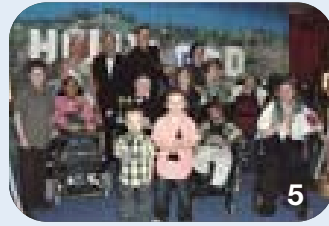


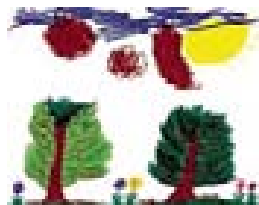


# our house

newsletter may 2010

## Featured in this issue:





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**Richard House**  
London's First Children's Hospice



## Chief Executive's Message

**Over the last year, the chairmen and chief executives of the eight children's hospices serving the Greater London area have been meeting. Our intention is to agree how our respective hospice services move from independence to interdependence by working together.**

This is an exciting and ground breaking initiative. Full recommendations on the key opportunities identified by the initial scoping work are now being developed – with the aim of implementing initiatives in the second half of 2010.

As part of our 10th anniversary, the Square Table meeting, held in March, provided an opportunity to discuss the strategic direction for Richard House. Our patron, the Rt Hon Stephen Timms, Financial Secretary to the Treasury, introduced the event with an address, and the subsequent discussion included income generation, organisational matters and volunteering. Attendees were drawn from across the hospice sector, national and local government, health practice, community and charitable organisations and the business sector. A young person and a parent were also present to represent hospice services users.

For Richard House, as we enter the new financial year, in addition to our ongoing work there are a number of priorities:

- Continuing to lead the development towards the eight children's hospices' collaborative (see above);
- Investigating the need for, and implementing the changes required to deliver, holistic care and support to children, young people and their families who are more highly dependent;

- Continuing to pilot and implement the recommendations arising from the home based short break initiatives;

- Investing in family support services;
- Investigating the requirements of, and investing in services to, support young people with a palliative care need who are in transition from children's to adult services.

Our collaboration with the Belarusian Children's Hospice Service continues to grow. I've just returned from Minsk after attending my first meeting with their Advisory Council. We were able to offer them increased strategic support and our hope is that the relationship will continue to blossom in the years ahead.

The coming year will be challenging, not least because of the continued impact of the recession, which may have a knock-on effect to our ability to raise funds. We will continue to work closely with our supporters, in our local community of East London as well as the corporate community located close by in Canary Wharf and the City.

Our business plan aims to continue to shape our services to fit the needs of children, young people and their families, and this will always be our key priority and has never been more critical than now.

We hope to be able to do this in partnership with you.

**Peter Ellis**  
Chief Executive



10th  
anniversary

# Best foot forward for Richard House

Richard House's 10th anniversary celebrations are now in full swing. To mark 10 years since Richard House first offered home care services, there has been an action packed calendar planned with the next big event being the 10 Bridge Walk.

The walk will take place on Sunday 23 May and will cross 10 of the most iconic bridges in London – one for each of the years Richard House has been offering services. The walk starts at 10am at Clapham Common and ends at the Scoop next to the London Assembly by Tower Bridge.

Among those taking part will be celebrity builder and long-standing patron Tommy Walsh.

The East London television presenter said: "I'm really looking forward to taking part, everyone should sign up.

"The 10 mile route takes in some of the most iconic places in the capital and passes a number of good restaurants and pubs.

"It should be a great day – a chance to see the sites of London, learn a little history, get some exercise in and at the same time help Richard House.



"There's something in it for everyone. From the fitness fanatic to the mother out with her family, and from the pensioner to the teenager."

The event will include step free access along the route for those who require it.

Registration costs £10 per person which will cover the cost of an official walk t-shirt, route guide, fundraising material and refreshments on the day. There is a minimum of £15 sponsorship for each walker over 16 – those under the age will not be set a minimum target.

To find out more about the event visit Richard House's new Bridge Walk microsite at <http://www.richardhouse.org/10-bridge-walk/index.htm> or contact the event's fundraising team on **020 7511 0222**. The site also gives details on each of the bridges.

This should be a great day out for

a get together of family and friends. If you and five friends, relatives, colleagues or neighbours sign up together you could be in with a chance of winning a weekend by the sea at the picturesque Heacham beach in Norfolk. In a luxury, spacious, modern and unique caravan with two bedrooms, both with en-suite facilities.

Alternatively if you can't take part yourself you can sponsor Tommy directly through the microsite.

Read more about the other events we have planned for the year on page 9.





## Families set to benefit from enhanced support services



**One of Richard House's main objectives when providing care is to ensure that the whole family receives services – not just the child or young adult who has been referred to the hospice. This year Richard House is happy to announce that it will be further extending its holistic care package to go wider than ever before, making sure that services are tailor-made to each family's individual needs.**

Richard House has been able to do this through the expansion of their family support services with thanks to volunteers who are being trained into Richard House befrienders and skilled specialists who will be focusing on sibling's bereavement services.

The hospice's befrienders provide support to the families of Richard House by lending a helping hand with day-to-day tasks and activities that they may need assistance with such as going to the shops, picking the kids up from school or household chores, as well as being there as someone to listen and help provide

emotional support as and when needed.

The sibling services are being enhanced to include a part-time Siblings Bereavement Support worker, Lucy Davidson, who joined Richard House in February this year. Lucy has been working with Sibling Group Leader Kay Carpenter and other members of the care team to start to formulate a strategy that will enable the hospice to provide a well rounded and all encompassing approach for the siblings and their families when they lose their loved one.

Family Support Services Manager, Marla Prudom, said: "Grief has an individual pattern and is as unique as the families that we are caring for, therefore, we want to ensure that the support that we give during this crucial stage is tailor-made to their needs. We will ask the families what they want and be guided by them."

There is a real importance to provide services for the siblings of children and young adults who have life-limiting, life-threatening and complex healthcare conditions. Children can take things quite literally so being able to discuss their thoughts with someone can alleviate concerns as well as giving them the opportunity to explore their feelings. Plus due to the nature of the situation, siblings can sometimes not receive the same amount of attention, or family members are too concerned about upsetting them, and are worried about discussing certain things with them. With the introduction of Richard House's new team members this should hopefully enable the children and their families to have greater channels of communication and understanding of each other.

Richard House is hoping to deliver this through a variety of methods including interactive workshops for parents on how to talk to siblings of a sick child, to discuss what to say and how to approach this for different ages.



## Red carpet laid out for the stars of the hospice



**The red carpet was rolled out for the youngsters at Richard House on Saturday 27 February for their very own Oscars event.**

As part of the hospice's Living Films project, the children were presented with awards for the films that they have created during their residential stays.

The creative kids scooped up a wide range of awards including best animation, best newcomer and best film.

Richard House young adult Daniel Dean, 16, who won the best actor award, said: "I really enjoy my visits at the hospice, we always do something exciting and interesting and I get to try out lots of new activities. Creating my own films is always exciting, we get to storyboard them, shoot the footage, direct, act and edit the movies."

Richard House celebrity supporter Miss Galaxy International, also

currently crowned Miss UK and Miss Essex, attended the glamorous event and helped to give out some of the awards. She added: "It was a really fun event that helped to celebrate the work that the children do at Richard House as part of their play activities. It's a brilliant project for the children enabling them to learn new skills, express themselves and gain confidence."

The Living Films project was set up by Richard House play and care worker Bernie Wighton over two years ago. Since then it has helped the children and siblings cared for at Richard House express themselves through the use of film. The project also recently won the prestigious Talk Talk Digital Heroes Award for the London region.





## Home care and how it's helped Nancy



**Richard House received a welcome boost this April with the news that the government has committed to a multi-million pound financial investment to help children's hospices nationwide.**

On Monday 5 April Health Secretary Andy Burnham announced the government's one-off investment of £15 million to enable children's hospices in England to provide more care in the home to children and young people who are not expected to live to reach adulthood.

Richard House Chief Executive, Peter Ellis, said: "This is a wonderful and very welcome pledge from the government. The funding that we should receive from this sum will enable Richard House to continue with the home care service that we have recently piloted and seek other ways to further home care support for children, young people and their families."

In 2010, the hospice's 10th Anniversary year, Richard House is piloting an outreach scheme to enable the hospice to provide care in the family home as a complement to its other services.

One of the many positive experiences of hospice care is that the service can be tailor-made to suit the individual. The care provided is as unique as the children and families who receive it. Always striving to provide a diverse and high-standard of care, Richard House continually seeks ways to reach out to the families in the community who need it the most.

Nancy Faulkner, 5, and her family are some of the hospice's service users who are taking part in the outreach scheme.

"We've been receiving care in the home for the past couple of months and it's made such a difference," said



Laraine Faulkner, Nancy's mum. "For a few hours I'm able to help my other girls with their homework, cook tea, do the ironing, or just sit on the sofa and have a cuddle with the kids whilst I know Nancy is in the capable hands of a Richard House nurse.

"Now Nancy's five she's getting a lot more mobile so you have to have eyes in the back of your head to make sure she isn't getting tangled up in the tubes from her breathing apparatus. Her care needs really are 24/7 so having someone come in who not only looks after Nancy's medical needs, but also her general well being, is amazing as it allows the rest of the family to continue to function as it should.

The 47-year-old continued: "I don't know what we'd do without Richard House. It's unbelievable to think how reluctant and apprehensive I was at first about the hospice when Nancy's community nurse first suggested it. All I could think was she's not dying so why does she need a hospice? But unbeknown to me was the other care and support that we could receive such as day care and residential stays for respite."

Nancy, from Bow, has been receiving care from Richard House since she was six months old after being diagnosed with a chromosome abnormality. Her condition is so rare that Great Ormond Street Hospital have been unable to identify another child who is registered with the same diagnosis.

Her chromosome abnormality affects her internal organs, such as her heart, liver and kidneys. Even though her heart has managed to recover from two major operations, it has resulted in long-term damage to her lungs requiring her to be assisted with her breathing from an oxygen tank.

Having a complex healthcare condition like Nancy's can be constraining for a family as the child's

needs have to come first so having respite facilities enables them to carry out activities that sometimes they would not be able to do.

Laraine said: "The respite breaks allow me and my husband to take Nancy's sisters camping, on trips and to other occasions where unfortunately we cannot take Nancy due to her condition but we wouldn't want the other girls missing out on. Knowing that she's being cared for by Richard House during this time is a great relief as I know her care needs are being looked after but also she is having fun and enjoying herself with the different activities the hospice provides."

The success of the pilot and lobbying from Richard House is likely to have played a small part in influencing the government's decision to supply additional funding for children's hospices in the UK and for families like the Faulkners who will directly benefit from the outreach services.

In December last year Richard House raised the point of the need for continued state funding for children's hospices with Phil Hope, Minister of Care, when he visited the hospice.

Richard House patron and local MP Stephen Timms then lobbied

Andy Burnham in an attempt to secure a pledge from the Labour Party to support children's hospices from April 2011 onwards.

Barbara Gelb, Chief Executive of Children's Hospices UK, which represents all children's hospice services, said: "This tremendous boost will enable children's hospice services in England to increase the invaluable support they give to children, young people and families in their own homes. It is also great news that the role of children's nurses, with whom children's hospices work closely, will be strengthened.

"However, even with this one-off cash injection, children's hospices, which are all registered charities, will still rely overwhelmingly on their local communities for funding. I urge the public and local health authorities to continue to support their local children's hospice service."

“

*"All I could think was she's not dying so why does she need a hospice?"*





## A glance back and a look forward

**The celebrations for Richard House's 10th anniversary began in earnest in February with a reunion event at the hospice.**

Dozens of old friends of the hospice attended and they were treated to the first screening of Richard House's new 10th anniversary film. The film can now be viewed through the Richard House website.

It was also the first outing of the Richard House 10th anniversary canvas. The hospice is hoping that as many of Our House readers as possible get the chance to sign the canvas over the months ahead.

The first signature was, naturally, Anthea Hare – the hospice's founder.

Among the other early signatures on the night were celebrity patrons Imelda Staunton and Tommy Walsh.

The pair added extra glamour to the event and stayed to the very end.

Afterwards, Imelda said: "It was such a pleasure to be there – I had a grand time and everyone, as you know is so welcoming and kind."

The second major event of Richard House's 10th anniversary calendar came a few weeks later on 19 March.

The event brought together some of the greatest minds and influencers in the field of palliative care in London for a unique debate on the future of children's hospices in the capital.

Hosted for free at the Four Seasons Hotel in Canary Wharf, the



event was addressed by treasury minister and Richard House patron Stephen Timms MP. The chief executives of four of London's eight children's hospices, Children's Hospices UK and Help the Hospices were also present, along with some of the key players in the statutory field including, notably, William Connon, the head of the parliamentary and briefing team at the Department of Health.

The event looked at how children's hospices will have to position themselves in the new financial climate, how they can best use volunteers and how they will have to work with the new structures in Primary Care Trusts and Local Authorities.

There were a few different opinions, but the main success of the event was the consensus from all present that the future for the hospice movement lies with collaboration – a route Richard House has always advocated.

A follow-up meeting is set to be scheduled later in the year.





10th  
anniversary

## A summer of celebration



**Richard House's 10th anniversary celebrations will move into top gear in the next few weeks. Following on from the 10 Bridge Walk this month, the hospice welcomes the visit of HRH the Countess of Wessex in June before opening its doors to the public for Summerfest in July.**

HRH will meet the families and children who use the hospice services on an extended tour of Richard House on 22 June. The Countess will also have a chance to talk at length with the hospice's founder Anthea Hare and the Chief Executive Peter Ellis.

Peter Ellis said: "We are really honoured that HRH has chosen to visit us to help us celebrate our 10th anniversary. It's a big privilege and I'm sure the children and families of Richard House will love the chance to meet royalty."

Then five weeks later, Richard House will welcome in all of its supporters and the local community for Summerfest on Saturday 24 July.

The event will have everything needed to keep the family content as well as providing the opportunity to



raise awareness of the services the hospice provides.

Among the many activities on offer will be badge and mask making, face painting and a range of music events, including a chance to take part in guitar hero.

There will be displays from poi spinners, steel drummers, stilt walkers, martial arts experts and Bollywood dancers.

There will be plenty of refreshments on hand and a special land train to take people around the grounds of the hospice.

Summerfest will start at 12pm and entry is free.

Richard House community fundraiser Manjeet Boparai is the organiser of this year's event. She said: "This is the second time we've run Summerfest and we're determined to build on last year's success to make it even better and bigger this time.

"We've had a great response from the local community already and it should be a really fun day for everyone and bring together all the different people who support us and use our services."



## Under the spotlight

Bronek Masojada, chief executive of Hiscox



### What is it about Richard House that appeals to Hiscox?

Richard House Children's Hospice does an amazing job. It's located in one of the poorest boroughs in London and survives on limited funding, but still manages to provide invaluable help to the children in its care. It's a pleasure for Hiscox to be able to support such a worthwhile local charity.

### Why have Hiscox been supporting Richard House for so many years?

Hiscox's partnership with Richard House began when two employees, David Fido and Terry Kemp, saw a news story in a local paper about the hospice being burgled and decided to raise money to help replace the televisions that were stolen. Since

then, our support for Richard House has been driven by them and supported by senior management. Some of our staff have been to visit the hospice and were touched by the whole experience.

### How many staff are involved in the partnership and how are they involved?

Four of our staff, Terry Kemp, David Fido, Gregg Widelski and Michael Krefta, are directly involved in the partnership and do a great job organising and managing fundraising activities. But there is also wider support from staff across the UK.

For the last six years, Hiscox have organised a summer challenge to help raise money for the hospice. In the first three years, it was the Three Peaks Challenge and since then there's been the canoeing race challenge in the Ardèche Gorge in south east France.

On top of that, individual staff are always finding other novel ways of raising money for the hospice, be it a sponsored run, charity sale or some other adventurous challenge.

### What is the highlight of your partnership?

We were honoured to have Anthea Hare visit our London office last year. She gave a remarkable presentation that was a real eye-opener. Anthea's story about how she set up Richard House is an inspiring one and a great demonstration of unreserved drive and tenacity. I always say her journey serves as an example of how we should all be doing business.

## A catch-up with the corporates and trusts

The last couple of months have seen a number of notable donations.

**HSBC** East London Region's partnership finished at the end of March and raised £50,000.

**Grosvenor Estates** smashed their two-year fundraising target in just one year, raising £25,000.

**Clifford Chance** gave £10,000 to pay for new physiotherapy equipment.

**WGM** donated £10,000 for the Rainbow Trust's outreach project.

**Reed Elsevier** gave £3,030.85 to help fund the hospice's new Multi-Sensory Voyager unit (featured on the front cover).

Looking forward, **State Street Foundation**, a bank in the City, have pledged £2,100 towards a fundraising support salary, a further £10,000 towards a senior nurse's salary and £5,000 towards the cost of a weekend trip for the Young Adults Group.

**Wallace and Gromit** have raised £10,850 for Richard House's play therapy.

**The Crane Fund for Widows and Children** gave £10,227 towards the cost of a care team leader.

And finally **BBC Children in Need** have pledged £108,182 to cover the cost of a nurse for the next three years.



## Wrapping up fundraising



Met officer Richard Lett and his partner Sharon McMichael will be taking part in this year's **Round Britain and Ireland yacht race** on behalf of Richard House. Richard and Sharon's boat named "Richard House Children's Hospice" is the only charity yacht in the race. They will be setting sail on Sunday 6 June from Plymouth and are hoping to return by the end of the month. To find out more you can visit [www.policesailing.org.uk](http://www.policesailing.org.uk)

Richard House has now formally launched its **Anniversary Fund**. The fund works in a very simple way. Choose any memory – your birthday, the birthday of a loved one, your wedding anniversary, a turning point in your life or the day you lost or buried a loved one. Then decide on an amount you would like to donate annually in memory of this. The amount will go to Richard House and the hospice will keep you informed of the impact your donation is having.

If you are interested in being part of our anniversary fund, contact **Karen Duncan**, Trusts, Statutory and Remembrance Fundraiser, on **020 7540 0206** or [karend@richardhouse.org.uk](mailto:karend@richardhouse.org.uk).

Last year Richard House's brave adventurers took part in the Three Peaks Challenge – scaling the highest peaks in England, Scotland and Wales in 24 hours. This year the target is even greater – **24 peaks**. If you are interested in taking part in the Richard House team – or indeed organising your own team – please get in touch with our events manager, **Michelle Finn** on **020 7540 0221** or email [michellef@richardhouse.org.uk](mailto:michellef@richardhouse.org.uk). The closing date for registration is 4 May.

The Olympic Development Agency has been providing a helping hand to the hospice in recent weeks thanks to the **Construction Logistics Management** team (CLM) who oversee all the contractors on the Olympic site. To date they have 18 people taking part in the London to Bruges bike ride, and have helped raise funds at Christmas and through GO RED. They have decorated both day care and repaired the Rainbow Suite.



In February, supporters of Richard House went red on behalf of the hospice. Community groups, businesses and individuals all took part in the fundraising initiative GO RED! They wore red, ate red, created red, donated red and turned red. Celebrity patrons Joe Cole, Imelda Staunton and Tommy Walsh along with West Ham United all backed the campaign. The DLR was turned red with GO RED posters and the play and care team carried out red theme activities with children.



## Events

The next few weeks see Richard House's 10th anniversary celebrations move into top gear. Below are a few of the highlights coming up.

### Bridge Walk

**23 May – Central London**

Take part in Richard House's first 10 Bridge Walk to help mark the hospice's 10th anniversary. Starts at 10am on Clapham Common and ends at Tower Bridge. Registration costs £10.

[www.richardhouse.org.uk](http://www.richardhouse.org.uk)

### Professional Awareness Day

**16 June – Richard House**

Richard House will open its doors to healthcare professionals to help explain the services the hospice provides. Topics to be covered include: overview of care services, referral criteria and family support services. If you are interested in attending please contact **Jean Harrigan** on **020 7540 0242**.

### 24 Peaks Challenge

**3-5 July**

Do you fancy climbing 24 Peaks and helping Richard House in the process? If so, you have until 4 May to register. Registration costs £75 per person or £275 for a team (maximum of 8 people). To register contact **Michelle Finn** on **020 7540 0221**.

### Summerfest

**24 July – Richard House**

Summerfest is Richard House's big community event of the year. Among the many activities on offer will be badge and mask making, face painting and a range of music events. There will also be displays from poi spinners, steel drummers, stilt walkers, martial arts experts and Bollywood dancers. Entrance is free and the event will start at 12pm.

### London to Bruges bike ride

**4-6 September**

A new event for 2010. A two-day cycle ride covering 200km. Registration costs £99 and we ask that each person raise a minimum of £1200. You can download a full itinerary and registration form from [www.richardhouse.org.uk](http://www.richardhouse.org.uk)

To enquire about any of the events please call **Michelle Finn** on **020 7540 0221**, email [events@richardhouse.org.uk](mailto:events@richardhouse.org.uk) or visit our website [www.richardhouse.org.uk/events](http://www.richardhouse.org.uk/events)

## Win at Work



Richard House is pleased to announce the launch of our brand new workplace lottery, Win at Work. For just £10 per month employees donate directly to Richard House from their pay with the chance to win a quarterly cash prize.

Each quarter all monies donated are split, with Richard House getting 80 per cent and the winning employee 20 per cent. So, if 10 employees joined the scheme £240 would go to Richard House and £60 to the winner.

That £240 is enough to pay for a fortnight stay in one of our family flats, so that the family can be near their child safe in the knowledge they are being cared for but still able to have time and space together as a family.

To sign up to Win at Work, or for more information, please contact **Viv Talbot** on **020 7540 0213** or **Alex Speke** on **020 7540 0253**.

## A call to join the committee

### Do you have a financial or fundraising background?

Richard House needs your help. The hospice is looking for a new member for its finance and resources committee. The volunteer role would entail helping the committee review fundraising strategy on an annual basis, helping raise the profile of the hospice, and supporting the director of income generation. A full job description is available through Richard House's human resources department. Contact **Rachel Power** on [rachelp@richardhouse.org.uk](mailto:rachelp@richardhouse.org.uk) or call **020 7540 0224**.