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## Welcome

The Covid-19 pandemic has been one of the most challenging times for us all, each of us facing our own difficulties in different ways.

At the hospice, our clinical staff have continued to provide care and support to our patients and carers throughout the pandemic. Initially we paused our face to face service and provided essential telephone support. Now we have reopened our outpatient services and continue to provide telephone and video support to those unable to attend the hospice. Our clinical team have adapted to new ways of working and have done an amazing job. We are honoured to be working with such a fantastic team.

Our retail and reuse staff and volunteers have also had challenges to overcome, including shop closures during lockdowns, social distancing requirements in the stores and quarantine of donated goods. We cannot thank them enough for all their hard work and dedication in the face of these unprecedented events.

We would also like to thank you all for your continuing support, no matter in what capacity, big or small, as we look forward to 2021. The hospice provides a unique and invaluable service to many people and we value all contributions.



## *A message to our Volunteers*

We have missed you! Like many charities we rely on your support and have been unable to see you this year as often as we would have liked due to the Covid-19 restrictions. As always, we thank you for continuing to support the hospice and its patients and we look forward to seeing you as soon as we are allowed in the New Year.

Volunteers support our services in many different ways e.g. as drivers, receptionists, helping in our shops and bistro, gardening and providing admin support. If you are interested in becoming a volunteer in any capacity, please email: [volunteer@sbhospice.org.uk](mailto:volunteer@sbhospice.org.uk). We look forward to welcoming you to the team.



### *Almoner Service*

During lockdown Gerry, our Almoner, helped to provide vital telephone support for patients working alongside Karen Turner, our palliative care nurse.

*“During the pandemic, everything stopped apart from the support of South Bucks Hospice. When you are in the thick of it, you cannot think, so it was wonderful to receive regular support from the hospice which we didn’t even have to request. They rang each week without fail to ask if we had our shopping and our medication and to see how we were coping”.*

Gerry has his own designated area in the hospice where he can meet and talk to patients, carers and their families to assist in completing claim forms for benefits such as Attendance Allowance, Personal Independent Payments and Carers Allowance and helping with other administrative tasks. He is enjoying seeing patients face to face again and liaising with colleagues across all of our services to ensure patients are supported as much as possible.

*“Gerry’s guidance has proved to be enormously helpful in terms of sorting out benefit entitlements and bills”.*

*Did you know that you can follow us on:*

**Twitter**



@SBucksHospice

**Facebook**



South Bucks  
Hospice at  
Butterfly House

**Website**

sbh.org.uk

**ebay:**

ebay.co.uk  
Search for South  
Bucks Hospice

## Clinical Services



Karen Turner joined South Bucks Hospice in 2019 after working for 38 years in the NHS. She is a palliative care nurse and nurse prescriber.

During lockdown Karen supported patients by telephone from her home liaising with GPs, district nurses, care agencies, palliative care teams, pharmacies and neighbourhood schemes to ensure patients received the care and support they needed.

*“People talk about essential services; for my husband and I, South Bucks Hospice is our essential service”.*

The hospice is committed to keeping continuity of care for our day services, even though we cannot provide group or respite care at present. We can offer new patient nursing assessments, personal care, advance care planning, symptom management advice, Almoner services and triaging care to other services including physiotherapy and complementary therapy.

## Lymphoedema

The lymphoedema team support around 400 patients each year. Due to Covid-19 the team are currently running a more limited face to face service for the safety of both patients and staff.



The team are triaging patients and are treating palliative and the most complex patients first to enable them to manage and cope with their lymphoedema. They are also supporting patients by telephone, giving advice on self-maintenance and providing continuing support with their hosiery.

## Physiotherapy



Addressing the physical needs of our patients is essential in helping improve their quality of life and well-being. Chris Beach, our Physiotherapy Manager, oversees this aspect of care at the hospice.

Alongside more traditional physiotherapy methods, such as movement and exercise and advice, Chris is also able to offer neuro-acupuncture treatments. We are proud to say that we are only one of a few organisations that are able to offer this service to our patients. The neuro-acupuncture treatment is aimed at providing symptom relief without interfering with ongoing medication. Using neuro-acupuncture Chris can positively influence aches and pains as well as other symptoms such as side effects brought on by certain medications which can make daily life difficult to cope with.

## Complementary Therapy

We are delighted to be able to offer some complementary therapies again at Butterfly House.

Currently due to Covid-19 we are only giving reflexology treatments but hope to be able to welcome back our wonderful volunteer therapists and offer the full range of therapies again in the near future. These will include Reiki, Indian head massage, Thai hand and foot massage, holistic facials and acupuncture. We look forward to hopefully being able to reintroduce our workshops too; our mindfulness sessions and skincare and make up workshops are always very popular.

Our treatments are available to patients and carers. If you would like further information, please call us.



Juliette Coffey is Head of our Individual and Family Support Service. Our eight counselling volunteers and Juliette worked remotely from home during the pandemic and now offer video conferencing services with some clients and, where internet connections have been good, this has worked very well. We are hopeful that 2021 will mean we can soon meet clients face to face, once again.



We will especially be thinking of all those bereaved who would usually have joined us for Light up a Life and look forward to inviting people to join our bereavement support group starting up in April, now that the Covid-19 vaccination roll out is imminent.

We are particularly grateful to all our volunteers for being a continuous band of support for our patients and families during the challenges and set backs of 2020 and are looking forward to 2021 and further developing our services.

## *LIGHT UP A LIFE*



Due to Covid-19 restrictions, we were unable to hold our Light up a Life service this year in remembrance of our loved ones. It is often at Christmas where our memories can be more poignant and when we miss the presence of loved ones the most. In joining together, we were able to celebrate our loved ones lives and also share in a community spirit of supporting one another. Although we will be in separate homes this year, we invite you to Light up a Life over Christmas and remember our loved ones who we treasured in life and who will always be forever in our hearts.

## Retail

*Did you know that our retail and re-use sites have re-opened?*

### **Bourne End**

The Parade  
Bourne End  
SL8 5SB

Mon-Sat 9.30-4.30

**Donations: Mon-Fri 10-4\***

### **Hazlemere**

17-19 Park Parade  
Hazlemere  
HP15 7AA

Mon-Sat 9.30-4.30

**Donations: Tues-Sat 10-4\***

*\*Due to quarantine restrictions and limited storage, there may be occasions when we are unable to accept donations.*

### **High Wycombe Re-Use**

High Heavens  
Clay Lane  
High Wycombe  
SL7 3DJ

Mon-Sun 9.00-4.00

### **Aston Clinton Re-Use**

College Road North  
Aston Clinton  
HP22 5EZ

Mon-Sun 9.00-4.00

The pandemic has had a huge impact on our retail and re-use operations. The latest lockdown meant that we had to close our retail operation at one of the busiest times of the year. Together with the lack of fundraising opportunities throughout the year, this has had a significant effect on our income.

We have therefore been looking at different ways to reach our customers and now have an online presence on eBay. To visit our eBay shop, go to [ebay.co.uk](http://ebay.co.uk) and search for South Bucks Hospice.

Our inexpensive Christmas cards are available to purchase at our shops in Bourne End, Hazlemere and High Heavens and also on eBay.

We also have a wide range of wool on sale at Bourne End and Hazlemere for those of you who enjoy knitting.

If you receive any unwanted gifts during the Christmas period, please consider donating them to our charity to help raise much needed funds.



Did you know that items dropped off at any of the recycling centres in Buckinghamshire that are suitable for recycling make their way from the reuse sites to our reuse shops at High Heavens and Aston Clinton? These items are therefore not only saved from landfill, helping the environment, but also the money from the sale of these goods generates much needed income for South Bucks Hospice.

During the recent lockdown, many of the items suitable for recycling were still collected and stored and so, now that we have reopened, we currently have a great range of good quality items available to buy at High Heavens and Aston Clinton, including furniture and TVs.

We have the stock and we welcome the return of all our customers for a bumper December.

### *Meet Susanna Beynon*



Susanna joined South Bucks Hospice in early 2020 as the Manager of our re-use shop at High Heavens.

Originally from Penarth in South Wales she now lives in Cookham with her partner.

Susanna started working in charity retail a few years ago, running charity shops in Bicester and Henley for another hospice.

She is now a valued member of the South Bucks Hospice team and is *"... passionate about the amazing work that South Bucks Hospice provides which the retail and re-use shops help to fund"*.

Susanna is enjoying working at High Heavens as she is very interested in anything that reduces landfill, in recycling and in particular upcycling. In her spare time Susanna enjoys cooking, playing scrabble and has a keen interest in languages.

## Fundraising

Thank you to everyone who supported South Bucks Hospice either through fundraising or by donating. Many of our fundraising events had to be cancelled affecting our income quite considerably. We are especially grateful for your support at this difficult time. We would also like to thank all the companies who donated goods to ensure our patients and staff were kept safe.



Thank you to everyone who took part in the 20 activities sports challenge.



Thank you for participating in the Maidenhead Boundary Walk.

Thank you for running on our behalf.



Thank you for having your head shaved.



Thank you for providing and decorating the Christmas tree.



Thank you for taking part in the Be Inspired 2.6 Campaign.



Thank you for doing the gardening.



*Sending you Seasons Greetings and Best Wishes for the  
New Year.  
From everyone at South Bucks Hospice.*