



HOSPICE HOMECARE
YOUR LOCAL HOSPICE AT HOME
25 YEARS OF CARE



Calling pooches great and small Yorkshire's Biggest Dog Walk returns for 2018

See page 12



(01609) 777 413

24 hr answer phone message



admin@herriothh.org.uk



www.herriothh.org.uk



18 Omega Business Village, Thurston Road, Northallerton, DL6 2NJ



@HHHomecare



herriothospice

Charity Number: 1151298 Company Number: 8445922

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WELCOME



Personalised patient focus

As a new year arrives, many of us may be focused ahead on the personal goals we will achieve in 2018; the memories we'll make; and the ways we can make a difference to those around us.

At Herriot Hospice Homecare, as well as looking forward through the lens of our ambitious new strategy, we are reflecting upon our impact in 2017; from the reintroduction of our end of life care service to the announcement of our patient-focused plans for the next three years.

And as we embark on the next 12 months, and our services continue to grow and flourish, I am humbled and inspired to see the personalised care delivered by our team of volunteers and staff each and every day: care which treats people as individuals; support that is steadfastly focused on patients and their families; and services which evolve to meet the changing needs of our district.

In November 2017, this approach was recognised by the independent regulator of all health and social care services in England, the Care Quality Commission (CQC), who certified that Herriot Hospice Homecare offers good care to local people.

We believe everyone living with terminal illness deserves this high-quality care, and we are proud to receive this accolade in our 25th anniversary year. We share more from the CQC report on p3-4.

As a charity powered by the communities we serve, we hope you will stand alongside us for another 25 years. In this edition you'll find enclosed a Herriot Hospice Homecare birthday card, which we invite you to return to us with your own personal message, memories or story. We'd love to hear what your local hospice means to you, and why you choose to be part of a community of action supporting local families affected by terminal illness and bereavement.

Your support has made the last 25 years possible and together I know we will be able to continue caring for decades to come.

I hope you enjoy this edition of your supporter newsletter, and thank you, as always, for your continued support.

Tony

Tony Collins, Chief Executive

 @HHHomecare  herriothospice

In good hands caring

Herriot Hospice Homecare strives to offer the very best care to local people living with terminal illness and bereavement through services which are safe, caring, effective, responsive and well-led.

personalised

The Care Quality Commission (CQC) is the independent regulatory body which measures all health and social care providers across these five key tenets, and in November 2017 Herriot was proud to be recognised as offering good care to our community across each and every one.

During the visit, CQC representatives spoke with patients, family and carers as well as members of the Herriot Hospice Homecare team. Here we share some observations made by the CQC as part of their report.

“Staff provided people with compassionate care, which respected their privacy and dignity. People who used the service were included in making decisions about their care whenever this was possible, and they told us that they were consulted about their day-to-day needs.”

support



compassionate



professional

YOUR CARE

“Care plans were in place outlining people’s care and support needs. The staff were knowledgeable about each person’s support needs, their interests and preferences in order to provide a personalised service.”



respect

responsive

local

One health care professional told the CQC: “There is no doubt that the team who are in place work hard and do everything they can to respond to patient needs. They are keen to work in partnership with the other providers involved in the patients’ care”.

Patients and family members told the CQC...

“I can get on with other things when they are here. I didn’t realise I’d get so tired and they give me a break.”

“The care staff are friendly and they always treat us with respect. They know our likes and dislikes as we can talk to them and they listen.”

Herriot Hospice Homecare is committed to listening to the experiences of the people using our services to ensure we can provide the best possible care and support. Tell us what we’ve done well or what we could do better by contacting us on (01609) 777 413 or emailing admin@herriothh.org.uk or writing to us at: 18 Omega Business Village, Thurston Road, Northallerton, DL6 2NJ

30 seconds with... Ruth Sykes, Head of Services at Herriot Hospice Homecare



Ruth Sykes joined the Herriot Hospice Homecare team around eight years ago. With a background in social work, Ruth saw an opportunity to utilise her experience supporting and empowering people, and was drawn to the hospice ethos of individualised care.

Ruth said: "Hospice care is about supporting and valuing the person as a whole, and this extends to the people who are around them – their family, friends and carers."

As Head of Services, Ruth's role involves ensuring Herriot's services are of the highest standard, as well as supporting staff and volunteer teams to deliver care, and working with the Herriot leadership team to develop services in response to the needs of the community.

A trained healthcare assistant, Ruth is also involved in caring for patients in their final weeks and days. She adds: "Caring for people at home really is very special. Being invited and allowed into someone's home, and into their lives, at a very difficult time is an incredible privilege. It means we often get to know the person and hear what makes them who they are – whether it's how they met their husband or wife, what they achieved in their career or where they were born.

"It can be the small things that make what we do so rewarding – someone sharing their

photographs with us, meeting their pets, chatting to their family and friends and being able to help someone remain in their own home surrounded by all of these things which are so important to them.

"People can be more relaxed in their own homes – it is often remarked upon that as a team we are very discreet and professional, responding to what the family need and offering people space where they need it. As well as being there to answer questions people may have, or listen to their worries, we also find there's laughter and positivity.

"We have a very special team of staff and volunteers; each person has so much passion, commitment and flexibility – they go above and beyond to make sure the care we're providing is as personalised as possible, and they work to support each other as a team.

"As we look to the future of services, it is great to see how Herriot is developing even more personalised services around people's individual needs. We continue to be innovative and open to exploring collaborative working to offer the most efficient and effective services for local people – I think this adaptability and patient-focused approach really characterises Herriot Hospice Homecare."

Joining forces

In the last edition of your supporter newsletter, we shared the news that Herriot Hospice Homecare has recently grown its range of services to offer support for ex-forces personnel aged 65 or over who may be experiencing loneliness and isolation - whether affected by terminal illness or bereavement, not having family close by or living in a remote part of our community.



As part of this package of support, Herriot is offering tailored opportunities for people to develop skills, confidence and a chance to socialise as part of a friendly volunteer team, including joining our shop teams in Bedale, Catterick, Masham, Northallerton, Richmond, Stokesley and Thirsk.

Other support available to the ex-forces community includes regular home visits from a volunteer befriender, specialist bereavement support and other bespoke volunteer opportunities.

If you, or someone you know, would like to know more, please get in touch on (01609) 777 413.

What does your local hospice mean to you?

In this edition of your supporter newsletter, you'll find a Herriot Hospice Homecare birthday card, which we invite you to return to us with your own personal message, memories or story.

We'd love to hear what your local hospice means to you, and why you choose to be part of a community of action supporting local families affected by terminal illness and bereavement.

We're also inviting you to make a donation as a birthday gift to Herriot Hospice Homecare, should you wish. All gifts, large or small, help us to offer high-quality personalised care in people's homes across our community; your support enables families to make memories, do what matters most, and remain in the place of their choice for as long as possible.

Thank you.

2018 is the year I will...

...take on a challenge

Make 2018 a year to remember by achieving a personal goal whilst raising funds for Herriot Hospice Homecare.

There are so many ways you can achieve what matters to you and support your local hospice care charity – simply choose your challenge, and our friendly team will help you to reach your goals.

Did you know, you're also more likely to succeed if you are motivated to do something for a good cause.

If 2018 is the year you'll put on your running shoes, why not be part of the iconic Great North Run, which takes place on Sunday 9th September.

The event is always exceptionally popular, and Herriot Hospice Homecare has 10 guaranteed places – one of which could have your name on it!



...safeguard the future of hospice care

Did you know that making a will is one of the best ways to safeguard the future of the people and things you care about?

Registration is just £35 and we ask that runners aim to raise at least £250 in personal sponsorship. Our fundraising team is on hand to offer tips and support to help those pennies and pounds start stacking up.



To secure your place and get a head start on your training and fundraising please call our fundraising team on (01609) 777 413 or email FR-Team@herriothh.org.uk

As we look ahead to 2018, there's never been a better time to tick this important task off your to-do list while making a difference to local families affected by terminal illness and bereavement.

Once you've looked after family and friends, remembering Herriot Hospice Homecare in your will enables the charity to continue caring for future generations.

Find out more about leaving a legacy to your local hospice care charity at: www.herriothh.org.uk/donate/wills or call (01609) 777 413.

2018 is the year we will...

... raise funds at work

Does your workplace choose a charity to support each year?

As an independent hospice care charity, Herriot relies upon the generous support of teams in workplaces across the district who help to raise vital funds through bake sales, raffles, marathons and more.

If you and your colleagues are looking to support a local charity this year, raising funds for Herriot Hospice Homecare makes a real difference to the services we provide across Hambleton and Richmondshire.

When you choose Herriot, our fundraising team will work with you to support your calendar of fundraising activities. We'll also provide you with a range of fundraising materials, support and information about how your fundraising helps to keep you inspired and motivated throughout the year.

If you would like to make Herriot your charity of the year at work, please get in touch with our fundraising team on (01609) 777 413 or email FR-Team@herriothh.org.uk

One of the businesses who chose Herriot as their charity in 2017 was food services and facilities management company Sodexo.

Staff working for Sodexo at Catterick Garrison – Europe's largest army base – raised £1,200 through a summer ball and raffles.

Ian Pullan, Regional Account Manager for Sodexo, said: "Because the majority of our colleagues are based in the area we were keen to support local charities and we have several employees who have experienced the services provided by Herriot Hospice Homecare.

"We were delighted to raise this money for Herriot, which does such an important job in our community."



New home for Northallerton store

If you've nipped to Northallerton recently, you might have noticed our popular Herriot shop has relocated – just across the road!

You'll now find our Northallerton store on the other side of the high street at 127 High Street, next to Maxwell's.

As well as being more central in the town, the new retail outlet offers Herriot more cost-effective premises, enabling the charity to invest the maximum amount of funds raised into supporting families across Hambleton and Richmondshire.

What's more, the layout of the new store means that we are able to display more high quality goods for our customers to browse, meaning you're more likely to find just what you're looking for.

The shop has already received a positive response from our community, and Head of Retail at Herriot Hospice Homecare, Kathryn Harrison, said: "We were delighted to be able to find new, and even more suitable, premises in Northallerton.



"The shop is in a busy location and those who have visited already will know that we continue to sell the range of quality items we're so well known for, including designer fashion brands and unique homewares.

"If you haven't yet popped in, why not treat yourself to some rewarding retail therapy this month?"

Catterick store opening soon

We are pleased to share the exciting news that our seventh Herriot Hospice Homecare shop is soon to open its doors, located in the busy community of Catterick Garrison.

Work is underway at 50-52 Richmond Road, Catterick, to transform the shop into a bright, spacious home for our range of high quality preloved fashion, homewares, books and bric-a-brac.

The store is in a busy, visible location, and we hope that it will prove just as popular as Herriot's six existing stores, which collectively raise almost one third of the £1million the charity spends each year providing hospice care services.

You can call in and see us at our Catterick store in early Spring 2018, and we'll share more updates here in your supporter newsletter, and on our social media channels.

Why we love volunteering

We caught up with two of our superstar shop volunteers at the Richmond store to hear about why they choose to support Herriot by offering their time and skills.

Chris Wiper Gentry

(pictured left) has been part of the team since the store opened in August 2017. She said "After my friend was supported by Herriot I was keen to give something back.

"I like volunteering because I know the money I'm helping to raise is benefiting those who need the support of the charity.

"I also enjoy fundraising with friends and neighbours in my home village of Moulton. The last event we held raised £835!"

Bev Pearey (pictured right) was looking for the next step in her career which led her to volunteer with Herriot to develop skills and experience in retail. Bev said: "I arranged a four week placement through my local job centre in October 2017 - but I enjoyed it so much I'm still volunteering today!

"I didn't have any retail experience, and volunteering has really built my skills and confidence. I always look forward to coming in."

We're looking for enthusiastic volunteers to join our teams in Bedale, Masham, Northallerton, Richmond, Stokesley and Thirsk, as well as the soon-to-open Catterick store.

Whether you're looking to meet new people, develop your skills and CV or simply wish to support your local hospice care charity in a dynamic and rewarding way, we'd love to hear from you. Get in touch on (01609) 777 413 or email admin@herriothh.org.uk



Fundraising news

Over the next two pages, we report back on some of our Herriot fundraising events and those held on our behalf since the last newsletter.



Light up a Life

Just before Christmas, Herriot Hospice Homecare held its first Light up a Life remembrance service.

The service, at St Mary's Church, Thirsk, enabled people to remember and celebrate the lives of friends and family by dedicating a light on the charity's Christmas tree, which was illuminated on the evening.

Scores of people attended the service and made a donation to support local hospice care, helping to raise more than £2,000.

Herriot Hospice Homecare Chief Executive, Tony Collins, said: "This was the first time we have held a Light up a Life service, and we were delighted that the community could join us in this special mix of remembrance and celebration."

"Each light on the tree shone brightly in love and tribute to those who, through our memories, continue to illuminate our lives each day."

"We would like to thank everyone who attended the service, as well as those who made a donation."

"The funds raised helped Herriot to support families in their own homes across the Christmas period, surrounded by the people and things that matter most to them, as well as enabling us to offer care into the new year and beyond."

Light up a Life will take place once again this coming Christmas; we'll share more details on this very special event in forthcoming editions of your supporter newsletter.

Santa fun run

Another festive-themed event helped to raise almost £500 for Herriot Hospice Homecare.

Thirty-five people took part in our 4th annual Santa Fun in Northallerton, running 5 kilometres around the town's Park Run course.

Richmond MP Rishi Sunak was among those in the community taking part, along with his two young daughters, Krishna and Anoushka, and his mother, Usha. Rishi said: "The Santa Run is always great fun, whatever the weather."

"Herriot Hospice Homecare is a wonderful local charity delivering a service that many of us, our families and friends, may need."



Thank you to everyone who took part, as well as the Park Run volunteers for manning the course.

Yorkshire's Biggest Dog Walk



Last October saw the inaugural Yorkshire's Biggest Dog Walk, where hundreds of pooches great and small joined Herriot along with celebrity vet Julian Norton from the Channel 5 hit series 'The Yorkshire Vet' for an autumnal stroll to raise funds for local hospice care.

The walk took place at the beautiful woodland estate of Camp Hill, Bedale, and saw hundreds of wagging tails take to the scenic 5k course, with Julian and his Jack Russell, Emmy, leading the walk.

Thank you Thirlby

Despite only having a population of 134, Thirlby has raised thousands of pounds for Herriot over the years.

In 2017, the village raised around £2,000 through three events, most notably the annual walk in the dark. Organised by Bob, Dave and Jean

Hunter, this involves a twilight walk followed by drinks and refreshments and the raffle of a very special prize, a walking stick made by the 'Wren Man' himself, Bob Hunter.

The 2017 walk in the dark raised an amazing £1,331 - a record for the event.



Dog breeds large and small, along with their two legged friends, took part and collected sponsorship, raising a fantastic £8,000 for Herriot Hospice Homecare.

Took part in 2017 and can't wait for the next walkies? Or perhaps you missed out on the chance to be part of last year's event and want to help us make this year the biggest yet?

Well we've got great news – Yorkshire's Biggest Dog Walk is returning for 2018! Join Julian Norton, Emmy and the Herriot Hospice Homecare team in July for a 5k walkies. Venue to be announced soon!

We would like to thank everyone who supported Yorkshire's Biggest Dog Walk 2017, including a huge thank you to The Camp Hill Estate for generously providing the beautiful venue; to The Yorkshire Vet and Daisybeck Studios teams for their amazing support; and to our walkers who stepped out to raise funds for local hospice care.

The village contributed another £530 when Terry Cree and his son Ben made a Herriot-branded soap box and entered it in the York soap box derby; and to cap the year off, over £150 was collected through people in the village making donations to Herriot, rather than sending Christmas cards to each other.

Thirlby is inextricably linked with Herriot as the village was home to James Herriot himself (Alf Wight) and his daughter Rosie Page, one of our patrons, still lives there.

Rosie says: "Dad was a much-loved person in Thirlby, so people in the village have been keen to raise money for the charity that was named after him.

"We're only a very small village but we are proud of the amount we have raised for Herriot."

Supporter in the spotlight

Hilary Enevoldson, Chair of the Board of Trustees

Herriot Hospice Homecare is governed by a team of trustees, who donate their valuable time and expertise. As volunteer representatives of the community, their role is to guide the charity's overall strategic direction, effectiveness and accountability to ensure Herriot achieves its mission.

We talk to Chair of the Board of Trustees, Hilary Enevoldson to find out more about her role in leading this important team.

Hilary said: "We have a good mix of trustees, who each bring different experience and skills to the board.

"Each is passionate about Herriot, and believes in the personalised care and support offered across our services.

"My role as Chair is to bring my particular skills and experience as a former GP in Northallerton, as well as harnessing the passion, ideas and skills of our six other trustees.

"Practicing in Northallerton from 1984, and in my role as lead for palliative care in the area, I developed an insight into the needs of people living with terminal illness in our community.

"I could see that many people wanted to stay at home at the end of their lives, and Herriot Hospice Homecare enabled them to do this.

"But not only did Herriot make this possible, I



could see that the quality of care provided was excellent.

"This was one of the main reasons I felt compelled to support the charity as a trustee."

Hilary, who joined the board in this role around eight years ago, took up the role of Chair in September 2016. She said: "I have seen many changes, and I'm proud to see how the organisation has grown and adapted,

particularly with our renewed

focus on end of life care and our specialist bereavement support service going from strength to strength."

Hilary also gives her time as a volunteer driver to help patients get to and from appointments. She adds: "I've always loved meeting people and talking with them; being able to support patients in this way really is rewarding.

"One of the things I most enjoy about my role is knowing how much impact our services are making to people, and seeing these services develop in response to the needs of our community.

"It's always wonderful to meet our team of volunteers, too, who come from different backgrounds and bring such a range of skills and experience to the charity."

We're looking for a trustee to join our board who represents the voice of those using our services. If you, or a family member or friend, have had experience of the care and support provided by Herriot and feel you could bring your skills to guide the strategic direction of the charity, we'd love to hear from you: Get in touch on (01609) 777 413 or email admin@herriothh.org.uk

Upcoming events

make a date now...

To book tickets or find out more about any of the events above/below, please contact our fundraising team on FR-team@herriothh.org.uk or call (01609) 777 413

SATURDAY 10TH MARCH 6.30PM

HERRIOT ANNIVERSARY DINNER

CRATHORNE HALL, YARM

Join Herriot to mark 25 years of hospice care at this exclusive black tie event, taking place on Saturday 10th March.

As part of this unique evening, guests will enjoy a sparkling drinks reception in the luxurious surroundings of Crathorne Hall, followed by a sumptuous three course meal, auction and live band.

This special event takes place in Herriot's 25th anniversary year, and tickets are allocated on a first come, first served basis; we recommend early booking to avoid disappointment.

All funds raised help the charity to offer vital care and support to families in our community living with terminal illness and bereavement.

Tickets are £85 per person, or £800 for tables of 10. Crathorne Hall is offering a limited number of rooms at a discounted rate for Herriot Hospice Homecare guests who wish to stay overnight following the event; those wishing to take advantage of this offer should contact the hotel directly by Friday 23rd February.



SATURDAY 24TH MARCH 1PM

HISTORY WARDROBE

CLEVELAND TONTINE HOTEL, STOKESLEY

Come along to the beautiful Cleveland Tontine Hotel for afternoon tea and a terribly tempting talk fashions of the thirties presented by History Wardrobe. Tickets cost £30

THURSDAY 29TH MARCH

HERRIOT SPRING DRAW

As our anniversary year comes to a close in April 2018, we're inviting you to enter Herriot's exciting Spring Draw, which offers you the chance to win a variety of spectacular prizes, including cash.

Help us mark the close of this milestone year by making it our biggest and best prize draw yet – whether you choose to purchase tickets yourself or offer friends, family or colleagues the chance to win.

We want to share opportunities which are right for you, our amazing community of supporters. If you would rather not receive these tickets in future, please telephone or email us and we will be happy to update your preferences.



SUNDAY 22ND APRIL 12NOON

CLASSIC CAR RALLY

THIRSK HIGH STREET

If you love classic cars, come along to Thirsk where there will be lots of amazing, vintage cars on display. Members of our friendly Herriot team will also be available with collection buckets on the day from around 11.30am - 1.30pm.

SATURDAY 26TH MAY 7.30PM

BIG BAND NIGHT

THE FORUM, NORTHALLERTON

Join Alan Owens and The Forum Big Band as they play music by the legendary Glenn Miller. Long-time Herriot supporter Bill Waters is once again kindly sponsoring this popular event.

Tickets are available from www.forumnorthallerton.org.uk or by phoning (01609) 776 230.



SUNDAY 29TH JULY 11AM (REGISTRATION FROM 10AM)

YORKSHIRE'S BIGGEST DOG WALK

VENUE TO BE ANNOUNCED

Yorkshire's Biggest Dog Walk is back! Calling beagles of Bedale, pugs of Pateley, lurchers of Leyburn and all pooches great and small: Join Herriot Hospice Homecare and celebrity vet Julian Norton for a scenic summer stroll this July.

Entry is £7.50 per dog, with two people free when walking with a pet. Additional walkers and those without a pooch can join us too, with entry charged at just £7.50 per person. There are also opportunities for people to be part of the event in a variety of rewarding volunteer roles.

Don't miss out on your place in this year's event - put the date in your diary today and we'll share more details in the next issue of your supporter newsletter.



As a valued supporter, we want to keep in touch in a way that's right for you, so please let us know if you would prefer us to communicate in a different way, for example by email, or, if you would rather not receive updates from Herriot. You can tell us your communications preferences by calling (01609) 777 413 or by emailing: admin@herriothh.org.uk



WARMLY INVITES YOU TO JOIN US
FOR THE

*Herriot Hospice
Homecare
Anniversary Dinner*

CRATHORNE HALL
SATURDAY 10TH MARCH

Sparkling drinks reception, followed by a sumptuous
three course meal, auction and live band.



Tickets - £85 per person
Tables of 10 - £800

To book:
T: (01609) 777 413
E: FR-Team@herriothh.org.uk