



Caring for the people of
St Helens and Knowsley

Together we are Willowbrook

Your local hospice newsletter

Registered Charity No. 1020240

Summer 2022



- 25 years of memories
- How we have evolved
- Staff stories
- Why volunteers matter
- 25th Anniversary Appeal

Call the Fundraising Office on 01744 453798
or e-mail events@willowbrookhospice.org.uk



www.willowbrook.org.uk



Welcome

to our 25th Anniversary celebration issue of 'Together we are Willowbrook'

Willowbrook's Executive Management Team was formed in 2019 to lead the hospice in managing and developing all its services across our St Helens and Knowsley community.

Three years on, we have achieved an Outstanding rating from CQC, successfully navigated the pandemic, significantly reduced our running costs and created a hospice ready to embrace the next 25 years, providing care and support to anyone who needs Willowbrook's services. It is an honour to lead our fantastic colleagues of volunteers and staff at Willowbrook alongside our Board of Trustees, making Willowbrook the amazing place that it has become.

We are looking forward to next chapter for the hospice but to mark this special year, everyone of our staff and volunteers will receive a special pin-badger memento.

We hope everyone will wear it with pride.

In this issue, we have included some great memories of Willowbrook over the last 25 years. Please enjoy reading and see how you can help in our work to ensure Willowbrook remains a first-class hospice for at least the next 25 years.

Thank you for your support,

Chris, Paula and Alun

The Executive Management Team at Willowbrook

Chris Haywood – Clinical Director
Dr Paula Powell – Medical Director
Alun Owen – Corporate Director



Willowbrook Memories...

Lady Kirsty Pilkington

In 1989, I was asked to join with a group of health professionals whose aim was to assess the need for a hospice, providing skilled nursing care to the people living in St Helens and Knowsley. By 1992 with the need recognised, the challenge to raise £1.8 million began with the appeal launched on the 1st September 1992.



From that moment to the present day, there have been countless memorable occasions: one such occasion took place on the 11th February 1995: many people gathered in Church Square, St Helens to mark the moment when the appeal fund reached £1 million. On the day, identical twins, Joanne and Louise Watkinson aged 11 years, each handed a £1 coin to the Mayors of St Helens and Knowsley. One coin symbolised the £1 million already collected and the other symbolised the first £ of the next £800,000 needed to finish the build and equip the hospice. Another exciting event happened in 1996: St Helens Council donated land on the border between Knowsley and St Helens and as a patron of the hospice appeal, Lord Derby agreed to officially cut the first sod. Cheekily, two enthusiastic volunteers had already cut the first sod earlier in the day!

In 1997 there was an enormous sense of pride amongst all those people involved when the Hospice opened its doors to the first day patient. This was followed by an occasion that no-one who was there will forget: on Tuesday 19th May 1999, Her Royal Highness Princess Alexandra formally opened what was now named Willowbrook. She enjoyed a tour of the hospice and in each room, she was introduced to a member of staff and near the end of her visit she sat with one or two of the patients. The delight showing on the face of one lady as she chatted to HRH was a joy to see; a very emotional few minutes. In 2009, Her Royal Highness came again to open the Outpatient Suite; another wonderful day for everyone.

No accounts of the last 25+ years can be recorded without mentioning some of the many imaginative ways hospice supporters have raised money. Since the early 90s, we had groups of friends meeting regularly. Each group had their own names: the 'Busybodies', The Non-Stoppers, the Lyndale singers, the Knowsley Group and the Ladies' Committee. These fantastic groups of supporters have been so resourceful in attracting sponsorship, such as Sheila Jones and her 'Non-Stoppers' colleagues: Rita Canning, Joyce Roberts, Linda Sewell, Barbara McClure and Gwen McCabe. Together, Sheila and her colleagues have raised in excess of £130,000!

One lady walked up a gasometer, someone arranged a 24-hour music-a-thon at Rainhill Village Hall. Two other ladies known as Elles Belles even attempted to travel from Berwick-upon-Tweed to Land's End: walking or using their senior bus passes! Their adventures ended up with an invitation to Number 10 Downing Street.

Without the incredible work of **The Non-Stoppers** (pictured, right) and innumerable more like them, Willowbrook would not be in the position we find ourselves today. An outstanding hospice that has cared for more than 10,000 patients in the last 25 years.



In our early days, fundraising was good fun. There was much laughter and even gentle rivalry between two church ministers as to who could hand over the most money to the Appeal Director each month. Now with health and safety rules and other regulations to be followed, fundraising can be more of a challenge, but fundraising is still as exciting and rewarding as it ever was. At the back of each loyal supporter's mind is the knowledge that people in need are being given a unique blend of expert nursing, love, warmth, friendship and understanding by those nurses, staff and volunteers working at Willowbrook. One key hope for me is that hospices are able to retain their independence for many more years.

Willowbrook: the last 25 years

Willowbrook Hospice opened for patients in 1997, but not before considerable fundraising efforts aimed at reaching the £1.8 million target. It must have seemed an immense challenge at the time but thanks to the efforts of such resourceful and determined volunteers, the beautiful building and gardens that is Willowbrook Hospice was the result.

Raising funds to create Willowbrook Hospice actually began back in 1990; when a local group realised that the local area would benefit from a hospice. In 1991, a Steering Committee was formed with Lady Kirsty Pilkington as Chairman and Anthony Richards from the Community Health Council as Secretary.

St Helens Council donated a plot of land on Portico Lane to the St Helens and Knowsley Hospice Appeal in 1992 and from this point on serious fundraising began. The Steering Committee and many dedicated people worked tirelessly to raise the £1.8 million needed to build the hospice. Coffee mornings, collection boxes, cake sales and dinner dances were organised; a shop was opened and a Lottery launched.

Willowbrook's very first employee was appointed in 1994: Mr Les Johnston as Director of Fundraising. A thermometer outside the Town Hall showed how the



Lady Kirsty Pilkington paints in the latest fundraising total watched on by some of our decorator team in the early 1990s.

funds were growing, and by 1995 over a million pounds had been raised.

The hospice subsequently renamed as 'Willowbrook Hospice' opened in 1997

and fundraising has continued to be an integral part of Willowbrook. Today, it costs approximately £5m each year to deliver all our hospice services for a year; over £13,000 per day. Although we receive just under a one-third of our money from the NHS, we still need to rely heavily on our community who support us through using our shops, entering our Lottery and taking part in our varied events and appeals.

Of course, none of what we do would be possible if it wasn't for our amazing volunteers who support us by 'plugging the gaps' and staffing our receptions, our shops and clinical services to help make sure we can run our services and many events throughout each year.

We are always thankful that our community of volunteers and supporters recognise the needs of people across St Helens and Knowsley, making sure that we can deliver all our much-needed specialist palliative services, free of charge to all those who need our care.

From this...

To this...



Staff memories

Alongside our fabulous fundraisers, we must also pay tribute to long-serving members of staff. All of them have played a key role in the development of Willowbrook and have taken the time to recall some memories of their time working for the hospice.

CHRIS HAYWOOD

Celebrated for her commitment to the care and support for our patients.

Chris Haywood is Willowbrook's longest serving clinical employee, having welcomed the hospice's first patient 25 years ago. Since then, she has helped to care for more than 9,000 patients. Chris took on a national role in the Association of Executive Clinical Leads in hospices and Palliative Care, helping to improve the quality of end-of-life care nationally. Chris adapted mainstream NHS initiatives to a hospice setting with 3 key projects: 15 Steps, the Productive Ward and PLACE being examples of her innovative



thinking and by creating dementia champions across Willowbrook, Chris is also at the forefront of broadening access for dementia patients to hospice care with the addition of two dementia beds. At Willowbrook, she developed an improved outpatient and day hospice facility called the Cedarwood Centre which is also developing services to be provided at The Living Well, giving opportunities for the hospice to reach out into the community to support even more carers and patients with the Willowbrook strategy of 'Every Contact Counts'. Chris was awarded a British Empire Medal (BEM) for her commitment and achievements in the New Years' Honours' List in 2019.

MARGARET MCCONAGHY

One of our earliest appointments was Margaret McConaghy, who is now Willowbrook's Inpatient Services Manager. Margaret joined the hospice team as a Senior Staff Nurse in the summer of 1998. Margaret recalled some memories from her early days:

"I was so proud to be offered one of just 10 nurses posts, knowing of the large number of applications from people that wanted to work for the new hospice. As a new team, we spent an exciting 2 weeks on an intense induction programme, learning so much from the existing Multi-Disciplinary Team and from other experts in the local Specialist Palliative Care Network. We then worked hard, setting up our brand-new, purpose-built unit and getting to know each other.

I was privileged to welcome and admit the first person to come through the doors of the Inpatient Unit. As our only patient for a couple of days, he found himself totally pampered by the whole team! It was so rewarding to put all we had learned about providing truly holistic care over the previous weeks into practice. As a new team of Nurses and Healthcare Assistants, we were also brand new to the hospice world, but we all supported and learned from each other as we embarked on this exciting and fulfilling journey together."



NEIL SUTCLIFFE

Neil Sutcliffe will be known to many friends and families as the Senior Staff Nurse and Dementia Lead. Neil recalled so many memories of his years at the hospice but picked two to share with us all. Back in October 2018, Neil recalls that a patient in his care had completed an Advanced Care Plan stating where they wished to die. Neil was involved in facilitating this wish and liaised with other health care professionals at a hospice in Windsor, where the patient's family lived, to ensure the patient achieved his final wish. Neil arranged the ambulance transfer, provided full documentation of the patient's care plan and arranged all the medication needed for a successful transfer. He escorted the patient and his wife to the Windsor, managing all symptoms on the journey, managing the pain and nausea successfully and providing the required high-quality care on the long journey. After giving an accurate handover to the Multi-Disciplinary Team at the hospice, he ensured that his patient's wishes were met in accordance



with his Advanced Care Plan. Neil told us that: "My patient was able to spend three weeks with his wife and family down in Windsor and ultimately, was able to die peacefully. On reflection, I knew I was respecting the patient by helping them to facilitate their wish by doing everything correctly, following the

correct procedure, to ensure safe transfer to Windsor and enabling my patient to reach his preferred place of death with his family."

Not just settling for working as a key member of the nursing team, like many of our staff and volunteers, Neil also uses his own time to help raise funds for Willowbrook. His proudest moment as a fundraiser came when he won the first 'Willowbrook Hospice does Strictly' fundraising event back in 2018. With his professional dance partner, Tina from St Helens' Silhouette Dance Club, Neil came first in the fab-u-lous evening of Strictly Come Dancing fun with a special glitter ball event all in aid of Willowbrook hospice. Neil's dancing efforts helped raise more than £10,000!



Winner Neil with his dance partner Tina.

Changing, adapting, expanding

Over the years, Willowbrook's buildings have changed significantly. From the initial starting point of the 12-bedded inpatient unit, the hospice added on outpatient clinic and then more recently, the Cedarwood outpatient therapy centre.

As well as our growing hospice site in Portico Lane, Eccleston Park, in 2016, the hospice also opened The Living Well in Borough Road, St Helens.

This space was created – with the aid of a government grant and the generosity of the Pilkington's organisation – from the ruins of a derelict building to become a versatile community hub. At The Living Well, complete with a comfortable and attractive café and shop, visitors attend meetings in our Alexandra Suite, enjoy our many fundraising activities and can access practical support from our charity partners such as Standing Tall Foundation and Child Bereavement UK.

Alongside all these developments, the Trading Company portfolio of shops has also changed considerably, with Willowbrook now operating out of nine retail spaces across St Helens and Knowsley.



Cedarwood Centre at Willowbrook.



Our shop at The Living Well.



The Living Well's bright, spacious café.



The Living Well from above.

Fundraising challenges in more ways than one!

So how do we fund Willowbrook?

The Living Well, as mentioned above, is a key part of our strategy to raise funds. Only just under a third of the money needed to run all of Willowbrook's services comes from the NHS. The other two-thirds – almost £3.3m every year – must come from our Fundraising and Trading Company activities.

By visiting our shops and café at The Living Well, every customer is helping to support our work.

FUNDRAISING

Fundraising has seen many changes in the last 25 years, from coffee mornings and jumble sales to the Moonlight Walk.

In the last year alone, the arrival of our own marquee has enabled us to branch out further and offer new events like the Rock 'n' Roll bingo and afternoon teas

served in the marquee. Or how about a trip to Cheshire to take part in a muddy afternoon at Born Survivor?

Booking one of our meeting spaces at our Living Well Building, Borough Road, St Helens, WA10 3RN also helps to raise funds for the hospice.

If you would like to find out more, please visit our website www.willowbrook.org.uk or contact us at events@willowbrookhospice.org.uk and see what we can offer.



Our marquee being erected in 2020.



The Alexandra Suite is ideal for meetings.



Events bring in much-needed funds to keep our services free.

Carol's roles of honour!

Carol Pilkington is the Trading Company Manager and oversees our income-generating portfolio of shops and the Sunflower Café at The Living Well. Carol started with Willowbrook in 1996 and here she describes her time working at Willowbrook.

I started with Willowbrook in April 1996 as a volunteer in the Lottery Department – a room above the shop in Bridge Street. Fundraising was co-ordinated by Les Johnston the Director of Fundraising, from a room in Corporation Street. In my first week, the only chair I had to sit on had three legs with five books to balance it!

There were two other members of staff in the Trading Company at that time; Joyce McEvoy and Les Jevins and we all were managing the lottery with just one computer between the three of us and the lottery money all counted by hand and balanced in ledger books. It was an interesting time.

The idea of a hospice had been gathering momentum for some time and the people of St Helens took the idea to their heart. It was expected of staff that we all went beyond our job descriptions to ensure that every job was done. Standing with a collection box in hand on your Saturday off, or doing a lottery collection after work if a collector let you down, was all part of the job.

We then moved into Claughton Street which combined the lottery and the fundraising personnel in 1997. Things took off from here and the hospice started to be built.

As the income increased but further money was still needed, we took on further fundraising personnel. I was offered the position of Office Manager in 2006 and I would maintain the office whilst the fundraisers were out doing their jobs. This position included the financial reports to the directors, so I did a qualification in accounting. Les Johnson retired and his position was taken on by Brian Halliwell who had previously worked at Wigan and Leigh Hospice. Brian stayed with us for 18 months and then Julie Garner took over.

I moved in 2008 to the Finance Department in the hospice, where I was given the position of Finance Officer for the Trading Company. I enjoyed working there with Corinne Sephton and Val Southcote plus Ed Brown who was the Finance Manager at the time. At this point



there were five shops and the lottery which was hovering at around 7000 members. The shops were Bridge Street St Helens, Bridge Street Earlestown, Thatto Heath, Prescot (Eccleston Street) and Huyton. The Bridge Street shop in St Helens was the only shop that was selling furniture and they could only sell a lounge suite and dining suite at any one time, as they had little room to display anything else. I started the Gift Aid claims at this point on furniture with just some stickers and an Excel spreadsheet!

It was then that we realised that we could be making more money if we could sell more furniture; we were being offered it but couldn't collect it as we had nowhere for storage.

Julie Garner left for greener pastures in 2010 and her position was split between Nicky Saunders and myself. Nicky was allocated Fundraising and I took over the Trading Company which included the lottery.



St Mary's shop in St Helens.

I moved back to Claughton Street and immediately began looking for a warehouse. I went to estate agents and told them what I was looking for and that we didn't want to pay rent but would take away the rates burden. Bearing in mind, this was two years after the 2008 'crash' so there was a lot of empty warehousing around with landlords paying rates on empty buildings. Amazingly enough, one was found. Two entrepreneurs, Joe Hughes and Bill Unwin owned a huge warehouse on Lock Street which was empty. We were offered a large part of that warehouse in Lock Street, and very quickly filled it.

This was a huge learning curve for the Trading Company and me. We decided to sell from here which covered the cost of staff and from there it all grew; we had good storage area and therefore we could take on more shops.

The number of shops increased from four to 16 over the next four years including Page Moss, Dovecot, Prescot (arcade), Fingerpost and Four Acre and we moved from Lock Street in 2013 to Sutton Road.

Over this time, the lottery also changed. We initially had three members of staff and reduced this to one full time and one part time. With the support of a canvassing company, we increased the numbers to just under 16,000. These were heady times!

In late 2019, we lost Page Moss due to the owners getting a better offer and we closed Dovecot and Earlestown due to the lack of footfall, then Covid hit.

As a result of the pandemic, I sadly had to oversee the closing of more shops and the redundancy of people I had known for many years. I must admit that this was one of the most difficult times I have had at Willowbrook. However, we have come out smaller but stronger; and with the committed team we were able to retain and the excellent new staff who have since joined,

I am proud to be Willowbrook's Trading Company Manager.

Our shops

Willowbrook Hospice has a number of shops within the St Helens and Knowsley area selling a wide range of goods in each including clothes, toys, electrical goods and entertainment products. Please see below for further details.

SUTTON SHOP & DONATION WAREHOUSE

Sutton Road, St Helens, WA9 3DZ

Monday to Saturday – 9:30am-3:30pm

☎ 01744 413112

✉ shops@wbhtrading.co.uk

📘 www.facebook.com/
Willowbrookwarehouse

It has a large car park so is easily accessible to the public and is wheelchair-friendly. Here we sell: furniture, electrical goods, bric-a-brac, children's toys, books, CDs and DVDs.

PRESCOT SUPERSTORE

**Prescot Shopping Central,
Eccleston Street, Prescot, L34 5GA**

Monday to Saturday – 10am-4pm

☎ 0151 541 7806

✉ shops@wbhtrading.co.uk

📘 www.facebook.com/
Willowbrookprescot

This shop has free parking situated nearby for easy access and is wheelchair-friendly. Here we sell: a large selection of children's goods from clothes to cots and prams to toys. We also sell household furniture, women's and men's goods, electrical goods, bric-a-brac, books, CDs and DVDs.

THE LIVING WELL

**Borough Road, St Helens,
Merseyside, WA10 3RN**

Monday to Saturday – 10am-4pm

☎ 01744 646830

✉ shops@wbhtrading.co.uk

📘 www.facebook.com/
willowbrookthelivingwell

Opening Saturdays from February onwards. A large car park and wheelchair-friendly. Here we sell: Clothing and accessories. Bedding and beautiful homeware accessories. Interesting bric-a-brac, small electrical items, books, CDs and DVDs.



ST MARY'S ARCADE

**St Mary's Arcade, Unit 19-20,
Church Street, St Helens.**

Monday to Saturday – 10am-4pm

☎ 01744 417069

✉ shops@wbhtrading.co.uk

📘 www.facebook.com/
WBHStmarysa

This shop (pictured above) is located in St Mary's Arcade in St Helens Town Centre and is wheelchair-friendly. Here we sell: a large selection of household furniture, women's, men's and children's toys, electrical goods, bric-a-brac, books, CDs and DVDs.

RAINHILL

**9 Dane Court, Weaver Avenue,
Rainhill, Prescot, L35 4LU**

Monday to Saturday – 10am-4pm

☎ 0151 426 9940

✉ shops@wbhtrading.co.uk

📘 www.facebook.com/
willowbrookrainhillshop

Parking is nearby and the shop is wheelchair-friendly. Here we sell: a large selection of household furniture, women's, men's and children's clothing/toys, small electrical items, bric-a-brac, books, CDs and DVDs.

RAINFORD

**16a Church Road, Rainford,
St Helens, WA11 8HE**

Monday to Saturday – 10am-4pm

☎ 01744 886829

✉ shops@wbhtrading.co.uk

📘 www.facebook.com/
WillowbrookRainfordShop

Parking is nearby and the shop is wheelchair-friendly. Here we sell: a large selection of household furniture, women's, men's and children's clothing/toys, small electrical items, bric-a-brac, books, CDs and DVDs.

STOCKBRIDGE VILLAGE

**12 The Croft, Stockbridge Village,
Knowsley, L28 1NR**

Monday to Saturday – 10am-4pm

☎ 0151 480 9796

✉ shops@wbhtrading.co.uk

📘 www.facebook.com/
Willowbrookhospicestb

Here we sell: Clothing, shoes, DVDs, CDs, children's goods, bric-a-brac and small electrical items.

FOUR ACRE

**Unit 8, Four Acre Lane Shopping
Centre, St Helens, WA9 4BZ**

Monday to Saturday – 10am-4pm

☎ 01744 814121

✉ shops@wbhtrading.co.uk

📘 www.facebook.com/
Willowbrook-Hospice-Four-
Acre-1342622912490389

Parking is nearby and the shop is wheelchair-friendly. Here we sell: women's, men's and children's clothing/toys, small electrical items, bric-a-brac, books, CDs and DVDs.

BILLINGE

**216-218 Main Street, Billinge,
WN5 7PE**

Monday to Saturday – 10am-4pm

☎ 01744 893782

✉ shops@wbhtrading.co.uk

📘 www.facebook.com/
Willowbrookbillinge

Parking is nearby and the shop is wheelchair-friendly. Here we sell: a large selection of household furniture, women's, men's and children's clothing/toys, small electrical items, bric-a-brac, books, CDs and DVDs.

Stock Appeal!



For Willowbrook to continue its work through the next 25 years, we still need your support. Please consider donating your unwanted furniture, clothing, bric-a-brac and household goods when you feel you no longer have need of them. Please scan the QR code above or visit our website www.willowbrook.org.uk to use the simple booking form for collections.

Our collection stores are also always happy to help, please give them a call!

St Mary's 01744 617196
Sutton 01744 413112
Prescot 0151 4518706

Volunteers are vital and valuable

Ian Turnbull, our Volunteer Engagement Manager, pictured right, has successfully managed our volunteering team for the last 14 years – what are the key changes he has seen over that time?

Volunteering in 2022 looks quite different to volunteering in 1997 but the fundamentals are still the same: making a difference, helping an outstanding local charity, supporting a valuable community resource, making friends and keeping occupied.



army of volunteers. This dedication reflects the high regard in which we feel all our volunteers should be held.

So, although the core values of volunteers and their motivations to volunteer for Willowbrook remain unchanged, the roles in which they support us have evolved and expanded. Our volunteers started well before the hospice opened its doors but without them, we wouldn't be able to provide the service we do, to the standard we do, at no cost to patients or their families.

The use of technology in volunteering has also enabled us to have a much more direct line of communication with our volunteers meaning we can recruit them for specific activities such as a fundraising event at the 'click of a button.'

The system we use is called 'Team Kinetic' and this technological advance has meant we reach a wider pool of volunteers, increasing the diversity amongst our volunteers and tapping into their varied skill-set.

The result is more volunteers doing more varied activities for Willowbrook: Brookie Bear isn't just Brookie Bear anymore!"

But which one of these is our Brookie Bear?

When Ian Turnbull arrived at Willowbrook in 2008 there were just 250 registered volunteers, today we have over 550. Prior to his arrival back in 2004, volunteers were deployed and helped in just one area of choice. Today we have a well-trained, multi-skilled, multi-tasked volunteer force who support us in many different areas – our Compassionate Neighbour Service, our shops, at fundraising events, in administration, as patient volunteer drivers, in Wellbeing Services or our cafés and are happy to help in as many different ways as they can.

The Volunteer Hub remains a small but incredibly efficient team with Ian joined by **Nicola Ward** as the Volunteer Engagement Coordinator. Between them, they recruit, welcome, induct, train, support and encourage and thank our Willowbrook Warrior



Over the last 12 months Willowbrook Volunteers donated 62,000 hours of their time, equating to a salary saving in excess of £685,000. This is a huge contribution to Willowbrook not only in terms of volunteer time but also in cost savings. Of course, every volunteer also brings their own work and life experiences with them which is another key benefit to the hospice and ultimately to our patients, families and their friends. Our annual '**Above and Beyond Awards**' have been a great opportunity to say thank you to those nominated.



The next 25 years look incredibly positive for Willowbrook Volunteers, and we want to thank our existing volunteers and those volunteers who have helped over the additional 5 years before that for all their support.

With our volunteers, we wouldn't be the Willowbrook that we are, thank you each and every one of you.

If you are looking to volunteer, we may have a role for you...

Without our fabulous volunteers we wouldn't be able to provide our outstanding care.

Our volunteers support us across the whole organisation: in the hospice, The Living Well, our charity shops and Donation Warehouse. Whatever their skills and abilities, they are all helping to make a difference to our patients and we are always seeking volunteers in the following roles...

- drivers • catering • warehouse • admin • fundraising
- wellbeing services • housekeeping • shops • laundry
- maintenance • events • reception • day therapy
- ward clerk • fundraising office • gardening



We always need more help, particularly in our shops. If you think you can spare some time, even just a couple of hours a week, we would love to hear from you.

Please contact Ian or Nicola at our Volunteer Team on **01744 453798**, visit www.willowbrook.org.uk/

volunteer or scan the QR code below with your smartphone or tablet to find out more.

We'd love to hear from you!



How to benefit yourself and your community

Rob Rowan speaks of his experience of volunteering in the Willowbrook Hospice Charity shop in Prescot.
Spoiler: It's very rewarding and lots of fun!

As a volunteer at my local Willowbrook Charity Shop, I want to share my experience but above all, I want to encourage others to join me in volunteering for a fantastic cause!

Fortunately, I have the time to donate to the shop and Willowbrook is extremely accommodating. They only need four hours per week of your time in the first instance but if you want to donate more time as I do, that's great as well.

The wide range of volunteering opportunities within the shop was a key motivator for me: using my passion to make an impact and be a part of something big is exciting.

Plus, volunteering is great for your mental health! Doing something positive for the local community, in addition to learning new skills and meeting new people, has been very rewarding for me.

I do think it's important that you volunteer for a charity or cause that is

close to your heart though. If you are truly passionate and enthusiastic about the cause, that will shine through.

The team were warm and welcoming, and I got stuck in right away in the busy shop. I covered a wide range of roles including serving customers (I'm now a pro on the till), pricing stock, visual merchandising, sorting through donated items and I now run the furniture sales section.

After my first shift, I came away feeling inspired by the like-minded, motivated and positive volunteers around me. And it was interesting to talk to some of the other volunteers about their backgrounds and interests. It became clear that



volunteering with Willowbrook really is for everyone, no matter your lifestyle. Whether you are a student, a full-time professional, a retiree (to name a few examples), there is a role to suit everyone!

I enjoyed learning these new skills. You don't need to be experienced to work in any of the charity shops, as you will receive training and find

that you learn the new skills quickly as well as using your existing ones.

Committing even as little as one hour per week will have a profound benefit to both the charity and to your own mental health and wellbeing.

INTERESTED? – Contact The Volunteer Team: Nicola or Ian on 01744 453798 or to apply directly go to www.willowbrook.org.uk and hit the Blue volunteer button. We can't wait to hear from you!

Luke's challenging efforts to raise money

Luke Grounds has been a long-time supporter of Willowbrook Hospice after witnessing the end-of-life care they gave to his dad in 2009.

His dad Andrew received round-the-clock care for three weeks and for Luke, who was 13 at the time, this memory stayed with him and he has never forgotten those who went the extra mile for his family. As he felt the staff were also extremely supportive to the family during this time, as a tribute to his dad, Luke has completed several successful fundraising events over the years.

Luke has committed to a number of challenges this year to raise funds for Willowbrook Hospice and he will keep doing these up until the 7th November, which is his dad's anniversary.

So far this year, he has run 50 miles in February, completed the St Helens 10K in March and climbed Scafell Pike with his closest friends. Some other



Luke Grounds (left) and with his dad Andrew (above).



Luke (middle) on top of Scafell Pike with his close friends who also took part in the climb in the Lake District.



Running for Willowbrook with friends.

activities are also planned to include a charity football and a rugby match.

Luke said he wants to do all that he can to "make a difference and to raise awareness of Willowbrook". He went on to say that "Willowbrook Hospice gave me and my family precious time with my Dad – I've never forgotten what they did for me and my family so I just want to keep flying the flag for Willowbrook and what they do."

Luke has already passed his initial target of £500 and heading for nearly £1000 from his efforts so far, and

you can donate to his ongoing fundraiser for Willowbrook at: www.justgiving.com/fundraising/luke-grounds2

What's On at Willowbrook



Join us this year for the 25th anniversary of Willowbrook Hospice! We can't wait to welcome you to some of our fundraising events in 2022 so we can celebrate 25 years of Willowbrook: the best care, delivered with compassion for our community.

See www.willowbrook.org.uk/events for further information, tickets and announcements. All dates are subject to change/cancellation. (S) = Supporter Event

July 2022

Sunday 3rd

Liverpool to Chester 50 Mile Bike Ride and 5 Mile Tunnel Ride

Liverpool

Entry £25 (50 mile) / £5 (5 mile) + sponsorship. Under 15s ride free!

Sunday 3rd

Sivananda Yoga Workshop (S)

at The Living Well, 9:30-11:30am

£15 per person. Booking essential – please visit our website above for details.

Friday 8th

Rock and Roll Bingo 60s, 70s & 80s Special

at The Living Well Marquee, 7-10pm

£15 per person. Includes 4 games of music bingo, raffle entry and pen.

More dates to be added – please visit our website above for details.

Saturday 9th

Fur On The Field (S)

at Gamble Hall Field, 12-3pm

Free entry. Fun dog show, games, stalls and family fun.

Saturday 9th

Liverpool Cathedral Abseil

7pm

Free place + sponsorship.

Saturday 16th

25th Anniversary Celebrations: Open Gardens & Wellbeing Day

at Willowbrook Hospice, 10am-3pm

Summer Fayre

at The Living Well, 11am-4pm

Free entry, donations welcome. There will be a free bus link between the two events.

Saturday 16th

Skydive

at Black Knights Parachute Centre, Lancaster

SOLD OUT - New date added in September.

Friday 29th

Cheese, Wine & Quiz Night

at The Living Well Marquee, 7pm start

£15 per person. Includes a selection of cheese, crackers, bread & chutneys and a drink on arrival.

September 2022

Saturday 3rd

25th Anniversary 'Back to the 90s' Moonlight Walk

at Ruskin Sports Village, registration opens 5pm for 7pm start

Entry £15 Adult / £5 Under 16s. 5k route.

Thursday 8th

Afternoon Tea

at The Living Well Marquee, 2-4pm

£10 per person.

Thursday 8th

Free Cruise Evening (S)

at Mercure St Helens Hotel, 6.30-9.30pm

Booking essential – please visit our website above for details.

Saturday 10th

Skydive

at Black Knights Parachute Centre, Lancaster

Free place with £500 minimum sponsorship to be raised.

SOLD OUT

Saturday 17th

Born Survivor Lancashire

(in collaboration with Standing Tall Foundation)

at Dockber Farm, Sawley, Gisburn

£25 registration with £125 minimum sponsorship to be raised. 5k or 10k mud-fuelled assault course.

Wednesday 21st

25th Anniversary Service (S)

at St Thomas Church, 7pm start

Thursday 22nd

Golf Day

Blundells Hill Golf Club

Sunday 25th

Berlin Marathon

SOLD OUT

October 2022

Saturday 22nd – Sunday 30th

Scarecrow Festival

(in collaboration with Standing Tall Foundation)

Join the St Helens Scarecrow Festival Facebook group for more information.

Saturday 22nd

Scarecrow Ball

(in collaboration with Standing Tall Foundation)

Venue TBC

Sunday 30th

Dublin Marathon

Free place with £1000 minimum sponsorship to be raised.

December 2022

Saturday 3rd

Christmas Fayre & Grotto

at The Living Well

Regular Events

Book Club

2nd Wednesday of every month

at The Living Well, 2pm

New members welcome, free to join.

Pop-Up Travel Shop with Marcus

from Hattons/Not Just Travel

2nd Friday of every month

at The Living Well Café, 10am-2pm

Yoga with Yoga Steve

Every Tuesday

at The Living Well, 5.45-6.45pm

£6 per class. New members welcome.

Willowbrook Pop-Up £1 Shop

Every Tuesday

at The Living Well Marquee, 10am-2pm

Clothes, children's goods and bric-a-brac – everything £1!

Accord Legal Services Drop-In Session

Last 2 Fridays of every month

at The Living Well, 10am-4pm

Drop by to speak to them about trusts, probate, powers of attorney or ask for your FREE will.

Memory Lane Craft & Gift Fairs

Saturdays on the following dates:

17th September, 22nd October,

19th November

at The Living Well Marquee, 11am-3.30pm

Walk for Wellness with Standing Tall Foundation

Every Thursday

at The Living Well, 1.30-3pm

A social guided walk using varied local routes.

Willowbrook – The Living Well, Borough Road, St Helens, WA10 3RN • events@willowbrookhospice.org.uk

Please visit www.willowbrook.org.uk for details about our events and how to support us.



SUPPORTED BY



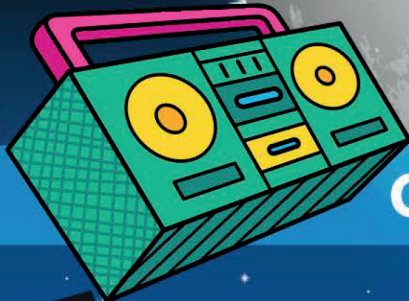
**BACK
TO THE
90s**



MOONLIGHT

Light

MEMORY WALK



CELEBRATING 25 YEARS



Saturday 3rd September 2022

Ruskin Sports Village, Ruskin Dr, Denton's Green, Saint Helens WA10 6RP

LIGHTS • **MUSIC** • **DANCING**
DJ • **PERFORMERS**

Adults £15.00

Under 16s £5.00

REGISTRATION OPENS - 5:00PM
WALK STARTS - 7:00PM

Come & Join In!

Join the return of the
Moonlight Memory Party,
on the grounds of
Ruskin Sports Village!

To register please
scan the QR code or visit
www.willowbrook.org.uk



Willowbrook
Hospice *Every Contact Counts*



Fundraising round-up

Since our last newsletter in autumn we have had so many more people to thank for their fundraising efforts. Sadly there are always more than we have room to mention but here are just a selection of our fundraising heroes. We have many more ways for you to get involved in raising valued funds in aid of Willowbrook Hospice. Don't forget to tell us what you do by sending an email to events@willowbrookhospice.org.uk

OCTOBER 2021

Well done and congratulations to **Louise Johnston, Amanda Fieldhouse** and our fundraiser **Bev Neilson** on a fabulous evening for the **Scarecrow Festival/Over**



The Rainbow Ball which jointly raised over **£14,000** for Willowbrook Hospice and **Andy Reid MBE's Standing Tall Foundation**. Thank you to all our sponsors, suppliers and attendees.

Thank you to **Eccleston Lane Ends Bowls Club** who held a bowling competition



in memory of Baz Brown. They raised a fantastic **£1400** for Willowbrook.

You may remember **Ella and Brennan** who raised money for Willowbrook selling their colourful, painted stones. Well we had a visit from them with their pet dog Rocco and they have raised an amazing **£404**. Well done!



Thank you to **Alan Watson** for raising an amazing **£1900** for Willowbrook by cycling 1080 miles from Lands End to



John O' Groats in September 2021. Alan has been a supporter since both his sister and his mother used the hospice. He funded the trip himself with the aim of raising £1 for every mile cycled for each of his two nominated charities Willowbrook and KIND. Huge congrats and thanks to **Alan and Lisa Hindley**, who helped with organising the fundraising, for going well over and above his target.

Thank you **Mark Bostock** for raising over **£2095** for Willowbrook by completing the Warrington half marathon.



NOVEMBER 2021

A huge thank you to the wonderful **Non-Stoppers** and all their helpers, who have hosted two fabulous festive tea parties at The Living Well during November. Thank you to everyone who bought tickets to these events or helped out behind the scenes, and especially to this group of wonderful ladies who do so much for Willowbrook.



We received a donation of **£2000** from **Jess French** at her shop The French Dresser on Boundary Road, St Helens. Jess held a fashion and shopping event in aid of Willowbrook Hospice to raise the funds. Thank you Jess!



A big thank you to **James Thompson** for raising **£175** for Willowbrook when he ran the Cambridge Half Marathon.



A huge thank you to **The Griffin Inn** in Eccleston for your spectacular light switch on which raised **£1544** for Willowbrook. What a fantastic event and it was lovely to see so many happy faces enjoying themselves including Johnny Vegas, above left, who came along as well.



Thank you to **Hardshaw Lodge No 8722** for donating **£600** to Willowbrook.



DECEMBER 2021

We would like to say a huge thank you to **Louise Potter** and **Sarah Griffiths**, who have raised an incredible **£2561** for Willowbrook with their families in memory of their dad David Griffiths. Earlier this month Louise and her daughter **Rebecca** ran the Santa Dash in Liverpool, and Sarah walked Otterspool prom with her husband **Terry**, son **Jack**, and his girlfriend **Lucy**.



Thank you to **The Cottages & Residents of Crow Lane East** Christmas Lights in Newton-le-Willows for once again raising vital funds for Willowbrook Hospice. It was a complete must-see!



We'd like to thank everyone who supported our **Light Up A Life** celebration this year, or provided their services to support the Hospice. **Elaine Maloney** for her beautiful words and celebrant services, **T5 Event Media Limited** for lighting, audio, filming and streaming the event, **St Helens Council** for the beautiful venue and support, **Rainford's Christmas Trees** and **Notcutts Ltd. Rivendell** for the tree and lights, and our fantastic performers: **SingMe Merseyside, Allanson Street Primary School**, and **Ellie of Songbird Studios**.

JANUARY 2022

Thank you to all our brilliant volunteers who have helped with our Christmas tree collections. We took an unprecedented number of bookings this year and some amazing Willowbrook volunteers, staff members and friends stepped up to help us, some at short



notice (along with PSD who loaned us an extra vehicle).

Special thanks to **John, Brian, Tony, Peter Edge, Jim**

Toohey real5 Networking St Helens, Paul Chadwick Prism Studios, Alex and his dad, Sarah, Dan, Phil, Dave, Alun Owen, Ian Turnbull and Stephen Carroll for their hard work.

We recycled lots of trees at **Rainford's Christmas Trees, Knowsley Council and St Helens Council** recycling points. The remainder will be turned into wood chip by **D J Platt Landscapes** and used in local hospital landscaping projects, including a wildlife walk and outdoor classroom for a local school.



We greeted **Penlake Athletic U10s** at

The Living Well in January. They fundraised for their winter jackets and the **£240** remaining was donated to Willowbrook. Grassroots football at its best.



We'd like to say a very big and heartfelt thank you to **Jill** and her daughter **Meg** who donated a collection in

memory of their much loved husband and dad, **Martin** (pictured), to Willowbrook Hospice. It was also Martin's own request that donations, gratefully received, would be passed to Willowbrook **£1670** was donated in his name.



FEBRUARY 2022

Max (@the_boy_in_the_tent on Instagram) visited us in February to encourage people to get involved with his big camp out on 26th March and raise money for Willowbrook. Max's efforts contributed to the overall, national total of **£604,650** with money still coming in.



Thank you to **St Helens Heart Support Group** who donated **£1233**.



MARCH 2022

Another challenge complete for **Luke Grounds** in memory of his dad Andrew Grounds. Scafell Pike at 978 metres, is

England's highest mountain Luke and his closest pals took on the challenge in tough conditions of minus 8 degrees, snow and rain. A big effort from you all. Well done **Callum O'Hanlon, Scott Oakes, Anthony Smith, Matty Sheron, Liam Morris, Mark Pieroni, Liam Parr and David Moore**. Luke set a target of £500 but has surpassed that with a running total of **£850** so far. [See page 9 for more details.](#)

Huge thanks to **The Grafton Exeter Street Community Group**, especially **Yvonne, Sylwia**

and **Carly**, for organising a clothes sale and raising **£514** for Willowbrook. They brought in their fantastic donation which was gratefully received by our team.



Paul Marsh (left) of Bespoke Funding Solutions very generously donated **£5000**.

Paul, a local businessman, said: "I am delighted to support the fantastic care that the hospice provides". Thank you.



APRIL 2022

Thank you so much to **Michelle Mutch** (left) for raising **£200** in her Easter raffle. We rely heavily on members of our community like Michelle to support us.



A huge thank you to **Doreen Galilee** (right) who raised **£1300** by completing the Skydive.



Lexie lost her cherished granddad **Jim Morris**, who was also beloved husband to **Lena** and dad to **Jamie**. Jim's funeral collection was donated to Willowbrook as a cause very close to the family's hearts. Lexie presented us with the collection of **£735**.



A big Willowbrook thank you to **KLS Dance Academy** who held a fundraising event and raffle. **Kirsty** (right) is shown presenting a cheque for the sum of **£100**. Thank you so much.



The sun shone for the children at **Billinge St Aidan's Primary School** who were completing the 'Dally Dash' in memory of Mrs Ravenscroft. **Brookie Bear** also joined them for the event.



MAY 2022

Penlake Celtic U8's spent an afternoon taking part in a sponsored walk they organised through Sankey Valley, Carr Mill Dam and back through Sankey Valley raising over **£800** which will be split as funds for their team and Willowbrook. Well done to all involved.



Cath (right) of **YogaCon** held a yoga workshop and donated the **£285** raised to Willowbrook!



JUNE 2022

A massive well done to **Shona and Lucy** who have now raised over **£2000** for Willowbrook. Their latest fundraiser, inspired by the Queen's Platinum Jubilee, was Pimm's and cake! They will be running in the Berlin marathon for us in September.



In Spring 2022 nineteen thrill-seekers took part in skydives, raising money for Willowbrook. In total they raised over **£18,000!** Part of this group included four members of the admin team from the Facebook community group **Rainhill Rocks** (above).



Win £1000 every week!



Joining the Lottery costs just £1 per week – Your £1 can really make a difference!

Plus
win up to...
£1000
on our
Rollover

The lottery is a regular source of income to run our hospice services which deliver exceptional care for Willowbrook's patients and families. Over the past 25 years our lottery has raised over £12m and we have given away over £3.6m in prizes to our wonderful members. So why not become a member and give your support to Willowbrook and maybe get something in return? If you are already a lottery member, why not take out another number and double your chances of winning, or you could pass this form to a family member or friend to join?

85
cash prizes
to be won
every week

Sign up online at willowbrook.org.uk/join-the-lottery or fill in the Hospice Lottery entry form below.

Hospice Lottery entry form

I wish to become a member of the Willowbrook Hospice Lottery and I am over the age of 16.

Mr Mrs Miss Ms Other (please tick)

Name

Address

Postcode

Contact number

Email

I confirm I am 16 years old or older

I wish to join the Hospice Lottery and would like to pay subscription as follows...

BY DIRECT DEBIT complete panel opposite

BY CHEQUE (please tick one of the boxes below)

3 months £13 6 mths £26 12 mths £52

To ensure continuity a reminder will be sent to you 4 weeks before your payment runs out. Please make your cheque payable to: 'Willowbrook Hospice'.

You may cancel your membership at any time.

Signed

Date

Please return this form to:

**Willowbrook Hospice Lottery Dept, Willowbrook –
The Living Well, Borough Road, St Helens, WA10 3RN**

Registered with The Gambling Commission. Lottery promoted by Willowbrook Hospice Trading Company Ltd. All proceeds donated by Deed of Covenant to Willowbrook Hospice which is a Registered Charity No. 1020240. Promoter: Willowbrook Hospice, Portico Lane, Prescot, Merseyside, L34 2QT. Terms and conditions are available on the hospice website, www.willowbrook.org.uk

Please gamble responsibly, visit www.begambleaware.org for more information.

Marketing declaration: We would like to keep you up to date with our work by sending you our newsletter and information on future events and campaigns that we think you might be interested in.

Can we keep in touch? If so, how? Please tick as many boxes as you wish.

Post Email Phone Text Message No marketing

DIRECT DEBIT INFORMATION



Name and full postal address
of your bank or building society.

To: The Manager	Bank/building society
Address	
Postcode	

Name(s) of account holder(s)

Bank/building society account number

Branch sort code

Service user number

Reference

Instruction to your bank or building society:

Please pay Willowbrook Hospice Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Willowbrook Hospice and, if so, details will be passed electronically to my bank/building society.

Every four weeks £4 Quarterly £13
Half Yearly £26 Annually £52

The Direct Debit Guarantee: This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits. If there are any changes to the amount, date or frequency of your Direct Debit, Willowbrook Hospice will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Willowbrook Hospice to collect payment, confirmation of the amount and date will be given to you at the time of request. If an error is made in the payment of your Direct Debit, by Willowbrook Hospice or your bank or building society you are entitled to a full and immediate refund to the amount paid from your bank or building society. If you receive a refund you are not entitled to, you must pay it back when Willowbrook Hospice asks you to. You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please notify us.

A new look for Willowbrook

Over the last 18 months, Willowbrook was lucky enough to receive additional funding from our partners at St Helens Clinical Commissioning Group (CCG) to upgrade our IT systems.

The pandemic highlighted the fact that our equipment and systems were not fit-for-purpose, making remote working a challenge and creating difficulties for us to connect with our many patients across St Helens and Knowsley. With the support of our IT hosts at St Helens and Knowsley NHS Trust, we now have 'state of the art' laptops and PCs with excellent connectivity as



we continue safe, hybrid support for our community residents.

We now have an improved interface with our NHS colleagues, have the ability to connect with more of our patients in their own homes and can deliver swift advice when required to patients who cannot travel to the hospice. With judicious spending, we also retained sufficient money to upgrade our website. At the same time, we have refreshed our logos and letterheads, below left, and we launch these as part of our 25th Anniversary celebrations. We hope you like them!



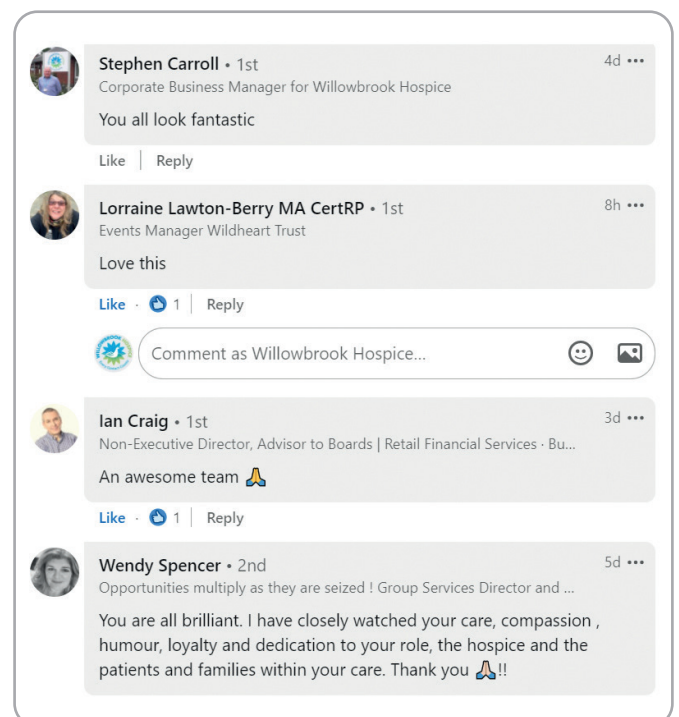
Our new branding encompasses different styles of logo depending upon their usage.



Our website www.willowbrook.org.uk has had a re-design.

Our amazing community

As we appreciate, our community give back to us in so many ways: not only with their time and their donations but also with their thanks. Here are just some of the recent messages we have received online, thanking our nursing and doctors team for their support – **at a time when it is most needed...**



The 25th Anniversary Appeal



In 2018, we experienced a terrible flood at the hospice which led to three of our rooms having to be completely refurbished. Our insurance company stepped in to help cover the costs of this work but our first priority now is create a building that ensures all our patients have the facilities and comfort they need in rooms that meet current clinical safety standards.

- We know this work will cost Willowbrook in the region of £500,000 but we know we need to start this work in the next 12 months.
- We must make sure that we carry out any work efficiently and make sure that it sustains Willowbrook for at least the next 25 years.
- We must use our funds wisely.

These plans are comprehensive for Willowbrook as we must:

- make urgent repairs to the roof
- make all our rooms single-person units
- create comfortable gathering spaces for visitors
- improve access for patients with an entrance that allows swift, comfortable access straight onto the inpatient wards

So, we are taking our time to plan this work properly but our aim is simple:

To have ★★★★★ accommodation for everyone who needs Willowbrook.



HOW YOU CAN HELP

Willowbrook needs £500,000 to complete these necessary works to make the hospice fit for the 21st century and to sustain it for at least the next 25 years. There are many ways in which you can support this 25th Anniversary appeal:

PLEDGES

You can support our 25th Anniversary appeal now by pledging £10 in memory of someone special and sponsoring a brick in our virtual wall!

www.visufund.com/willowbrook25thanniversary



RAFFLE

Buy some of our 25th Anniversary Appeal raffle tickets

TEXT TO DONATE

Text **WILLOW** followed by your donation amount to **70580** to give that amount.

(Texts will cost the donation amount plus the cost of one standard network rate message).

For example: Text **WILLOW1** to **70580** donate £1
Text **WILLOW5** to **70580** to donate £5
Text **WILLOW10** to **70580** to donate £10

ATTEND OUR EVENTS

See our website for information:
www.willowbrook.org.uk/events

