

# THE NEWSLETTER

SUMMER 2009





# CONTENTS

Comment	2
All the fun of the fete	3
Sharing life stories	5
Focus: Raising awareness	7
Day patients take a break	8
Long-service volunteers applauded	11
Diary dates: Make a note!	12

Cover story: Mildred the Dorothy House duck and her brood have taken up residence in the courtyard – see page 6

## DOROTHY HOUSE

Dorothy House Hospice Care was set up in 1976 at the Bath home of its founder, Prue Dufour (formerly Clench). In 1995, Dorothy House moved to its present home in Winsley, from where we provide free care and support for 800 patients and their families every day in Bath, north and west Wiltshire and parts of Somerset.

## CONTACT

If you would like to discuss any aspect of this newsletter, or the work of Dorothy House Hospice Care, please contact Katrina Sudbury during office hours – Monday to Friday, 9am-5pm

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# COMMENT



**As I write this letter,** at the beginning of what we hope will be a wonderful summer, I first want to say what a great pleasure it was to see so many supporters at our fete on 6 June. After a week of blazing sunshine, the weather was a little disappointing – but you can see from the pictures opposite that it was a very enjoyable day. We raised not only much-needed funds but also awareness of the work we do both in the hospice and in the wider community we serve.

Our awareness-raising campaign, highlighting Hospice Care in Your Own Home, has been running for some months now. On pages 6 and 7 we look at how patients and their families benefit from such care, and at how we are extending our expertise in end of life care, through our education programmes, to include residents in care homes and people with learning disabilities.

We also highlight some of the wonderful fundraising events you have held for us over the past few months. Charities can suffer in times of economic recession, so we are very grateful indeed for your continued generous support. We need to raise £7,000 every day to continue to provide free care to more than 800 patients and their families – so every penny really does count.

Our board of trustees has two new members, Garry Peagam and Ian Tomlinson. I would like to extend a warm welcome to them both.

Finally, we said goodbye at the end of May to Stewart Hoare, who has done an excellent job over the past nine years as head of retail and volunteer services. We now have a thriving network of 19 shops and an outstanding volunteer development programme, thanks largely to Stewart's leadership in this area. We wish Stewart a very happy retirement – and also extend a very warm welcome to his successor, James McDonald, who is profiled in our 10 Questions feature on page 11.

*Sarah Whitfield*

**Sarah Whitfield**

Chief Executive

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## A fete to remember

Our fete on Saturday 6 June was a fun-filled occasion – Lady Margaret, suitably attired, opened proceedings and gave the afternoon a distinctly dotty flavour. Hundreds of visitors enjoyed a great variety of entertainment and the day made a profit of about £5,000!





# NEWS

## Talent on show

Year 11 pupils from Hardenhuish School in Chippenham raised nearly £850 for Dorothy House by staging a talent and variety show. The idea was dreamt up by 16-year-old Tom Williams and friends Hayley Terrell and Jack Houston. Tom says: "We wanted to do something as a year group before we all got completely involved in our GCSEs and then moved on to college or sixth form. We decided to do it for Dorothy House because the hospice supported my cousin."

"We had lots of support – our teachers helped with lighting and staging, family members baked cakes, friends ran the interval refreshments and about 30 students performed."

Dorothy House fundraiser Phillippa Watson visited the school for the final assembly before Tom's year group started their exams, to accept the cheque for £841.59. She said: "Congratulations to Tom, Hayley and Jack for organising the show and raising such a fantastic amount for the hospice. It shows a huge amount of organisation and enterprise."

## Al fresco opera

There's a treat in store for opera fans at the end of July, when Opera Brava presents Opera in the Park in the stunning grounds of Ston Easton Park, Somerset. Puccini's La Boheme will be performed on Friday 24 July, with Mozart's The Marriage of Figaro the following evening, in support of Dorothy House. Tickets are £25 in advance, or £30 on the night, subject to availability; children £10. To add the finishing touch to an evening of spell-binding music, you can order a luxury picnic to enjoy on the front lawn, or book a pre-opera gourmet dinner. Dorothy House supporters can claim a 10 per cent discount on dinner or accommodation by quoting 'Dorothy House' when booking. More details, or book online, at [www.stoneaston.co.uk](http://www.stoneaston.co.uk)

## A day in the life ...

... of Dorothy House  
physiotherapist  
Wincent Anthony

**I start the day** with a prayer, and a proverb from The Bible. I'm up and about by 7am and then, after breakfast and a shower, it's off to work at Dorothy House.

I work in both the In-Patient and Day Patient Units, so a typical day begins with meetings to talk about which patients I need to see.

If I am seeing a new day patient, I will assess their needs, decide on what kind of physio input is needed and let the DPU staff know what is planned.

We may need to look at pain relief: this can involve helping someone use a TENS machine, or practising techniques such as myofascial release or soft tissue release – both of which involve stretching exercises that reduce pain. This relates closely to my main area of expertise, which is in musculo-skeletal manipulation.

I may also do a mobility assessment, finding out whether the person needs any equipment, such as a walking frame or a stick. We can also look at difficulties with balance, and problems such as breathlessness and fatigue, and provide appropriate help.

I usually see day patients on Tuesday, Thursday and Friday mornings. In the afternoons, and all day Monday and Wednesday, I tend to be working with in-patients. Many of the physio needs are the same as with day patients, but people



can also need help with adjusting to life at home after being in hospital. I often deal with mobility and manual handling issues – advising family members and carers as well as the patients themselves.

Liaising with patients, family and the clinical staff is part of the multidisciplinary approach and something that Dorothy House is very, very good at.

After work, I go for a jog, then cook some curry and read – often the newspaper or medical research, which I really love. For relaxation, I also enjoy dancing and music – preferably hard rock or electronic trance.

My day ends, as it began, with a prayer and a Bible reading.

## Old school tribute to Jon

A fundraising event in memory of Jon Sims, who died earlier this year at the age of just 25, is being organised by Jon's friend Wayne Palmer. Wayne is a long-time supporter of Dorothy House and well-known in west Wiltshire for his amazing charity fashion extravaganzas. His tribute to Jon is a Skool Dayz evening at Melksham Assembly Hall on Saturday 4 July. With a St Trinian's/schoolboys dress code, school disco, tuck shop, sports day and school fete, the evening promises to recreate the best days of your lives. Teacher will call the register at 7.30pm, and school's out at midnight. Tickets are just £5, available now from [waynesworldoffashion@hotmail.com](mailto:waynesworldoffashion@hotmail.com)

## It's your story

The Dorothy House Life Stories project gives patients the chance to hand on memories and history to the next generation

Memory boxes, photo albums, prose, poetry, tapes and DVDs – there are so many ways of recording the stories you want to share with children and grandchildren, partners and friends.

The Dorothy House Life Stories project celebrates the fact that everyone has a story to tell and gives people the chance to make a bit of history, which future generations will probably find fascinating.

Creative therapy co-ordinator Ros Stroud said: "The project is going from strength to strength, especially as we now have such excellent support from the IT department, who have helped us with audio recording equipment and even with making DVDs.

"Two of our volunteers have been an invaluable help in typing up patients' stories, transcribing taped reminiscences or sitting in on sessions and taking notes.

"Creating a life story is a celebration.



Telling their stories not only helps patients to make sense of their lives, but can also help them to communicate with other members of their family and to have difficult conversations by providing a focus for discussion.

"People who have come to the sessions have found that it can spark new passions: they are constantly coming up with fresh ideas. Some just need starting off and then continue at home; others use the sessions to write a book! But everyone seems to find it beneficial – as one patient said: 'Life Stories has added a splash of colour to the grey'."

## Didn't we have a great dotty day?



This year's Dotty Day was a great success, with even more businesses, schools, groups and individuals joining in the fun on 1 April. We had people dressing in dotty clothes, baking and selling dotty cakes and organising all kinds of dotty games and competitions. Money is still coming in from all your events, but we expect to have raised more than £3,600 – thank you all for your enthusiasm and inventiveness.

SUMMER 2009



■ Sandra Wells and friends raised £105 with their dotty raffle, while the Melksham patchwork group made these wonderful dotty chickens to sell

## Blooming lovely

There is a wonderful story behind the Dorothy House rose, which makes its debut at this year's RHS Hampton Court Flower Show in July.

The pearl pink floribunda is named in memory of Doreen Constance Dorothy Elsie Rennie (nee House), who was looked after by the hospice before her death in March 2008, at the age of 83. Mrs Rennie's daughter, Jeni, writes: "It would seem Mum's parents could not make up their minds about her name, as she ended up with four Christian names. While she was living in Bath and undergoing treatment for her cancer the Dorothy House team were called on to help us. Mum (pictured below) was immediately "on" to the fact that in her name she was Dorothy House. She told every



nurse, carer and visitor about the fact that her name was the same ... she would laugh each time she told the story."

Mrs Rennie's family decided to name a rose in her memory – and to make a gift of the rose bushes to the hospice. This enormously generous gesture means Dorothy House will benefit every time one of the roses is sold.

As Jeni says: "We hope that Mum's gift gives and keeps on giving as the Dorothy House team do."

For more details about purchasing a Dorothy House rose, call fundraising on 01225 721480.



# NEWS

## Hair today

Radical hairdressing raised nearly £1,400 for Dorothy House when four friends decided to go for the chop in memory of Carol Chivers, who died from breast cancer in 2006 at the age of just 41.

Carol's friend Kath Balderson, who works at Athelstan Care Home in Malmesbury, was joined by her son Bob, Carol's widower, David, and workmate Liz Aggar. Kath, Bob and David took the plunge with a total head shave, while Liz opted for a short bob instead of her usual flowing tresses.

Kath said: "When Carol was ill, and losing her hair with chemotherapy, I offered to cut my hair to make a wig for her. Sadly, she didn't live long enough for that to happen, but the idea stayed with me and we decided to raise money with the sponsored head shave."



■ Before and after: Bob Balderson, David Chivers, Kath Balderson and Liz Aggar



■ Dorothy House resident mallard Mildred lost all her ducklings to predators last year when she nested on the pond by our chapel, so this year she played it safe and nested in the courtyard outside the In-Patient Unit. She hatched 12 ducklings at the end of May, delighting patients, staff and visitors who love watching the little ones splashing about in the courtyard's water feature. Mildred has become ultra-protective since a rook snatched one of the ducklings, and shelters her brood under her wings at any hint of danger. Dad George, however, has not taken the slightest bit of interest since the brood hatched, and spends his day swimming round on the chapel pond, oblivious to his fatherly responsibilities.

## Care beyond the hospice

Dorothy House doesn't only look after people at the hospice and in their own private homes. Over the past year, our team of professionals have been working with residential care home staff to improve end-of-life care for their residents.

Dorothy House head of education Helen de Renzie Brett explained: "We started the programme in response to the government's national End of Life Strategy, which aims to improve end of life care for all sections of the community, including people living in residential care homes."

The project involved 20 residential homes, with staff attending a teaching and learning programme run by the education department at Dorothy House and evaluated by a team from the University of the West of England.

Four six-month programmes were run during 2008, with the aim of increasing knowledge and understanding of end of life care among care home staff.

Feedback from the programmes was positive, with staff reporting that they had been able to share good practice and

knowledge with colleagues, and that death and dying "is no longer a taboo subject".

Staff taking part in the programme found their confidence increased, and felt that "there was not only personal gain, but also gain for the residents and their families".

Alongside the care homes project, the education department is supporting a practice development nurse role. Denise Heals is working with staff caring for people with learning disabilities – to support the development of practice in this often overlooked area of end of life care.

Denise said: "People with learning disabilities may find it hard to grasp the concepts of death and dying – but they still have the right to know about it, and the right to be upset and to grieve for themselves and others."

"Staff working with this client group require support in meeting such needs and this post is one response to such provision. We are looking at ways of working with carers. Whatever differences people have, they all matter."

## Nursing those who need us ... ... helping those who love them

Since early this year, we have been running a campaign aimed at raising awareness of the work Dorothy House does out in the community. On this page, we hear about just some of the people who have benefited from 'hospice care in your own home'



### We are often asked

how on earth we manage to care for so many people, free of charge, when the hospice itself occupies just one building in Winsley.

The answer is that most of our care takes place in patients' own homes – which is where people generally prefer to be. Our team of specialist nurses and Hospice at Home carers make it possible for most people to remain at home, with expert support.

Mike Binney, who lives in Frome, is one of specialist nurse Wayne de Leeuw's patients. He and his wife Margaret say Wayne's visits have been 'hugely important' to them. Mike said: "Apart from having complete trust in Wayne's expertise, I feel I am treated as an individual, not just a person in a doctor's waiting room. When you are in a

vulnerable situation, having someone like Wayne coming to your home is absolutely marvellous."

The family of one of specialist nurse Olwyn Hughes' patients found her visits equally valuable. They said: "We relied on your ability to provide us with the extra help and continuity of care we needed.

"It was such a comfort for us all knowing that between us we were able to keep our mother at home and be constructive in her care."

Many of our patients are helped to stay at home with the support of the Hospice at Home carers, who provide a night sitting service and short-term respite care during the day.

Being able to call on such support can make a huge difference to patients and their families. Frances Nelson, whose husband Barry died at home in 2008,

explains: "I happened to mention to my husband's specialist nurse, Kate Hollands, that I had booked to go to the Bath & West Show but would have to cancel. Within minutes she was on the phone arranging a sitter for the day.

"On another occasion a sitter was arranged so I could go shopping in Bath.

"A day later, my husband began to go downhill fast and our district nurse arranged with Dorothy House for a sitter to come in for the night, allowing me to get some sleep.

"As the final stages arrived, sitters were arranged to come and be with me until such time as Barry's life ended.

"I cannot thank the Hospice at Home staff enough for all the support they gave us – and would say to others: don't be afraid, the support is out there and you will not be alone."

## The word on the street



Public transport is playing a big part in our 'hospice care in your own home' campaign – and those of you who live in and around Bath will probably have seen Neville Williams' taxi in its eye-catching livery.

Independent taxi driver Neville is keen to help raise awareness of the services we provide in people's own homes – and his taxi certainly turns heads with its distinctive pink, white and blue livery.

Dorothy House director of fundraising and communications Katrina Sudbury said: "Neville's taxi is really helping to raise awareness of Dorothy House: it's such a distinctive vehicle and we've had a lot of positive comments about its presence on the streets of Bath."

### Did you know?

**Dorothy House doesn't receive any funding support from national charities such as Macmillan and Marie Curie: all nursing care in people's homes in our area is provided by Dorothy House specialist nurses and Hospice at Home carers**



## THERE IS A DOROTHY HOUSE SHOP NEAR YOU

Come along and support your local Dorothy House Hospice Care shop. Our shops always need good quality clothing, bric-a-brac, books, toys, jewellery and home furnishings.

### BATH

15 Moorland Road 01225 444695  
14 Argyle Street 01225 444991  
3 Abbeygate Street 01225 444299  
30 Westgate Buildings 01225 482606

### BRADFORD ON AVON

2/2A The Shambles 01225 862093

### CALNE

1 Phelps Parade 01249 818818

### CHIPPENHAM

12 The Bridge 01249 443393

### CORSHAM

Unit 20, Martingate Centre  
01249 715556

### DEVIZES

3 Old Swan Yard 01380 729355

### FROME

19 King Street 01373 453484

### KEYNSHAM

51 High Street 0117 986 7757

### MALMESBURY

3 Market Cross 01666 824710

### MELKSHAM

7A Church Street 01225 700990

### MELKSHAM Furniture

10-14 Church Street 01225 704244

### MIDSOMER NORTON

74 High Street 01761 412196

### SALISBURY

11 Catherine Street 01722 411983  
(Joint venture with Salisbury Hospicecare)

### TROWBRIDGE

15 Silver Street 01225 754237

### WARMINSTER

14 Three Horseshoes Walk  
01985 215101

### WESTBURY

41/43 High Street 01373 858232

## NEWS

### Day patients take time out



■ Day patients enjoy the woodland walks at Center Parcs Longleat – and got up close and personal with birds of prey at the falconry demonstration



**Day patients** who took part in the annual trip to Center Parcs enjoyed their stay so much they bought a large photo-print of part of the Longleat forest to go on display in the Day Patient Unit at Winsley.

Irene, one of the 11 patients who spent three days at Center Parcs at the end of May, said: "It was a wonderful thing to do, not only because of the lovely surroundings and peaceful atmosphere, but also because we were able to meet patients who attend sessions on different days of the week.

"We thought a picture of a woodland vista would be a memento of the week and a thank you to the staff and volunteers who made it all possible."

Fellow Monday patient Bridget added: "We were lucky enough to have a

chalet overlooking the pathway to the lake and we were able to sit and watch all the wildlife – birds, rabbits and squirrels – right outside our window."

Eleven patients, plus eight staff and volunteers, stayed for the whole time, with 12 staff and volunteers coming in on different days to help out. As well as the usual picnic by the lake, forest walks and a day in the Aqua Sana spa, the group enjoyed a falconry demonstration and a horse and trap ride around the grounds.



### Stylish plea for donations

This eye-catching window display has resulted in a big increase in donations of clothes and accessories to our shop in Malmesbury. Volunteer Linda Branwood had the bright idea of dressing a shop window model in Dorothy House plastic carrier bags – even down to the rosettes on the shoes! A printed plea to 'dress me' left passers-by in no doubt about the message. It's a tip that Mary Portas might have picked up on in her efforts to turn round a charity shop in Kent, in the recent BBC2 series *Mary Queen of Charity Shops!* Unlike the shop spotlighted in the series, Dorothy House shops already have managers, along with high standards of presentation and organisation. Our donations are also of a much better standard than those in Orpington – but we still need more good quality items, so please continue to bring us all your unwanted items.





■ Colin Goodhind and Lesley Lay at Dorothy House with community fundraiser Emily Knight, left, and director of fundraising Katrina Sudbury, right

## Step up to the mark

Women from all over our area are already signing up for this year's Midnight Walk, which takes place on Saturday 12 September.

Our first two women-only walks have raised more than £140,000 for patient care – and this year we are aiming to top the £100,000 mark, so we can offer even more patients and their families hospice care in their own home.

The format for the 2009 Midnight Walk is the same as in previous years: we follow an eight-kilometre (five-mile) route, starting and finishing at Winsley. For full details, or to sign up for this popular event, call Phillippa Watson in fundraising on 01225 721480 or go to our website – [www.dorothyhouse.co.uk](http://www.dorothyhouse.co.uk)

We would like to remind all walkers that the event's success relies on everyone raising sponsorship: the £10 registration fee covers admin costs only. So, while we don't ask for a minimum amount, we do hope everyone will raise as much as they possibly can.

Another popular challenge – Walking on the Bright Side (pictured right) – was held on Good Friday this year. The event is gaining in popularity year on year, thanks to the hard work and enthusiasm of organiser Lesley Lay.

Lesley started WOTBS as a nationwide initiative, to raise funds and awareness,

in memory of her sister-in-law, Gill Goodhind. Gill, who lived in Melksham, was looked after by Dorothy House, and her family have been tireless fundraisers for the hospice since her death in 2006. Her husband Colin is a regular runner in the Bath Half Marathon, and her son Alex is the brains behind Melksham's most spectacular Christmas lights display, at the family home.

Lesley and Colin visited Dorothy House in early June to hand over the £3,300 raised by the walk so far – with more sponsorship still to come. Lesley said: "As well as raising money, the event gave the 75 walkers and 16 helpers a wider understanding of the amazing work hospices do and the support they offer to people and their families affected by life threatening diseases.

"I would like to thank everyone involved for their continued support for WOTBS and look forward to welcoming even more people to join us next year, on 25 April, when our local event will be part of the Dorothy House Walk to Remember."



## Down the garden path

**This year's open gardens season is in full swing, with many supporters opening their wonderful gardens to raise funds for Dorothy House. For a regularly updated list of gardens open in your area, check our website at [www.dorothyhouse.co.uk](http://www.dorothyhouse.co.uk)**

## Gift aid adds £80k

People donating goods to Dorothy House shops have contributed an extra £80,000 to hospice funds – simply by signing up to the Gift Aid scheme. The scheme, introduced in our shops last summer, means any UK taxpayer can Gift Aid their donation of goods, enabling us to claim an extra 28 per cent from HM Revenue & Customs on the proceeds when the items are sold. In the ten months since the scheme started, more than one-third of donors have signed up. Our new head of retail, James McDonald, said: "It takes less than a minute to sign up to Gift Aid when donating stock, but the benefits to Dorothy House are amazing. Please do continue to bring us your unwanted items, and Gift Aid them if you're not already doing so."

## No half measures

More than 550 people have already registered to take part in this year's Chippenham Half Marathon, which will raise funds for Dorothy House and the RNLI Lifeguards. The organisers hope to attract 1,800 entries – so if you would like to take part, you can find out more and register online at [www.chippenhamhalfmarathon.co.uk](http://www.chippenhamhalfmarathon.co.uk)

## Come dine with us

You can now raise funds for Dorothy House just by enjoying a meal with friends. Dinner4Good is a new way of raising money for charity, where anyone wanting to host a dinner sets up a web page and invites their friends to dine and donate online using their credit or debit card. It's easy to do and lots of fun – find out more at [www.Dinner4Good.com](http://www.Dinner4Good.com)

## Time on your hands?

Can you spare a few hours a week to help out in one of our shops? Full training is given, and there are various 'back room' roles available, as well as serving customers. Pop in to your local shop, or telephone the manager: there is a full list of shops opposite.

# NEWS

## Saturday Morning Faces

A poem by John Bentley, a regular customer at the Melksham furniture shop in Church Street

"Alright mate" approximates good morning  
to a near neighbour, whose name I've never known.  
Saturday morning strolls into town have  
taken on a groundhog regularity:  
Conservation gives way to commerce,  
as curios and bric a brac,  
with delusions of antiquity,  
return my gaze through plate glass,  
they sparkle in a setting of five spice and cardamom  
and East meets West End  
in King Street's arranged marriage of convenience.

In a Market Place, where livestock  
Changed hands for a shilling and a nod,  
a lonely herd of taxi cabs graze on pasties  
and ruminate over tabloid platitudes.  
Civic sandstone shrugs its crumbling shoulders  
and cradles a marooned nosegay of begonias  
in its tarmacadam palm.  
A callow youth races through adolescence  
clinging to a deranged hairdryer  
that screams life can be a drag strip at 180 decibels.  
Young stallions in hatchbacks  
defy us to cross to charity shop heaven.

The Dorothy House emporium of fine bone china  
is an Aladdin's cave of ritual rummaging.  
Shelf after shelf of pots and plates are shuffled and  
jostled  
by crusaders searching for their Holy Grail,  
that priceless piece of Moorcroft or Meissen  
that may be concealed behind emblazoned  
souvenirs  
from Bournemouth and Benidorm.  
Dealers, who don't know their art from their  
elbow,  
still hope to unearth that elusive Chippendale,  
as they trip over chipboard corner units.  
I sidestep a nearly new exercise bicycle  
that has never carried anyone to a size ten  
while a recently single young man  
leaves a small deposit on an unsoiled mattress.  
At the counter he's greeted with the kind of  
courteous consideration  
that in London we've long since traded for callous  
indifference,  
thinking we'd got the best end of the deal.

The Gods of retail satisfied,  
I exit, with a book in a bag,  
a volume of Aramaic verse, I know I'll never read  
but today, can't live without.  
I hold open the door to another of those familiar  
Saturday morning faces.  
He thanks me.  
And "alright mate" approximates  
"You're welcome".

## Support from afar

You don't have to  
live locally to support Dorothy  
House: pictured, right, is  
Irene Smith, of Rutherglen,  
Scotland, at the end of a VERY  
wet event held recently in Glasgow.  
The Glasgow Ladies' 10k run attracts  
thousands of entries from all over the world, and  
Irene, who is nearly 70, chose to run for us because Dorothy House is caring  
for her brother. Despite torrential rain and hail, Irene finished the run in 1hr  
38mins 33 secs – a personal best.

Irene said: "When I set out on this journey to become a member of Team  
Dotty, I never thought that people would be so generous. I am utterly  
overwhelmed at the kindness of all my family and friends and am on course  
to raise £450. I was proud to wear your Team Dotty shirt and am going to  
keep it in the hope that in the very near future I will  
be fit enough to do the same for you again."

On the other side of the world, Rona Doff is  
preparing to run a 10k race in her home town  
of Wellington, New Zealand. Rona's father  
David, who lives in Frome, is being looked  
after by Dorothy House.



Rona, pictured left with baby son Sean,  
said: "My dad is being visited at home by  
specialist nurse Wayne de Leeuw. Wayne's visits  
have been so helpful – and it is great that patients can  
have all this support for free. This is the main reason that I have  
chosen to raise money for Dorothy House with this run."

## And it's goodbye from him



■ Stewart  
chats to shop  
volunteer  
Christine Brown  
and trustee  
Catherine  
Chambers, right,  
at his retirement  
tea party

Dorothy House said goodbye at the end of May to Stewart Hoare, who has  
retired after nearly nine years as head of retail and voluntary services.

Stewart said: "I've thoroughly enjoyed my time at Dorothy House and  
feel we're all very lucky to work here. Although I will miss the people, and  
the atmosphere of the whole organisation, I am looking forward to having  
time to spend with my family, play more sport and travel."

Staff and volunteers presented Stewart with golf lessons, gift vouchers,  
wine and a specially personalised calendar at his retirement tea party, held  
in the Bloomfield Hall on 28 May.



# NEWS



■ Dorothy House said a big 'thank you' to volunteers who have completed ten, 15 or 20 years' service at a special tea party in June

## An invaluable contribution

**Volunteers and their guests** enjoyed tea, cakes and a get-together at the long-service awards ceremony held in the Bloomfield Hall on 4 June.

The event is held every year to say thank you to some of the hundreds of volunteers who contribute so much, both in the hospice at Winsley and in our network of shops across Bath, Wiltshire and Somerset.

Chairman of trustees Sheila Reiter presented certificates to volunteers who have completed ten, 15 or 20 years' service. She said: "Dorothy House wouldn't be able to run a retail operation without our volunteers – we have 500 working in our 19 shops. We also have 250 volunteers based at Winsley. In total, our volunteers save us more than £1 million every year."

Voluntary services manager Phillipa Huxtable added: "Dorothy House volunteers work in all kinds of roles – from making suppers for in-patients and driving day patients to and from their weekly sessions at the hospice to providing complementary therapies and working in the gardens. Their contribution is invaluable."

Among the volunteers receiving awards this year is Bernard Wilkins, who lives in Southwick, near Trowbridge, and is a regular driver for the day patient unit. Bernard, 74, became a volunteer ten years ago. He said: "One of the best things about working as a volunteer driver is picking someone up at the end of the day and seeing such a difference in their mood: they get such a lift from being in the Day Patient Unit. It does make it very worthwhile and gives a real sense of purpose to the day."

Receiving her 15-year award is Jackie James, who works at the Midsomer Norton shop. She said: "I joined the team of volunteers when the Midsomer Norton shop opened in February 1994. I have always looked forward to my Tuesday mornings in 'the shop' and this is very much due to our manager, Veronica Evans. She is always so encouraging and helpful, and has organised many events including some very memorable fashion shows. It is great knowing that one is helping the hospice."

### Did you know?

**Dorothy House now has 25 volunteers offering complementary therapies to patients and carers**

SUMMER 2009

# TEN QUESTIONS

James McDonald,  
our new head of  
retail and voluntary  
services



### 1 How long have you worked for Dorothy House?

Just since 20 May – but I visited a large proportion of the Dorothy House shops before I started. Prior to that I worked for Somerfield Stores for 16 years.

### 2 What would you be doing if you weren't working for the hospice?

I love sport, so ideally I would be watching the Lions Tour in South Africa, or the Ashes Test matches.

### 3 What do you expect to enjoy most about your new job?

A new retail challenge – and, of course, working with our 750 volunteers.

### 4 What's your favourite book or film?

Lord of the Rings, a book I first read in my teens and have re-read several times since, and the film which is a fantastic representation of the book.

### 5 How do you relax outside work?

I think I mentioned sport before: I am a Bath Rugby season ticket holder, and in the summer I play golf, and dive.

### 6 Describe your role at Dorothy House in a maximum of ten words.

Set the retail strategy; lead the retail and voluntary teams; communicate widely.

### 7 What single thing would make your life/job easier?

More time!

### 8 Who is your hero/heroine?

Probably Sir Steve Redgrave, not only for his consistency in delivering five Olympic gold medal performances, in five consecutive Olympics, but his modesty with it.

### 9 What has been the highlight of your career so far?

There have been many high points, but most recently being awarded a trip to Belize to see banana production following a very successful national conference I planned and delivered for Somerfield.

### 10 Describe yourself in three words.

Enthusiastic, customer focused.

# DATES FOR YOUR DIARY

**4 July**

**Skool Dayz** party and disco, in memory of Jon Sims, 7.30pm-midnight, Melksham Assembly Hall. Dress code: St Trinian's/ schoolboys; school disco, sports day, tuck shop, school fete, school photographer and much more. Tickets £5 from waynesworldoffashion@hotmail.com

**Open garden.** Bybrook, Bustlers Hill, Sherston, 2-5pm. Marquee with cream teas, pond, extensive gardens with picturesque views. Wet weather contingencies in place – so don't let a cloudy sky put you off visiting this 'little piece of heaven'. Admission by donation.

**5 July**

**Charity cricket match** Winsley Cricket Ground, 10am Kwik Cricket, 2pm main cricket match. Pig roast at 12.30pm, refreshments, raffle, stalls. More details from 01225 866187.

**18 July**

**Orchestra of St John's, Batheaston** Concert including Beethoven Symphony no 4 and Mozart Concerto in D minor, soloist Nicola Meacham. 7.30pm. Tickets £8 on the door.

**Driving Dotty** – sponsor a dot for Dorothy House on an ambulance being driven 10,000 miles to Ulaanbaatar, as part of The Mongol Rally 2009. For more details, call Yvonne on 01225 721480.

**23 July**

**Mixed golf classic** at Kingsdown Golf Club, Box. Tickets £47 per couple to include dinner (6.30pm). To book, or for more details, contact Shirley Palfrey on 01249 714264.

**24/25 July**

**Opera Brava** presents open-air concert performances of La Boheme (Friday, 8pm) and The Marriage of Figaro (Saturday, 7.30pm) at Ston Easton Park, Somerset, in support of Dorothy House. Grounds open from 5.30pm. More details and bookings at [www.operabrava.co.uk](http://www.operabrava.co.uk) or [www.stoneaston.co.uk](http://www.stoneaston.co.uk)

**26 July**

**Open garden** The Old Rectory, Bathampton, 2-5pm. Classic English two-acre garden, with lake and rose garden. Bring a blanket and listen to music from the Hot Chestnut Cafe Band. Some gravel paths. No dogs, please.

**Open gardens** Four gardens will be open for Dorothy House in Worton village, near Devizes, 2-5pm. Teas and refreshments available.

**Open garden** Cream teas and refreshments in tranquil garden surroundings, plus tennis, boules, raffle. Emblems Farm, Friggle Street, Frome, 2-6pm. Admission by donation. Organised by Frome Friends of Dorothy House and the Rotary Club of Frome.

**20 August**

**Open garden** Bath Priory Hotel, 2-5pm. Award-winning gardens. Proceeds from refreshments going to Dorothy House.

**t@3**

**Hold a t@3** for Dorothy House at any time over the summer. Call fundraising on 01225 721480 for your t@3 pack.



**23 August**

**Bob Philips Memorial Cup** Family fundraising event in aid of Dorothy House and the NSPCC. Stothert & Pitt Club, Lower Bristol Road, Bath, 12 noon start. Football league, tombola, bouncy castle, refreshments and programme draw for a balloon flight.

**4 September**

**Tea dance** Bloomfield Hall, Dorothy House. Tickets £5 to include tea and homemade cake. Numbers are limited, so please call Yvonne in fundraising on 01225 721480 to book

**Weekend beer festival** from 6pm Friday until 4pm Sunday, The Inn at Freshford. £4 admission to include commemorative glass and first half pint of beer. All profits to Dorothy House. More details from 01225 722250.

**6 September**

**Bristol Half Marathon** We have golden bond places available – call Phillippa on 01225 721480 as soon as possible for details. If you have your own place and would like to run for us, please call the same number.

**12 September**

**Dorothy House Midnight Walk** – an eight-kilometre circular walk, starting from the hospice. Open to women aged 16 and over. Go to [www.dorothyhouse.co.uk](http://www.dorothyhouse.co.uk) for more details and to download an entry form, or call 01225 721480.

**13 September**

**Chippenham Half Marathon** with proceeds going to Dorothy House, and RNLI Lifeguards. To register and for full details, visit [www.chippenhamhalfmarathon.co.uk](http://www.chippenhamhalfmarathon.co.uk)

**26 September**

**Mamma Mia! Mayhem** Spencers Sports and Social Club, Beanacre Road, Melksham. 7.30 for 8pm. Tickets £7 from 01225 702216. Abba fancy dress and Abba-themed disco. In aid of Dorothy House, Cancer Research and the Wiltshire Air Ambulance.

**Want to hold an event for Dorothy House? Call fundraising on 01225 721480.**