



St Michael's
Hospice

Caring to make a difference



“At the end, our mother could look out across the gardens, surrounded by her three boys, and begin her final journey in peace. Your limitless care and compassion made that possible. And we will remain forever grateful.”

Gary, Damian and Alex - the sons of Betty Dinning.





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What we do

Each year, around 2,000 people across Herefordshire and its borders receive the care, compassion and love which has been associated with St Michael's Hospice since we welcomed our first patients in 1984.

Our mantra is simple; to provide expert care to whoever requires it, whenever they need us.

This care always has been, and always will be, free of charge. We welcome patients with any incurable condition, not just cancer.

Thanks to the generosity of our community, some of this care can be delivered in our state-of-the-art Inpatient Unit in Bartestree.

We also embrace people's wishes to be cared for in the place they feel most



comfortable, and that's why our Hospice at Home service proves invaluable to so many.

Outpatients regularly visit us for appointments with medical professionals; attend groups enabling them to live well with their condition; and build friendships forged by shared experiences.

Demand for our services is continually growing, yet we rely

heavily on our supporters to fund most of this care. And for as long as they're behind us, St Michael's Hospice will remain at the heart of our community.

In this brochure we'll also explain how our supporters raise the funds which is the lifeblood of the Hospice... and how you can get involved.

“I can't thank the staff at St Michael's enough. From the moment I arrived, the care has been incredible.”

Paul, who married his sweetheart Lisa whilst staying at St Michael's.



How we care

Inpatient Unit

Built in 2015 thanks to the generosity of our supporters, the state-of-the-art Inpatient Unit, often referred to as IPU, allows us to provide expert care from doctors, nurses and Healthcare Assistants, 24 hours a day.

Often likened to a boutique hotel, the IPU is an oasis of calm featuring ensuite bedrooms, all spacious and flooded with natural light. Each has beautiful garden views with doors leading onto private terraced areas.

Many spend their final days or weeks of life in our IPU; others return home having received our expert care and pain relief. Whilst with us, patients receive all meals and drinks - prepared by our talented kitchen team - free of charge.

Volunteer 'Homemakers' are often on hand, providing a warm smile, and the perfect cuppa.

We know how important visits from loved ones can be. For this reason, there are no visiting restrictions, meaning those who wish to can call in whenever they like, and stay as long as they want. And because pets are integral family members, we are delighted to welcome them to St Michael's. We've had dogs, cats and even a horse call in over the years.





“Mum was only at the Hospice for three days but what struck me was the level of care and respect that the nursing staff showed her in that short space of time. It was just amazing.”

Miriam Vincent

How we care

Hospice at Home



It's vital to us that people are cared for where they feel most comfortable. This might be at home in familiar surroundings with loved ones.

Often, patients will benefit from Hospice at Home towards the end of their life.

Following an assessment, our highly-skilled and compassionate Registered Nurses and Senior Healthcare Assistants will provide hands-on care to patients, and support with symptoms such as pain and breathlessness. Advice and emotional help for the patient and their loved ones will also be offered. We may visit for a few hours during the day or evening, or stay throughout the night.

Whatever we do, we'll always aim to ensure the care we provide is meeting the needs of the individual.

And if they need us when we're not there, we're only ever a phone call away.

The Herefordshire Hospice at Home service is provided by St Michael's Hospice and Marie Curie in partnership with the NHS Herefordshire and Worcestershire.



“The Hospice at Home team are just angels. I'm lost for words at how wonderful they are. We were all so grateful.”

Sam Phillips, whose wife Thelma received Hospice at Home care.



How we care

Day Services

A warm welcome awaits from our specialist team of doctors, nurses, support staff and volunteers.

People visit our Day Services for a wide variety of reasons: for symptom control; to meet our therapy team who might draw up a personalised exercise programme; or to benefit from the expertise of our multi-disciplinary teams providing a wide range of support including acupuncture or hand massage.

We will also signpost patients to other Hospice services where necessary.

Support is also provided to carers through regular movie nights, and the informal Teacakes & Chat group.

One of the main focuses of our Day Services though is living well.

Our weekly groups are filled with friendship, laughter and understanding.

“I don’t think people realise how happy the Hospice is. I can’t fault the support from St Michael’s. It’s been first class.”

Donald Davies, who attended our Movie Nights group.



Supportive care



‘A problem shared is a problem halved’

This oft-used phrase is not always true, but talking things through can help alleviate some of the emotions patients might be experiencing.

Our team of expert, compassionate counsellors allow those who require support to talk through their feelings in a quiet, private environment.

The team also lends a supportive ear to loved ones and invites them to lunches and support groups should they wish to attend.

Alongside this, our social workers and Spiritual Care Team can help with the practical, social and emotional impact of illness, and in bereavement.

Patients’ relatives who are younger can be introduced to Hope Support Services, a charity supporting young people when a close family member is diagnosed with a serious illness.

Our Supportive Care team offers the vital wraparound service which goes hand-in-hand with our nursing. From Mindfulness to complementary therapies, our highly-skilled team will tailor their care to the patient.



“I cannot imagine ever having achieved what I have without St Michael’s Hospice.”

Katherine Preece, a family member who received counselling and later became a Complementary Therapist at St Michael’s Hospice.

Education



With decades of experience in Hospice care, it's our aim to share the knowledge and understanding we've gained with other professionals.

Over the years, our reputation as an education provider has grown.

Training is provided to clinical and non-clinical staff members based at St Michael's, although we share our expertise with GP surgeries, hospitals, care homes and agencies.

We are also helping support the training needs of family members and friends who are often informal carers, both in our own community.

And what better setting for this training than purpose-built rooms overlooking the Hospice gardens and orchards beyond.

You can even hire the rooms for your own business meetings or conferences.



Working for us

We think working for St Michael's Hospice is fulfilling, rewarding and offers great opportunities to advance your career.

But, we would say that wouldn't we?

By joining us, you'll discover why we've been chosen among The Times Top 25 Best Charities To Work For in 2022.

Working at St Michael's Hospice means you'll be playing a vital role in providing care and support to those in our community at the time they need it most.

Roles are posted on our website throughout the year, so be sure to keep checking. It's not just clinical jobs - we often have a range of non-clinical roles in fundraising, retail, HR, facilities and finance.

Each role comes with a great range of benefits including subsidised on site meals and a generous holiday entitlement.



“Working at St Michael's Hospice is an incredible privilege. You know you are part of something special.”

Darren Kehoe, Senior Maintenance Officer

“I love working at St Michael’s Hospice. It’s such a rewarding place to work. If you’re thinking of applying, I’d definitely recommend it.”

Harriet Hastings
St Michael’s Hospice Registered Nurse



How you can help



St Michael's Hospice costs millions of pounds to run each year, and the majority of this funding comes from the community.

We're so grateful to everyone who goes above and beyond to support us in such a variety of ways.



Donating:

A one-off gift in celebration of someone special, or a regular donation through 'St Michael's Hospice Friends'.



Events:

From a half marathon to a gentle stroll, our events appeal to the masses, and have masses of appeal.



Community:

Whether on your own, or with those close to you, your fundraiser will make a real difference to life at St Michael's.



Playing our Lottery:

For just £1 per week, we give away £1,500, including £1,000 to our top prize winner, each and every Friday.



Shop with us:

For quality pre-loved items, look no further than our retail and online shops.

Gifts in Wills

Leaving a gift in your Will is easy to do, and we can help you thanks to our Will-writing service.

To leave a gift in your Will, all you need is our charity name (St Michael's Hospice) and our registered charity number: 511179.



Gift Aid

Don't forget...if you're donating to St Michael's Hospice, and you're a UK taxpayer, you can Gift Aid. It won't cost you anything, but it means we can claim an extra 25% of any eligible donations from the Government, tax free.

Ask in our shops or follow instructions when donating online.





Shop with us

With shops across Herefordshire and beyond, you're never far from your next quality pre-loved item.

And by regularly contributing seven-figure sums towards our care each year, it's not difficult to see why our retail offering is so vital in supporting patients and their families.

From boutique fashion to bric-a-brac, furniture to art and electrical goods, our stock is sure to surprise and delight, whether you're new to charity shopping, or a seasoned St Michael's Retail supporter.

Each shop reflects the passion our staff and volunteers breathe into their work.

If shopping online is your thing, then our ebay site will be right up your street. Collectors' items to gift ideas, or gems you didn't even realise you needed, our site attracts bidders from across the country, and beyond.

And if you have quality pre-loved items to donate, we offer a free furniture collection service. Just check our website for details of what we collect, and the areas we collect from. Our friendly team of staff and volunteers will book you in, then just leave the rest to us.

Volunteer with us

Every day, hundreds of volunteers give their time to support the care provided by St Michael's.

Volunteers account for over a third of the St Michael's team, supporting every area of the Hospice, from serving teas and coffees to welcoming visitors, from admin roles to gardening, from serving in our café, to keeping our shops open.

The amazing team of volunteers who support St Michael's are the beating heart of the organisation.

Benefits of volunteering

You'll meet new friends and soon feel that warm glow from helping your community. There will also be plenty of invites to get-togethers allowing you to meet other volunteers.



“Volunteering is the best thing I’ve ever done. It’s so important, socially, and it’s great for your mind too. You can learn a new skill and make friends at the same time.”

Barbara Pentecost

Inspired to do something amazing?

Just get in touch by calling the number on the back page.

“St Michael’s Hospice has been a haven of rest and contentment for me. The staff and volunteers are wonderful, and always make our time there fun and engaging. Above all else, they are always there for us, providing a smile, reassurance and advice. I’d be lost without them.”

Martin, Day Services patient





**St Michael's
Hospice**

**To find out more,
please get in touch:**

01432 851000

info@smhospicehereford.org

st-michaels-hospice.org.uk

Keep in touch

24-hour support line: 01432 852080

St Michael's Hospice: 01432 851000

Donate or fundraise: 01432 851000

Volunteer: 01432 852090

Furniture collections: 01432 65 65 46

Find us


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