

ACCORD
Hospice

Spring
Summer
2024

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ACCORDian



ERIN'S STORY *about Mum*

ACCORD were there for us during the toughest time of our lives, providing such caring and compassionate support. We were filled with love, laughter, and the incredible impact of people who saw my Mum as more than just a patient, but as someone truly special.



Mum was diagnosed with terminal cancer. It was a heavy moment for all of us. I remember a kind ACCORD nurse coming to our home to talk about Mum's end-of-life care. Despite the seriousness of the situation, she handled it with such grace, making we all felt understood and supported.



When Mum started receiving care from ACCORD, it was done with professionalism and empathy, always making sure our needs were met too. The ACCORD at Home team who visited us three times a day became like family, providing not just medical help but genuine companionship and happiness.



Every member of the team took the time to connect with her, whether it was painting her nails, chatting about her favourite music, or sharing stories about family photos. They created such a warm atmosphere, which really helped ease Mum's worries and brought some lightness to our difficult days.

But ACCORD didn't just focus on Mum's physical well-being, they supported our whole family. They checked in on us regularly, offering practical help and reminding us they were there for us every step of the way. They even offered bereavement counselling for us and our extended family, showing their commitment to caring for us all.

Even after Mum passed away, the support didn't stop. Condolences and offer of bereavement support was there should we ever need it, which meant a lot to us and showed just how deeply they cared.

Mum's peaceful passing at home, surrounded by loved ones, was all thanks to the incredible support from ACCORD, and we'll always be grateful for that.

ERIN

“Tough times never last, but tough people do.”

In the face of challenges, our ACCORD team has showcased incredible resilience and dedication throughout the past year. Despite obstacles in recruitment and retention, particularly within our Inpatient unit, we've remained steadfast in delivering exceptional care to our patients and their families, consistently striving for improvement.

Through collaborative efforts, we've ensured that every bed remains open and utilised, even amidst intense competition for staff from other care providers. Looking forward, we're forging strong partnerships with our Health & Social Care Partnership to seamlessly transition our Inpatients to more suitable care settings, enhancing access to our specialised care.

Our Community Hub has gained notable recognition for its impactful outreach initiatives within our community, while our ACCORD@Home team, though small, has earned praise for delivering compassionate care during moments of crisis. Supported by our Allied Health Professionals and Clinical Nurse Specialists, we're dedicated to honouring patients' wishes regarding their preferred place of care and end-of-life arrangements.

Through programs like 'Chatter Matters' and 'Busy Buddies', we're actively addressing social isolation and promoting independence for those facing life-limiting illnesses. With a focus on restoring individual worth and instilling hope, we remain deeply proud to lead such a committed team, dedicated to meeting the unique needs of every patient and family member we serve.

I am very proud to lead such an amazing team, with unconditional commitment and drive to meet every patient and relatives need – 'Take a bow'.

Brian
Clinical Services Manager



Apr to Dec 2023

OUR SERVICES

Facts & Figures

87%

**Inpatient Unit
Occupancy Rate**

1,134

**Patient & Family
Support Contacts**

102

Hub Assessments

2,478

**CNS Patient
Contacts**

555

**Physiotherapy
Contacts**

688

RBN Contacts

261

**Occupational
Therapy Contacts**

349

**Lymphoedema
Contacts**

401

**Complementary
Therapy Contacts**

1,382

**ACCORD at Home
Contacts**

557

**Community Hub
contacts**



Supporting over 1,700 patients and their families each year in the community, at home and in the Hospice.

NEWS FROM OUR RETAIL TEAM



Despite facing some challenges in recent months due to the increasing cost of living, our ACCORD Charity Shops remain resilient. We are heartened by the support shown by our community through donations. We express our sincere gratitude for every contribution received.

Unfortunately our storage sometimes reaches capacity at our Shops, hindering our ability to accept donations on specific days, so please bear with us during these times. We want to assure you that we're committed to receiving donations whenever and wherever possible. There will always be another opportunity to donate!

Furthermore, for those eager to contribute clothing items, we've installed a textile bank at our Glasgow Road shop, providing a convenient 24/7 option for donations.

Your generosity is truly appreciated and plays a vital role in supporting our patients and their families.



**THANK YOU FOR
SHOPPING AT
ACCORD!**

CHANGES TO RECYCLING

While we appreciate all donations to the hospice, unfortunately we often receive items that are damaged or beyond repair which we must dispose of at a cost due to the new changes in place at local recycling centres. We kindly ask for your consideration when donating, as items such as ripped clothing, soiled mattresses, and broken kitchenware consume our funds for disposal. If an item isn't in a condition you would buy, please consider disposing of it yourself rather than donating. That would really help us out!

VOLUNTEERING

We are always on the look out for volunteers in all of our shops. If you have some spare time and would be willing to work as part of the Shops' team, please get in touch. All of the shops (Paisley, Renfrew, Johnstone and Barrhead) currently require additional volunteering support.

We are also still looking for a volunteer with an interest in Ebay to help us on this side of our business, based in the Neilston Road store.



WHERE TO FIND US

131 NEILSTON ROAD, PAISLEY
PA2 6QL

37 GLASGOW ROAD, PAISLEY
PA1 3PA

44B HIGH STREET, JOHNSTONE
PA5 8AN

THE PAISLEY CENTRE, 23 HIGH
STREET, PAISLEY PA1 2AQ

228 MAIN STREET, BARRHEAD
G78 1SN

17 DUNLOP STREET, RENFREW
PA4 8PG

CHATTING TO KIRSTY

ACCORD AT HOME NURSE

Working for ACCORD at Home is a privilege. We as a team aim to provide personal, practical and emotional support to patients and families in their own homes. This allows for patients to be cared for where they feel most comfortable. My role is to provide person centred care that includes comfort, relief of pain and other symptoms and to support patient and families on what can be a difficult journey.

Putting patients and those who matter to them is at the centre of our care. To be able to give patients the option to remain at home in their last few months, weeks and days and to make sure they are as comfortable as possible is so rewarding.



I get to meet their families, their pets, listen to family stories and share in so many other precious memories.

We support patients to have a dignified and good death at home where they are with their families and in homely surroundings.



**Your story
can make a
difference**

[careopinion.org.uk](https://www.careopinion.org.uk)

Please visit www.careopinion.org.uk and leave a review of ACCORD's services. We think that by sharing honest experiences of care. Working together, we can all help make care better.

EDUCATION WITH SUSAN

I am the Quality & Practice Development Lead (QPD) here at ACCORD and have been part of the hospice team for more years than I like to admit, but that in itself is testament to ACCORD's ethos and the people who work here! My colleagues Kay, Caroline and Fiona work with me within the small but hectic QPD department.

We have responsibility for education, training and quality initiatives throughout the hospice. Knowledge and skills are fundamental for the provision of high quality care for the people who need our support.

Our department works in the background to make sure all our staff and volunteers have access to training and current best practices to help them provide the best care they can. We also provide outreach education for staff from other workplaces such as care homes, social care and hospital teams. This enables us to share our specialist palliative care knowledge but also helps us to learn from our colleagues working in other clinical settings.

We listen to what our patients and carers tell us, thus helping the teams within the hospice introduce new or improved services when needed. Quality is central to everything we do. Our tasks are diverse and no two days within the department are the same but this keeps us busy and motivated!

Although my knowledge and skills as a nurse are now used in a different way, I am as passionate about the best possible care for people now as I was when many years ago - once a nurse, always a nurse!





Thank you to all our amazing supporters!

#TEAMACCORD



MEET AMY

VOLUNTEER CO-ORDINATOR

I appreciate volunteers, I really admire and respect that people choose ACCORD to give their time and their talent to support the patients and families in our care.

I'm looking forward to getting to know our current volunteers but also help create more opportunities for new volunteers to be part of around the Hospice.



Why volunteer with ACCORD?

From helping in our Inpatient unit, volunteering in a shop, marshalling at one of our fundraising events or supporting our innovative Renfrewshire Bereavement Network, there is something for everyone.





Patient and Family Support + Renfrewshire Bereavement Network updates.

Services continue to grow and we have been very privileged to have 6 people who are currently going through our volunteer training. This has required the commitment to build counselling skills and a deeper understanding of grief and loss. We look forward to welcoming these new volunteers into the team.

Meet up Monday - a new group

Since its inception in October, the group has enjoyed dinners, lunches, and pottery sessions. Future plans include outings and Sunday morning walks. Additionally, they discussed creating memory bears from clothing, with assistance from Gillian of the Walking with Grief group. One of the bears in progress is shown in the attached images, alongside others crafted by Gillian from her husband's clothing and other materials.



Walking with Grief

The Walking with Grief group had a great day out to Ardrossan last year, which turned out to be a lovely day. Two of the group even had a paddle in the water!

A lovely lunch was had after a walk along the front.

Partner Loss Groups

These groups will support those who are grieving the loss of a partner by offering 8 sessions which can help to take away the isolation that grief can bring.

As the lead of the Patient and Family support at ACCORD I am so grateful to the team that supports this work from the admin team, volunteer team and the staff. We all have a shared value of person centred care and support for those we work with.

Joy

Community Group Activities



UPCOMING EVENTS 2024



- APRIL
26TH-
MAY
10TH

ACCORD ART EXHIBITION

THE ART DEPARTMENT, PAISLEY
- MAY
31

ACCORD LOTTERY DRAW
- JUNE
8

SUMMER FAYRE

LAGOON LEISURE CENTRE
- JULY
13

SKYDIVE FOR ACCORD
- SEPT
6

ACCORD GOLF DAY

RENFREW GOLF CLUB
- OCT
7-13

HOSPICE CARE WEEK
- OCT
5

LADIES LUNCH

INGLISTON COUNTRY CLUB & HOTEL
- NOV
1

LAUGH ACCORDINGLY

COMEDY NIGHT - THE VENUE - PAISLEY



FOR MORE INFORMATION ON ACCORD EVENTS VISIT
WWW.ACCORDHOSPICE.ORG.UK/SUPPORTING-US/EVENTS OR CONTACT THE TEAM
 ON 0141 581 2000 OR EMAIL FUNDRAISING@ACCORD.ORG.UK

To make a donation in support care at ACCORD Hospice, please complete and return this form in the freepost envelope, or address to

ACCORD Hospice, 7 Morton Avenue, Paisley, PA2 7BW.

Full Name:

Title:

Address:

Postcode:

Tel:

Email:

GDPR- Can we keep you up to date with what's happening at ACCORD? If yes please tick.

Email

By post

By phone

Make your gift worth an extra 25% with Gift Aid

giftaid it

Using Gift Aid means every pound you give, we get an additional 25p from the H.M. Revenue and Customs, helping your donations go further at no additional cost to you!

I want to Gift Aid all my qualifying donations that I have made today, that I will make in the future or that I have made in the last 4 years to ACCORD Hospice

I am a UK Taxpayer and understand that if I pay less Income Tx and/or Capital Gains Tax then the amount of Gift Aid claimed on my eligible donations in that tax year is my responsibility to pay any difference.

Signature:

Date

Payments and Donations

Donation Amount £10 £20 £50 Other

Laugh ACCORDingly Comedy Night (£20 per ticket) £

Ladies Lunch (£50 per ticket) £

ACCORD Golf Day (Team of 4 - £400) £

Total £

I enclose a cheque to ACCORD Hospice

Pay with Debit Card

Cardholder Name:

Valid
from

Valid
until

Card Number:

CVV

If you do not wish to disclose your CVV number here we will contact you - please include your phone number or email address overleaf.

Would you like to learn more about how your business or community group can support ACCORD Hospice? Tick this box and we will contact you about all the fantastic ways we can work in partnership.

Would you like more information about volunteering opportunities at the Hospice?

*Thank
you!*