



Richard House

London's First Children's Hospice



our house

newsletter september 2010

Featured in this issue:



Living for today, creating positive memories for tomorrow



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Richard House
London's First Children's Hospice



Chief Executive's Message

Welcome to the autumn edition of Our House. There are a lot of items to share with you, and I hope you find this newsletter helpful and resourceful.

I am pleased to report that work continues with the London Children's Hospices Alliance. For those of you who don't know, the LCHA brings together six children's hospices that serve London, and we are now focusing on several important projects where we anticipate a joint approach in the future. These include:

- Training and education of staff
- Medical services
- Bereavement services
- Central referral helpline
- Strategic planning
- Student placements
- Social work support
- 24 hour home care support
- User group

In all these areas of work, we aim to produce something tangible by the end of the calendar year, to enable us to work together in practical ways. This will drive us towards our overall vision to work collaboratively, moving from a position of independence to interdependence, and to improve what support we offer to children, young people and their families.

I am delighted to report that the Alliance has influenced, to some degree, the recently-announced merger of CHASE and Shooting Star children's hospices, based in West London (to be known as Shooting Star CHASE). This will offer a more efficient and effective children's hospice service for that part of London.

Internally, we have recently taken some time to consider what is unique about our strategy for Richard House. In essence we hit upon the intention to be "rooted within our communities".

There is something very special about being part of East London, and in particular, I am conscious that local people treasure their faith (a high proportion of local people have some form of faith, whether it is Christian, Muslim, Hindu, Buddhist, Jewish or another). This has a significant bearing on our work, and how we should take into account the support and resilience people find with their, in some cases, deeply held faith. Too often in our secular society we focus on the physical, emotional and practical aspects of our lives, and ignore the spiritual.

It was with great pleasure that we welcomed the Chief Imam from the London Muslim Centre (LMC), Abdul Qayum, on 7 July. The purpose of this visit was two-fold: Firstly, to initiate a programme of activities to increase a mutual understanding and awareness between our two organisations, including the wider local community; and secondly, to welcome the Imam as a patron of Richard House.

The Imam visited both St Joseph's Hospice and Richard House, as it is our intention to include both adult and children's palliative care in our work with the LMC.

During his visit, the Imam told me



statutory news



that he believed the Islamic faith is about offering care and support to families and he added that he found that same ethos to be present at Richard House.

Since then he has taken that message back to the London Muslim Centre and preached about the services Richard House offers.

A special conference on palliative care is now being planned for later in the year or early next at the London Muslim Centre.

Some of you will be aware that the Coalition Government has recently announced a one off additional fund of £30 million for the children's hospice and palliative care sector in England.

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“At Richard House, it is our intention to be rooted within local communities.”

Organisations were given two dates to submit bids – by the end of July and September.

However, all the money has to be spent by the end of March 2011, which means that we are limited in what we can use this for. Richard House has made four bids initially, the

most significant being for a pilot rapid response home care service for supporting children/young people at the end of life. This bid is made on behalf of north east London, as we aim to work jointly with all other providers of care (NHS and other children's hospices), to offer a sector-wide service.

I am pleased that Richard House continues to offer unique support and care for children, young people and their families. Thank you for your continued support without which our services would not be available.

Best wishes,

Peter Ellis
Chief Executive



Richard House's summer of fun



The summer has been a busy time for Richard House's care staff.

It would be impossible to mention all of the activities they have organised over the last few months, but below are some of the highlights as the hospice continues to celebrate its 10th anniversary year.

The summer began with the visit of Sophie, the Countess of Wessex in late June. She took a tour of Richard House and was shown some of the hospice's specialist facilities including the multi-sensory suite and the children's multi-media computer centre. She also took part in some play activities.

She then went on to meet some of the parents of Richard House children. Among them was mum, Laraine Faulkner, 47 from Bow. She said: "My daughter Nancy has been receiving care here for the last five years where they've not only

supported us with Nancy's clinical needs but also by giving services to the whole family. I was really pleased the Countess could see some of the amazing work that happens at Richard House."



It represented a great honour for Richard House to have royalty visit the hospice and it is hoped that the relationship with the Palace can be built on in the future.

A couple of days after the Countess' visit, the care staff took some of the siblings of Richard House children over to the O2 Roller Disco, where it was fair to say not everyone was able to stay on their feet.

Then it was off to London City Airport's Funday for some of the children to enjoy the activities in the new Thames Barrier Park venue.

In late July, the hospice opened its doors for Summerfest, where singers, dancers and martial arts displays helped to make the day a great success.

The 'Roadrunners' brought along a range of big shiny bikes for children and family to play with, while the Silvertown Fire Station paraded one of the fire engines.

However, taking centre stage – literally – was one of Richard House's children, Murad Shaikh.

Following on from rising star band SHIIKANE, the 11-year-old from West Ham grabbed the microphone to serenade the hundreds present.

Afterwards, he said: "Wow! I had an ace time. There was so much to see and do. I really liked it when I got the chance to sing. I've been coming to Richard House for 10 years. I really enjoy coming here as it's fun and everyone is really nice. They look after me but they also make sure I enjoy myself."

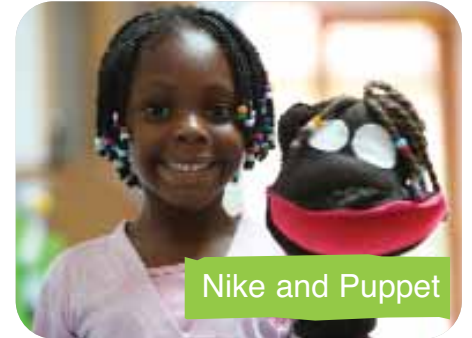
Baris Guven, whose daughter Aysu attends the hospice, added: "Summerfest was a wonderful day for the children, families and the community to come together. It was fun, helped to raise money and reminded us why we're so lucky to have a service like Richard House available to us all."



richard house news



Countess visit



Nike and Puppet



Brighton

The creators of CBeebies favourite, Waybuloo, came into Richard House to create a range of puppets – based on staff, carers and children at the hospice. Watch out for the video on the Richard House website.

And finally it was off to the seaside with a day trip to Brighton. Eight families and staff went on the trip – the charity's first ever family day trip to the coast.

Richard House's play services coordinator, Rachel Flower, said: "As well as doing activities together the families had free time so they could enjoy quality time together. It's not always easy for families with children with complex healthcare conditions to go on day trips like this together so one of the main objectives was for them to have a relaxing day out where the hospice did all the organising and planning."

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"I had an ace time. I really liked it when I had the chance to sing. I've been coming to Richard House for 10 years and everyone is really nice. They look after me, but they also make sure I enjoy myself."



Murad sings



A Sparkling Light that defies the odds



At the age of three most parents would be dreaming of their daughter's future – graduating, getting married, having children – but this would not be the case for Riffat Butt and her husband Waheed. For them they would be delighted for their daughter Zoha to reach an age where she could at least attend infant school and they could make some happy memories with her.

In her early years Zoha was diagnosed with Osteopetrosis, more commonly known as Marble Bone Disease. It is an extremely rare condition that causes the bone to become dense but also causes the skeleton to become brittle and liable to fracture. This condition can cause trapped nerves, a susceptibility to illnesses, a need for constant blood transfusions, as well as many other secondary conditions. It affects one in six million people with an average life expectancy of between five to seven years old.

Zoha is now 12 years of age and the oldest surviving child with this condition, something which her mum Riffat has accredited to the care that Richard House Children's Hospice has given her.

Riffat, 38, said: "Zoha started receiving care at the hospice in 2002. The love and care she's received there has made her stronger as she's got older. She's getting better all the time and needs fewer blood transfusions.

"Over the years, due to the condition, Zoha has lost her sight and speech but we are very lucky as she can still hear and can respond to people she knows like me and Waheed. Richard House are



in Richard House, these are really relaxing for her and she always sleeps really well afterwards.

“We’re all very excited that Zoha started high school in September and are grateful for Richard House for all that they have done to enable this to happen as well as giving us the comfort and knowledge that they’ll be there for us in the future too.”

It costs £47 for Zoha to have a therapy session with a nurse or play and care worker in the multi-sensory room.

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“The multi-sensory room is more than just flashing lights. It is a place Zoha can feel relaxed and calm.”

wonderful at stimulating her other senses and makes sure she doesn’t miss out on activities like feeding the ducks, going shopping, having pamper sessions with the girls and sessions in the multi-sensory suite.

“The multi-sensory room is more than just flashing lights. It is a place Zoha can feel relaxed and calm. Even though she cannot talk or see she can still touch and hear. These senses are heightened in the multi-sensory room where she loves the touch and feel of the toys and listening to the different sounds or music that is played to take her on that session’s adventure. These elements give her the time to relax and unwind and not worry about things like taking her medication.

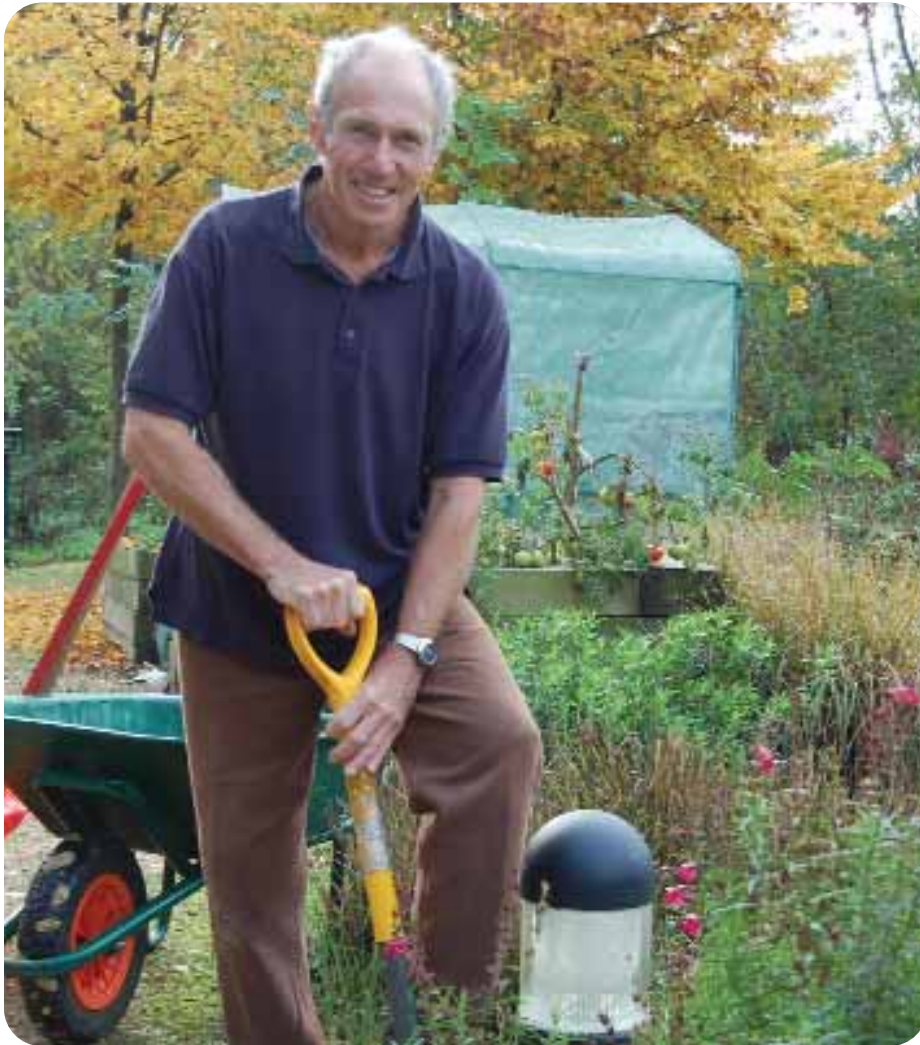
“A really special occasion for us was when the care team took Zoha swimming for the first time. As her breathing has to be assisted with ventilation equipment this was something that wasn’t possible for me and Waheed to do by ourselves but

the hospice made this possible. She loves water and this session was a fantastic form of physiotherapy for her. She also really enjoys the hydrotherapy sessions at the bath





Derek digs deep



Richard House is heavily dependent on volunteers, and there are numerous roles available from administration to graphic design, and from care work to helping in our shops.

It can be a truly rewarding experience – in more ways than one – as volunteer gardener Derek James knows all too well.

Derek, 66, a former history teacher began helping out in the hospice's gardens on a voluntary basis when he

moved to the area after he retired two years ago.

He now volunteers two days a week, and his devotion and enthusiasm helped see the hospice pick up two prestigious gardening awards from the London Garden's Society Awards in 2009 – winning the large garden category and also scooping up a bronze award in the small garden section.

Derek, from Silvertown, said: "It's great to be able to help out at the hospice. As a former teacher I've always had an interest in helping children and after witnessing the care of a relative from an adult hospice I realised how vitally important volunteers are in helping a charity to deliver the day-to-day work the organisation provides.

"I really like gardening and am lucky to have always been in good health so wanted to do something for those who are not as fortunate.

"Although I generally volunteer a set two days a week I can work these around my hobbies and holidays and can please myself so it's never an inconvenience.

"The staff are always really friendly at the hospice and even though I'm still quite busy in my retirement I'm glad that I'm able to give something back to the local community."

Richard House has 259 volunteers of which 118 are currently active. This includes 85 people helping in the shops, 15 helping to run the hospice (reception, housekeeping etc), nine play assistants and nine befrienders.

To find out how you can become involved with volunteering please visit

www.richardhouse.org.uk/volunteering

email **volunteering@richardhouse.org.uk** or contact **020 7511 0222**.



Annual Ball

It's time to dust off your dancing shoes, iron out the creases from your tux and pick out the right bow tie – Richard House's annual ball is calling.



This year, the ball will be taking place at a brand new venue – The Grange Hotel at St Pauls on Tuesday 2 November.

The Ball is Richard House's flagship event and a great chance to enjoy yourself while helping the hospice.

The night includes a champagne reception, a three-course meal and, naturally, live entertainment. There will also be a live auction, a silent auction and a raffle on the night.

Last year's highlights included a cooking experience from the Four Seasons hotel that was highly recommended and went for £1,000, and a signed and framed Maradona shirt that sold for £6,900.

Tickets are on sale for £150 each or a table of 10 for £1500. Richard House still has some sponsorship opportunities available. You can also advertise your company in the programme or donate a prize for the auction/raffle.

To offer a prize, sponsor the event or programme or to buy tickets contact Richard House's events manager **Manjeet Boparai** at manjeetb@richardhouse.org.uk or call **020 7540 0204**.

Christmas planning

The summer may have just ended, but at Richard House thoughts are already turning to Christmas!

One of our main fundraisers is Santas on the Run. The run goes along the South Bank in central London and is currently pencilled in for 2 December. Last year, nearly 100 Santas took part on behalf of Richard House and the aim is to be beat that tally this year.

To find out more contact Richard House's events manager **Manjeet Boparai** at manjeetb@richardhouse.org.uk or call **020 7540 0204**.



Under the spotlight

Michael Crossan, Partner, Clifford Chance LLP



What appeals about working with Richard House?

I can't think of a more worthy cause. Visiting the hospice you soon realise that the children go there to play, have fun and receive wonderful care. Parents and siblings can be involved as much as they want and they quickly gain the confidence to accept the need for respite care to help them re-charge from time to time.

Why have Clifford Chance been supporting Richard House for so many years?

We appreciate that Richard House need loyal supporters they can rely on from year-to-year to plan for the future. We also appreciate the work that Richard House does. It is a 'house' in the true sense of the word, it is such a welcoming place.

The team do so much to generate a family atmosphere, it has its own special personality.

What are the big benefits for Clifford Chance of working with Richard House?

People like to put something back into the local area. It reflects the firm's values which we are passionate about. You see the sense of satisfaction when people raise funds or extend themselves with a challenge to help the children.

What is your personal support/involvement?

I am the relationship partner and I generally do all I can to promote the relationship. I tend to get 'on my bike' for the sponsored trips to Paris so Richard House kindly keep me (slightly) fit. I particularly enjoyed running 'Boss in the Box' dressed as a judge as I sent down my partners to an hour of service at a time! We are planning to do a further run of Boss in the Box, some collections, sponsored events and offer legal advice where we can, and we are chatting about a table football tournament.

What is your highlight of the partnership?

That's hard, there are so many! Running a party for volunteers on the 30th floor, the Boss in the Box event, the matched funding that exceeded all our expectations. But overall, it has to be attending the charity ball with my employment partners and team and seeing them enjoy the special atmosphere as everyone reflects on what Richard House do and meeting the other supporters.

Company and trusts lend a helping hand

ABC International, long term supporters of Richard House, donated £4,800 in May.

AstraZeneca donated £2,000 to help fund a respite and palliative care nurse.

Grosvenor Estates have extended their partnership with Richard House to include all of the teams in the London office

The Ardèche Challengers from **Hiscox** completed their paddling challenge in June and raised a total of £14,300 for the hospice.

Reynolds Porter Chamberlain organised the third London Insurance Market Quiz in aid of Richard House and raised £14,000. There were 300 attendees at the Barracuda Bar in The City, with representatives from companies such as Mayer Brown, Swiss Re, Willis and QBE.

Coutts raised £2,700 through a range of activities in June and also helped volunteer in the hospice's garden.

There were also some notable donations from trusts and foundations.

The Merchant Taylors' Company gave £17,891.01 towards developing Richard House's Young Adult Group. The **Openwork Foundation** donated £10,000 towards specialist nurse, while the **Albert Hunt Trust** gave £5,000 to help with the increase in referrals.

The **Clara E Burgess Charity** gave £5,000 towards the purchase of day-to-day standard disposable and medical equipment and the **Samuel Sebba Charitable Trust** donated £12,500 to cover the post of a project manager for Richard House's transition research project.



Wrapping up fundraising



Around 200 people joined Richard House patron and celebrity gardener Tommy Walsh on Sunday 23 May to take part in Richard House's first ever 10 Bridge Walk to commemorate the hospice's 10th Anniversary.

The fundraiser began at Clapham Common, crossing over 10 of the most iconic bridges over the Thames before finishing up at Tower Bridge.

Participants got into the spirit of the event wearing fancy dress and nurse Neil Williamson and volunteer Rhain Butler completed the 10-mile route three-legged. The day raised around £10,000.



The manufacturing company **Buhler Sortex** teamed up with Richard House to celebrate their 150th anniversary by holding a Fun Day in May for all employees and their families. Children from the hospice were invited and a large cake was baked to mark their anniversary and Richard House's 10th.

Newham Police cadets have adopted Richard House as their charity and have already spent many hours bucket collecting for the hospice. They also organised a fancy dress sponsored walk from the Metropolitan Police Cadet HQ to the Olympics site in Stratford, stopping at New Scotland Yard in central London on the way. The walk raised over £1500 for the hospice.

Richard Lett and **Sharon**

McMichael crossed the finish line of the prestigious Round Britain Yacht Race in early July. The pair guided their boat renamed Richard House for the race home in 27th place. The boat was the only charity boat in the 50-strong fleet.

Their return was celebrated on 14 July with a welcome back celebration party on the dockside at ExCel hosted by Richard House. Richard House staff, long term supporters of the hospice, along with friends and colleagues of Richard and Sharon visited the dockside to see the yacht for themselves.

The first weekend of September was a busy one for Richard House eventers. 39 riders set off from London to the Belgian city of **Bruges** for a mammoth 200km two-day bike ride to help raise money for Richard House. And while they were cycling through the northern European countryside, 50 ladies from all ages donned their trainers to take part in the **Adidas Women's 5K** held in Hyde Park. Staff from the hospice, along with parents and children, family and friends all took part.



Events

As the summer comes to a close, Richard House has a number of events that should keep your hearts warm in the months ahead.

Run to the Beat

26 September

Run to the Beat is a half marathon that starts and finishes at the O2 Arena, and this year there are dozens of runners taking part for Richard House. If you would like to support one of the runners on the day or sponsor one of the Richard House participants please email events@richardhouse.org.uk or call the events team on **020 7540 0204**.

5-a-side football

1 October – Central London

Richard House's annual 5-a-side competition is back on. Can you do better than England? The event takes place at Powerleague City and kicks off at 6pm. For more information email events@richardhouse.org.uk or call **Manjeet Boparai** on **020 7540 0204**.

Make a Will Week

25-29 October

From 25 to 29 October Richard House will be running Make a Will week. The week gives you the opportunity to write a Will or Codicil free of charge and even leave a legacy to Richard House. A number of solicitors in London and Essex are

taking part. To find out more contact **Grey Msonthi**, Individual Giving Manager on **020 7540 0229** at greym@richardhouse.org.uk

Annual Ball

2 November – The Grange, St Pauls

Richard House's annual ball has moved to a new venue, The Grange Hotel at St Pauls. The night will include a champagne reception, a three-course meal and live entertainment. Tickets are on sale at £150 each or for a table of 10 at £1500. Richard House is also looking for prizes to auction and sponsorship for the event. For more information contact manjeetb@richardhouse.org.uk or call **020 7540 0204**.

Santas on the Run

3 December – South Bank

If you fancy running down the South Bank in central London dressed as Santa, while raising money for Richard House then this is the event for you. To find out more contact Richard House's events manager **Manjeet Boparai** at manjeetb@richardhouse.org.uk or call **020 7540 0204**.

School Challenge

Richard House is calling on all schools to take up its new Charity Challenge.

The School's Charity Challenge is open to all schools within the local area and is a great way for children to learn business skills while helping a good cause.

The project can be completed in one day in a competitive environment using teams of young people to challenge one another, or can be undertaken by individuals or small groups over a period of time.

The school invests £100 in the winning fundraising initiative. The students are then set the challenge of turning that into £1,000. The school would get back the initial invested amount, and the hospice receives £900.

Both Little Ilford and Eastbury schools piloted the scheme before the summer holidays.

Each child in Year 7 at Little Ilford School were given a Richard House collection box which they took home and encouraged friends and family to help fill. Eastbury School used £100 from the school's coffers to buy ingredients for a cake bake stall.

For more details contact **Viv Talbot** at vivt@richardhouse.org.uk or call **020 7540 0221**.

Legacy

Leaving a gift in your Will is a great way to ensure that Richard House can continue to make a difference not only now but in the future. Consider it as a way of supporting the hospice that costs nothing now. Whether it is £5 or £500,000 Richard House will treasure any gift you are able to make. Obviously family come first, but a gift to Richard House will show just how important you think the hospice is.

A gift doesn't have to be money. The hospice will gratefully receive any gift that you think could be turned into something that will help Richard House. To find out more contact Richard House's Individual Giving Manager, **Grey Msonthi**, at greym@richardhouse.org.uk or call **020 7540 0229**.