

# NIGHTINGALE

HOUSE HOSPICE

NEWSLETTER AUTUMN 2024



**BALLOON CARNIVAL IS  
A SOARING SUCCESS**

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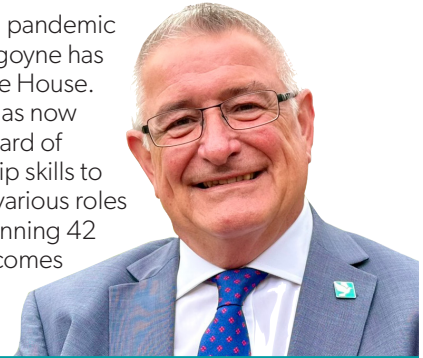
## Wyt ti'n siarad cymraeg?

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electronig o'n cylchlythyr Cymraeg,  
a gellwch gael y ddogfen ar gais neu  
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## A welcome from our new Chair of the Board of Trustees

From severe financial difficulties, a global pandemic and a strive for independence, Chris Burgoyne has seen it all during his time with Nightingale House. From first joining the Board in 2003, he has now taken the lead as the new Chair of the Board of Trustees. Chris brings extensive leadership skills to his new appointment, having worked in various roles in the banking sector during a career spanning 42 years. Here, in his own words, Chris welcomes you to your latest newsletter and outlines his vision for the future of our hospice.



It is an honour and a privilege to have been appointed as the Chair of the Board of Trustees and I am delighted to welcome you to the latest Nightingale House Hospice newsletter.

We are heading into our 30th year in 2025, and while Nightingale House is a different operation from what it was when it first started, I witness every day how much it still holds a special place in the hearts of our community.

Running through this newsletter are the incredible and heart-warming stories of patients, families, supporters and people in our community who are full of love and praise for our hospice.

We continue to work hard to change the perception of hospice care. This is not a place where people come to die. It is a home from home filled with love and care and it is a bright place to help people live their life to the full. We all know someone who has been touched by a progressive and life-limiting illness and we will always strive to provide first-class facilities in comfortable surroundings for current and future patients.

Our care is not just for patients, but for the whole family. It is a feeling of home when you need it the most. I know of people who have been nervous and reluctant to come into the hospice, but when they do have said that they would have no hesitation in coming back. As well as the first-class facilities on our new Inpatient Unit, we also offer rehabilitation support, symptom management, complementary therapies, music therapy, a bathing

service and bereavement support for adults and children.

Over the years I have witnessed some tough times for the hospice and some severe financial difficulties. During these challenging times, the communities we support have in turn supported the hospice. And their support, combined with the endeavours of the staff, Board of Trustees, volunteers and numerous external Trusts and organisations have ensured that we continue to provide first class patient services as an independent hospice.

We have a very forward-thinking Board of Trustees and will continue to review our strategic plan twice a year to ensure that we move forward and that we aim to provide additional services. However, we can only do that when the appropriate funding is available.

Never far from my mind is the amazing generosity of our supporters, community groups, corporate sponsors, as well as our dedicated army of volunteers. It costs £4.9million to run the hospice every year. With only £1million received from central funding it means that £3.9 million needs to be raised every year just to stand still.

This is a massive task and only possible with the incredible support we receive from our communities. We could not do any of this without you. Every penny that is raised, and every minute given in support, makes a difference to our patients and their families.

Thank you for all your support, it really is much appreciated.

# Nightingale House: We are here to support you and your loved ones

We want to reach out to our community and break down the barriers to early hospice care.

Accessing our services early allows you to receive the best care early in your diagnosis, removing pressure from you and your loved ones to allow you to live your life to the full.

At Nightingale House Hospice, we understand the challenges you may be facing following a diagnosis and we are here to support you.

Our services include respite care, well-being support, physiotherapy, complementary therapies, symptom management, family support, and end-of-life care for those with life-limiting illnesses.

Our goal is to make your journey with us as smooth as possible.

Our services are completely free-of-charge to patients and their families across our catchment area

stretching from Wrexham, Flintshire and East Denbighshire to Barmouth and the border towns including Oswestry, Wem, Ellesmere and Whitchurch.

There are many misconceptions about hospice care, mainly that a hospice is somewhere people go to die, but our patients come to Nightingale House for numerous reasons. For example, complementary therapies, physiotherapy, our Wellbeing Programme, a period of assessment, symptom management and for support for themselves and their families for psychological distress.

The clinical team consists of experienced palliative care doctors and nurses who assist in the clinical assessment and management of all the patients who attend Nightingale House Hospice.

Our main aim is to ensure that everyone receives an excellent

standard of medical treatment and care, maintaining comfort and dignity, from referral to discharge from Nightingale House Hospice.

Any healthcare professional who is responsible for a patient's care can make a referral, including to our Inpatient Unit, Wellbeing Centre, Family Support or Rehabilitation services.

Patients who would like to access our services are able to contact us directly without the need to go through a healthcare professional.

You can contact us yourself or a family member / carer can contact us on your behalf.

If you believe you meet these criteria and would like to access our services, don't hesitate to reach out.

We're here to support you and your loved ones during this time.

## Key information

### What is a direct referral?

A direct referral allows you to access our services without needing to go through a healthcare professional first.

You or a family member/carer can contact us directly to request the support you need.

### How it works:

**1. Contact Us:** You or a loved one can reach out to us to request a referral by calling 01978 316806 or emailing [nightingalehouse referrals@wales.nhs.uk](mailto:nightingalehouse referrals@wales.nhs.uk)

**2. We Connect with Your Healthcare Team:** After receiving your referral, we will contact your primary carer (like your GP or district nurse) to gather medical information.

**3. Stay Informed:** We will keep you updated on the progress of your referral at every step.

**Using the direct referral process can help you access our services more quickly.**

### Criteria for accessing services

To be eligible to access our services, you must meet the following criteria:

- **Age:** You are over 18 years old.
- **Location:** You live within one of the following areas:
  - Wrexham
  - Flintshire
  - East Denbighshire
  - A494 corridor to Barmouth
  - Border towns of Oswestry,

Whitchurch, Wem, and Ellesmere

■ **Health Condition:** You have received a palliative (life-limiting) diagnosis.

### Conditions and illnesses we can support you with:

- **Neurological palliative conditions**
- **Heart Failure**
- **Respiratory:** Severe Chronic Obstructive Pulmonary Disease (COPD), Interstitial Lung Disease (ILD – includes pulmonary fibrosis), bronchiectasis
- **End stage renal (kidney) disease, end stage liver failure**
- **Terminal cancer**

## Richard's story: "I found a new lease of life thanks to hospice after heart failure diagnosis"

A patient who was left with a sense of isolation after a diagnosis of heart failure has turned his life around thanks to the help of staff at the hospice.

Richard Elias, 71, from Rhostyllen, was recently diagnosed with heart failure. After his diagnosis, Richard contacted the hospice, following a recommendation by a District Nurse, where he found a new lease of life through the hospice's Wellbeing Programme.

A dedicated community councillor for over 20 years and a Veteran, Richard has spoken of the profound impact the hospice team has had on his overall health, through a combination of emotional support,



social connections and medical help to manage his condition.

"You don't realise the isolation you feel when you are diagnosed with a condition like heart failure", said Richard. "When I came for my initial appointment, I was offered all these different services, but I was a bit hesitant about coming.

"My wife and son were with me at the appointment and my son said 'sign him up for everything', and I just looked at him, thinking, 'I'll speak to you later'!

"But then I came, and I was astounded by what was offered here. Coming to the Wellbeing Programme, I have played bingo, painted pots, made chocolate crispy

cakes, and done so many other things! I am quite a quiet person, but coming here, you have to put yourself into it to get the most out of it. It takes your mindset away from your illness. I think it's amazing!"

Richard praised the staff and atmosphere at Nightingale House, adding: "The staff are brilliant. Nightingale House is such a happy place. I don't think I've ever seen a GP as much as I have while I have been at the hospice.

"All the staff take the time to really listen to what you need to say, and you feel comfortable talking to them about any worries you have, which I've found really helpful."

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## Wellbeing Programme: A sanctuary for fun, friendship and relaxing therapies for patients

Our Wellbeing Programme is a vital part of Nightingale House Hospice.

It consists of a 12-week programme of care which covers everything from managing symptoms to boosting mood and connecting with others.

Our team of medical experts, including Doctors, Nurses, Physiotherapists, Occupational Therapists and Social Workers have collectively designed some hands-on sessions and informative talks to help benefit our patients.

Whilst physical health is at the forefront of our Inpatient Unit, we also recognise how mental health

can be affected for someone who is dealing with a life-limiting illness.

Our Wellbeing Programme aims to promote our patients' mental wellbeing through the various workshops we offer, alongside its general positive atmosphere.

But what would a typical day in our Wellbeing Centre look like? Well, it changes every day!

Our patients could come in on one day and be greeted with some friendly Therapy Dogs in the morning and enjoy a card making session in the afternoon. On other days they'll be judging a bake off and competing in a quiz!

During their weekly visit they could also enjoy a relaxing reflexology session with our Complementary Therapist Nicci, who adapts treatments to each individual's needs.



## Pam's story: A powerful reminder of the impact we have on entire families and the community

Pam Valentine has called Wrexham her home for most of her life, with only a brief period spent in Aberystwyth where she studied to become a solicitor.

After three years at university, she returned to Wrexham and dedicated herself to a successful legal career, eventually rising to the position of Equity Partner at GHP Legal before retiring in 2016.

But it is her deep and personal connection with Nightingale House Hospice that truly stands out as a testament to her life's journey. Pam's understanding of the importance of hospice care began in the late 1980s when her father passed away from cancer.

Reflecting on that challenging time, she shared: "I understood the importance of having a place like a hospice and how beneficial it would be for the community from my personal experience with my dad, and my mother being his primary carer at home."

This became a catalyst for her involvement in the early efforts to establish a hospice in Wrexham. When Dr Graham Arthurs invited her to become a trustee of his terminal care fund, Pam didn't hesitate. Little did she know then how closely intertwined her life would become with Nightingale House.

In 1996, Nightingale House Hospice opened its doors, offering comfort and care to those in need. Less than three years later, Pam's husband, Phillip, would be among those who found solace here.

From using the day care centre to benefiting from the hydrotherapy pool, the hospice became an integral part of Phillip's care. "When his condition worsened, I was allowed to stay with him overnight in the Inpatient Unit. I am very grateful for that time I got to spend with him."

The hospice was not only a place of care for Phillip but also a source of support for Pam and their two



young sons, Matthew, and Ben, who were just seven and eight years old.

Pam added: "After Phillip died, we all received support from the hospice. This has led me to have a close and personal connection with Nightingale House."

Her bond with the hospice only deepened as she continued to contribute her time and expertise, even serving as Chair of the Board of Trustees at one point.

In 2023, Pam was diagnosed with kidney cancer. But even in this challenging time, Nightingale House has been there for her, just as it was for her husband and family decades earlier. Pam has found tremendous value in the

**“Nightingale House is all about living, and making the most of every single day.”**

hospice's services, particularly the support she has received from the rehabilitation team in maintaining her core strength and fitness.

She said: "The rehabilitation team have been fantastic in supporting me with my goals and provided sessions in the hydrotherapy pool that have massively helped. Hydrotherapy gives me focus. It makes me feel better, which is invaluable."

The holistic approach of Nightingale House extends beyond physical care, offering complementary therapies to address other aspects

of wellbeing. Pam speaks highly of her experience with the hospice's Complementary Therapist, Nicci, saying: "I was struggling to sleep, and Nicci got to the bottom of it very quickly and provided head massages and reflexology. It's been fantastic!"

Pam said: "Nightingale House is all about living, and making the most of every single day."

Taking comfort in knowing how much the hospice has meant to her family, Pam said: "Apart from the obvious emotional support, we as a family have benefited in terms of the actual care that all of us have received. I think, in my case, I've contributed something worthwhile for the community by being a part of building the hospice from the start."

As Pam reflects on the place that has been such a constant in her life, she sums it up beautifully: "The building is a vehicle to deliver the services, and it's a very nice building, especially since the modernisation project. But no, the building would not be anything without the people. It's the people who make this place special, with their care, time and attention."

Pam Valentine's story is a powerful reminder of the impact that Nightingale House Hospice has - not just on those in need of care, but on entire families and the community. Through her experiences, she has seen first-hand the importance of compassionate care, the value of holistic support, and the lasting difference that one place can make on countless lives.

## “We are here to help you live well”

On a mission to break down barriers and myths around hospice care, Nightingale House’s new Director of Clinical and Patient Services, Tracy Thomas, has an important message to people who may be nervous about accessing our services...

“There is nothing to be afraid of, please come and talk to us and you’ll be surprised about the services that we offer. We are here to help you live your best life.”

Tracy brings extensive experience to her role through a medical career spanning more than 30 years. She began working at Nightingale House as Nurse Consultant two years ago.

She said: “I love not only being able to get to know patients but also their relatives. The holistic approach to care that we have here is first-class. I love the whole ethos of Nightingale House, the calmness and the support, the calibre of staff we have got working here... the reception team, the medical team, our admin staff. Everyone makes a difference.

“Coming from a General Practice background, it can be very business-like. While they still provide excellent care it can be on a shorter

time allowance with patients. When a patient gets a diagnosis they can find themselves stuck in a cycle where sticking plasters are being put on as symptoms are being picked up late.”

Tracy is working hard to break myths, barriers and misconceptions around hospice care. She said: “Nightingale House is a place where you come to live well.

“Accessing our services through self referral or through a healthcare provider early in a diagnosis is crucial for the best treatment.”

Tracy is urging people who are nervous or worried to come forward to reach out. She said: “A lot of people assume that a hospice is a place where people come to die. There is so much more to us that people aren’t always aware of.

“To anyone who is anxious about receiving care I would say come and have a little look around. Have a look at what goes on, the wellbeing, the music therapy and art sessions and see the holistic therapies in action. It’s a happy and welcoming place. The hydrotherapy pool is so beneficial for people with an early diagnosis of a neurological condition. For someone to be able



“ **Whether a patient first comes here for wellbeing, respite or is admitted to the Inpatient Unit, you can see straight away that they’re happier, you can almost see their shoulders relaxing. They get to know our lovely staff and quickly become part of the hospice family.** ”

to access this early in their diagnosis will help to maintain their muscle strength for a longer period. It’s about living well and managing conditions well from the early stages.

## Two years of successful partnership working transforms delivery of patient care

Nightingale House has marked two years of a successful partnership which has transformed the delivery of care for patients at the hospice.

In 2022, Nightingale House formed

a new partnership with Supportive Care UK to provide consultant cover across the hospice and full virtual support to their in-house medical team. This innovative model sees Nightingale House doctors, GPs, nurses, and therapists all work alongside specialist palliative care consultants to provide patient-led treatment to the local community, and means the medical and healthcare professionals are discussing the treatment of individual patients every day. Prior to the partnership the hospice had relied solely upon the local health board, BCUHB, for Consultant input.

Professor Matt Makin, pictured right, who was Medical Director



at Nightingale House Hospice between 2001-2009 and is now the Medical Director of Supportive Care UK, has been instrumental in aligning the two services to ensure an excellent patient experience.

Professor Makin said: “Nightingale House has been serving the population of Wrexham and surrounding areas for nearly thirty years providing innovative and

"Making use of our pool, our complementary therapies, the skills of our medical team, all go hand-in-hand to ensuring our patients live their best life." Tracy praised the benefits of the Wellbeing Programme on patients' mental wellbeing.

She said "Wellbeing sessions allow patients a chance to speak to each other in a group setting. You get a lot of information from your peers. And sometimes patients might have questions that they may not want to ask us, but they'll ask someone in their group and share experiences that way.

"Whether a patient first comes here for wellbeing, respite or is admitted to the Inpatient Unit, you can see straight away that they're happier, you can almost see their shoulders relaxing. They get to know our lovely staff and quickly become part of the hospice family. The more they come the more they realise that it's not 'that place where you come to die'.

"You can see that reaction in family members too. They can see how beneficial it is to see their loved one having the care here in such lovely surroundings."

Tracy is a determined woman not only in her professional life but also her personal life. Completing her first Ironman competition at the



age of 47 to prove to her teenage sons that you can achieve anything if you are determined enough, she regularly completes half marathons, ultra marathons and cycle races.

For their 25th wedding anniversary next year Tracy and her husband Guy will celebrate by competing in an Ironman competition along with their two sons. And Tracy won't be stopping there. For Nightingale House's 30th anniversary Tracy will be taking on a remarkable challenge

to raise money for the hospice – walking the North Wales Pilgrim's Way, a spectacular 135-mile-long walking trail, with a team of colleagues.

Tracy added: "I'm constantly blown away by the support we get from our community who raise millions of pounds each year to help us. Without them we could not help the people that we do. I would like to thank each and every one of our amazing supporters."



high quality palliative care services, integrated into the wider health and care system of North Wales.

"It's been a privilege for us at Supportive Care to partner with the hospice to ensure that their clinical teams can access reliable Consultant advice, 24 hours a day, seven days a week. This innovative model has seen the clinical team develop in confidence, strengthened clinical governance and ensured that patients can be supported by highly trained professionals when they need them most."

In a joint statement, Medical Director Melissa Everett and Director of Clinical and Patient Services Tracy Thomas, pictured

left, said: "The Medical and Clinical Teams work very closely with the SCUk Consultants. There are twice weekly board rounds, bespoke weekly training sessions and a 24/7 advice line. The level of experience and expertise provided by Jonathan, Richard and the other SCUk consultants is very high and we value the service and support they provide. They are always friendly and approachable when contacted for advice or at the board round. Richard also provides a monthly clinical supervision session for each of the doctors, which they find invaluable."

Steve Parry, CEO of Nightingale House, added: "The hospice is delighted with the high standard

of consultant cover provided by Supportive Care UK. The support that they provide, combined with the hospice's in-house medical team, enables Nightingale House to offer outstanding palliative care to patients in our community who are living with life-limiting illnesses.

"This partnership ensures that Nightingale House has access to the very best Consultant support, helping us to sustain a strong model for the future delivery of patient services."





## Midnight Walk lights up the streets of Wrexham

More than 600 supporters joined us for the annual Midnight Walk in June and raised an incredible £51,500 for patient care.

Despite the rain, brightly-dressed supporters wore their big smiles and their flashing bunny ears to make the event at Llwyn Isaf one to remember.

And every single step each supporter took on the 5k and 10k routes helped to raise vital funds for our patients.

The night was full of fun, laughter, bright colours and memories of people who have been touched by the services our hospice provides to the local community.

There were new and familiar faces among the crowds. One recognisable face was Matthew Gilbert, part of the Unskateables group who completed a 250-mile

coast-to-coast skateboarding challenge last year.

At the start line he said: "I am here to continue the friendship and connection that the Unskateables have with the hospice.

"The atmosphere is pretty good here, being amongst it all. There is music, everyone is dressed up and ready, and you can see flashing bunny ears and lights everywhere; it looks pretty cool!"

From the start to the very end of both the 5k and 10k, the sea of flashing bunny ears took over the streets of Wrexham.

Adding the extra special touches to the event involved many local businesses.

Around 90 people from the community volunteered their time and services for free to help

make the event possible, as well as Bradley & Brynteg Cadet Detachments, North Wales Police and Fire Service and St John Ambulance.

Helping register participants were a married couple from Rossett, Mick and Wendy Ellingford. Wendy explained why they volunteer for events like the Midnight Walk:

"After being personally touched by the services that Nightingale House offers, we volunteer our time at as many different events as we can. We know without the support of volunteers, the hospice just couldn't put on events like these.

"Whenever we get the list of upcoming dates, we put our names down for anything we are available for. We just love doing it which is why we have been volunteers for several years now!"

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## Supporters create a meadow of memories

This summer the hospice teamed up once again with NT Chirk Castle to create a beautiful Sunshine Meadow where people could remember their loved ones.

The hospice ran a display, with the kind permission of the National Trust, throughout June, creating a meadow of everlasting Nightingale peonies which had been purchased by supporters in memory of their loved ones to raise funds for patient services.

The flowers adorned the front lawn of the castle and raised more than £20,000. Elise Jackson, Events and Campaigns Manager, said: "The Sunshine Meadow symbolises hope, resilience, and community spirit. Thank you to everyone for your incredible support again this year."

After the display at Chirk Castle, people took their flowers home.

There are still some available for people to buy from the hospice.





## MotorFest rolls into town for a second year

Thousands of people flocked to enjoy an action-packed event in Wrexham in July... and dug deep in their pockets to raise more than £23,000 for the hospice.

More than 7,000 people attended the action-packed MotorFest at Penyllan Farm in Marchwiell.

A huge range of classic and new vehicles were on show and crowds also enjoyed thrilling automotive displays, live entertainment and family-friendly activities.

The event, which only launched last year, was jointly organised by the hospice and the Wrexham Council Events Team. It was free to attend with visitors being asked to make a donation on arrival.

Nightingale House Events and Campaigns Manager Elise Jackson said: "It was a fantastic day and we would like to thank all visitors for joining us and raising so much money. Special thanks also goes to R.F. Bellis for sponsoring the event."

Cllr Nigel Williams, Lead Member for Economy, Business and Tourism described the day as a "wonderful experience".

He added: "Attending this year's event with my family was a wonderful experience, and it was great to see so many families enjoying the entertainment and activities on offer. It's always such a pleasure to work with Nightingale House Hospice on events like this — their work is invaluable to our community."



“ Attending this year's event with my family was a wonderful experience, and it was great to see so many families enjoying the entertainment. ”

## Balloon Carnival's success soars to an incredible £37,000

Thousands of people descended on Cae Glas Park in Oswestry in August to enjoy the fun and colourful sights of Oswestry Balloon Carnival.

The family-friendly event, which was free to attend with visitors being asked to make a donation to the hospice at the gates, raised an incredible £37,000 for our patients and their families.

For once the great British weather didn't let us down and the weekend saw a number of successful balloon launches as well as a stunning Night Glow on the Saturday night.

With circus workshops, choirs, dancing and entertainment for visitors of all ages the event was a huge success.

Thank you to everybody who joined

in and to all our amazing volunteers who helped out over the weekend.

The event was held in association with Oswestry Town Council, Elevate Balloon Flights and supported by Oswestry Business Improvement District (BID).

**Pictures: High Pixel Photography.**



**Llangollen Art Workshop**

28th September  
Horseshoe Falls

**Overton Quiz Night**

11th October  
Overton Village Hall

**Charity Night**

12th October  
Tivoli, Buckley

**Rhos Orpheus Concert**

18th October  
St Giles Parish Church,  
Wrexham

**Chirk Race Night**

23rd November  
Chirk AAA

**Coffee Morning**

23rd November  
Daniel Owen Café,  
Mold

**Wreath Making**

26th November  
Hickory's, Wrexham

**Weekly  
Wednesday Quiz**

Sun Trevor, Llangollen

Please keep an eye on our social media pages for more details about community events

We could not do what we do without the amazing support of our fundraising groups.

They organise fundraising events, arrange street collections and often represent Nightingale House in their local community.

We know that time is hard to find for some so if you are unable to join a fundraising group there are plenty

of other ways you can get involved in the regular events and campaigns that we organise for you.

**For more information or to register to take part in any of these events, or to find out more about our fundraising groups, please call the fundraising team on 01978 314292 or you can email fundraising@nightingalehouse.co.uk**

Get your antlers on and get ready for the return of the Nightingale House Rudolph Run. This community event has become a staple in many schools' Christmas calendars within our community. Your Rudolph Run can be held at a location, date and time of your school's choice and is accessible to all age groups and abilities.



We are calling on our community to take part in our Cuppa Club to celebrate the power of a cuppa with friends, whilst also raising vital funds. It couldn't be easier to get involved. To help you host a Cuppa Club event we have prepared a Fundraising Pack which is filled with ideas for games, recipes and ways you can run your event.



Dancers of all ages are being asked to get in the groove for a fundraiser with a twist for our community Dance-a-thon event.

Our community team is calling on budding dancers of all abilities to host a Dance-a-thon and have some fun while raising money to help our patients and their families.



The Nightingale House Christmas Tree Collection sees businesses and volunteers come together to help collect and recycle supporters' real festive trees in return for a donation. We are looking for more businesses and drivers to help. If you own a van and would like to support the collection of trees on either 10th or 11th January, please get in touch.



The hospice's organised events provide a huge amount of fun, laughter and entertainment for our community – as well as the opportunity to raise vital funds for

our services. Following on from the success of the Midnight Walk, MotorFest and Oswestry Balloon Carnival there is still plenty of fun ahead for the rest of 2024.

We are poised to dazzle the public with an extraordinary showcase of dance, featuring representatives from local companies and professional dancers. This glittering event will take place on November 9th, at the Stiwt Theatre in Rhos. The evening promises a spectacular display with partner dances, group performances, and a special performance by the Delta Academy Ladies Choir.



**Strictly Nightingales Showcase**

9th November 2024  
The Stiwt Theatre, Rhos  
£24.50

Join us for a magical walk through Wrexham on Saturday, 16th November.

Our sponsored lantern walk will illuminate the city centre, with the Christmas lights being switched on as the parade passes through each street. All ages are welcome to join this completely accessible route which starts at Queen's Square, Wrexham.



**Wrexham Lantern Parade**

16th November 2024  
Queen's Square, Wrexham  
£6 per lantern

Our fabulous Christmas Celebration Concert will once again be held at William Aston Hall in Wrexham this November. Join us for a magical evening of classic Christmas carols and festivities on Sunday, 24th November 2024.



**A Christmas Celebration**

24th November 2024  
William Aston Hall,  
Wrexham  
Tickets from £25

The event, sponsored by DTCC will feature the incredible talents of Lucy, the blind pianist and winner of Channel 4's "The Piano".

**Light Up A Life**

1st December 2024  
Nightingale House Hospice grounds

Our Light up a Life event is a time for families and friends to come together to celebrate and remember their loved ones.

Each year, over 600 people dedicate a light on our Tree of Lights in memory of a loved one. The heart-warming event, which is being sponsored by DTCC, will be held on Sunday, 1st December in the hospice grounds.



**Christmas Tree Collection**

10th - 11th January 2025

## Fab five take their fundraising efforts to new heights

A group of five daredevils completed a huge challenge for the hospice – jumping 10,000 feet out of an aeroplane!

More than £3,500 was raised by hospice staff members Jackie Crouch, Carolyn James, Natalie Durham, who along with supporters Theo Wolff and Nick Bradshaw, took on the thrilling challenge of leaping from the skies on Saturday, August 10, at Skydive Tilstock in Whitchurch.

The group's efforts raised an incredible £4,500. Natalie Durham, Facilities Administrator at Nightingale House, shared her



motivation for taking part. She said: "My stepdad passed away three years ago due to cancer, and I have always wanted to raise money for a charity in his name. This is the perfect way to raise money for a great cause and do it in my stepdad's honour. I know he would be super proud of me for completing the challenge and seeing the money go to such a fantastic hospice."

Carolyn James, Wellbeing Lead (RGN) at Nightingale House, expressed her deep connection to the cause and said: "I feel

privileged to work at Nightingale House... It is much more than a job. It's a commitment to making an impact on the lives of patients and their families.

"We are there to guide them through the most difficult times with compassion, support, and dignity."

Social Worker Jackie Crouch added: "I decided to sign up and do the skydive to raise awareness and funds for the hospice, all the work we do, and the services we provide, not just for patients but for families and loved ones."

## Are you up to the challenge?

Taking on a personal challenge to raise money for a charity you love is incredibly rewarding and we're always inspired by what our supporters do for us.

If you are thinking of holding your own challenge event, we can offer practical help and feedback as well as support with publicity and promoting your fundraising page.

If you are a competitive runner we would be delighted if you could run for us. We have signed a contract with 'Run for Charity' which will allow supporters to select a marathon/running race, pay a discounted fee for their place and then raise sponsorship ahead of their run.

If you are taking part in any event and would like to support us, please contact [chloe.deacon@nightingalehouse.co.uk](mailto:chloe.deacon@nightingalehouse.co.uk) and we will supply you with a running vest and sponsorship forms.

## Bethan's epic 55-mile challenge in memory of her husband Dave

"Some good must come out of the loss of an amazing man".

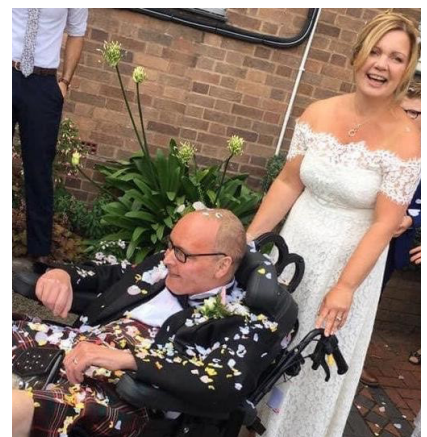
These are the words of dedicated Nightingale House supporter Bethan Scott who embarked on an epic challenge in memory of her husband Dave. Bethan, along with some of her friends and family, walked the distance of more than two marathons in just two days in Dave's memory and raised an incredible £7,500.

This year, Dave's Anniversary Walk marked seven years since he passed. Bethan and her supporters walked all the way from Llandudno to the hospice over one weekend in August – an amazing total distance of 55 miles.

Speaking after her tough challenge Bethan said: "It was a very challenging walk, especially on day two as it was so hot. We were all grateful for the incredibly kind donations and for the support and encouragement.

"Fundraising for Nightingale House Hospice is incredibly important to me, I know first-hand how much the hospice relies on donations.

Since his death in 2017, Bethan has raised well over £150,000 in Dave's memory. She added: "I always say life can change in an instant. Some good must come out of the loss of an amazing man. I believe we met for a reason and now I can help a cause that helped Dave."



# “In Gareth’s memory I will keep our love of travel alive”

“Once a year, go someplace you’ve never been before” – Dalai Lama.

Imagine the journey of a lifetime that could change your outlook on life through exploring 12 days of breathtaking beauty and spiritual tranquillity in the heart of the Himalayas. Well don’t just imagine it ... experience it! Registration is now open for our Dalai Lama Trek in India next year. A once-in-a-lifetime adventure awaits...

Dedicated Nightingale House supporter Beverley James is one of those who be taking part in our 2025 trek.

Beverley’s late husband Gareth, who worked as an officer with Cheshire Police, passed away in 2023 following a long battle with cancer. Gareth’s family later sponsored a patient room at the hospice which they named Jasmine.

The couple loved to see the world and Beverley says the India trek is a chance for her to fulfil a long-held dream of theirs that they sadly never got to share together.

Beverley said: “Gareth and I loved to travel and explore new places and we were always quite adventurous, looking for the next fun and interesting place to visit. In his memory I will keep our love of travel alive. It was something he told me I must do before he died and that when travelling he’ll always be with me.

“Unfortunately, we never got the opportunity to visit India together. After Gareth passed away, I decided India would be my first big adventure, on my own. At the time I didn’t know Nightingale were going to be going there in 2025. Only months before I had picked travel brochures up from a local travel agents and after looking



through decided upon a solo trek in India, a very similar package to the one Nightingale are organising. If you believe in fate, it was meant to be.

“After losing my husband at such a young age to bowel cancer I am determined to turn such sadness into good things. Gareth was such a kind and generous person, who loved life and helping people. In his memory, I aim to have a positive impact. Nightingale House supported Gareth and I through our three-year journey and helped give us the strength to carry on living and enjoying life with a terminal diagnosis. I am keen to give something back.”

To prepare for the challenge Beverley will be going on lots of walks with her beautiful dog. She added: “Before Gareth died we got a puppy, a black Labrador called Betty. Gareth left knowing she will be here to keep me on my

## Dalai Lama Trek 2025

**Date:** 6th – 17th November, 2025

**Duration:** 12 days

**Trekking:** 5 days

**Accommodation:** Hotels, camping & Overnight Sleeper Train.

**Cost:** £299 deposit plus £2,130 (self funding) or £299 deposit plus £4,190 (min sponsorship)

**Visit:**



toes and get me out on long walks in the local countryside and up mountains. Betty and I walk every day, exploring the beautiful North Wales scenery. My training will predominantly be walking with my best friend.”

Beverley is calling on others to sign up. She said: “It is a fantastic opportunity to travel safely with others, who have the same fundraising goals. It’s a once-in-a-lifetime dream come true.”

Gareth’s mum, Catherine James, pictured bottom right, who also received help from the hospice after she was diagnosed with breast cancer in the 1990s, is helping Beverley to train as well as helping her to raise as much money as possible.





# You make a difference every day

We're so lucky to have you. Every minute that you volunteer matters. You make a difference.

It's fair to say that a volunteer's generosity has a profound and lasting impact on our patients and their families. A volunteer's willingness to share both their time

and their talent by volunteering says a lot about each individual.

Regardless of how many hours you choose to give, it's important for you to know that what you do makes a real and tangible difference - and everyone at the hospice is forever grateful.

This summer, during Volunteers' Week, staff at the hospice recognised, celebrated and thanked our incredible teams of volunteers.

Here is a snapshot of some of our hospice heroes...

**Kevin: Volunteer Driver**

I love volunteering for Nightingale House Hospice because...

*"I find it amazing to witness the transformation in patients from collecting them in the morning to when I drive them home in the afternoon.*

*It's wonderful to see they have really enjoyed their time at the hospice."*

**Finn: Shop Volunteer**

I love volunteering for Nightingale House Hospice because...

*"It has been great to build my confidence, and it has helped me to gain the experience that has helped me to be able to get a job here at Regent Street Nightingale"*

**Chris and Menna: Wellbeing Volunteers**

We love volunteering for Nightingale House Hospice because...

*"It's watching patients develop when they're here.*

*Certainly, after different sessions on the Wellbeing Programme, you can see the patient's bloom. As if they forget all their worries while they're here."*

**Eirawen: Volunteer Receptionist**

I love volunteering for Nightingale House Hospice because...

*"The atmosphere here is friendly and positive. I'm always meeting people and talking to them.*

*I find that I'm doing it for me as much as the hospice itself."*

## We need your help

We are looking for volunteers to help out at the exciting events we have planned in the run-up to Christmas.

If you are able to lend a hand please call **01978 316800**, email [volunteer@nightingalehouse.co.uk](mailto:volunteer@nightingalehouse.co.uk) or pick up a form at the Nightingale

House Hospice reception or at any of our shops. You can find out more about volunteering at [nightingalehouse.co.uk/volunteer](http://nightingalehouse.co.uk/volunteer)

We would like to say a huge thank you to the volunteers who have helped out at the events held so far this year. Without the support of volunteers we would not be able to put on events of this magnitude.

All monies raised go to fund the services offered to our patients and their families.

So far in 2024 our dedicated volunteers have helped to raise the incredible amount of money displayed here.

Alyn Waters	£17,311
Midnight Walk	£51,528
Sunshine Meadow	£20,335
MotorFest	£23,223
Oswestry Balloon Carnival	£37,739
Bucket Collections	£2,412
<b>TOTAL</b>	<b>£152,548</b>



## Volunteer spotlight: **Moira**

In just a half hour-long appointment, volunteer Moira Newell can make the world of difference to a patient's day.

The retired hairdresser from Wrexham gives up her time every week to work at Nightingale House to make our patients feel like a million dollars.

Moira retired six years ago after running her own salon for 45 years, and a chance conversation with a friend led her to contacting the hospice about volunteering.

Moira said: "I didn't miss work but I did feel like I needed to do something more with my time. A friend suggested volunteering at the hospice. It was like a lightbulb moment so I called and everybody was lovely from the start.

"The staff are all lovely and I have made some really close friendships.

"I really enjoy working with patients who are on the Inpatient Unit and those who are here for our Wellbeing Programme.

"I love people and I love talking... it comes with the job! I can talk all day long!"

Moira described the positive and calming effects a hair wash or cut can have on a patient.

She said: "You can see a person relax straight away.

"It doesn't matter how poorly a patient feels, they will always say how much better they feel after a little pamper. A haircut can be the best part of someone's day.

"And it is lovely to meet patients' families too and to see how much it helps them to know their relatives are being looked after so well.



"Patients love the whole experience of having their hair done and a chat with a friendly face about their day. It's a wonderful experience and it makes me feel so proud that I can offer that. It is so rewarding.

"It gives you a real sense of making a difference to someone's day."

## Volunteer spotlight: **Dave**

Nightingale House volunteer Dave Roberts keeps the hospice running smoothly – quite literally.

Dave gives up one day a week of his time to keep the small fleet of hospice vehicles - including the Nightingale House ambulance - running smoothly and looking spick and span.

A former mechanic from Wrexham, Dave got involved in Nightingale House after seeing an appeal for volunteers to help out at the Midnight Walk last year.

And for the past 12 months he has played a vital role in keeping us running. Dave is on hand each week to make sure that everything is in perfect running order.

He said: "I absolutely love coming in every week. I am semi retired but still work two days per week and come in to the hospice every Wednesday to check and clean the vehicles.

"I really enjoy it, not only the work

but the sense of belonging I get from being part of the volunteering team. It's rewarding and does feel like you are giving something back to a fantastic service."

Dave also helps out at the many events the hospice holds throughout the year – most recently bucket collecting at MotorFest and marshalling at the Midnight Walk.

He said: "MotorFest was a brilliant event, there were so many people there. I have done the past two Midnight Walks which have been good fun. I do a bit of rally marshalling so I am used to standing outside and pointing people – walkers and drivers – in the right direction."

When asked if he would recommend volunteering at Nightingale House to others, Dave said: "Absolutely. I tell people about it all the time. It's great being a part of the volunteering community and is really rewarding. "I will be helping out at the



Christmas events this year. Seeing everyone come together for the same goal is brilliant, it's really something special and there is a real sense of belonging.

"A lot of people don't realise what we offer at the hospice. I know of someone whose family are currently receiving bereavement support from the Family Support Team. They can't speak highly enough of the service. And it's a shame that a lot of people don't realise that help is on offer here.

"The hospice offers so much more than people may realise."

# How your individual efforts add up to make the

Our community has really stepped up to the challenge this year with a host of exciting events. You are all amazing and we could not do this without you.

Whether it's a quiz, a coffee morning or a sponsored walk, every penny you raise counts, every step you take matters and every hour you help out makes a difference.

Here is a snapshot of some of the events that have taken place this year to raise money for the hospice. Visit our social pages and community blogs for a full round-up.



Wrexham Golf Day raised £7,733.95



Bala Fundraising Group have continued their support for us this year



Borras School raised £3,160.40 from their sponsored walk



Bwlchwyn Cabin Crew raised £208 from their Olympian Run



Electric Age Tattoo raised £2,020 from their charity tattoo day



The Nag's Head, Wrexham raised £820.77 from their Quiz Nights



The team at Fresh & Tasty raised £250



Peter and Shirley Snowden raised £815 from their Shirley School of Dance raffle



St Anne's School raised £141 from their Olympian Run



# world of difference to patients and their families



Ellesmere College raised  
£1,308.27 from their  
Olympian Run



Hawarden Summer Ball raised  
£5,693.95



Caego Day Nursery raised  
£1,587.70 from their  
Olympian Run



Gresford Craft Club raised  
£1,300 from their craft  
exhibition



Mold Fundraising Group's  
afternoon tea raised an  
incredible £1,500



A new Coedpoeth Fundraising  
Group has been formed



Pupils from Alexandra School  
donated some of their Easter  
eggs to the hospice



The World Heritage Walk  
organised by Chirk Fundraising  
Group raised £7,197.43



Our in-house plant sale raised  
£1,161 for the hospice's  
garden project

## Sustainable Shopping: A fashionable choice at Nightingales shops

When you step into one of our Nightingales shops, you'll discover a treasure trove of unique and pre-loved items, all generously donated by our wonderful community.

These donations play a crucial role in sustaining the vital services at Nightingale House Hospice, helping us continue to provide compassionate care.

But that's not all – by choosing to shop with us, you're also making a positive impact on the planet.

At our Nightingales shops,

every item, whether it's clothes, ornaments, shoes, bags, books, games, furniture, or even crockery, begins a new life as soon as it's picked off the shelf.

This simple act not only helps fund patient care but also plays a part in reducing the amount of waste that ends up in landfill each year.

Shopping second-hand is a powerful way to contribute to a more sustainable future, and we're proud that our community is part of this movement.

### You're on trend!

Sustainable shopping is in fashion! One of the most popular categories in our Nightingales shops is ladies' fashion ... and it's easy to see why. From casual to formal and everything in between, our customers can find stylish outfits for any occasion.

Whether you're after something for everyday wear, work, or a special event, there's always a chance you'll stumble upon something unique – a gem you won't find on the rest of the high street.

Choosing second-hand doesn't just benefit the planet – it's also kind to your wallet.

At Nightingales, our items are fairly priced for second-hand goods, making sustainable fashion affordable for everyone. And, with every purchase, you're directly

“  
There's always a chance you'll stumble upon something unique – a gem you won't find on the rest of the high street.  
”



supporting the essential services we provide at Nightingale House Hospice.

So, next time you're shopping for a new outfit or looking to refresh your home décor, why not pay a visit to one of our Nightingales shops? You'll find something special, save money, and contribute to a greener, more sustainable future – all while supporting a great cause.

**Now that's fashion with heart!**



Scan the QR code  
to find your  
nearest store



## Grab some gorgeous cards and gifts for Christmas

Looking for something special to give to a friend or family member this Christmas?

You don't need to look any further than our lovely little hospice shop on Chester Road.

The gift shop is brimming with gorgeous cards and unique, imaginative gifts.

Shop manager Nicky Duerden said: "We have some lovely cards and items on display ready for Christmas.

"We would love to see you so please pop in for a browse and a chat."

All proceeds go towards providing care for patients at Nightingale House Hospice.

**“ We also have some wonderful knitted items for children that are made by our lovely volunteers. ”**



## Having a home makeover? Did you know that we will collect your pre-loved furniture for free?

Did you know that we offer a free collection service for good quality furniture and white goods?

The staff at our Nightingales shops are so grateful for your donated goods, which they are able to then sell on to generate vital funds for patient care at the hospice.

If you would like to book a furniture or white goods collection, complete the online booking form on our website.

Our service is completely free, however if you would like to support us by making a monetary donation. You can do this via our website.

Most of our stores are also able to take furniture in over the door. If you can deliver to store, please phone ahead before making your journey.

Scan the QR code for more information about the service.

Thank you for your support.



## An online shop full of the weird and wonderful



From fine dining dinner sets and rare teapots, to books, music memorabilia and retro games consoles, our eBay shop has it all.

If you like to grab a bargain then take a look at the thousands of amazing weird and wonderful items that we list on our shop.

The popularity of our online shop is growing rapidly. A stunning Elkington & Co Solid Silver Tea Set recently sold for over £1,000 - the

highest amount we have received from one listing to date.

Those who shop with us are full of praise – helping us get to a 99.9% positive feedback score. With over 13,000 items now sold our store is becoming a firm favourite with shoppers.

Scan the QR code to see what lovely items we have on offer. All proceeds from sales go towards patient care at the hospice.

## The sweet taste of success for our lovely café

Our very own Caffi Cwtch recently made the list of the top five cafés in our region.

The Wrexham Leader turned to Tripadvisor to discover the top five cafés based on the public's recommendations.

We were thrilled to see Caffi Cwtch getting the recognition it deserves.

All of our wonderful staff and volunteers work hard to provide the best service, the café wouldn't be the same without them.

Caffi Cwtch is an extremely important part of the hospice as it brings in vital funds to support patient care. But these funds wouldn't be possible without our community, who continuously show support by coming to visit the café. Whether it's for your morning cup of coffee or a spot of lunch, we appreciate everybody's support.



## Christmas Lunch 2024



Roasted sweet potato soup with a hint of cinnamon

A Thai style salad with white crab meat and a satay dressing

Rillettes of game with port, bacon and toasted brioche



Roast farm turkey, pigs in blankets, chestnut and sage stuffing, cranberry sauce, and a light gravy

Baked salmon with gnocchi, peas and broad beans

Vegan butternut squash lentil and almond Wellington

Roast potatoes, carrots, honey glazed parsnips and Brussel sprouts



Traditional Christmas pudding with brandy sauce

Citrus tart topped with honey meringue, compote of fruit with a hint of limoncello and vanilla ice cream

A plate of local cheese, biscuits, and fruit

Caffi Cwtch has launched this year's Christmas menu and the team are looking forward to welcoming you for your festive celebrations.

Available from November 28th to December 23rd, the Christmas menu offers something for all tastes.

So gather your friends, families and colleagues and head on down to Caffi Cwtch to celebrate the festive season with some beautiful food in lovely surroundings.

Diners can enjoy the traditional fayre of the season or enjoy something a little different - a Thai style salad and baked salmon. The choice is yours.

Priced at £21 for two courses or £24 for three courses, booking is essential along with a deposit of £10 per person.

As well as the eat-in option the café has also launched a menu to take Christmas meals away to enjoy at home.

Phone 01978 447550 for more information.



## Nightingale House Lottery: Every pound you play goes a long way to supporting our mission

For a small amount each week to play our weekly lottery you can make the world of difference to someone receiving our care.

Playing the Nightingale House Lottery is an easy, fun and rewarding way of helping us to meet our annual running costs – in 2023 our players raised an incredible £500,000.

Our lottery has become an essential form of regular income for our

hospice, ensuring we can meet our ongoing commitments and costs associated with our specialist care.

For just £1 per week you can make a difference and contribute to helping make sure that the hospice is here for everyone in the local community now, and in the future.

Every week there are 10 chances to win – prizes range from £25 up to the top prize of £2,500.

All lottery prizes will be paid by cheque and will be posted directly to you, so there's no need for you to do anything, your cash prize will just arrive at your door!

Give yourself, or someone you know the chance to win a fantastic prize every week and help a great cause by joining the Nightingale House Lottery.

Your generosity ensures that we all win.

### How it works:

1. Simply fill in a registration form via paper, online or call **01978 313134**.
2. When your registration has been set up, you will be automatically allocated a unique 6-digit lottery number, this will come to you via post or email.
3. Your numbers will go live once the first payment has been collected from your account. You will be automatically entered into the weekly draw, until your membership ceases.

### Sign up now:

For more information please call the lottery office on **01978 313134**, email [lottery@nightingalehouse.co.uk](mailto:lottery@nightingalehouse.co.uk) or sign up using this QR code:



## Behind the scenes – The Family Support Team

**Our Family Support Team is here to walk alongside you and your family every step of the way, offering the care and support you need**



### What we do

At Nightingale House Hospice, we understand how difficult it can be when a loved one is poorly. That's why our Family Support Team is here to guide you through this challenging time.

Our team is trained to listen with compassion and empathy, providing a safe space for you to express your worries and concerns.

Whether you need emotional or practical support, information regarding financial matters, or simply someone to talk to, we're here for you. Our social workers collaborate closely with other

## Staff say a fond farewell to much-loved Dr May Khaing

We have said a fond farewell to a much-loved doctor as she embarks on a new chapter in her medical career.

Dr May Khaing, who has been an invaluable member of the hospice's medical team, left her role earlier this year to further her career,

“ *Seeing the hospice in person and speaking to us, patients alter their perception of what a hospice is and start to see the benefits using our services could have.* ”

”

allowing her to bring her extensive experience and compassionate care to the wider community.

Originally from Myanmar, Dr Khaing flourished during her time at Nightingale House, gaining deep insights and contributing significantly to patient care. Reflecting on her time at the hospice, Dr Khaing spoke of the importance of holistic patient care.

She said: “At the hospice, I have been able to take the time to really get to know my patients, look at both their physical and psychological symptoms through thorough appointments, and refer them to various services across the hospice and externally depending on their needs.”

Dr Khaing passionately highlighted the broad spectrum of services offered at Nightingale House that greatly enhance patients' quality of life. She added: “The hospice offers many more services than people think. We help patients to live as well as they can, so they have the best quality of life despite

their life-limiting diagnosis. Often, patients are shocked when I tell them we have services like respite care, symptom management, rehabilitation, and the Wellbeing Programme.

“Even when we show people around our facilities, patients and their families are often shocked to see how nice the rooms are and the lovely, happy staff and volunteers throughout the hospice. Seeing it in person and speaking to us, they alter their perception of what a hospice is and start to see the benefits using our services could have.”

Reflecting on her journey, Dr Khaing said: “I have been very fortunate to be part of a wonderful and supportive team. I have learned so much from the people here and have had many opportunities to grow and learn new skills in my role.

“Working in a place where I can follow the patients' journeys, get to know them, and help with their clinical needs and wellbeing has been a pleasure.”



professionals to enhance your care, whether at home or elsewhere. The team can also assist with accessing care services, understanding benefits, and ensuring you have the opportunity to explore your support needs.

### Who do we help?

If you or a member of your family has a life-limiting condition and is a patient at Nightingale House Hospice, we offer emotional and practical support.

Our team is there throughout your journey including pre-bereavement and bereavement support for individuals. This service has recently been enhanced to include a bereavement counselling

service for adults. Thanks to partial funding from Children in Need, bereavement support for children under 18 can be accessed, even if they have not previously been involved with the hospice. All support is tailored to meet the need of the individual. Whether you are an adult in need of support, or would like to refer a young person, you can do this by phoning us, emailing us or accessing the self referral form on our website.

### How we work with other services around the hospice?

The Family Support Team plays a vital role at Nightingale House Hospice. By working closely with various departments, they ensure that patients in the Inpatient Unit

can spend meaningful time with their loved ones and fulfil their final wishes. They also create cherished memory boxes, provide guidance on financial assistance, and emphasise the importance of relationships and communication with patients on the Wellbeing Programme.

In collaboration with the Rehabilitation and Occupational Therapy teams, they help secure funding for specialised equipment, enabling patients to manage their illness at home. Their work is diverse, making each day truly unique and impactful.

**Contact 01978 316800 or email [nightingalehouse referrals@wales.nhs.uk](mailto:nightingalehouse referrals@wales.nhs.uk)**

## Dr's 5,000-mile move to provide care for patients

We are delighted to introduce Dr Fernanda Spaco, who joined our Nightingale House Hospice team in July, all the way from Brazil! Dr Fernanda brings a wealth of experience and a deep passion for palliative care, and we are thrilled to have her with us.

Dr Fernanda is not only fluent in Portuguese, English, and Spanish but also has an impressive background in family medicine and elderly care. The Covid-19 pandemic led her to work in intensive care, where she first encountered palliative care through the influence of a specialist consultant.

It was this experience that sparked her love for palliative care, and she even wrote her thesis on the subject while working in intensive care. Reflecting on this transformative time, Dr Fernanda shared: "I started thinking this could be something I wanted to do for the rest of my life. I really loved it!"

When asked about her move to the UK, Dr Fernanda said: "Moving to the UK has been in mine and my husband's plans for over three years as it is a long process. Nightingale House was one of the first places I

applied to in my search for a job in the UK, so I didn't think I would get it. I was so shocked when I found out I got the job."

Dr Fernanda and her husband recently made North Wales their new home. After settling in, they returned to Brazil to fetch their two beloved dogs. It wasn't an easy journey, but she is relieved that they are now comfortably settled into their new Welsh life. She said: "Wales has beautiful countryside."

What has stood out to Dr Fernanda since her arrival is the warm and welcoming atmosphere at Nightingale House. "I have never been so welcomed to a job before! Everyone has been asking me if I'm okay and how I am settling in. One of the best things has been getting to know people who are really passionate about their jobs. Everyone really enjoys being here, and they are driven by it."

She is particularly inspired by the close relationships that staff build with patients, which she sees as essential to providing exceptional care. "The time you spend here helps you get to know the patients, connect with them, and learn their history and background, which all

contribute to the level of care we can provide."

Already, Dr Fernanda feels at home within the hospice community. She said her favourite part of her new role is: "Spending time with the patients and getting to work with an incredible team."

We are excited to have Dr Fernanda join our Nightingale House family, bringing her dedication, compassion, and expertise to support our patients and their families.



Sarah Povey, Corporate Partnership Lead, works closely with businesses of all sizes to create a mutually beneficial, tailored partnership.

Sarah said: "We are so grateful for the wonderful support we have received from our local businesses over the last few months. We have been blown away by their generosity and commitment."

To name a few....

DTCC for their ongoing support.

JCB Team for their charity football match

Charles Owen for their ongoing activities and continued support with Strictly Nightingales

Wrexham Lager for sponsoring Wrexham Golf Day and The Big Christmas Quiz

R.F. Bellis for sponsoring Motorfest

Lloyds Banking Group for their ongoing activities to support us as their chosen charity

Knauf Installation for ongoing support with their staff scheme

The Very Group for kind donations towards our event raffles

Entrec, Kronospan, Excell Supply & DTCC for sponsoring the Sunshine Meadow

Cable Services for their generous donation towards running costs

SG Estates for raising funds at their anniversary celebrations

Wockhardt for their generous donations to our retail outlets

Kellanova for taking on a Snowdon climb to raise funds towards our new mascot

Hadlow Edwards for organising their Big Ramble



## A partnership like no other – we celebrate the compassion of our corporate supporters with a range of mutual opportunities

Our region is a great place for business. And business owners are not only extraordinary in their field, they are incredibly generous when it comes to supporting us too.

If your company has a Charity of the Year scheme, you could consider being a champion for Nightingale House and nominating us to be your chosen charity.

This is a brilliant way to raise crucial funds to support families who face a life-limiting condition in your local community.

We will support you throughout your year of fundraising to help you fundraise in a way that suits your team best. If you're already supporting us, you may like to consider recommending us to other organisations you work with to let them know about the care we provide and inspire them to support us too!

**“ We love being able to see the difference our fundraising makes supporting Sarah and Nightingale House. It is an amazing charity that is very close to many of our hearts. We hope to continue supporting the hospice for years to come**

**– Charles Owen on their experience of working with Nightingale House as Charity of the Year**

There are plenty of other ways to support us too. On Sunday, June 2nd, we held our annual Nightingale 5-a-side tournament, generously sponsored by Read Construction.

The event, held at Pen-y-Cae Football Club, was a tremendous success, attracting teams from numerous local companies who joined in the fun and competition.

We extend our heartfelt thanks to the following companies for their enthusiastic participation and for helping raise vital funds: Haines Watts, TACP Architects, Moneypenny, Bryn Build, Syensqo, Ipsen, Clwyd Compounders, DTCC and KHS Group.

Every team played exceptionally well, but special congratulations go to our returning victors, Haines Watts, who once again took home the trophy!

The day was filled with excitement and camaraderie, as players and spectators alike enjoyed a fantastic day of football. Families and colleagues came along to cheer on their teams, creating an incredible atmosphere for everyone involved.

Thank you to everyone who participated and supported this event. Your contributions have made a significant impact, helping us raise over £8,000. We look forward to seeing you all again next year!



# Sharing the news with our fantastic community

The Nightingale House community is about all of us - our patients, staff, volunteers and our supporters.

You never cease to amaze us with your continued support and we keep running because of your help.

Through supporting our events, holding coffee mornings, making

a donation, it means that we raise millions of pounds each year to support patients and their families at the most difficult time of their lives.

We like to keep our community involved and informed by regularly posting on our social media platforms. From patient stories,

therapy dog visits, activities on our Wellbeing Programme and updates from our amazing volunteers and supporters, there's a little bit of everything!

Here are a few snippets from our social media updates. We would love it if you could head over to our accounts and give us a follow.



## Where to find us:



nightingalehouse



nightingalehousehospice



nightingalehouse



nightingalehh



Nightingale House Hospice

## Hospice hero Alfie steps up to the challenge

Little hospice hero Alfie, aged six, raised more than £300 for hospice services on a sponsored walk.

Alfie decided to walk up and down Moel Famau, all in support of the group of daredevils who completed our skydive challenge.

He said he wanted to do something which supported the jumpers, and the patients who we look after at the hospice.

Jackie, Alfie's mum, who is the Family Support Lead at the hospice, said: "When Alfie heard about my work colleagues completing their skydive challenge, he remembered me doing the same a few years ago and insists he will be doing it himself in the future!



"We are so proud of his achievement and the way he cares about helping people who need the support of Nightingale House.

"He is an incredible little boy and whenever he hears about people in

difficult situations he always wants to help. He was so shocked and pleased with the amount that he has raised and keeps asking when we can do it again. Thank you to everyone who has sponsored Alfie's walk."

## Thank you to siblings Thomas and Eva... You are both hospice superstars!

Siblings Thomas and Eva completed their very impressive challenge of running the length of a marathon in a month! That's 26.2 miles in just 30 days!

They wanted to do this because their Nana has always been a big supporter and fundraiser of Nightingale House, and so they wanted to do something like her, to celebrate her 70th birthday. Keep running Thomas and Eva, you are great!



## Teenage blacksmiths raise an incredible £3,460 from Dixie tour

Teenage blacksmiths Ollie and Harvey raised an incredible £3,460 from touring schools with their incredible Dixie the Dragon metal sculpture.

The duo embarked on the tour to raise awareness and funds for our hospice, which is a charity very close to their hearts.

Well done, boys! And thank you for your fantastic support. You have done us all proud.



We could not finish this newsletter without saying a huge thank you for the following support. We could not do what we do without the incredible amount of support we receive year in, year out. Thank you. We hope you've enjoyed reading your latest newsletter and we'll see you again in 2025 for our 30th anniversary of providing the best care and support for our community.

## Wrexham AFC

Thank you to Wrexham AFC and their fans.

We were delighted to have been the chosen charity to benefit from a bucket collection at Wrexham's first home game of the 2024/2025 season.

Fans were so generous and we collected an incredible £1,233.07.

Thank you to each and every one of you - and here's to a successful season ahead for our amazing football team.



## Garden appeal

We would like to say thank you for the huge amount of support from the community and local businesses in response to our appeal to raise £60,000 for the transformation of the hospice's gardens.

The hospice partnered with local landscaping company Gardens by Design to provide the peaceful retreat for patients and their families. The beautiful space is maintained every week by a team of dedicated volunteers. Thank you one and all.

## The incredible acts for our Christmas celebration

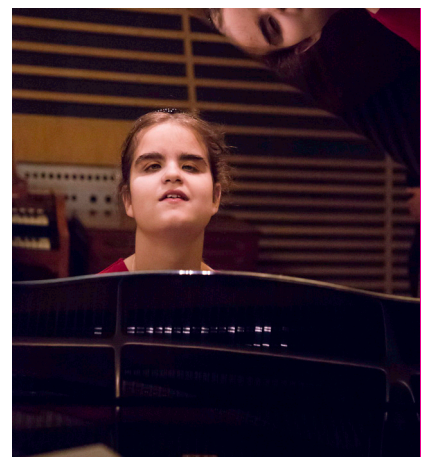
And we end the newsletter on a truly high note!

We would like to thank the many fantastic performers who will be taking to the stage at a musical highlight of the Wrexham events calendar – our Christmas Celebration Concert.

This year, as well as audience favourites NEW Sinfonia, Rhos Male Voice Choir and, for the first time, Dee Sign Choir, we will welcome BAFTA-nominated Lucy, who captured the nation's hearts when

she won Channel 4's The Piano at just 13 years old. Despite Lucy being completely blind and living with a chromosome 16 duplication, which is a rare condition that impacts mental health with autism traits and affects overall communication, Lucy has an extraordinary musical talent.

We are thrilled to be welcoming her to our Christmas Celebration Concert at the William Aston Hall on Sunday, 24th November for what promises to be a truly unforgettable night.



# CHRISTMAS SUPER DRAW

100% OF PROFITS GO TO NIGHTINGALE HOUSE HOSPICE



**POWER CUT?  
CALL 105**

**TORIAD  
TRYDAN?  
FFONIWCH 105**



Nightingale House Hospice  
Hospis Tŷ'r Eos

CLOSING DATE: 17<sup>TH</sup> DECEMBER 2024

DRAW DATE: 20<sup>TH</sup> DECEMBER 2024

**01978 313134**

[NIGHTINGALEHOUSE.CO.UK/CHRISTMASDRAW](https://www.nightingalehouse.co.uk/christmasdraw)

**3 FANTASTIC  
PRIZES TO BE WON!**

**1ST - £5,000**

**2ND - £3,000**

**3RD - £2,000**