

Blythe House Hospicecare and Helen's Trust Annual Review 2020/21





MELLOR & SMITH

FUNERAL DIRECTORS

01298 77703

Golden
Charter
Funeral
Plans



THERE AT A TIME
WHEN DIGNITY, CARE AND
COMPASSION MEAN MOST.

SPECIALISTS IN PRE-PAID
& PRE-ARRANGED
FUNERAL PLANNING.

Prince of Wales House
Fairfield Road
Buxton SK17 7DN

Now we have the support we need, Mum has her sparkle back!

Sometimes a little help is all you need to continue living at home. With personalised care from Home Instead, your loved one can maintain their independence whilst providing peace of mind to the entire family.

We can help with:

- Companionship
- Transport to appointments
- Dementia and Alzheimer's care
- Home help and meal preparation
- Getting up and ready for the day
- Personal care
- and much more

**For a no-obligation Care Consultation,
call our dedicated team on 02394 249683.**



In partnership with



Visit online: homeinstead.co.uk/high-peak
95 Buxton Road, High Lane Village, Stockport, SK6 8DX

Each Home Instead franchise office is independently owned and operated.

Blythe House Hospicecare and Helen's Trust Annual Review 2020/21



Contents

- 3 How you can get in touch
Income and expenditure
Values and strategic goals
- 5 Welcome from
Tim Mourne, Chairman of
the Board of Trustees
- 7 A message from
Janet Dunphy, CEO
- 9 A message from
Sarah Parnacott,
consultant in palliative
medicine and member of
our board of trustees
- 10 Hospice at Home
- 12 Community Hub
Support groups
- 15 Counselling and
bereavement
- 16 Community volunteer
programme
Volunteering
- 18 Retail
- 22 Fundraising
Communications
- 25 Volunteer support, admin
and finance
- 26 Looking to the future
– a closing note from
Janet Dunphy, CEO



How you can get in touch

Post:

Blythe House Hospicecare
Eccles Fold
Chapel-en-le-Frith
High Peak
Derbyshire
SK23 9TJ

Telephone: 01298 815 388

Make a referral:

www.blythehousehospice.org.uk/our-services/referrals-to-our-services

Our website:

www.blythehousehospice.org.uk

Social media:

Facebook – Blythe House Hospicecare and
Helen's Trust
Twitter - @BlytheHouseHosp
Instagram – blythehousehospice1

Registered name: High Peak Hospicecare

Registered charity number: 1031192

Registered company number: 2880281

Income and expenditure

Support from our local community throughout 2020/21 has been incredible and we are so very grateful. Our fundraising events were cancelled, and our hospice shops were only open for short stints. This reflected hugely in our capacity to raise vital funds for local hospice care.

To see our full accounts including income and expenditure, please visit the Charity

Commission website:

www.register-of-charities.charitycommission.gov.uk/charity-search/-/charity-details/1031192

There are a number of ways that you can support us:

- Make a one-off or a regular donation: www.blythehousehospice.org.uk/donate
- Donate good quality, pre-loved items to our shops: www.blythehousehospice.org.uk/our-shops
- Sign up to take part in one of our fundraising events: www.blythehousehospice.org.uk/events/category/events

This annual review is dedicated with grateful thanks to everyone who has supported Blythe House and Helen's Trust during the past year, including local people who have donated so many items, including personal protective equipment to keep our teams safe during Covid-19, our volunteers, patients, families, fundraisers and partner organisations. We are so proud to work with you, and thank you sincerely for your amazing support!

Values and strategic goals

Blythe House Hospicecare provides the highest levels of care and support to people affected by life-limiting illness and bereavement. Our values are: caring, aspiring and professional.

Our strategic goals guiding our work are: services, environment, workforce and finances. To find out more, visit our website:

www.blythehousehospice.org.uk/about-us



Welcome from Tim Mournie

Chairman of the Board of Trustees



A very warm welcome to the Blythe House and Helen's Trust annual review for 2020/21 – thank you for picking up this copy and supporting your local hospice charity.

To say that the past year has been turbulent and unpredictable for everyone would be an understatement. The onset of the first national Covid-19 lockdown in March 2020 saw the whole UK face a unique and unprecedented situation.

I am proud that despite monumental challenges, hospice staff and volunteers never stopped being there; providing award-winning care, albeit in a different way, to our local community.

Alongside the tribulations of Covid-19, the charity has embraced exciting opportunities to better our service provision even further. Blythe House undertook a very successful merger with neighbouring end of life care charity, Helen's Trust, based in Bakewell, to enable more at-home, end of life care for more people across rural Derbyshire. The partnership has seen our trustee boards and senior management teams merge, with operations overseen by Janet Dunphy, CEO. We were effectively two charities doing the same thing in the same locations. With identical values and compatible ways of workings, we understood the benefits of working together.

As well as the successful merger, we also began a programme of change management, including a full-scale operational review of hospice services. The benefits of this to the organisation have been huge and never more important than during Covid-19, including maximising efficiency; focused redeployment of resources into areas of most need; and succession planning for future success and stability. This community service delivery model has reaped benefits already by welcoming new multi-disciplinary staff members to provide a wider range of more accessible care programmes in our newly refurbished hospice building on Eccles Fold.

Throughout the year, I have witnessed amazing resilience, kindness and commitment from our staff and volunteers who have worked so hard to support our patients during this uncertain time with the many changes that have occurred. I hope that you enjoy reading more on the following pages about the charity's incredible work during the past year.

I would like to say a sincere thank you to everyone who supports Blythe House and Helen's Trust in any capacity – we are so grateful for your time and help; the charity would not be here without you.

Special thanks also go to my fellow trustees and the hospice's senior management team, led by Janet Dunphy, CEO, for your ongoing commitment and patronage.

KBS OAKES

Partnership

ACCOUNTANCY AND TAX ADVICE FOR YOU AND YOUR BUSINESS

Delighted to Support Blythe House's Excellent Work

01663 736200

info@kbsoakes.co.uk | Bank House, Market Street, Whaley Bridge, SK23 7AA



Kelsa
TRUCK PRODUCTS
PROUD TO SPONSOR
BLYTHE HOUSE HOSPICE

www.kelsa.co.uk



Proud to support Blythe House

**CCTV, Intruder Alarms,
Fire Alarms & Access Control**

Protect your family, home and business
with a professionally installed, insurance
approved security system from ESI

0800 082 5500
www.esi-alarms.co.uk

Crown House, Bingswood Industrial Estate
Whaley Bridge, High Peak, Derbyshire, SK23 7LY



HI-PRESS HYDRAULICS Ltd

- Hydraulic Equipment including Spares and Accessories
- Reconditioning & Servicing of Hydraulic Equipment
- Design and Manufacture of Hydraulic Tools and Equipment



A message from Janet Dunphy

Chief Executive Officer



I look back with immense pride and look forward with huge enthusiasm regarding our services, staff and volunteers, and our achievements. We truly are part of a compassionate community.

Covid-19 changed the world in dramatic ways and at a speed we have never experienced before. The increased need for support in our community was evident quickly.

Risks and opportunities are rarely perfectly timed; we had the opportunity to merge with our neighbours at Helen's Trust just before the pandemic, and we were delighted to take that opportunity. This meant increasing our management and clinical workload during a pandemic. However, helping even more people and collaborating with a fabulous charity, which shares the same values, is so rewarding.

Quite reasonably, people were scared, and hospital was the last place they wanted to be, if it could be avoided. The mobilisation of our community services and grassroots volunteers has been visible and impactful. As a charity, we only exist because of public support, and quite rightly our first response and constant aim has been to support our community.

All our services continued to run in different ways with our nurses, counsellors and social worker constantly reaching out by phone or online. We didn't stop providing any service, but, we had to move quickly to do it differently.

With a committed enthusiastic team, we concentrated on recovery. This work had started pre-Covid and was cost neutral. Our recovery had to mean continuing our sound financial governance and reshaping to meet the changing needs of our community post-Covid. Essentially, we rebuilt the plane while we flew it during a pandemic. Our service review and cost analysis had been done; we were already committed to developing further to ensure we had modern services that truly met our demographics' needs.

Partnerships are at the centre of everything we do, our most important ones being with those who need our care in the community and those who work alongside us, such as GPs and nurses.

I must pay tribute to our chairman, Tim Mournie, and the board of trustees who have governed and supported so much change. They are compassionate stewards and true custodians of the charity and never lose sight of why we are here.

I never forget Reverend Betty Packham, founder of Blythe House, and Dr Louise Jordan from Helen's Trust, and their dreams of an outreaching community hospice and end of life care. During the changes, which have affected every industry and walk of life, we have kept Blythe House and Helen's Trust special. We are here to help, and here to stay.





**A PROFESSIONAL, COST EFFECTIVE,
ONE-STOP SOLUTION TO ALL YOUR
PACKAGING NEEDS**

**PROUD TO SUPPORT
BLYTHE HOUSE HOSPICE**

- > Contract Packing
- > Print/Packaging Management
- > Packaging Design and Supply
- > Bagging – Plain/Printed
- > Collating/Inserting
- > Kitting and Assortment Packs
- > Hand Glueing/Assembly
- > Reworking/Sorting
- > Labelling and Coding
- > Warehousing and Distribution
- > Mailing and Fulfillment

***If it needs
to be done
by hand,
we can
probably
do it!***

Units 10-12, Botany Business Park,
Macclesfield Road, Whaley Bridge, High Peak, SK23 7DQ
01633 719719
patrickmeads@btconnect.com
www.pak-pro.co.uk

A message from Sarah Parnacott

Consultant in palliative medicine and member of our board of trustees



The year 2020-21 has been a year like no other.

It has been my privilege to witness how Blythe House Hospicecare has changed and adapted its ways of working to accommodate the impact of a global pandemic, always meeting the needs of patients in the

community. There is so much that Blythe House has done and continues to do, to be extraordinarily proud of during this time. The pandemic has thrown multiple challenges to us all but this has been compounded for those facing a life-limiting illness or nearing the end of their lives. The isolation, loneliness and fear that people have told me about before Blythe House became involved in their care, and the difference it has made to them and their families, is testimony to the outstanding contribution that the hospice has made to these individuals.



Healthcare assistant, Sylvia Baldwin

The Hospice at Home team has grown in the numbers of patients supported, the number of hours provided to patients, and the geographical area that they have covered, with the merger with Helen's Trust. This amazing partnership now means that more patients have the opportunity to receive excellent end of life care in their own home supported by our team. Staff have always gone above and beyond, to ensure that patients receive their exceptional care; we must give huge credit to this remarkable team.

With patients being unable to attend Blythe House unless in exceptional circumstances, the clinical and counselling staff have responded by putting on virtual consultations and support to their patients, meaning that no patient or relative goes unheard. The support has continued despite having to adapt quickly to new ways of working.

Community volunteers have provided hundreds of hours of service by undertaking tasks that patients and their families have been unable to do themselves. These acts of kindness – including shopping, runs to the pharmacy and walking the dog - have ensured that many patients and their families have felt supported and been able to stay within their own home.

I remain in awe of the fantastic contribution that all the staff and volunteers at Blythe House and Helen's Trust have made to the local community in supporting those patients with a palliative or end-of-life diagnosis to stay in their own homes.

The provision of this service is only possible due to the support of the community financially, and this has been a challenging year in order to keep the services running. It has been, and remains, my outstanding privilege to be associated and to work with the team here.

Hospice at Home

In partnership with Helen's Trust



The 24/7 Hospice at Home service is open to patients across the High Peak, Hope Valley, Derbyshire Dales and North East Derbyshire who are within the last 12 months of their life, and who wish to be cared for in the comfort of their own homes.

Working in partnership with Helen's Trust following the charity's successful merger in September 2020, demand for the service soared in the face of the pandemic. It has never been more important to people to stay safe at home, with their loved ones beside them.

During a year like no other, healthcare assistants put on full personal protective equipment (PPE) to ensure over 200 local patients stayed safe at home, instead of being admitted to in-patient units where no visitors were allowed. Helping to alleviate this pressure on NHS services, our team provided over 17,000 hours of care between March 2020 and April 2021.

Referrals for Hospice at Home care come from a number of sources including district nurses, community matrons, clinical nurse specialists, hospital professionals, social services, GPs, continuing healthcare and from patient's families.

Reasons for referrals vary but include for end of life care, comfort sits, carer respite, hospital discharge support, or complex needs.

The service provided care to Heather Buxton – who had kidney failure and cancer - when she was discharged from hospital. Heather died in February 2021, in the comfort of her own home in Chinley, with her family beside her.

Heather's grandson, Steven Searle said: 'It was so important for my Grandma to be at home. After spending nine weeks in hospital, during the coronavirus pandemic, she was sometimes very emotional and distressed. It meant everything to be able to get Grandma home and to have the care in place from Blythe House, because that is where she wanted to be. Nobody wants to think about their loved one dying in an isolated environment on their own.

'As a family, without Blythe House, we wouldn't have coped. We were a family in need, and although the whole situation was traumatic, to see Grandma so poorly, it was made one hundred times better by the Hospice at Home service and its amazing healthcare assistants.'





Steven with grandma, Heather, brother, Shaun and mum, Sue

Patients received care throughout the year in (alphabetical order):

North East Derbyshire and surrounding areas

Alfreton	Inkersall
Ashover	Killamarsh
Bolsover	Langwith
Brampton	Mansfield
Brimington	Middleton
Calow	Morton
Chesterfield	New Whittington
Clay Cross	North Wingfield
Clowne	Old Whittington
Creswell	Pilsley
Dronfield	Shirebrook
Dronfield Woodhouse	Shirland
Eckington	Tibshelf
Grassmoor	Walton
Holymoorside	Wingerworth

High Peak, Hope Valley and surrounding areas

Birch Vale	Hayfield
Bradwell	Hope
Buxton	Kettleshulme
Buxworth	Little Hayfield
Chapel en le Frith	Longnor
Charlesworth	New Mills
Chinley	New Smithy
Cressbrook	Peak Dale
Disley	Sterndale Moor
Dove Holes	Taddington
Edale	Thornhill
Flagg	Tideswell
Furness Vale	Tintwistle
Glossop	Whaley Bridge
Hadfield	Whitehough
Harpur Hill	Wormhill

Derbyshire Dales

Ashford in the Water	Cromford	Hathersage	Tansley
Bakewell	Darley Dale	Matlock	Youlgreave
Bradwell	Froggatt	Middleton-by-Youlgreave	
Calver	Grindleford	Rowsley	

Find out more about Hospice at Home: www.blythehousehospice.org.uk/our-services/hospice-at-home

Make a referral: www.blythehousehospice.org.uk/our-services/referrals-to-our-services/

Blythe House Hospicecare Community Hub

Blythe House's Community Hub continued to provide specialist palliative care and support to patients and carers throughout Covid-19. Almost overnight, with rapid adaptation, the hospice invested in new technologies to switch from face-to-face contacts, to online and telephone support, ensuring we never stopped being there for patients, whilst keeping them safe.

The service provided over 2,550 support sessions since March 2020. As well as dealing with patient's understandable concerns about the pandemic, they answered questions around changes or cancellations to treatment plans, and understanding the healthcare system during Covid-19; offered support with managing symptoms including pain, breathlessness and fatigue; provided advice around isolation, confusion, anxiety and mental well-being.

Whilst face-to-face complementary, beauty and physical therapies obviously could not go ahead as normal, our team continued to provide Covid-safe support to help patients to relax and be more comfortable at home during national lockdowns.

Alongside changes due to the pandemic, the Community Hub (formerly known as the Living Well service), underwent a service revamp to provide more accessible services and reach more local patients and their families.

Now, a multi-disciplinary team, including nurses, counsellors, a physiotherapist and occupational therapist, provide programmes of care, education and support during the day, in the evenings and weekends. Support groups and clinics allow patients to receive care, guidance and medical advice closer to home, avoiding lengthy travel to hospitals or other healthcare providers.

To coincide with the launch of the new Community Hub, the hospice building, based on Eccles Fold in Chapel-en-le-Frith, underwent a major transformation. Updates to the reception, bathroom and treatment areas ensure accessibility for all visitors. Managed and co-funded by national charity, CRASH, the project drew on the professional skills, materials and financial generosity of the construction industry.

Jackie Thompson's husband, Rob sought advice from Blythe House after finding out that advanced prostate cancer had spread to his bones. Rob sadly died in August 2020, after receiving Hospice at Home care.

Jackie, from Chapel-en-le-Frith, said: 'I persuaded Rob to go to Blythe House, where he had face-to-face meetings and received valuable advice. On two different occasions, I found myself struggling or at the end of my tether and I just walked round to Blythe House and ended up speaking to different staff members who were fantastic. Blythe House is not just for people who are ill; carers and family

members needn't be afraid of reaching out for support.

'What I'd say to other people who may be in a similar situation to ours, is just to be aware of the amazing services on offer at Blythe House; don't hold back from asking for help. We could not have managed without Blythe House; there was always someone to talk to, and to provide such important care and support.'

Support groups

The hospice continues to play a vital role in providing support and advice to anyone in our local community who is affected by life-limiting illness and bereavement.

Monthly support groups are open to anyone affected by prostate or breast cancers (including patients, partners, loved ones or friends). There is also a popular carer's session, providing a safe, relaxed environment where carers can share problems, concerns or experiences with our knowledgeable team or with others in a similar situation.

In March 2020, in partnership with High Peak CVS, we were proud to launch a brand new bereavement support group. The sessions, open to local people who are suffering from the effects of bereavement, offer a chance to share experiences and feelings, swap coping strategies, and be there for each other.

Find out more about the Community Hub:

www.blythehousehospice.org.uk/our-services/blythe-house-hospicecare-community-hub/

Make a referral:

www.blythehousehospice.org.uk/our-services/referrals-to-our-services/

Find out more about our support groups:

www.blythehousehospice.org.uk/our-services/support-groups/



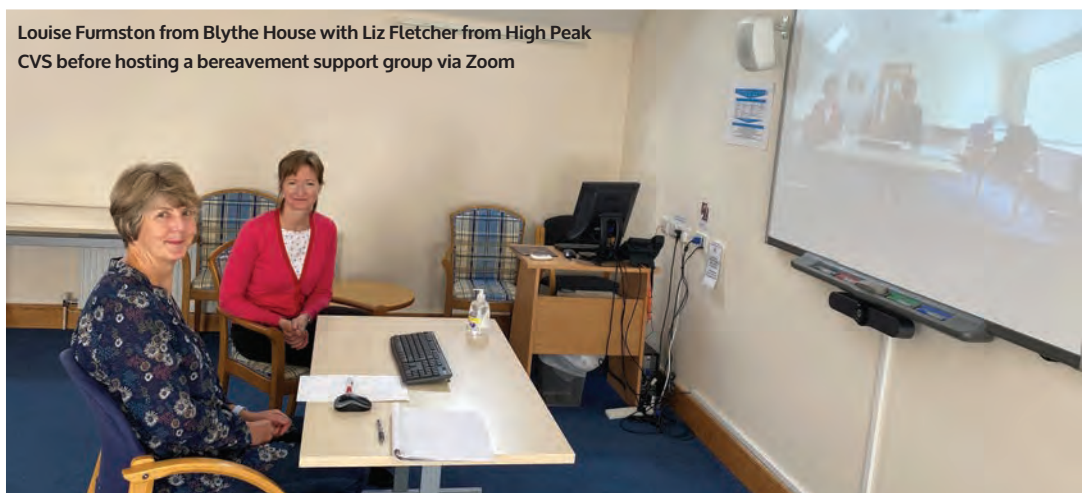
Before....



and after our incredible hospice reception refurbishment



Jackie and Rob Thompson



Louise Furnston from Blythe House with Liz Fletcher from High Peak CVS before hosting a bereavement support group via Zoom



A Covid-safe carer's support group at Blythe House

Quality Local Catering Service



Highcroft Catering

Highcroft Catering has crafted an excellent reputation providing a family run, friendly, bespoke and indulgent catering service throughout the High Peak.

Using the best local and seasonal produce, we provide tailor-made menus adapting to each client's tastes, ideas and needs.

Whether it be for a wedding, BBQ or even a buffet for hundreds or a unique and intimate social evening at home (or your chosen venue) we can provide the perfect menu and food for you and your guests. We pride ourselves on creating memorable food for every occasion.

Garden Parties Afternoon Teas Chef at Home
Corporate Functions Holiday Let Catering
All Celebrations Funerals and Wakes Small Parties

The months of the COVID 19 pandemic have changed the face of our world, but there are now emerging signs that it is time to prepare for a new way of people coming together. Highcroft Catering has been working hard on the future. We will be there for you when restrictions allow. Whatever your event we will provide delicious food and a safe and knowledgeable service.



Over 15 years of service

Jill Langdon
 60 Crossings Road, Chapel-en-le-Frith, High Peak, SK23 9RY
 Tel: 01298 814891 or 07737 314 873 E-mail: jllangdon@gmail.com

S SUTHERLAND REAY
 LIVE YOUR DREAM

The High Peak's Leading Estate
 and Letting Agent

BRANCHES IN
 Chapel-en-le-Frith & New Mills



www.sutherlandreay.com

DISLEY DENTAL CENTRE

Best wishes to Blythe House
SUPPORTING THE
LOCAL COMMUNITY

NHS &
PRIVATE

Joe & Liz Greene BDS
 'Your caring family dentists'

Tel: 01663 765 583
 5 Buxton Old Road, Stockport,
 Cheshire, SK12 2BB

eagley
 plastics Ltd
 Technical Experts In Plastic Extrusion

Eagley Plastics Ltd based in the UK, specialises in technical trade extrusion, moulding and hot melt lamination.

Technical

From inception through to manufacture no job is too complex, too large or too small

Products

We manufacture a diverse range of thermoplastic products supplying a variety of industries

Capabilities

Innovating and adapting the latest technologies, to deliver cost effective, high quality solutions

Trade

Our services are utilised by a number of the UK's world class extrusion companies

eagleyplastics.co.uk



Eagley Plastics Ltd, Stephanie Works,
 Chinley, High Peak, Derbyshire, SK23 6BT
 Phone: 01663 750000



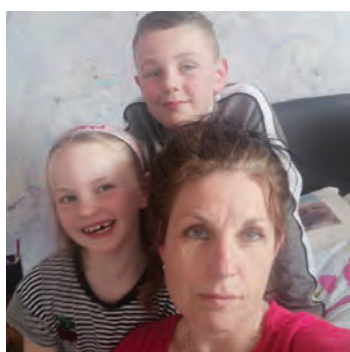
Counselling and bereavement support

Our counselling and bereavement team supported over 130 adults, children and young people during Covid-19.

Rachel Leech, children and young people's counsellor, explained: 'We adapted the way that the service was offered to ensure that we met everyone's needs. We know that our support matters more now than ever. The world is different and Covid adds another layer of trauma to illness and bereavement. Please know that we are still here for you.'

A dedicated mental health and well-being page on the hospice's website, set up by the counselling team in the wake of the first national lockdown, received over 900 page views, providing information around meditations, soothing music, sleep exercises and stories.

Stanley and Lydia Lumbert from Chapel-en-le-Frith started to attend bereavement play therapy sessions in late 2020, after their Dad, Stuart tragically took his own life.



Lisa, Lydia and Stanley Lumbert

Lisa Lumbert, Stanley and Lydia's mum, said: 'They both just absolutely loved coming here. Stanley really embraced the arts and crafts element of his play therapy sessions. Before he started, Stanley had feelings of anger and struggled to express his emotions. His counsellor supported

Stanley to find strategies for how to cope, and now, he seems so much more content.



Lydia with Rachel Leech, children and young people's counsellor

'Lydia made keyrings with coloured sands and enjoyed playing with the doll's house. I think Lydia just loved having free rein of the play room and enjoyed being able to do what she wanted to in that space.'



Lydia's artwork

'To other parents or carers of children who may need support, the first thing I'd say is contact Blythe House in a heartbeat. It's an outstanding, invaluable local service and I feel so grateful and lucky that it's on our doorstep.'

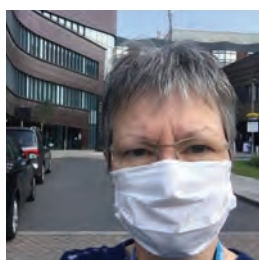
Find out more about counselling and bereavement support for both adults and children:

www.blythehousehospice.org.uk/our-services/counselling-and-bereavement-service/

Make a referral to either service:

www.blythehousehospice.org.uk/our-services/referrals-to-our-services/

Community Volunteer programme



Volunteer Liz Burns takes a patient to The Christie Hospital for chemotherapy treatment



Jon Davey with Stanley



A local resident is grateful for their shopping delivery



Volunteer Cate Lines picks up a prescription for a vulnerable local resident

Fresh off the back of winning the Macmillan Cancer Support Service Team of the Year Award for the Midlands Region in March 2020, the hospice's Community Volunteer team leaped into action during the Coronavirus pandemic, to support over 200 hospice patients, and local people who were elderly, vulnerable or isolated.

A seven-day-a-week telephone helpline was established for the local community to call for support. The 42-strong team of volunteers filled every request for support (aligned to Government rules throughout the year), including for shopping or medication deliveries, pet walking, gardening, food preparation, socially-distanced garden visits and friendly telephone check-ins.

The weekly phone calls provided a lifeline for many local people, who were feeling lonely, or missing family and friends. As meaningful relationships developed, initial calls of five to ten minutes grew to being an hour or more long.

Sometimes it is the little things that make all the difference; like the volunteer who went to the home of a 93-year-old resident who needed help unscrewing the tight lid from her medication bottle. Volunteers have also driven patients to hospital to attend chemotherapy and other treatments throughout the pandemic.

To put this into numbers, the amazing team provided over 3,400 companion phone calls and

1,140 visits across the local community – donating more than 2,500 hours of their time!

Feedback from local people sums up the care and compassion that volunteers provided:

- 'I found the volunteers very helpful, kind and caring. Without them, I would not have managed. I am very grateful.'
- 'All volunteers have been great; very helpful and friendly, and I know I can always rely on the service. Things would have been very different without their help.'
- 'It is so nice to have someone you know coming to provide regular support. I really value the support. Blythe House is a lifeline for me and my family.'

Following the successful partnership with Helen's Trust, the Community Volunteer team has now expanded to cover the Derbyshire Dales, supporting more people affected by life-limiting illness across our rural communities.

Volunteer, Jon Davey from Buxton said: 'Some tasks included visiting residents for a socially-distanced chat to give their partners and carers a bit of free time; providing weekly telephone support; and transporting two people to medical appointments. I have also walked Stanley, the dog of someone who was shielding, once or twice a week. The thing I have enjoyed most about volunteering during Covid-19 has been being useful, and meeting people and getting to know them. The support is so very much appreciated by individuals and their carers.'

Volunteering



Hundreds of dedicated, caring and knowledgeable volunteers give almost 600 hours of their time every week to ensure that the hospice keeps beating at the heart of the local community.

We simply would not be here without our team of over 270 volunteers, who give their time freely in three key areas: patient services, hospice shops, and fundraising. They play an integral role at Blythe House and Helen's Trust, and their support means that we can spend the maximum amount of money directly on patient care.

When restrictions allowed, our amazing Community Hub volunteers have supported our multi-disciplinary staff team to welcome patients and visitors to the hospice at reception; provided transportation to sessions and groups, and offered a listening ear; creating a safe and welcoming environment for everyone.



Volunteer Elaine Johnson manages reception in March 2020, just before the first national lockdown was announced

Iain Klieve, a professional photographer and videographer, offers support in a voluntary capacity alongside his full-time work. Throughout this year, Iain has produced videos and photographs for the hospice, helping to raise vital awareness of, and funds for, our work.



The Chapel-en-le-Frith resident explained: 'The hospice has helped me hone my video and filming skills. It is a real pleasure to be involved. I know it is helping the team, providing consistent help long-term so Blythe House and Helen's Trust can achieve their goals.'

Our sincere thanks go to Iain who has taken several photographs featured within this annual review. Iain also voluntarily directed and produced a lockdown anniversary video for the hospice. Watch it on YouTube:

www.youtube.com/watch?v=LJM2sim76pA

Inspired to find out more about becoming a volunteer for Blythe House and Helen's Trust?

You can do so by:

- Visiting our website: <https://blythehousehospice.org.uk/volunteer-for-us/>
- Filling out an online application form: <https://blythehousehospice.org.uk/volunteer-application/>
- Emailing: volunteering@blythehouse.co.uk
- Calling: 01298 816 990

The Covid-19 pandemic put undeniable strain on our retail activities, as all of our hospice shops – in Buxton, Chapel-en-le-Frith, New Mills and Whaley Bridge - were closed for the majority of 2020/21. Usually, the four retail outlets collectively bring in more than a quarter of the income we need to continue to provide free care to local patients and families.

Thankfully when they were allowed to open under Government guidance, our shops were bustling with customers buying items, and local supporters donating their pre-loved goods for sale – we are so very grateful for this ongoing support.

During the lockdowns, sales on our two eBay sites soared as savvy shoppers turned to online means to support the hospice.

In April 2021, we were delighted to officially open our brand new Helen's Trust store on Matlock Street in Bakewell selling a wide range of clothing for the whole family, homeware, books and CDs. The new outlet joins our other shops and online sites in raising funds that go directly towards providing free patient care in our community.

As well as donating good quality items to our shops, the hospice can also recycle other items to raise vital funds, including currency, electronics, stamps and desktop ink cartridges (except Epson-branded).



The official opening of our new shop on Matlock Street in Bakewell



Donation drop off sessions during essential lockdown travel proved popular

Find your nearest shop

Bakewell

1 Royal Oak Place, Matlock Street, DE45 1HD
Tel: 01629 259320

Buxton

6 Eagle Parade, SK17 6EQ
Tel: 01298 77122

Chapel-en-le-Frith

12 High Street, SK23 0HD
Tel: 01298 814587

New Mills

3 Union Road, SK22 3EL
Tel: 01663 745524

Whaley Bridge

17-19 Market Street, SK23 7AA
Tel: 01663 735328



Röchling

supports Blythe House

Machined plastic & composite parts for

- chemical industry
- oil and gas
- medical
- aerospace (AS9100D)
- electronics
- food processing

Your UK & global sub-contract manufacturing partner

- CNC turned and milled components
- prototype to high volume
- 1mm to 3000mm Ø
- assemblies

T 01298 811800

E sales@roeckling-fibracon.co.uk

www.roeckling-industrial.com/uk/high-peak



Rotaflow produce swivel joints, which are a type of pipe fitting which allow pipework to rotate through 360 degrees whilst carrying fluid under pressure, without leakage.

Tel: +44(0) 1663 735003

Fax: +44(0) 1663 735006

Email: sales@rotaflow.com

Rotec House,
Bingswood Trading Estate,
Whaley Bridge,
High Peak, SK23 7LY

S. DRINKWATER & SON LTD

**Builders & Plumbers Merchants,
DIY Supplies**

CANAL STREET, WHALEY BRIDGE

HIGH PEAK SK23 7LS

Tel: 01663 732168

annebrown@sdrinkwater.co.uk

H.A. BRIDDON LTD

BUILDING - CONSTRUCTION - CONSERVATION

**SPECIALISTS IN RESTORATION &
HERITAGE PROJECTS**

t 01629 583202 e info@habridon.co.uk

www.habridon.co.uk

Old Coach Road, Brookfield Industrial Estate,
Tansley, Matlock, DE4 5ND



Established 1959



LIGHTWOOD DENTALCARE

**PROUD TO
SUPPORT
BLYTHE HOUSE
HOSPICE &
HELEN'S TRUST**

T: 01298 27077

E: info@lightwooddental.co.uk

www.lightwooddental.co.uk



Classic Glass
HIGH PEAK

**Proud to support
Blythe House
Hospice &
Helen's Trust**

www.classicglasstudios.co.uk

Retail

Judy Gill started to volunteer at Blythe House's shop in her hometown of Buxton in 2016, after accessing support from the hospice following her partner, Jeff's lung cancer diagnosis. The Hospice at Home team provided care to Jeff before he sadly died, and Judy sought support from our counselling and bereavement team.



Judy said: 'When I retired, I decided I would like to return the kindness by volunteering. I elected to work on sorting the numerous donations. It is a mammoth task but almost like Christmas, waiting to see what could be in the bags donated! 'The atmosphere here is easy going and relaxed – and I work with lovely people. I would definitely recommend it to any prospective volunteers who want to give something back to their local community.'

Catherine Madge started volunteering at our Whaley Bridge department store in 2014, after her father, Gordon, received care and support from the hospice during the final months of his life. Catherine, who's from Whaley Bridge, commented: 'My favourite things about volunteering are the camaraderie that everyone has, all working for the same thing, meeting regular customers and answering queries, you never know what you will be asked!'



'You always know you are making such a difference, and always giving something back to your community. The volunteers take care of each other, and you meet so many there is usually time for a quick chat and catch up.'

- For more information including shop opening and donation times, visit our website: www.blythehousehospice.org.uk/our-shops/
- Find our antiques and collectibles eBay site: www.ebay.co.uk/str/blythehousehospicecharityshop
- Visit our vintage and designer items eBay site: www.ebay.co.uk/usr/specialsblythehouse
- Apply to become a retail volunteer: www.blythehousehospice.org.uk/volunteer-for-us/

Fundraising



Participants at our golf day at Buxton and High Peak Golf Club



Members of the brave skydiving team



Just some of our amazing Jingle Bell Joggers



Photos from our virtual Sunflower Garden

Even though our fundraising capacity took a hit due to Covid-19, it did not stop supporters across the country (and even Europe!) getting involved in events, appeals, and their own fundraising initiatives to help us to bring in the vital funds needed to ensure our care remains free for local people who need it.

We receive just 21% of our income from the Government, via our local NHS Clinical Commissioning Group. The rest, we need to raise ourselves through events, voluntary donations and our hospice charity shops.

Just three of our planned fundraising events were able to take place last year – but amazingly over 500 people took part across them all – helping to raise over £48,000 for local hospice care. In September, keen sportspeople got together for our popular annual golf day at Buxton and High Peak Golf Club, and brave souls took on the UK's highest skydive. In December, our third annual Jingle Bell Jog was reimagined for the pandemic, seeing more than 400 runners donning Santa fancy dress to jog and jingle across New Mills, Whaley Bridge, Chapel-en-le-Frith, Buxton –and further afield including in Leeds, Denton and even Vienna!

Annual appeals including Sunflowers Memories in June and Light up a Life in December gave people the opportunity to make a donation in memory of a loved one, helping to raise over £48,000.

Our incredible and kind-hearted local communities thought up unique, Covid-safe and fantastic ways

to support the hospice during lockdowns, and people continued to donate their small change in our brand new collection pots at essential shops and businesses that remained open across the area.



Local people very kindly left gifts in their will to support hospice care now and in the future, and families gave funeral donations in memory of much-loved and missed relatives and friends. Corporate support came enthusiastically from businesses and organisations across our rural areas.

The hospice is incredibly grateful to #ChallengeDerbyshire and everyone associated with the initiative, founded in 2015. At the annual gala ball just before the UK's first national lockdown, #ChallengeDerbyshire surpassed the £1 million mark in raising funds for Blythe House, Helen's Trust and Ashgate Hospicecare.

Despite the rules and restrictions that changed, postponed or cancelled fundraising plans throughout 2020/21, the team is so incredibly grateful to every single donor who supported the hospice in any way, during such an unpredictable year.

Find out more about supporting your local hospice:

- Take on own personal challenge or event, get your workplace involved, donate collections from the funeral of a loved one, or leave a gift in your will: www.blythehousehospice.org.uk/support-us/
- Get involved in our upcoming events: www.blythehousehospice.org.uk/events/category/events/
- Host a collection pot at your business or organisation, email: fundraising@blythehouse.co.uk

Communications



Throughout 2020/21, communicating key messages and hospice service information with our patients and the local community was never more important.

Our incredible volunteers helped to spread the word about the hospice's support services during Covid, by posting 10,000 Here to Help leaflets through letterboxes on more than 500 residential streets, and displaying them in local essential shops that remained opened.

Volunteers received regional recognition for their unwavering support during the pandemic: featuring on the BBC's East Midlands Today and North West Tonight. They also got a special mention on Graham Norton's BBC Radio Two show in May 2020. We were very proud to have two staff

members shortlisted in the Derbyshire Live Hero awards for their outstanding contribution to local hospice care during the pandemic.

We are grateful for the continued support from our local media outlets including newspapers, radio, parish magazines and voluntary-sector bulletins, that help us to share our news and information so widely across the communities that we serve (we received over 100 instances of media support throughout the year).

We must also give sincere thanks to fellow staff and volunteers at hospices across the North West, East Midlands and further afield, who our teams have such great relationships with, enabling the easy sharing of knowledge, support and best practice.



Volunteer Alison King posting Here to Help leaflets



Grateful thanks to our patients, families and volunteers who feature throughout this booklet. We are thankful to you for sharing your stories and photos about Blythe House and Helen's Trust, helping us to continue raising awareness and funds to keep services going for other local people. For more information about sharing your Blythe House and Helen's Trust story, email: communications@blythehouse.co.uk



**DO YOU NEED SOME
HELP TO MOVE
FREELY & LIVE WELL?**

**Physiotherapy, Sports Massage,
Acupuncture, Spiral Stability,
Personal Training**



Fountain Square Physio
3 Buxton Old Road
Disley, SK12 2BB

01663 764864
www.fountainssquarephysio.co.uk



JULIAN HOPE
FINANCIAL SERVICES

**As Independent Financial Advisers based
in High Peak near Stockport we are able to
provide personalised advice on a host of
areas as follows:**

Pensions | Savings & Investments
Auto Enrolment | Inheritance Planning
Protection | Equity Release

T: 01298 814687 E: info@jhfinancial.co.uk
www.jhfinancial.co.uk

Julian Hope Financial Services Ltd is authorised
and regulated by the Financial Conduct Authority.



We at Venus Accounting recognise
a need for the services of an accountant
and adviser who understands their
business. We have the expertise
to provide an excellent service for
both individuals and companies,
at a more affordable price.

01663 733426

www.venusaccounting.com
info@venusaccounting.com

HARPUR HILL
PRIMARY SCHOOL & NURSERY

Headteacher: Mrs V Giliker
TELEPHONE: 01298 23261

Proud to support
Blythe House
Hospice

Trent Avenue, Harpur Hill, Buxton, Derbyshire, SK17 9LP



Blythe House
Hospicecare

h
**Helen's
Trust**

A big thank you to all our
advertisers without whose kind
support this publication could not
have been produced at no cost to
Blythe House Hospicecare
and Helen's Trust

**PROUD TO BE SUPPORTING
BLYTHE HOUSE HOSPICE**

**All grades of
concrete and
floor screed
Depots in Buxton
and Macclesfield**



We offer a full
range of mixes
in load sizes
from 0.5-10m³
including floor
screeds, no
fines concrete
and foamed
concrete



TEL: 01298 938 516
www.rtmycockandsons.com



MAJESTIC PUBLICATIONS LTD

Tel: 01244 852360 | majesticpublications.co.uk

All rights reserved © 2021 | TBD

Majestic Publications cannot be held responsible for any
inaccuracies that may occur or individual products or services
advertised. No part of this publication may be reproduced or
scanned without prior written permission of the publishers.

Volunteer support, admin and finance

As ever, the whole clinical and fundraising departments are indebted and thankful to the very modest volunteer support, admin, HR and finance teams, who ensure that the charity is managed and coordinated to the highest possible standard.

Team members oversee a range of tasks at Blythe House, Helen's Trust, at our five charity shops and across the local community, including catering, cleaning, contractor liaison, finance, first aid, health and safety, IT, maintenance, patient database management, volunteer management and workspace coordination.



Karen Petford and Jessica McHale from the finance team say thank you to a local pub for snack donations



A closing note from Janet Dunphy

Chief Executive Officer



Looking to the future

After celebrating 30 years of hospice care in our community, we are eager and passionate about being here for the next 30 years and beyond, to support as many local people affected by life-limiting illness as possible.

We are so excited to welcome people to our refurbished, Covid-secure Community Hub. Bringing together new healthcare professionals, state of the art equipment and skills, with our close cross-community partnership work, to ensure our patients remain independent and at home, where they want to be.

During the next year, we are set to celebrate the fifth anniversary of our hugely successful Hospice at Home service, and 20 years since the formation of Helen's Trust. Together, we will keep care at, or as close to home, for our patients and their families.

As ever, we are humbled and truly grateful for the ongoing support from our local community. Sincere thanks goes to everyone who supports the hospice in any way; it is because of you that we're able to continue to provide free care to patients and families in our area who need it most.



- Find out more about us: www.blythehousehospice.org.uk/about-us/
- Make a donation to support Blythe House and Helen's Trust: www.blythehousehospice.org.uk/donate/
- Thank you to local videographer, David King, who voluntarily directed and produced a special 18-minute-long film to commemorate Blythe House's 30th anniversary in 2019/20.
- Watch it on YouTube: www.youtube.com/watch?v=qnPf38S1EU4

Derbyshire's friendly vets: a centre of excellence

At Victoria Vets, we are a first opinion practice offering a balanced combination of high quality clinical care and down-to-earth friendliness. We really like to get to know you and your pets so that we can offer the best care for your animals, and the best service to you which includes:

- **Veterinary centre of excellence**
- **FREE nurse clinics**
- **Vaccination includes health check**
- **FREE welcome packs for new clients**
- **FREE puppy and kitten packs**
- **Acupuncture**

So why compromise on your choice of vets when Victoria Vets has it all? Friendly vets in a centre of excellence AND all at a friendly place!

VICTORIA VETS

25 Victoria Street, Glossop, Derbyshire SK13 8HT

01457 852 367

Thornbrook Road, Chapel-en-le-Frith,
High Peak, Derbyshire SK23 0LX

01298 812 066

enquiries@victoriavets.co.uk www.victoriavets.co.uk



NEW SERVICES
ACUPUNCTURE
HEALTH CARE PLAN



Truck loads of Spare Parts for Vans, Trucks, Trailers, Buses, Plant and Agricultural Equipment

Genuine Parts Genuine People

**Branches Nationwide - Contact your local branch today
at www.hgvdirect.co.uk**

Proud to support Blythe House Hospice

www.hgvdirect.co.uk



facebook.com/HGVDirect



twitter.com/hgvdirectuk



plus.google.com/+HgvdirectUk0

Experts in eyes and ears

Specsavers in Buxton



Book an eye test at [specsavers.co.uk](https://www.specsavers.co.uk)
Need a hearing check too? You can get one free in store.
Buxton Spring Gardens Shopping Ctr Tel 01298 766 130