Willowbrook Hospice

Every Contact Counts

Autumn/Winter 2026 **www.willowbrook.org.uk**





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WELCOME TO THE AUTUMN / WINTER EDITION OF YOUR

Willowbrook Newsletter

WILLOWBROOK HOSPICE
Every Contact Counts

Welcome

Every day at Willowbrook, people make a difference.

Whether it's a nurse supporting a patient and their family, a volunteer giving their time, or a supporter raising money in their local community, it's the contribution of many people that enables us to be here for those who need us.

As we look back over the past six months, we're proud to share some of the moments, achievements and stories that have been made possible by this incredible network of support. From fundraising and volunteering to the care provided across our services, each plays an important part in helping local people make the most of every moment.

In these pages, you'll meet some of the people behind Willowbrook, discover how your support is helping to make a lasting difference, and find out how you can continue to be part of our story in the year ahead.

Thank you for standing alongside Willowbrook. Your support really does make our work possible.



Lynda Finney
Executive Clinical Director

Simon O'Leary
Executive Director of Corporate Services

Dr Kate Campbell
Executive Medical Director

For more information on how you can help Willowbrook Hospice, please visit
www.willowbrook.org.uk
Registered charity no. 1020240

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ROMA FUNDRAISING

Roma Fundraising have produced this publication free of charge through the kind contributions of local advertisers.

Remembering Billy:

A FAMILY'S JOURNEY OF LOVE, CARE AND GRATITUDE





Every Christmas, our Light Up A Life appeal gives us the opportunity to remember and celebrate the lives of those we have lost. This year, we are honoured to welcome the Martland family, who will switch on our Christmas tree at Willowbrook Hospice in memory of their much-loved husband, Dad and Grandad, Billy.

Billy was cared for by our team in October 2022, after living with cancer for three years. Despite initially being given just 12 to 18 months to live, Billy was a fighter and made the most of every precious moment with his family.

His diagnosis brought the family even closer, with weddings, family celebrations and countless special memories. Billy's greatest joy was being a Grandad, and he treasured his time with his granddaughter Frankie.

When Billy's chemotherapy was no longer helping, he was admitted to Willowbrook. He spent his final nine days surrounded by the people he loved, with his symptoms managed and his dignity maintained. His family were able to visit freely – even bringing in the family dog, Freddie, for a special visit.

For the Martlands, Willowbrook offered far more than medical care. It gave them the reassurance, compassion and space to simply be a family during Billy's final days.

"The staff, from nurses and doctors to catering, were just incredible. They really took the time to explain things to us, and the most important thing was that we felt listened to."

Billy died peacefully, comfortable and free from pain. His family have carried their gratitude ever since and have made it their mission to give back.

From taking part in the Moonlight Walk to volunteering, supporting Willowbrook Trading Company and joining hospice events, the family continue to raise funds and awareness in Billy's memory.

For the Martlands, every pound raised and every hour given is about helping other families experience the same care they received.

"We do this because we want others in the future to have the same level of care that we did."

This Christmas, as the lights shine at Willowbrook, they will be a celebration of Billy's life - a life filled with family, friendship and laughter - and a lasting reminder of the difference his family continue to make.

We are honoured to have the Martland family as our **Family of the Year.** They will have the special honour of switching on the lights on our Christmas tree at our **Light Up a Life celebration on Saturday 12 December at the hospice.**

We look forward to coming together with our supporters and community to remember those we love and celebrate the lives that continue to shine brightly in our hearts.



RAISE MONEY FOR YOUR LOCAL HOSPICE.

Willowbrook Hospice *Every Contact Counts*

How you can help.

Something small
A coffee morning, a raffle, a collection at work. Every pound adds up.

Something bigger
A sponsored walk, a marathon, a skydive. Push yourself and make it count.

Something ongoing
Nominate Willowbrook as your workplace's charity of the year. Fundraise as a team.

Ready to get started?



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MEET THE TEAM

Making a difference in our community: Meet Rachel Heslin

Since joining Willowbrook Hospice in May this year as our Community Fundraiser, Rachel Heslin has been busy getting out and about across St Helens and Knowsley, meeting the people, groups and organisations who make our community so special.

With more than 15 years' experience in the charity sector, Rachel is passionate about bringing people together and helping them discover the many ways they can support their local hospice. From visiting schools and community groups to attending local events and meeting supporters, she has already been building valuable connections and spreading the word about the difference Willowbrook makes to patients and their families.

Rachel's role is all about inspiring and supporting people to get involved, whatever their age, interests or fundraising ideas. Whether she's chatting to pupils about the importance of the hospice, meeting a local group to explore fundraising opportunities or joining a community event to raise awareness, she is helping to strengthen Willowbrook's connections with the people it serves.

From coffee mornings and bake sales to sponsored challenges, school fundraisers and community events, there are so many ways to support Willowbrook. Rachel is on hand to offer advice, encouragement and practical support, helping individuals, schools, clubs, faith organisations and local businesses turn their ideas into something special.

By getting out into the community, listening to local people and building new relationships, Rachel is helping more people understand the vital role Willowbrook plays and how they can be part of its future.

We're delighted to have Rachel on board and look forward to seeing these connections continue to grow as she works with our wonderful community to support the hospice and the care it provides.

If you are considering supporting Willowbrook Hospice, please contact Rachel by email rachelh@willowbrookhospice.org.uk





HOSPICE NEWS

Metro Mayor visit

We were pleased to welcome Mayor of the city of Liverpool City Region Steve Rotherham to the hospice in August.

Willowbrook Volunteer Hilliary Hutchings initially reached out and spoke to Metro Mayor Steve Rotherham on a radio show phone in. She spoke of the amazing work Willowbrook does for its all its community, across, Outreach, Family Support and the Inpatient unit. Steve was then invited to visit the hospice and hear and see first hand of the work Willowbrook does. He was keen to hear the financial pressure hospices are particularly under, and how we are managing this.

He took a tour of the unit, met Staff and Patients and commented what a peaceful environment it was. We are grateful for his visit and that our volunteer champions are helping to spread the message of Willowbrook's work.







Celebrating Our Bereavement Support Volunteers

In January, our Bereavement Support Volunteers were delighted to receive Willowbrook's first ever Volunteer Team of the Year award, recognising their outstanding commitment to supporting bereaved families.

Supporting people through grief can be challenging and emotionally demanding, but our volunteers describe it as a deeply rewarding role. At the heart of their work is simply being there, listening without judgement and providing a safe space for people to express their feelings.

Bill says that building trust through listening is essential, and that seeing people gradually reach acceptance of their new situation is "reward in itself". Veronica describes being part of the team as a privilege, while Steve values being able to offer a listening ear at such a difficult time. Linda feels her volunteering is a worthwhile way to use her skills and experience, and Cathy finds it incredibly rewarding to support people through their grief.

The team also supports our New Horizons Group, providing ongoing peer support and helping people reconnect with life following bereavement.

The difference this support makes is clear in the feedback we receive:

"The support was unimaginable… I really don't think I could have got through that time without the support from the hospice. A million thank you's will never be enough."

"I was at my lowest ebb when I received the call from the WB Bereavement Team… This person really understood and gave me hope I would feel better again."

Another person told us:

"I credit the Bereavement Team with literally saving my life! I have now reconnected with life again."

We are incredibly grateful to every member of our Bereavement Support Team for the compassion, time and understanding they give to families when they need it most.



Volunteering

A little help from our friends



Patients and families visiting Willowbrook can now enjoy our tranquil gardens even more, thanks to a fantastic team of volunteers from Wain Homes.

Six volunteers from the Warrington-based housebuilder spent a day at the hospice creating a new outdoor seating area, including building a patio and carrying out general garden maintenance and landscaping. Their hard work has created a welcoming space where patients and visitors can sit, relax and enjoy the fresh air.

It was the third time Wain Homes volunteers have supported Willowbrook through the company's Helping Hands initiative, which gives employees time away from their usual roles to support charities and good causes in their local communities.

The team have certainly made a lasting difference. During a previous visit, Wain Homes arranged for a brand-new kitchen and integrated appliances to be supplied and fitted after the hospice building suffered storm damage.

Ian Turnbull, Head of Volunteering at Willowbrook Hospice, said: *"It is always a pleasure to welcome the team from Wain Homes and we are grateful every time for their hard work and support.*

"It was another brilliant day of teamwork, laughter and real community spirit. Thanks to Wain Homes, our patients can continue to enjoy and benefit from our wonderful gardens all year round."

We'd like to say a huge thank you to everyone at Wain Homes for giving their time, energy and skills to Willowbrook. Their support is a wonderful example of local businesses coming together to make a real difference to patients and families in our community.

Could you be our next eBay Volunteer?

Our fantastic eBay team is moving to our Willowbrook Hospice Sutton Shop & Donations Warehouse, and we're looking for volunteers to join them!

Meet Helen Wooding, who volunteers with our online sales team. She started on the shop floor before discovering her passion for finding those special donations that can raise vital funds for Willowbrook.



Helen's latest find? Three paintings by Irish artist Simon Kenny, which she recently sold for an amazing £550!

Helen said: *"I love finding rare donations. It's a great feeling knowing I'm supporting a local charity and helping to keep Willowbrook's doors open. I'm so proud that our eBay team raised £21,000 last year to support Willowbrook's vital services."*

And you don't need to be an eBay expert to get involved! Our volunteers help with everything from sorting and researching donations to taking photos, listing items and packing orders.

Fancy joining the team and turning donated treasures into vital funds for Willowbrook? Get in touch, we would love to hear from you!

Non Stopper Volunteers nominated for BBC Merseyside Make a Difference Awards 2026!

We were incredibly proud to see Sheila Jones and The Non-Stoppers nominated by The Volunteer Hub at Willowbrook for their outstanding contribution to Willowbrook over the past 25 years.

During that time, The Non-Stoppers have raised an incredible £150,000 to support Willowbrook and the people who rely on its services - an absolutely remarkable achievement.

The awards evening was a wonderful celebration of the individuals, volunteers and community groups who are making a real difference to people's lives across Merseyside. We heard some truly inspirational stories of local people coming together to support their communities and make Merseyside a better place to live.

Although The Non-Stoppers didn't take home the award, being shortlisted in the final four in their category from more than 600 nominations across eight categories is a fantastic achievement and something they should be incredibly proud of.

Willowbrook is immensely grateful to The Non-Stoppers and everyone involved for their dedication, generosity and unwavering support over the past 25 years.

We were absolutely delighted to nominate The Non-Stoppers in recognition of their outstanding contribution to Willowbrook and the community for more than 25 years.

Congratulations to The Non-Stoppers - you are all truly amazing!

VOLUNTEERING

If you would like to find out more about joining Willowbrook Hospice as a volunteer, we would love to hear from you!

Email **help@willowbrookhospice.org.uk** or call Ian or Emma on **0151 430 8736.**

Scan the QR code to visit our Volunteering page





Fundraising Events

Thanks to the support from our incredible community, our Willowbrook fundraising events have raised almost £50,000 since June 2026 - an absolutely outstanding achievement!

A huge thank you to everyone who has supported our events, whether by attending, donating, volunteering or spreading the word. We couldn't have done it without you!



PUB WALK



SUMMER OPEN GARDENS







MAY SKYDIVERS





EDALE SKYLINE





MEMORY WALK





CANOE CHALLENGE







COLOUR RUN

Our events:

PLANT SALE - £2,152

CANOE CHALLENGE - £5,900
Sponsored by Integrated Compartment Solutions

COLOUR RUN - £14,000
Sponsored by 2u Food

SUMMER OPEN GARDENS RAISED £1,700 *Sponsored by TD Construction Testing*

WILLOWBROOK PUB WALK - £3,763
Sponsored by A1 Garage Doors Ltd

SKYDIVES – MAY SKYDIVERS RAISED OVER £6,600!
- Two of the May team were nurses!
Sponsored by MD Sports Solutions and Pyramid Leisure

EDALE SKYLINE – £2,332 RAISED
Sponsored by Metatrix Media and Rainford Buildings

MEMORY WALK – £13,000 RAISED
Sponsored by Gornalls Funeral Directors and PSD Vehicle Rental for donations of refreshments and snacks.

Fabulous Fundraisers



£500 donation from **Move It or Lose It with Chris** and their Spring fundraiser.



London Marathon runners – Raised **£15,000.**



Catharine Coughlin hosted her annual Grand National party at home on Grand National Day and raised **£1,060.**

Bounce Rainford raised over **£5,146** following a 12 hour bounceathon!



Lloyds Bank St Helens – staff member **Jessica** chose to fundraise for Willowbrook after her Dad was cared for by our staff. Wanting to give back, the branch team and local community came together through raffles, bake sales, and other fundraising activities to raise an amazing donation of **£1,200.**

Ormskirk Street United Reformed Church made a kind donation of **£300,** raised through their retiring collection.



Soren Winstanley, aged just 15, completed a gruelling challenge of the national three peaks in under 24 hours, raising an amazing **£987.**



Lee, Ste and Jamie took on another challenge for Willowbrook, less than six months after running around the BrewDog Stadium for 26 hours - they ran 100 miles (from the hospice to the top of Mount Snowdon) which was a non stop 27 hours, raising over **£1,000.**



Jackson Crawshaw, aged 5, has raised an astonishing **£2,282.50** for Willowbrook Hospice at this year's St Helens Colour Run!



The Family and Friends of Kevin Tobin raised just over **£1,000** from Kevin's funeral. Following the care he received at Willowbrook, the family wanted to donate as much as they could and also had custom beer coasters made with their favourite photo of Kevin with a code to donate.

Prescot Primary School held their annual Masked Racer and raised **£553.48!**

Friends of Antony O'Neill, Raised **£620** at their annual Bowls Tournament in his memory.

Sisters Ruby and Lucy showed incredible bravery by taking on a skydive challenge to raise **£4,130.50** for Willowbrook in memory of their mum, Louise Anderson who was cared for by our staff.



Jamm Studios students independently organised and put on a fantastic live music charity gig, with every penny raised donated to Willowbrook Hospice. Thanks to their hard work, creativity, and passion, they raised an incredible **£1,000** to support our patients and their families.

The family and friends of Simon Penketh, climbed Snowdon and raised **£2,065** for Willowbrook Hospice!



A huge thank you to **Ste Davies at Cable Systems Ltd.** for their incredibly generous donation of two signed **St.Helens RLFC shirts** to Willowbrook! The shirts will be used as raffle prizes to help raise funds at our events.



Willowbrook Wonders donated **£3,779** following their fantastic fashion show at **Houghwood Golf!**

The wonderful Nan from **Super Ices** stopped by the hospice with an incredibly kind donation of **£110** from sales at the Colour Run, and also offered all staff, visitors and patients a free ice cream too which was well received during the summer heat wave!

Rainford Ladies' Choir raised an incredible **£2,177** through various fundraising activities.

Chris Hayes walked all the way from Drumclog, Scotland to St Helens to raise funds in his brother David's memory. David was cared for by Willowbrook, and thanks to his determination and the generosity of his supporters, he raised an amazing **£933.50!**



Seven-year-old **Alana-Rose Clare** has raised an incredible **£500** by selling her handmade bracelets - for the third time! Thanks to **BDO Accountancy** match-funding her efforts, Alana's fundraising total has reached an amazing **£1,000.**



Ste Carberry and Neil Hodgkinson have once again shown incredible dedication, raising an amazing **£3,453.39** this year, following £3,500 raised in 2025 through their annual Golf Day at Grange Park Golf Club, all in memory of Ste's son, Chris who was cared for by Willowbrook Hospice

A Fresh New Look for Our Shops



You may have noticed that our charity shops are getting a fresh new look! As part of our new branding, we're giving our shopfronts a makeover to create a bright, welcoming and consistent look across all our stores.

Our **Billinge and Rainhill** shops have already had their transformations, creating refreshed spaces for our customers, shoppers and supporters to enjoy.

And there's more to come! **Stockbridge Village, Rainford** and **Four Acre** are next in line for their makeovers, so keep an eye out for our new-look shops appearing in your local community.

Making Every Donation Count

Our retail shops are a vital part of Willowbrook Hospice, helping to raise much-needed funds to support our care. We're delighted to share that, thanks to the incredible support of our customers, donors, volunteers and retail teams, our Trading Company donated an amazing £512,000 to Willowbrook last year.

That's enough to fund 483 days of specialist palliative care – a fantastic achievement and something we can all be incredibly proud of!



Despite a challenging retail environment, including rising costs and changes in shopping habits, our Trading Company continued to grow, with **sales increasing by 2.5%** compared with the previous year.

We've introduced regular mystery shopping to help us continually improve the experience for our customers and donors.

Behind every sale is a team of dedicated shop colleagues, volunteers, drivers, café and eBay teams, all working together to turn donated items into vital funds for Willowbrook.

Thank you to everyone who donates, shops, volunteers and supports our retail stores. Every item donated and every purchase made helps us provide more care to local people and their families.

Our Shops

SUTTON SHOP & DONATION WAREHOUSE
Sutton Road, St Helens, WA9 3DZ
Monday to Saturday, 9:30am - 3:30pm
01744 413112

PRESCOT SUPERSTORE
Prescot Shopping Centre, Eccleston Street, Prescot, L34 5GA
Monday to Saturday, 10am - 4pm
0151 541 7806

THE LIVING WELL
Borough Road, St Helens, Merseyside, WA10 3RN
Monday to Saturday, 10am - 4pm
01744 646830

THE LIVING WELL CAFÉ
Borough Road, St Helens, Merseyside, WA10 3RN
Monday to Saturday, 9am - 4pm
01744 646826

ST MARY'S ARCADE
St Mary's Arcade, Unit 19-20, Church Street, St Helens, WA10 1AR
Monday to Saturday, 10am - 4pm
01744 417069

RAINHILL
9 Dane Court, Weaver Avenue, Rainhill, Prescot, L35 4LU
Monday to Saturday, 9am - 4pm
0151 426 9940

RAINFORD
16a Church Road, Rainford, St. Helens, WA11 8HE
Monday to Saturday, 10am - 4pm
01744 886829

STOCKBRIDGE VILLAGE
12 The Croft, Stockbridge Village, Knowsley, L28 1NR
Monday to Saturday, 10am - 4pm
0151 480 9796

FOUR ACRE
Unit 8, Four Acre Lane Shopping Centre, St Helens, WA9 4BZ
Monday to Saturday, 9:30am-4pm
01744 814121

BILLINGE
216-218 Main Street, Billinge, WN5 7PE
Monday, 9am - 4pm
Tuesday to Saturday, 10am-4pm
01744 893782

FASHION & HOME - KIRKBY
Unit 9, Telegraph Way, Kirkby, L32 8US
Monday to Saturday, 9am - 4pm
0151 459 3533

ORMSKIRK
33 Burscough Street, Ormskirk, L39 2EG
Monday to Saturday, 9am - 4pm
01695 816960

HUYTON
Unit 14, Cavendish Walk, Huyton, L36 9YG
Monday to Saturday, 9.30am - 4pm
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Kirkby:
0151 459 3533

Corporate Fundraisers

We are grateful to local businesses who support the hospice by raising funds and awareness.

A massive thank you to all our corporate supporters for their incredible generosity. Together, they have helped us raise £64,673 in corporate income since April 2026, through sponsorships, donations, fundraising challenges and so much more.

Every contribution makes a real difference, helping us continue to provide vital care and support to local patients and their families.

Thank you for being part of our hospice community. If your business would like to support Willowbrook please contact Jane Ball **corporate@willowbrookhospice.org.uk**



MATATRIX MEDIA AND RAINFORD BUILDINGS, Edale Skyline Walk sponsor.



GORNALLS FUNERAL DIRECTORS PRESCOT AND RAINFORD, Memory Walk sponsor.



A huge thank you to **NGF EUROPE LIMITED (NSG GROUP)** for their incredibly generous donation of **£1,500** to Willowbrook Hospice through their Good Cause Award.

GXO - A huge thank you to the team at GXO Haydock for their continued support of Willowbrook Hospice. From donating a year's supply of Coco Pops to use as fundraising prizes, to taking on the gruelling Yorkshire 3 Peaks Challenge, their support goes above and beyond.

The team have raised almost **£1,800** through the challenge so far, helping us continue to provide vital care and support to local patients and families.

GPW RECRUITMENT held a golf day in July where every attendee made a personal donation to Willowbrook Hospice, and the company generously matched every pound raised. Together, they presented us with an amazing **£2,480!**







We are incredibly grateful to **ST HELENS RLFC** for their continued support of our hospice. First-team players **Matt Whitley and David Klemmer** visited one of our patients, a lifelong Saints fan. Seeing the joy this brought to him and his family was truly unforgettable, creating memories they will treasure forever.

We are also thankful for the many opportunities the Saints provide to raise vital funds and awareness, from **charity auctions and the Charity Takeover Day to player visits.**

A huge thank you to **ST HELENS COLLEGE,** who are generously supporting this year's Santa Dash as our headline sponsor. Their team will also be providing volunteers to help make the event a success. We are incredibly grateful for their support and for helping us bring our festive fundraising event to life!



A huge thank you to **BEVERSTON ENGINEERING** for their generous donation of **£250** to Willowbrook Hospice, raised through their golf day.



A huge thank you to Maddy and Dan from **TAILORED FINANCIAL PLANNING LTD** for raising just over **£1,000** at this year's Manchester Half Marathon! We're so grateful for their ongoing support. This is the second running event they've taken on in aid of Willowbrook, and as proud sponsors of our Memory Tree Appeal, their commitment continues to make a real difference.



Thank you to the **BRANDED ITEMS GROUP** for generously sponsoring our challenge t shirts!





FRODSHAMS We are once again thrilled to have Frodshams supporting this years' Glitter Ball by being our headline sponsor, and also our annual Light Up A Life service in December.

St. Helens Santa Dash

Sunday 29th November

11.00am start
At the BrewDog Stadium
4k Route

Adult €10, Child €5,
Family of 4 €20









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UPCOMING EVENTS

7 NOV	ONE NIGHT ONLY BREWDOG STADIUM SPONSORED BY PEP	
TBC	CHRISTMAS SINGALONG BINGO SPONSORED BY horizonshutters	
12 DEC	CHRISTMAS WREATH MAKING WORKSHOP THE LIVING WELL MARQUEE	
12 DEC	LIGHT UP A LIFE WILLOWBROOK HOSPICE SPONSORED BY FRODSHAMS	
27 JAN	MERSEYSIDE POLICE FEDERATION BALL TITANIC HOTEL, LIVERPOOL	
12 FEB	COMEDY NIGHT GREENALLS SPORTS AND SOCIAL CLUB	

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SCAN TO BOOK

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Corporate Support

With thanks to the corporate sponsors supporting Willowbrook Hospice's upcoming events and initiatives.

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Willowbrook Hospice Every Contact Counts

WIN £1,000 EVERY WEEK

Join the Willowbrook Lottery today

You could be this week's £1,000 winner...

and every extra entry gives you another chance to win.

- £1,000 weekly jackpot
- £125, £75 & £50 prizes
- Rollover jackpot up to £10,000
- Someone wins every week

Every entry helps Willowbrook Hospice support local people living with complex, incurable conditions to live well, for as long as possible.

Every contact counts. Join for just £1 a week.

Already a member? Why not take on an additional number to give yourself another change to win while giving even more support to Willowbrook?

Registered with FUNDRAISING REGULATOR

Lottery proudly supported by BFS BESPOKE FUNDING SOLUTIONS LTD

Willowbrook Hospice *Every Contact Counts*

The Memory Tree

In Loving Memory – Forever in Our Hearts

Located in the peaceful garden at Willowbrook Hospice, our beautifully designed Memory Tree offers a lasting way to celebrate the life of a loved one. Each engraved copper leaf is a meaningful tribute to remember a loved one, whilst helping Willowbrook to continue to provide vital hospice care.



Your Leaf Dedication

For a donation of £200, your personalised copper leaf will be engraved with your chosen dedication and placed on our memory tree for 12 months. After this time, you will have the option to either renew your leaf for further years at a cost of £100 per year, or collect your leaf to treasure.

Once your leaf has been engraved you will be invited to come and view your leaf on the memory tree.

Whether it's to remember a beloved family member, friend, or colleague, your tribute will shine as part of a growing legacy of love.

Please scan the QR code to create a dedication, or visit: willowbrookhospice.enthuse.com/thememorytree

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THINKING ABOUT THE FUTURE?

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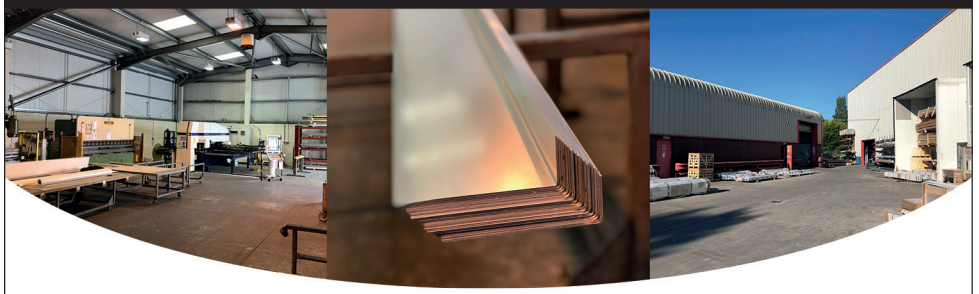
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