



# DOORSTEP

keeping you in touch with the Iain Rennie Hospice at Home

SPRING 2008

Welcome to the new-look edition of our newsletter!

The latest news and information about all IRHH events can be found on our website [www.irhh.org](http://www.irhh.org)

## CHITTY HELPS RAISE MONEY FOR IRHH

BARBARA EVERED enjoys an unforgettable ride around Tring as the winner in our Chitty Chitty Bang Bang raffle. The original 2 ton, 17 foot long car complete with its "GENII" number plate which featured in the 1967 film visited Tring with her owner, Pierre Picton, and took Barbara



on a fantasmagorical journey out into the Tring countryside via Aldbury before returning to Church Square in Tring for a photocall with local children and residents. On this occasion Chitty did not take to the skies or cruise on Tring Reservoirs, but Barbara and her guests enjoyed their trip none the less.

### GOODBYE FROM ONE CHIEF EXECUTIVE...

Some readers may already be aware that I have announced my intention to leave IRHH at the end of March after 19 years association with this wonderful organisation. I can assure you that this has been a decision taken with a great deal of forethought and I know that I will leave here with a lump in my throat.

I will certainly not be leaving IRHH in spirit – my years here have been extremely fulfilling and I consider myself very fortunate to have been given the opportunity all those years ago to be involved in such an amazing organisation. I have put a lot into the roles I have had in IRHH but I have received far more in return. I have met hundreds of extraordinary people and learnt so much from them all. I have had the opportunity to develop some important personal skills and benefited from experiences that have had a fundamental impact on me.

I would like to take this opportunity to thank everyone for the personal support you have all given me over the years and I wish the whole family of IRHH a strong and successful future under the guidance and leadership of my successor Maddie Blackburn. We have a great deal to be proud of here at IRHH. We lead the way in hospice care delivery at home, we are known nationally for the 24 hour nursing service we provide, and most importantly we have made a big difference to around 8000 patients and their families since the service began with Iain Rennie and his family in 1985. We have done this together - staff, volunteers and supporters - and I could not have done my job without this strong team alongside me.

Thank you all so much...

And my message to Maddie? ...have fun, get to know absolutely everyone, develop the vision and enjoy the challenges that IRHH constantly presents. You are joining a pretty fantastic organisation.

Rowena Dean

### ... AND GREETINGS FROM OUR NEW CHIEF EXECUTIVE

I am absolutely thrilled to be joining the Iain Rennie Hospice at Home in March 2008 as the new Chief Executive! This is a terrific opportunity to lead a greatly respected organisation and is an area of work to which I feel particularly committed. Several family members and friends with long term conditions have elected to be cared for at home and my professional career to date has provided several opportunities for me to work closely with patients with palliative care needs. I know that I am inheriting a highly respected and strong organisation that has had Rowena Dean at its helm for

many years. I shall ensure her vision and commitment to people being cared for in the privacy and dignity of their homes will continue under my leadership.

So a bit about me! In the 1970s I qualified as a nurse, midwife and a health visitor. I worked in these fields for many years and was awarded a fellowship by the Association for Spina Bifida and Hydrocephalus (ASBAH). In the 1990s, I retrained as a solicitor,

specialising in Family, Medical, Education and Disability Law and then as Children's Policy Officer at the Law Society for England and Wales. In 2000 I moved into the field of registration and regulation of both NHS and Independent Healthcare Organisations in England and joined what is now called the Healthcare Commission, where I was appointed Head of Children's Strategy in 2005, and have been responsible for children's services and strategy, including children's hospices in England, since that time.

I moved to Beaconsfield from London in 2003. I have two adult children and two very vocal siamese cats and love walking in the Chilterns, the local history and its culture, as well as international travel, fell walking, foreign languages, classical music, theatre, cooking and reading. Having spent most of my working life in London I really look forward to working nearer to home at the heart of IRHH's dedicated community.

I look forward to meeting and working with you all.

Maddie Blackburn

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# hospice news

## IMPORTANT NEWS ABOUT THE DOWNLEY MEMORIAL WOODLAND

Many IRHH supporters will remember the planting of the Memorial Woodland at Plomer Hill in Downley, High Wycombe, in December 1995. Hundreds of trees were planted in memory of loved ones and we know that this quiet and attractive hillside has a strong emotional attachment for many of us.

Over time, the woodland has grown and flourished and now the time has come when extensive maintenance and thinning of the trees is essential if the long-term health of the whole woodland is to be protected. Wycombe District Council is responsible for the Memorial Woodland and is proposing to carry out this work in autumn/winter 2008/09. As some trees will need to be removed, we are taking steps now to inform IRHH supporters about the work so that any supporters who have an attachment to specific trees can be contacted and offered the opportunity to identify these trees. Depending on its situation and condition, it may be possible for many of the trees that have been marked to be retained, but this cannot be guaranteed. The council has promised to do everything it can to respect the trees and retain the integrity of this important woodland area.

We have written personally to everyone for whom we have an address to inform them of these plans, but we are very keen to hear from anyone who planted a tree at Downley and wishes to have the opportunity to identify their tree before work commences. If you wish to identify any trees or if you have any questions or need further information, please contact Liz Clarke lclarke@irhh.org on 01442 890222 as soon as possible.

## A NEW IAIN RENNIE HOSPICE AT HOME WOODLAND?

Following the successes of the Memorial Woodland at Downley and the Tring Millennium Woodland, we are keen to establish a third woodland area within the IRHH catchment area. During 2008 we will be approaching local councils and landowners to see if a site can be identified which could be planted in phases over the next few years. If you are aware of such a location or have useful connections that could help us with this exciting project, please do get in touch.

## A BUTTERFLY IN MEMORY OF BARBARA

It was with great pleasure that the IRHH Ridgeway team nurses accepted a beautiful framed butterfly jigsaw in memory of patient Barbara Bennett who was cared for until her death in 2002. The jigsaw was a present from Barbara to her good friend and neighbour, Ann Jones.



## IRHH RECEIVES NATIONAL LOTTERY AWARD

IRHH were delighted to receive a grant of £9398 from The National Lottery Awards for All programme to help finance the recruitment and training of more volunteer bereavement supporters.



## IRHH WELCOMES NEW PATRONS

We are very pleased to announce that TV sports commentator PETER DRURY, former head of BBC Weather BILL GILES, and former Premier League and World Cup referee GRAHAM POLL have agreed to become IRHH Patrons.

All three live in the IRHH region, and have been keen and committed supporters of our work for many years. They are regular attendees at events and presentations, and always very pleased to promote IRHH whenever the opportunity arises. Graham is also part of our 2008 London Marathon team.

We thank all three gentlemen for their support to date, and in the future.



## THE MAYOR OF DACORUM'S APPEAL FOR IRHH

We are delighted to have the Mayor of Dacorum's support during his year in office. Brian Ayling, together with the Mayoress, Pat, have been working hard to represent the borough and support IRHH.



The Mayor of Dacorum, Cllr Brian Ayling, became the first mayor to win the Kodak Beaujolais Champagne Challenge in November. A carefully planned route and excellent driving and navigational skills enabled Brian and his co-driver, Dr Trevor Fernandes, to complete the challenge to drive between Beaujolais and Champagne in the shortest possible distance, beating their nearest competitor by just one mile.

Whilst in France, the team collected wines and champagnes which had been pre-ordered, raising approximately £20,000 in funds for IRHH. The Mayor's Charity Wine Tasting event, hosted by Kodak in October, contributed a substantial amount to the total raised, as did the tasting evening hosted by Trevor and Jo Fernandes. In all, 12 Charity Wine Tastings were held and we would like to thank all the hosts and everyone who ordered wine.

The prize draw for a case of champagne was won by Peter Gell of Penn.



The Mayor was interviewed for IRHH by student Sam Limbert who goes to Ashlyns School in Berkhamsted. Sam, who spent a week at IRHH on work experience, said "It was really interesting to interview the Mayor and a great experience as I hope to be a journalist"

You can read Sam's interview on our website [www.irhh.org](http://www.irhh.org)

## CHRISTMAS TREATS RAFFLE WINNERS

On Friday 7th December Rennie Bear, accompanied by Mr & Mrs Santa Claus, drew the winners of our 2007



Christmas Treats Raffle. Mrs R Coster from Flackwell Heath won first prize of dinner, bed and breakfast for two at Pendley Manor. The second prize, a luxury hamper from Harrods, was won by W Calder from Berkhamsted. A BIG thank you to everyone who bought or sold tickets, and helped raise over £6,000 towards our cause.

## ARE YOU FEELING LUCKY?

**YOUR CHANCE TO WIN £1,000 AND SUPPORT IRHH**

**JOIN THE HOSPICE LOTTERY WEEKLY DRAW AND YOU COULD WIN £1,000 PLUS 100 OTHER CASH PRIZES EVERY WEEK**

The Hospice Lottery has grown to over 16,500 players each week and has raised over £2 million since it began 10 years ago. In 2007/08 IRHH received over £78,000 from The Hospice Lottery partnership.

Mr Cook from Hemel Hempstead joined in The Hospice Lottery's 10th Anniversary celebrations last year by becoming the 500th draw winner. He couldn't believe it, until he was presented with a cheque for £1,000 making this his third Hospice Lottery win in two years! He said 'It was such a wonderful surprise, I am a strong supporter of the amazing contribution that The Hospice Lottery makes to hospice care, and to help such a worthy cause at the same time is really fantastic.' Mr Cook is making the most of his winning streak and now wants an additional subscription to double his chances of winning! Don't miss your chance of being a winner for only £1 a week.

If you are not already a player join now. Please see enclosed subscription form. All you have to do is fill in the details, pop it in an envelope, and send it back FREEPOST to The Hospice Lottery at the address stated on the subscription form, and they will do the rest. GOOD LUCK!

Plus look out for our £5000 Superdraw to be held 10th September. Details and tickets will be included in our May newsletter.



Contact The Hospice Lottery

tel: 01442 891459 email: [info@hospicelottery.org.uk](mailto:info@hospicelottery.org.uk) website: [www.hospicelottery.org.uk](http://www.hospicelottery.org.uk)

## Rowena's leaving party...

Rowena would love to see supporters, colleagues, volunteers and friends with whom she has been associated at her leaving party on Thursday 27th March. However as space will be limited we do need to monitor numbers carefully. If you would like to receive an invitation, please contact Chris Young [cyoung@irhh.org](mailto:cyoung@irhh.org) on 01442 890222.

# nursing insights

## SUNDAY The day of rest?

Iain Rennie nurse  
Rachel Robinson  
begs to differ.



• Rachel with Sue Varvel, IRHH  
Director of Nursing

**A**t 7.30 on Sunday morning I left home for one of the more remote areas of the Dacorum patch to visit a patient who required medication every 24 hours to help control some debilitating symptoms of her disease. The drug works well and means she is still able to get out occasionally; this particular morning she was planning to go to church, hence the early visit.

Following this visit I spoke to my weekend colleague to discuss our work for the day. It was now 9am and our first visit wasn't until 11am so I sat in my rather chilly car to make phone calls. As I read up on my patient notes, my pager sounded.

A patient's husband had called IRHH as his wife had become very anxious. He had already given his wife medication and I reassured him that his actions and the drugs he had given were correct. He sounded calmer as we spoke and reported that his wife had also settled. I offered a visit later in the day and he agreed this would be helpful.

I continued with my phone calls alongside the pager SOS calls. After an hour and a half the planned visits for the day had already doubled and it was nearly lunchtime! Val Groome, one of my colleagues in the IRHH nursing team, had visited my next patient the day before and the patient's daughters had displayed feelings of anger and frustration regarding their father's care before being referred to IRHH. Our team leader had also spoken with a member of the family who had become angry so we were advised to visit the patient in pairs.

We arrived at the house and were met by the patient's daughter who reported that her father wasn't as well today. Because Val had a cold we decided I would carry out the patient's care, with his and his daughter's permission. Part of the main reason for our visit was to administer insulin to treat his diabetes but also to offer the much-needed support that the family required.

The patient was in bed upstairs, and when I entered the room he looked uncomfortable and was having difficulty breathing. We adjusted his pillows and tried to make him comfortable but he still appeared quite breathless; this was definitely not as Val had described. I left the patient to speak to Val and as I reached the bottom of the stairs a very flustered and upset woman entered the house, who I later found out to be the patient's other daughter.

Val came up to see him and as we entered the room the patient's daughters were either side of him, hugging him and crying, saying "let go dad, go to mum". He passed away a few moments later. Val and I left the room to give them some privacy. We were both rather shocked ourselves as we usually have more warning when this is about to happen. We had not received any calls from district nurses or the family about any change, and it is unusual for a patient not to require any of the stronger drugs we use as pain killers or sedatives; in fact he had taken his own

medication just two hours before our arrival.

His daughters were understandably upset. Being in a home when there is a death is a very strange and sometimes uncomfortable place, especially if you do not know the patient or family very well. I was thankful Val and I had come to the house together, as the family required a lot of support which would have been difficult for one nurse to provide.

Other members of the family began arriving and Val and I had the difficult job of being there to help without imposing ourselves on the family. We spoke to the daughters about making their dad more comfortable and dressing him in some clean clothes, something we offer to do for all patients' relatives, and explained some of the practical things they would need to do.

Val and I tidied the room, removed medical equipment and made it Dad's and Grandad's room again, with photos of his family around him. His daughters were pleased he looked peaceful and we all agreed how lovely it was that he had been able to die in his own home, exactly where he wanted to be.

We left the family three and a half hours later, and after a very quick sandwich in the car, we moved on to our next patient.

This was a personal care visit and required us both. The patient had a hospital bed and, whilst they are wonderful aids to have in the home, they are rather large and cumbersome. We completed the personal care, made him comfortable and moved on to our next visits.

My next visit was to a lady who had called IRHH earlier in the day. She had been on antibiotics for a leg infection and was worried it hadn't improved. After reading what had been written by the nurse who arranged the antibiotics, I was able to tell that the infection had improved, which made the lady less anxious.

The final visit was to another lady who had called earlier, having been up most of the night feeling sick and vomiting. I was going to a very rural part of the patch and it began to snow! When I arrived at the house I looked for the key safe (a locked unit attached to the house), entered and announced my arrival to the patient.

The patient was rather frail and exhausted. I ordered the medication she needed and discussed this with the District Nurse who agreed to visit in the evening. Her daughter was staying overnight and was happy to help mum if required so I left the house and made my way home, getting in at 9pm.

Once home, warm and fed I sat at the computer to update all my patient notes on the new IRHH online system, UNA. All the while my pager sat beside me ready to bleep until 8am the next morning. However it remained quiet and I managed a full night's sleep before handing over to the next on-call nurse in the morning.

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## IMPORTANT CHANGES IN THE IRHH NURSING TEAMS

In recent months we have seen the retirement of two key people from the nursing side of the organisation.

DAPHNE VESSEY retired last year having worked in recent years as part of the Family Support team. Daphne (top left) was one of the original five nurses responsible for setting up the nursing service in 1985. She retired from working in the nursing teams in 1998 but continued to work for the Family Support team providing bereavement support for the families of our patients. This role also included the training of our nurses and bereavement volunteers, increasing the resource available to our bereaved families. Thank you Daphne!

We have now welcomed CLAIRE MCLACHLAN into the Family Support Team to continue developing the work alongside Sue Grace, Family Support Services Manager.

SARAH WALLINGTON-SMITH retired at the end of September after 14 years of service at IRHH. Sarah (bottom left) began her work with us as a bank nurse in the South Bucks team and moved on to setting up and organising our Annual Conference which has since gone from strength to strength. More recently she has set up the Clinical Audit process for the organisation and has developed standards for practice against which we are now audited for quality – an essential way of maintaining and proving the quality of our service. Sarah also was the driving force behind the establishment of the award-winning IRHH Community Consultation Group. Thank you Sarah!

We welcome SUE HOWSE into the audit post as of last November.

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# shop talk

## Around the Shops

Tring  
01442 891006

Tring Book Shop  
01442 827384

Warners End  
01442 260696

Bennettsgate  
01442 219000

Princes Risborough  
01844 344130

Little Chalfont  
01494 549910

Beaconsfield  
01494 680789

High Wycombe  
01494 463657

Amersham  
(Pepper Shop)  
01494 725932

ebay  
01442 827699



Bring in your treasures for us to sell on behalf of IRHH. We can also list items on ebay for you. Contact us for more information.

The shops also have information about forthcoming events and attractions in the area, so drop by and pick up some leaflets

This issue of Doorstep continues our series featuring the different IRHH shops, with the attention turning to Beaconsfield and Little Chalfont.



The Beaconsfield and Little Chalfont shops are fast approaching their fifth anniversaries. They were opened within three weeks of each other in July 2003 and both are doing very well.

The Beaconsfield shop, though tucked away in The Arcade, Maxwell Road, always seems to be busy. It has recently taken delivery of some beautiful new silver and gemstone jewellery, which proved very popular before Christmas. Many customers say the shop has a boutique feel to it.

Sally, the manager, and her team of volunteers held their third "In The Mood" 40's dance in November raising £1100, and in December the Festival of Lights proved an ideal time for people to get in the Christmas spirit. The shop stayed open in the evening selling tea, coffee and cakes with a book stall outside the shop and they ran a mystery parcel stall on the high street.

The Little Chalfont shop is enjoying added custom since the new Tesco Express store opened, and there is the possibility of the Post Office moving to the same parade of shops soon. The summer and Christmas village days are very popular, with the ladies from the shop holding tombola stalls at both events. The Little Chalfont shop may be going into the hat hire business in the spring. This is very much in the development stage at the moment but watch this space!



All the ladies at the Chalfont shop still miss Clare Patel who volunteered at the shop until she was a tragic victim of the Austrian coach crash in August 2004. Clare was an extremely dedicated volunteer, and is still very much in our thoughts.

- The Little Chalfont and Beaconsfield shops took a combined total of £100,000 during 2007.
- They sold nearly £6000 worth of Christmas cards
- The sale of recyclable fabric in the two shops has raised £7,000 - equivalent to 2000 tons of rags!
- The shops are run by a great team of 50 volunteers.

## HOW GREEN ARE OUR SHOPS?

In the past we have reported on the excellent prices we achieve by selling unsaleable items from our shops to a textile merchant. We are very pleased to report that we are currently receiving 40p per kilogram, which is equivalent to £4.00 for a full black sack of textiles. This is a very welcome addition to our shop income and in these days of increased awareness of the need to recycle, we are pleased that very little of what we can't sell is wasted.

Did you know that we can recycle old mobile phones and ink cartridges as well? So if someone in your family had a new mobile phone for Christmas, please let us have the old one so we can increase our income even more.

Our latest recycling initiative was launched just before Christmas and takes the form of fabric shopping bags made entirely from recycled fabric. These bags are being made by some of our shop volunteers and are on sale in all our shops for £2.00. They are lightweight, come in a variety of fabrics to suit all tastes, and will enable you to ditch the plastic carrier bag for good! If there are any budding seamstresses out there who would like to join our band of sewers, please phone Lesley on 01442 827699.



## CHRISTMAS CHEER

A huge thank you to everyone who helped with the sale of our Christmas Cards and other festive goodies last year. Our team of loyal and hardworking volunteers sold cards in their own homes, in marquees, at coffee mornings, in church halls, in offices and out in the street in the cold and dark!

Our Christmas cards were hugely popular and believe it or not, by the time you read this article we will have chosen most of the designs for Christmas 2008! All our shops were extremely busy in the run up to Christmas with a number of them staying open late to take part in their town's festive activities.

Thank you to all our Christmas stars!



## Selling outside the box

In November our shops ran two successful "Handbags & Gladrags" sales of great accessories, and raised £1200 for IRHH, which we hope to better this year.

Our shop managers are always looking for new ways to make money. The staff at Warner's End ran a Christmas Fayre, while the Beaconsfield shop volunteers ran a successful wartime dance evening.

On Thursday 3rd April the Tring shop is planning a sale of children's clothing, toys and books on the theme of "Bugs and Butterflies". Please come along to the Red Cross Hall where there will be activities for the children while their mums go shopping.



## eBay goes from strength to strength

The total number of items sold on eBay has now exceeded 4000 and the proceeds continue to swell the coffers. The generosity of our donors never ceases to amaze us; we are constantly receiving valuable and collectable items through our shops. Our team at Akeman Street sort, list, sell and pack 150 items a week, raising as much as £1,000 per week. Some recent highlights include:

- a vintage Sindy doll and a number of her outfits, sold for £550
- a chiming mantelpiece clock, sold for £127
- a Mulberry leather organiser, sold for £104
- Curiosities of Crime written in 1861, sold for £97

Don't forget we are always glad to receive your unwanted treasures to aid the hospice.

## Jackie Winnett and Pat Turner

### Much missed by IRHH

It is with deep sadness that we have to report the deaths of Jackie Winnett, one of the original volunteers in our High Wycombe shop, and Pat Turner, a long-serving volunteer at the Princes Risborough shop. We send our condolences to their families.

# volunteer focus

## Mary Wiles talks to SHEILA SAVAGE, Volunteer Finance Assistant at Western Road, Tring

Following my retirement in 1998 I was advised by friends not to launch into anything else too quickly, but in 2001 IRHH was advertising for a nursing receptionist at the Tring office, which I applied for. I subsequently worked every Friday and enjoyed this very much: you never knew what was going to happen from week to week and it was interesting being on the front line, dealing with staff, patients and visitors to the office.

### What do you do now for IRHH?

In 2003 the Admin and Finance Department needed temporary help so for a few months I doubled up, helping them as well as doing the reception job. However, it became apparent that I would be more useful at that time concentrating on the finance side of things, and now I do two days a week. I check all the invoices that come in for supplies purchased against the orders, for the nursing and office side of the organisation, sometimes negotiating prices, keeping an eye on contracts - in fact, everything connected with invoices and billing, before passing them out for entry onto the computerised accounting system.

### Tell me about your recent visit to the Houses of Parliament

I was very proud to be invited by David Gauke, MP for South West Hertfordshire, (pictured right with Sheila) to a Tea Party at Westminster, and to receive an award in recognition of service to the local community. MPs were invited to nominate an older person from their constituency as a "Community Hero" and on the day I went there were about 70 people from all over the country. I gathered from people I spoke to that many of them were known to their MPs from their visibility in the volunteer sector, whereas I am very much "behind the scenes".

### You obviously enjoy your volunteering with IRHH

Yes, I certainly do. I feel I get out a lot more than I put in, and what I do is just a drop in the ocean, but it helps the organisation run smoothly. There is a lovely atmosphere in the office and it's not at all like working in a commercial setting.



## Volunteers Outing 2008

### A date for your diary...

As a thank you to all our volunteers we organise an annual outing during Volunteers' Week. This year's outing will be on Wednesday 4th June. All of our volunteers are welcome to come along; any volunteers who do not visit our shops or offices on a regular basis please contact Rozina Ahmad, Voluntary Services Manager, on 01494 877200, or email rahmad@irhh.org to register your interest in joining us on this fun day out!

## JIGSAW

### "Inspirational - I look forward to working as a volunteer" ...

... was a comment from one of the attendees of our last JIGSAW INFORMATION SESSION. If you are interested in finding out more about the work of IRHH, or would like to refresh your knowledge, a warm invitation is extended to all volunteers, staff and supporters to come along to one of these sessions. You will hear about all aspects of our service including nursing, volunteering, retail & trading, and fundraising, and have the chance to meet staff, volunteers and supporters from across the hospice.

Our next sessions are:

- Thursday 19th June, Red Cross Hall, Tring, 10am to 12.30pm
- Thursday 16th October, Chalfont St Peter Community Centre, 1.30pm to 4pm

If you are able to come along please contact Rozina to book your place. Email rahmad@irhh.org or call 01494 877200.



## Doorstep Copy Date & Folding & Stuffing Arrangements

Please send any contributions for the next newsletter by Friday 4th April. We will be stuffing this edition on Tuesday 13th May. If you have any questions please contact Suzanne, sbritton@irhh.org, on 01442 890222.

## COMINGS & GOINGS

**Welcome to:** LYNN JACKSON who has joined our South Bucks nursing team; KAREN NEILL, DEBBIE KELLY and HELEN SYZBIAK who have joined our Paediatric nursing team; KATIE POPE and EDITH DZIRUNI who have joined our Dacorum nursing team; LORRAINE DWIGHT who has joined our Wycombe nursing team; SUE HOWSE, our new Clinical Audit Lead; JACKIE BRYANT, Retail & Trading Assistant; PHIL MOODY, who is covering as our Trusts Fundraiser while Hannah Asquith is on maternity leave; and ALEX EVANS and ALLI HARMER, who have joined our Community Fundraising team to cover for Louise Hewitt's maternity leave.

**Goodbye and Thanks to:** DAPHNE VESSEY, SCARLETT PEACOCK, KATIE JEFFERSON, PATRICIA SMITH and CLAIRE GRANGER who have left our nursing teams; SARAH WALLINGTON-SMITH, Clinical Audit Lead; GEMMA WRIGHT from our Community Fundraising team; and LINDA PETRONS, Appeals & Fundraising Secretary who is moving to start a new life with her family in Lincolnshire.

**Congratulations to:** Community Fundraiser Louise Hewitt and husband Matt on the birth of their first baby, IMOGEN RUBY (right); Trusts Fundraiser Hannah Asquith and husband Ross on the birth of their second daughter NELL MADELAINE; Ridgeway nurse Rachel Townsley and husband Joe on the birth of LUKE GRAHAM ANDREW.

**Volunteers:** We have welcomed 41 new volunteers since July. In the offices we welcome MARION BOULTER, ANN PALMER, HUGH FORSYTH and EILEEN CRAMPTON to GKH; JOANNA MAYERS to Akeman Street; and CHRISTINE HOPKINS, ELSIE GILLASUSSEYN, MO RICE, MARY WARD and MARY FAY to the office in Tring.

**Goodbye and many thanks to:** NICKI CONNELL at GKH and ELLIE REID at Akeman Street.



## VOLUNTEER VACANCIES

### Be part of the IRHH team

- IRHH is working in partnership with Grove House in St Albans to recruit and train a new team of **Home Volunteers** to offer support to patients and their families throughout Dacorum, including Hemel Hempstead, Berkhamsted, Tring and the surrounding villages. Home Volunteers visit patients in their own homes to offer friendship and support; they may take patients on short visits, accompany them on hospital visits or help with small tasks such as collecting prescriptions.
- We are also looking for **Volunteer Complementary Therapists** who would be happy to be part of the team visiting patients at home. These services will be offered to patients 7 days a week between 8am - 8pm, therefore enquiries are welcome from volunteers who could offer support during these times.
- If you don't have much time to spare but would like to help IRHH, how about joining our team of **Home & Shop Box Collectors**? We only need your help a few times a year collecting boxes in your area. We are particularly looking for help in Aylesbury, Aston Clinton, Chalfont St Peter and Gerrards Cross.
- We are looking to recruit **Volunteer Drivers** to drive the IRHH transit van, taking goods, including items of furniture, around the IRHH area; **Drivers' Mates** to assist the drivers; and **Volunteer MEU Drivers** to tow the Mobile Exhibition Unit to events around the IRHH area using their own vehicle with a tow bar.
- **Street Collection Co-ordinators** are needed to co-ordinate the street/store collections we have scheduled for 2008 in Tring, Hemel Hempstead, Wendover and Chalfont St Giles. This would include organising the rota (which could be done from home) and being there on the day to liaise with the collectors. This is an ideal opportunity to help IRHH with a project on an annual basis.
- The Pepper Foundation has its base at IRHH's office in Tring and is looking for an **Admin Assistant** for 2 half days a week. The role will provide administrative support with particular responsibility for recording and acknowledging donations, and maintaining Pepper's database.

If you have some time to spare and would like to join our team of volunteers please contact Rozina Ahmad on 01494 877200 for an informal chat or email rahmad@irhh.org

# money matters

## AN UPDATE ON GIFT AID

Most people are aware that by ticking a box and providing some basic details when they make a donation or sponsor a friend, they can increase the value of their donation at no extra cost to themselves.

Currently HM Revenue and Customs pays IRHH an extra 28% of every donation that is eligible for Gift Aid, resulting in over £60,000 being received from HMRC since April 2007.

From April 2008 the percentage will reduce to 25%, and whilst this will still result in a significant contribution from HMRC, we would like to compensate for the drop by ensuring we can claim Gift Aid on more of the donations that are made to IRHH.

If you are a tax-payer please ensure you adhere to the following "Do's and Don'ts" when making a donation or sponsoring someone for an event:

### Please do:

1. tick the GIFT AID BOX
2. provide the DATE that you are doing so
3. provide your FULL NAME
4. provide your COMPLETE HOME ADDRESS
5. provide your COMPLETE POSTCODE
6. remember that higher rate tax-payers can reclaim additional Gift Aid through their tax return

### Please do not:

1. abbreviate your name - eg "R Bear", "Mrs Bear"
2. submit joint donations - eg "Rennie and Renata Bear", "Mr & Mrs Bear"
3. miss out your house number, or part of your postcode
4. enter your Company Address
5. use "ditto" marks



## COLLECTION SCHEME TAKES OFF Des flying high for IRHH

All our supporters are valuable but one special person is DES ALLEN from Hemel Hempstead. Des, a pharmacist, used to be the head of Boots Chemists at Heathrow Airport and has maintained a link with the staff in the various retail outlets in each terminal, encouraging many of them to support IRHH by having a shop box for travellers to drop in loose change they've collected for or on their trip.

Over the last six years Des has made regular trips to the airport to collect the many boxes and brought them back to the Tring office, where it's all hands on deck as everyone drops what they are doing to help empty an avalanche of coins and notes of varying currencies into buckets, ready for sorting and counting.

So far, thanks to Des's tireless efforts, he has raised almost £40,000 for IRHH from this innovative scheme.



## WANT TO FUNDRAISE BUT NO TIME?

Our Home Boxes are perfect for the armchair supporter. By regularly putting your loose change in an IRHH Home Collecting Box you can make a real difference to the amount of money we can spend on our nursing service across the Chilterns area.

A volunteer Local Collector is usually available to collect your box twice a year. If your box becomes full before this time, you can either ring your Local Collector (if you have one, their name and number will be on the box), ring us on 01442 890222, empty the box yourself and send us a cheque to cover the amount collected, or bring the box into our Tring office.

Local collectors are always needed. Please contact us if you can help.

Whichever option you choose, we will send a written confirmation of the amount in the box, with our thanks.

To receive a Home Box complete the form attached to this newsletter, or call us on 01442 890222.



## USED STAMP APPEAL

Please don't throw your used postage stamps away! You can increase their value, and raise money for IRHH, by sending them directly to: **Iain Rennie Hospice at Home, PO Box 6198, Leighton Buzzard, Bedfordshire, LU7 9XT**

All stamps should be cut or torn from envelopes leaving about quarter of an inch around them. Please separate foreign stamps and send separately in an envelope marked "Foreign Stamps". Your help is vital in aiding our fundraising and we are grateful for your support.



## GETTING MARRIED OR CELEBRATING AN OCCASION?

### Congratulations!

Have you already got all the toasters and kettles you need?

Would you like your anniversary or birthday to be a special occasion for even more people? Why not celebrate by asking for donations to IRHH, instead of buying presents?

### Set up a Celebration Fund

It is now possible to set up an online fundraising web page for people to donate by credit or debit card instead of giving presents.

To set up a Celebration Fund visit [www.justgiving.com](http://www.justgiving.com) or we can do it all for you ... email [fundraising@irhh.org](mailto:fundraising@irhh.org) or ring 01442 890222 and our fundraising team will be pleased to help.



If you would prefer not to receive future editions of Doorstep or if any of your details have changed, please call 01442 890222 or email [doorstep@irhh.org](mailto:doorstep@irhh.org)

# please

## help us carry on caring

There are many ways in which you can help us. If you would like further information about any of the following, please tick the relevant box and return this tear-off strip to us. If you would like to make a donation, you will find the forms on the reverse of this strip.

I am interested in ...

- Having a home collection box
- Volunteering (from home or in our offices/shops)
- Attending the Jigsaw session on Thursday 19th June in Tring
- Going on the Volunteers outing on Wednesday 4th June
- Helping with a Memorial Woodland project
- Receiving the weekly e-News bulletin (please make sure we have your email address)
- Receiving a personal copy of Doorsteps by post

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Post Code \_\_\_\_\_

Telephone No \_\_\_\_\_

Email \_\_\_\_\_

Please return this form to  
**IRHH Tring Office**  
52a Western Road,  
Tring,  
Hertfordshire HP23 4BB

**Our promise to you**

The IRHH works hard to maintain accurate and up to date information about its supporters. The details you have given us will be held and used by us in accordance with the Data Protection Act. We will use your details to contact you in line with your preferences with information that we think will be of interest to you, but your personal information will NEVER be shared with any other organisation.

- Please tick this box if you no longer wish to receive Doorstep from us automatically



# please

# donate

## DONOR DETAILS

Title \_\_\_\_\_ Forename(s) \_\_\_\_\_

Surname \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_ Telephone \_\_\_\_\_

Email \_\_\_\_\_



## IF YOU ARE A TAX PAYER, PLEASE COMPLETE THIS GIFT AID DECLARATION.

I want the Iain Rennie Hospice At Home (IRHH) to treat all donations I make from the date of this declaration, and any I have made in the last six years, as Gift Aid donations until I notify IRHH otherwise. I am a taxpayer and I have paid an amount of income tax and/or capital gains tax at least equal to the tax IRHH reclaims on my donations in the tax year.

Signed \_\_\_\_\_ Date \_\_\_\_\_

## SINGLE DONATION

I would like to donate the following to IRHH.

£10  £20  £50  £100  Other \_\_\_\_\_

I enclose a cheque (payable to "IRHH")

I wish to pay by Credit Card

Card No. |\_\_\_\_\_| |\_\_\_\_\_| |\_\_\_\_\_| |\_\_\_\_\_| |\_\_\_\_\_|

Issue No. |\_\_\_\_\_|

Valid from: |\_\_\_\_\_| |\_\_\_\_\_| Expiry Date: |\_\_\_\_\_| |\_\_\_\_\_|

## REGULAR DONATION

If you would like to make a regular donation to IRHH by Standing Order, please complete the form below.

To: The Manager \_\_\_\_\_ Bank

Branch Address \_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_

Please pay The Iain Rennie Hospice At Home £\_\_\_\_\_ every year/month

(delete as appropriate)

starting on \_\_\_\_\_ (date) until further notice.

Barclays Bank plc (Windsor Branch A/c No. 10523208 - Sort Code 20 97 09)

PO Box 1368, Windsor, Berkshire SL4 1PG

Customer Name \_\_\_\_\_

Customer A/c No \_\_\_\_\_

Payment Ref \_\_\_\_\_ (Office use only)

Customer Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Please return this form to

IRHH Tring Office

52a Western Road, Tring, Hertfordshire HP23 4BB

