their lives.”

If you would like to know more about our services and how we can help, then please email enquiries@stroccos.org.uk or phone 01925 575780.
Ellen’s Experience Makes the Difference

St. Rocco’s volunteer Ellen can’t wait to start her degree in medicine this September, confident in the knowledge that becoming a doctor is definitely for her.

Ellen, who studied for her A levels at Priestley College, knew that she would need some experience to support her application to study medicine. She had heard of St. Rocco’s and been involved in fundraising for the hospice at school. A family friend who had done something similar advised her to apply.

“Becoming a volunteer on the In-patient unit at St. Rocco’s was a great way to get experience in a health care environment and to give something back at the same time,” explains Ellen. “For me personally, it also helped to confirm my desire to study medicine and gave me the confidence that I would be able to cope if I decided to work in a medical setting.”

Ellen admitted to being quite nervous before she started,

“Fortunately, I’ve never experienced having relatives in hospital. I also had no idea what it would be like at St. Rocco’s. I thought it would a bit quiet and sad and that people wouldn’t really want to talk much, but I couldn’t have been more mistaken. The atmosphere is really positive and everyone is upbeat, helpful and friendly.”

Although Ellen came to gain experience, she enjoyed volunteering so much that, with the exception of a short break when she took her exams, she carried on right up until the time she went travelling in February.

“I really enjoyed talking to the patients. They have made such a big impression on me with their positive outlook, despite the fact that they are going through such a difficult time. They’ve helped me to see the value of making the most of every day.”

This included one lady who, despite being very poorly was determined, and succeeded, in going to vote in the election and another patient and his wife who always took time to ask Ellen how she was getting on with her studies.

Ellen says she would certainly recommend volunteering at St. Rocco’s.

“It’s really nice to be around all sorts of different people – staff, patients and families, and to have the chance to speak to them. I think that everyone makes sure that they make the time to talk at St. Rocco’s.

And, not only did I gain the experience I needed, it was good to know that I was helping in some way.”

If you think you might like to volunteer at the hospice, or in one of our shops, then get in touch with our Volunteer Services team by emailing volunteering@stroccos.org.uk or 01925 575780.
Ellen on her travels
HOSPICE HEROES!

Once again we have been overwhelmed by the amazing and wonderful things you have all been doing so that we can continue to care for patients and their families. We’d like to say a really big thank you to everyone who has taken up a challenge, organised an event or donated in any way to St. Rocco’s – we really couldn’t do what we do without you! Here is a glimpse of what has been happening.

Guy Lacey (on the left) pedalled all the way from London to Amsterdam via Brussels.

The Annual Mike Roach Memorial Bowls Match took place at the British Legion, Woolston.

SSE (pictured) and Zachary Daniels took part in Christmas bag packs at M&S Stockton Heath.

Christine Cambell organised a lovely coffee morning for family and friends.

Caroline Benson organised a cake sale at the Royal Mail sorting office at Great Sankey.

It was woollies all the way for Walker Begley staff on Christmas Jumper Day.

Leyland Brass organised a concert at the Parr Hall – they’ll be back there again on Sunday 12 March.

Over £9,000 was raised by schools and nurseries holding sponsored Reindeer Runs, including Winwick Primary School.
Melanie Harris from RPS Group encouraged her colleagues to take part in an office ‘Bake Off’.

Homebase at Riverside Retail Park celebrated their 20th anniversary and supported St. Rocco’s at the same time.

Fit to Tackle organised a Halloween Boot Camp, helping people get fit and supporting St. Rocco’s at the same time.

The Stockton Heath Flower Club hosted a very popular demonstration at the Park Royal Hotel.

Karen Taylor from Jessobel Boutique, Lymm, held a fantastic fashion show at the Park Royal Hotel.

We had a great team running for Rocco’s in the Warrington English Half Marathon!

Meet the ‘Lovely Lane Lovelies’!

It’s just after opening time on a Thursday morning at the St. Rocco’s shop on Lovely Lane and already customers are busy browsing and buying.

This particular morning however, there’s a quite a few curious glances being thrown in the direction of a group of shop volunteers who are not only talking about the team they are entering for this year’s Starlight Ladies Walk, but who are more than happy to pop on fairy wings and colourful masks for a photo!

For most of them it will be the first time that they have taken part. They are all excited and looking forward to the experience; especially the great atmosphere of a walk that has a special place in the hearts of people all over Warrington who turn out each year to support their local hospice.

This is the 12th anniversary of the walk, which starts at midnight at the Orford Jubilee Hub before wending its way through the streets of Warrington. To mark the anniversary we have a new look and the opportunity for girls aged 12 and above to sign up and walk with mums, grandmas, aunties and cousins.

The shop on the corner of Lovely Lane and Lodge Lane started just over a year ago as a ‘pop up’ but has now become a permanent fixture in the community. So much so that in February the opening hours were extended to include Saturdays.

“We love volunteering here” said Louise, “It’s like a big family at Lovely Lane and we thought that having a team in the Starlight walk would be great fun and good for the shop too.”

“Some of us are walking for personal reasons but we’ve all known someone who has been affected by cancer or other such illnesses,” added Michelle.

“The volunteers here are really enthusiastic and taking part in Starlight is a great way of increasing that team bond,” said Debbie Cunningham, Retail Operations Manager for St. Rocco’s who will be joining the ladies on the walk. “They are certainly up for the challenge and we’re all looking forward to it.”

Why not join the Lovely Lane Lovelies? To register for the Starlight Ladies Walk 2017, go to www.starlightladieswalk.co.uk or phone the Fundraising Team on 01925 575780.
Coming Soon - Dedicate a St. Rocco’s Sunflower to a Loved One

At St. Rocco’s we love flowers! Our fabulous volunteers help to ensure that there are always beautifully arranged flowers around the hospice for everyone to enjoy. Our patients’ rooms are all named after wildflowers and, in the Spring and Summer, the gardens are always bursting with colour.

So we thought it would be a wonderful idea to feature sunflowers in the display we are planning right in front of Warrington Town Hall at the end of May. St. Rocco’s is an organisation that exists to serve the local community – it is your hospice; so we couldn’t think of a better place to create our display than right in the centre of the town.

We will be giving you, along with the rest of our community, the opportunity to dedicate an everlasting St. Rocco’s sunflower to a loved one in return for a donation. Our aim is to create a sea of yellow that will be for everyone in Warrington to enjoy as they visit or pass by the town hall. Any donation you make will go straight to caring for the patients and families who need us at St. Rocco’s.

Afterwards you will be able to have your flower as a keepsake and lasting memory of your loved one. It’s completely up to you to whom you decide to dedicate your sunflower – they don’t need to have been a patient at the hospice.

Keep a look out in the next few weeks for more details of how to dedicate your St. Rocco’s sunflower which will be available on our website, www.stroccos.org.uk.
Planning for the Future

Norman Banner is the Chair of the Board of Trustees at St. Rocco’s Hospice. He was formerly a Senior Partner at local firm of solicitors, FDR Law, where he is now a Consultant. He has many years of experience in Wills and probate services.

“One of the most important things you can do for your loved ones is to ensure that you have made a Will,” he advises. “For so many people it is one of the things that they mean to do, but never quite get round to sorting out. There are many reasons for this, but one of them can be because people are under the impression it is a complicated process.”

This is where St. Rocco’s Will Week can help. Between 15th and 21st May our group of supporting solicitors will kindly waive their usual fee for writing a basic will in return for a donation to support patient care at St. Rocco’s.

“Writing a Will really does provide peace of mind, as you know that your loved ones will be provided for in the way that you would wish,” says Norman.

Often making a Will gives individuals the opportunity to support a charity close to their heart. Gifts in Wills make a big difference to us at St. Rocco’s. We could not have continued to provide specialist care to the people of Warrington over all these years without the many kind and generous gifts that people have left to us in their Wills. Currently for two weeks of every year Gifts in Wills keep St. Rocco’s running. So you can see why this kind of donation, whether it be large or small, is so important to securing future patient care.

If you would like to participate in this year’s Will Week, or if you are considering leaving a Gift to us in your Will, you can find more information on our website, www.stroccos.org.uk or you can email Tracy Barnes on giving@stroccos.org.uk.

Will Week 15th-21st May
Thank You!

As a charitable organisation we really do rely on your support to help us to care for our patients. These are just four of our fantastic events where our local community once more showed its generosity, raising amazing amounts towards patient care.

**Strictly St. Rocco’s**

Thank you to all our fabulous amateurs and the professional dancers from Cadmans Dance Centre. Over £45,000 was raised at our glitziest event of the year at Mere Golf Resort & Spa in December.

**Christmas Tree Collection**

Thanks to our wonderful sponsors and team of volunteers, our annual Christmas Tree Collection continues to go from strength to strength. Over 1600 trees were collected, raising £24,000.

**Light Up a Life**

Our wonderful Light Up a Life services took place at the beginning of December with over 5000 lights shining brightly for loved ones on our tree and over £38,100 donated towards patient care.

**Lantern walk**

In October a long procession of sponsored lantern walkers wound its way through Orford Jubilee Park as younger members of our community raised a fantastic £18,000.

If you would like to support patient care at St. Rocco’s see our events diary for 2017 on the back page or go to www.stroccos.org.uk for more information.
STARC\illage
LADIES WALK 2017
SATURDAY 24TH JUNE

Glow for it!

at Orford Jubilee
Neighbourhood Hub

Midnight Sponsored Walk

To register and fundraise online, visit
www.starlightladieswalk.co.uk

For more information call 01925 575780
Support St. Rocco’s in 2017!

Get involved this year and help us to support our patients and families. There’s something for everyone!

Will Week, 15th - 21st May

Great Manchester Run 10K & Half Marathon, Sunday 28th May

Starlight Ladies Walk, Saturday 24th June

St. Rocco’s Sunflowers, May/June

Snowdon by Night, Saturday 8th/Sunday 9th July 2017

Dragon Boat Race, Sunday 30th July

Ride London 100, Sunday 30th July

Colour Run, Monday 28th August

English Half Marathon, Sunday 17th September

Golf Day, Wednesday 20th September

Children’s Lantern Walk, Sunday 22nd October

Ladies Autumn Lunch, Thursday 9th November

Reindeer Runs, December 2017

Light Up A Life, Sunday 3rd December & Thursday 7th December

Strictly St Rocco’s, Sunday 10th December

Christmas Jumper Day, Friday 15th December

Tree Collection, Saturday 6th January

www.stroccos.org.uk fundraising@stroccos.org.uk 01925 575780

St Rocco’s Hospice @StRoccos stroccos_hospice