

St Luke's

# Intouch

**OUR LATEST NEWSLETTER –  
JAM PACKED WITH STORIES  
ABOUT HOW YOUR SUPPORT  
MAKES A DIFFERENCE.**

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**Our vision, mission &  
strategy**  
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"Outstanding!"**  
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Latest news  
from fundraising,  
volunteering  
and retail.



# WELCOME FROM JO, OUR CHIEF EXECUTIVE



## Dear Supporters,

Welcome to the latest edition of our In Touch Newsletter – jam packed with stories about how your support makes a difference.

As we move into the upcoming Spring/Summer period, I want to take a moment to thank each of you for being part of the incredible community that surrounds St Luke's. Every day, I am inspired by the generosity, compassion and unwavering support, which enables us to provide outstanding care to those who need it most.

Whether you play our weekly lottery, visit our shops, make a donation, fundraise in memory of a loved one or volunteer your time, thank you for making a difference in the lives of those we care for.

As the new Chief Executive of St Luke's, I am deeply honoured to carry forward

our mission of exceptional palliative care. Since joining St Luke's in 2008 as a Community Specialist Palliative Care Nurse, I've witnessed the profound impact our services have on patients and families.

Today, as we navigate a challenging landscape for hospice care, both in terms of the services provided and the funding needed as a local charity, my commitment is to reach further, deepen our research initiatives, and secure our services for future generations.

In this edition, you can read all about our new vision, mission and strategy, what you have helped us to achieve in the last year and hear stories from the people you are helping us to care for when they need us most.

With heartfelt thanks,

**Jo Lenton,**  
**Chief Executive and Chief Nurse**



## YOUR KINDNESS MAKES OUR CARE POSSIBLE

Could you make a donation and support our patient care for thousands of patients and families across Sheffield? Thank you for making a difference.

Visit [www.stlukeshospice.org.uk/donate](http://www.stlukeshospice.org.uk/donate) or alternatively complete the enclosed donation form.



# VISION, MISSION & STRATEGY

Our purpose at St Luke's is to give patients and their families the high-quality care they need, treating each person as a unique individual. We promise to listen to their wishes and choices, tailoring our care and support so they can make the most of every day. We work with others to champion improvements in end-of-life care, in Sheffield and beyond.

The world we operate in has become more complex, with increasing challenges – demand, resources, politics, money, environmental challenges and changing needs. Whilst our care is outstanding and our passion as strong as ever, we can't sit still.

**WE ARE A CHARITY AND THIS YEAR ALONE WE NEED TO RAISE 75% OF THE £14 MILLION IT COSTS TO JUST CARRY ON DOING WHAT WE DO.**



## DID YOU KNOW?

St Luke's is here for Sheffield, thanks to Sheffield. Although our care is given without charge to our patients, we only receive 25% of our income from government funding, meaning that we need to raise the remaining 75% through a variety of income generating activities such as fundraising, our St Luke's Lottery and our charity shops.

# STRATEGY 2025 TO 2029 →

**Our Strategy 2025-2029** sets out our direction and ambitions, to build on the strength of our charity and the foundations laid down by generations of Sheffields. We invite you to join with us, and with Sheffield, on our journey into the future. St Luke's is an independent charity, and we have our own aspirations and objectives. Our philosophy is to always think about the patient first in all that we do. We have a vision of a world we'd like to see, a sense of purpose for our work in Sheffield, and core values to guide us into the future....

## OUR VISION STATEMENT

**A world where patients and families facing terminal illness don't feel alone, and receive the care and support they need to make the most of precious time, and experience a good death.**

## OUR PURPOSE

**Our purpose is to give patients and their families the high-quality care they need, treating each person as a unique individual. We promise to listen to their wishes and choices, tailoring our care and support so they can make the most of every day. We work with others to champion improvements in end-of-life care, in Sheffield and beyond.**

## OUR VALUES

**Caring** – with patients, relatives, volunteers, supporters, partners and staff.

**Pioneering** – looking for new ways to help us move closer to our vision.

**Respectful** – being considerate to others, always, helping us to stay inclusive and offer dignity to our patients.

## OUR STRATEGIC THEMES

Building on our current activity, we will focus on **six key areas** across the next five years to enhance and develop our charity and build on our strengths. These six key areas are:

- **Improving our care**
- **Valuing our people**
- **Reaching further**
- **Championing our cause**
- **Sustaining growth**
- **Embrace new thinking**

**To read more about our Strategy** please visit the following web link: [www.stlukeshospice.org.uk/strategy](http://www.stlukeshospice.org.uk/strategy) or scan the QR.



## ST LUKE'S IN NUMBERS

# 1,800

**1,800 patients across the city supported over the last year, and their families too.**

# 350<sup>+</sup>

**Over 350 bereaved relatives supported with counselling, and much more.**

# 6,200<sup>+</sup>

**Last year we saw over 6,200 attendances to our Patient & Family Support services.**

# 88%

**88% of people we care for are supported by our teams in their own home or care home.**

## PATIENT & FAMILY SUPPORT



Practical, wellbeing, spiritual and social support for patients and their families or carers from the point of diagnosis and beyond, including bereavement support and social prescribing activities.

[www.stlukeshospice.org.uk/PAFS](http://www.stlukeshospice.org.uk/PAFS)

## COMMUNITY TEAM



Support patients in their own homes or care homes with advance care planning, symptom management, coordinated care and advice and support for other professionals involved in a person's care.

[www.stlukeshospice.org.uk/community](http://www.stlukeshospice.org.uk/community)

## IN PATIENT CENTRE



24hour intensive palliative care on our In Patient Centre, by a specialist team of medical consultants, registrars, doctors and nurses.

[www.stlukeshospice.org.uk/in-patient-centre](http://www.stlukeshospice.org.uk/in-patient-centre)

# HOW SARAH WAS SURROUNDED BY LOVE AND PROTECTION AT ST LUKE'S



Sarah Jones was just 46 when she first noticed signs she initially attributed to stress. Leaving her banking career, she became a volunteer at the St Luke's shop in Crookes, spending more time with her husband Gareth and their sons, Lewis and Euan, at their home in High Storrs.

What no one could have anticipated was her dual diagnosis of dementia and Motor Neurone Disease (MND), conditions that took away the life she knew. Sarah was among just 700 people in the UK with both illnesses, which left her with virtually no memory, made her prone to dangerous infection, and severely affected her ability to eat, with choking a daily hazard.

"The dementia diagnosis came first, and at the end of 2023, we learned Sarah also had MND," says Gareth. "In early 2024, we were referred to St Luke's, and their team explained how they would be looking after us."

The St Luke's Community team provided regular home visits and an extensive care package. However, complications including pneumonia and increased choking episodes led to Sarah's admission to the St Luke's In Patient Centre.

"Sarah having both MND and dementia was like a marathon where you didn't know where the finish line was," Gareth reflects. "But the support we received from St Luke's, both at home and on the In Patient Centre, meant so much for us. It would have been too much to handle at home, and emotionally, it wasn't good for the boys.

**"Everybody has been so good to me. The St Luke's team – the medical staff, the chaplains, the social workers – have supported our sons and been really good to them, explaining exactly where we are. There's a feeling of love and protection and you feel embraced by the care you receive.**

"We didn't know how this would end or when it would end, but we did know St Luke's were there for us."

**Are you or a loved one living with a terminal diagnosis?**

If so, we can help. Visit [www.stlukeshospice.org.uk](http://www.stlukeshospice.org.uk) or scan the QR.





## "OUTSTANDING!"

**That's the verdict from the Care Quality Commission (CQC) on our patient care.**

Inspectors from the CQC – the independent regulator of all health and social care services in England – rated St Luke's as outstanding overall, and assessed that our leadership, effectiveness, and responsiveness were all outstanding, with safety rated as good.

The report, available on the CQC website, found that patients, families and carers had highlighted the warmth and kindness of the St Luke's team, with praise also for the way in which the hospice worked with external partners, including the NHS trust, GPs and District Nurses, to ensure continuity of care.

"Patients and families confirmed they saw the same people for their care, who were reliable, knowledgeable, and caring. Patients experienced a high standard of care delivered by a team of qualified, skilled, and experienced staff," the report stated.

"Patients experienced a high standard of care delivered by skilled and experienced staff in a supportive and safe environment," the report added.

Our Chief Executive and Chief Nurse Jo Lenton said: "This is our first CQC visit since 2016, and we are delighted to have once again been rated outstanding by inspectors."

"Our primary aim has always been to put our patients and their families at the heart of everything we do, and it is particularly rewarding that inspectors recognised this and praised the dedication and hard work of all the St Luke's teams.

"We know that the hospice movement nationally is facing challenging times, but to know that we are officially rated as outstanding gives us the determination to meet those new challenges with confidence and optimism for the future.

"We have been here for all the people of Sheffield for over 50 years now, and we will build on this success to keep providing outstanding care for many generations to come."



## UNVEILING OUR NEW FAMILY SUITE

We have recently created a new space on our In Patient Centre to help patients and their loved ones feel closer together.

The beautiful Family Suite – which was generously supported by our former Chairman of Trustees Neil MacDonald and his wife Julie – is a dedicated space which provides a comfortable and supportive environment to help patients and their loved ones at a most difficult time.

With sleeping facilities, bathroom, seating area and a self-contained kitchen, the suite offers a place for families to stay in greater comfort overnight and participate more fully in their loved one's care.

**Our In Patient Centre is open 365 days a year, providing around the clock, tailored care. Our IPC accommodates 19 patients in 13 single rooms and two three-bedded rooms.**

Scan the QR code to view the full image gallery of our new Family Suite on our website.



To view the video tour, please visit [www.stlukeshospice.org.uk/video-tour](http://www.stlukeshospice.org.uk/video-tour)





# HOW MIKE FOUND HIS VOICE AGAIN WITH ST LUKE'S SUPPORT

When Mike Grayson, 82, was diagnosed with asbestosis in 2019, he thought he would never sing again—but with the support of St Luke's, music has returned to his life. Mike lives in Hillsborough with his wife, Sylvia, and first connected with St Luke's through Community Nurse Emily, who offered Mike a full package of support at home.

"St Luke's brought such confidence, knowledge, and care. Emily doesn't expect me to be the nurse, and that's really nice for both me and Mike." Said Sylvia.

Mike also benefited from physiotherapy at our Little Common Lane site and now attends weekly art classes at our Ecclesall Road South location. It was there that he rediscovered a love for singing, a passion he thought he had lost as his illness progressed and increasingly affected his lungs.

A former member of the award-winning Worrall Male Voice Choir, Mike had performed at prestigious venues like the Royal Albert Hall, and taken first prize at the world-famous Eisteddfod in Wales.

"Sometimes I get a bit breathless, but the fact that I can sing at all makes a big difference." Mike says.

**Beyond singing, St Luke's has transformed Mike and Sylvia's lives. "Apart from giving me advice on how to cope, St Luke's has also uplifted me. They've helped me realise that I'm not the only person in this position, that we're not alone," says Mike.**

"A year or two ago I was thinking I couldn't do this, but St Luke's has given me hope and got me to look to the future."



## DID YOU KNOW?

In Autumn 2024, we extended our services even further into the Sheffield community through a new series of free Patient & Family Support community outreach sessions at Norfolk Heritage Park. The sessions featured a whole range of popular St Luke's activities including arts and crafts, sports like indoor curling, chaired-based aerobics, board games, mindfulness, gardening, music, singing and drumming, with the aim of opening St Luke's services to more patients across the city than ever before.

# EXTENDING OUR CARE FOR PEOPLE LIVING WITH DEMENTIA

Dementia is now officially the biggest cause of death in the UK, taking more people than either cancer or heart failure. With that statistic very much in mind, we are now extending our support for people living with the condition.

Around 12% of all referrals to our Community team now have a diagnosis of dementia, though the primary reason for referral may not be dementia but another condition.

And as a result, Project ECHO has created a programme for care home staff focusing on end of life, helping to distinguish dementia from delirium, depression and anxiety, with the aim of improving quality of life, managing distressed behaviours and supporting with end of life care and advanced care planning.

Project ECHO is the online tele-mentoring network, headed by St Luke's, which brings health and care organisations together via video link, to form an online community, share best practice and offer support.

At the heart of the scheme is St Luke's Project ECHO Lead Nurse Lynne Ghasemi, who provides support for care homes across Sheffield.

"Through offering clinical support to people living within care homes, it has

become very much evident that people with dementia have a life limiting illness," said Lynne, who is also part of the Sheffield Dementia Strategy Group, the body working together to make sure people with dementia in Sheffield are supported to live life to their full potential.

"At St Luke's and across the city we are very keen that people living with dementia get the same level of support received by people living with other life limiting illnesses." she said.

St Luke's has registered on the National Alzheimer's Society Website and conversations have begun regarding hosting a local dementia support group at St Luke's Ecclesall Road South Site.

Other dementia-related activities have included reminiscence and life story work, which is being made available by our Occupational Therapy team, and our whole environment is being reviewed to see how it can be made more cognitive impairment friendly.

**"Through Project ECHO, we have delivered a number of education programmes over the past few years, all aimed at supporting people living with dementia," Lynne said.**

"I feel this work, which is entirely self-funded by Project ECHO, is incredibly important. People living with dementia need support as early as possible so they can express their own wishes and thoughts about care to be able to plan for the future."



## DID YOU KNOW?

Lynne also recently proudly represented St Luke's at the Sheffield Dementia Strategy Launch event at the Niagara Centre. The event showcased the updated Sheffield Dementia Strategy for 2025-2030, to which Lynne contributed as an author. The new strategy aims to ensure that more people with dementia have access to personalised, good quality palliative and end of life care when they need it.

St Luke's dementia work has gone global! An article showcasing our work towards improving the care for people in Sheffield living with dementia has been recognised and published in the Project ECHO Institute Superhub international newsletter.



## PREFER A DIGITAL COPY?

If you'd prefer to receive your In Touch newsletter digitally, & get a copy of our monthly bulletin straight to your inbox, visit [www.stlukeshospice.org.uk/keepintouch](http://www.stlukeshospice.org.uk/keepintouch)

We're always looking to communicate in the most cost-effective and environmentally friendly way possible. Opting in to receive updates via email can help us save on printing and postage costs.

## ACCESSIBILITY FOR ALL

Did you know you can read this newsletter using the accessibility and language toolbar on our website?

We are committed to our work around Equity & Diversity and we want our content to be accessible for all. With tools available from changing font size and colour, speech recognition, translating text into more than 100 languages and using the screen mask and ruler features to break down into manageable chunks – access our content in the way that works best for you.

Visit [www.stlukeshospice.org.uk/in-touch](http://www.stlukeshospice.org.uk/in-touch) to find out more.

# HOW ST LUKE'S CREATED A SPECIAL DAY FOR WENDY

When Wendy Nutbrown was reaching the end of her journey with cancer, she knew she wouldn't be well enough to attend her son James' wedding.

That's when the St Luke's team decided to do something special and create a unique memory for Wendy and her family: a special ceremony where James and partner Amy exchanged vows at Wendy's hospice bedside.

"Wendy loved it, and for James and Amy, the vows in front of Wendy were the most important thing and it couldn't have happened without the support of the whole St Luke's team. It was a very special day." Says her husband, Andrew Throssell.

Wendy had been receiving NHS treatment for peritoneal cancer before moving to St Luke's In Patient Centre in the final weeks of her life, following initial support at home from St Luke's Community team.

"St Luke's made a massive difference," Andrew shared. "Up until St Luke's were involved, it was about managing the disease and Wendy's voice did not always seem to be heard. She initially planned to stay at St Luke's for just a couple of days to sort out her pain medication, but it quickly became clear that I could not have provided the same level of wrap around support at home."

Andrew adds that it wasn't just the



outstanding level of medical support that made Wendy's final days so special.

**"Every member of staff acknowledged Wendy by name, talked to her, and asked how she was feeling. Wendy was cared for as Wendy, and not as somebody who was being treated."**

Looking back now, Andrew acknowledges that St Luke's was the place Wendy needed to be as she reached the end of her life.

"I remember that last night when her breathing stopped and I held her hand, which was the second hardest thing I have done in my life – the hardest was letting go. But Wendy knew that I was there with her and it was a quiet and pain-free end to her life.

"St Luke's is about treating the whole person - nurturing their physical needs, their mental needs and the needs of their families and the people they love."



# WE COULDN'T DO WHAT WE DO WITHOUT OUR VOLUNTEERS!

“St Luke’s is an amazing place and by volunteering, you know you’re doing some good and providing value for the hospice. Volunteering keeps my brain active and gives me something to look forward to each week.” Les, St Luke’s Retail Volunteer



To find out more about our volunteering opportunities, visit [www.stlukeshospice.org.uk/volunteer](http://www.stlukeshospice.org.uk/volunteer)



## DID YOU KNOW?

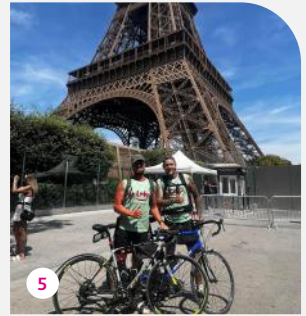
We have 15 shops across Sheffield, as well as our eBay store and busy Donation Centre. Last year, our award-winning charity shops raised almost **£3.9million** towards our patient care.

## OUR SHOPS ARE AWARD WINNING

Our shops are award winning! Last year, we celebrated our eBay team winning awards for the **Best Ecommerce Newcomer and Ecommerce Treasure Hunter** at the national Shopiango Online Charity Awards, as well as our city centre Moor store winning **Brand Campaign of the Year** at the Sheffield Business Awards.



# THANK YOU TO OUR **WONDERFUL SUPPORTERS!** WE COULDN'T DO WHAT WE DO WITHOUT YOU.



- Harrison raises a fantastic **£1,884** in his 10-day, **245-mile Coast to Coast challenge** in memory of his grandad Stan.
- Oasis fan Joey honors his late godfather John, by raising **£787** through a **15,000-foot skydive**, wearing an Oasis T-shirt to commemorate their shared love of the band.
- First Bus celebrate **25-year partnership** with St Luke's by unveiling a brand-new bus wrapped in our signature pink!
- International law firm CMS raise more than **£4,000** by tackling **Peak District trek** in support of St Luke's.

- Cycling friends Will and Peter raise **£5,000** in epic **500-mile bike ride** challenge ending in Paris, in memory of Will's grandad Ken, and Jack's aunt Susan.
- Young footballers at the Ridgeway Athletic Under 9 team leave the football pitch and head for the pavements in **sponsored walk** to raise more than **£700**.
- A **special sporting day** at Hillsborough Golf Club raises **£4,000** for St Luke's in memory of Wadsley mum and daughter Jayne and Faye Downing.
- Enthusiastic shoppers make the opening of our **new department store** at Kilner Way Retail Park a hit!





## GRAHAM'S STORY

**Wondrous love and care for her brother, Graham, motivates Jackie to support the future of St Luke's**

Jackie Strong knew there was one thing she had to do after seeing for herself the standard of care her brother, Graham Daggett, received at St Luke's as he moved into the final days of his fight against cancer.

Graham, who lived in Hillsborough, was 71 and was living with two rare forms of cancer when he was referred to St Luke's, spending his final ten days in the St Luke's In Patient Centre.

"It was a relief for him and for the family when, as his condition deteriorated, he finally came to St Luke's and those last ten days made a massive difference - it was an experience beyond anything I would have thought it could be," Jackie said.

**"It was so calm - it was like a mini heaven on earth and all the people working there were angels. It's like you are in another world, a beautiful, calm place like nowhere else I have ever visited.**

"I felt so moved by what I had experienced that I made an appointment with my solicitor and changed my Will to give something to St Luke's," she says.

**"Everyone had a smile and they always greeted you like you were their best friend - you knew nothing was too much trouble and it's wondrous to experience that level of love and care."**

"What you experience with St Luke's should be what all care is about - it's so far beyond what you expect that it's almost a shock to the system.

"And I was even more shocked when I found out St Luke's is mainly funded by public donations, which is why I knew I had to do something to help.

"You couldn't have a better place when you need that level of care and that's why I made the decision to leave St Luke's a gift in my Will.

"St Luke's care provided a comfort for Graham and for us and I'd like to think that my gift could help another family to experience the same care."

**To find out how you can leave a gift to St Luke's in your Will, visit [www.stlukeshospice.org.uk/wills](http://www.stlukeshospice.org.uk/wills)**

# WAYS TO SUPPORT 2025

<b>MARCH</b>	Spring Raffle
<b>23 MARCH</b>	Sheffield Half Marathon
<b>APRIL</b>	Will Month
<b>26 APRIL</b>	Sheffield Wednesday Collection
<b>7 JUNE</b>	Yorkshire Three Peaks
<b>19 JUNE</b>	Quiz Night
<b>7 SEPTEMBER</b>	The Great North Run
<b>21 SEPTEMBER</b>	Sunrise at Snowdon
<b>28 SEPTEMBER</b>	Sheffield 10K
<b>OCTOBER</b>	Winter Raffle
<b>15 NOVEMBER</b>	Abseil & Bungee
<b>7 DECEMBER</b>	Festival of Light
<b>14 DECEMBER</b>	Service of Remembrance

We need to raise **£10.5m** this year to continue providing essential care in Sheffield. For full event details visit [www.stlukeshospice.org.uk/events](http://www.stlukeshospice.org.uk/events)

T: **0114 235 7495**

E: [fundraisingevents@hospicesheffield.co.uk](mailto:fundraisingevents@hospicesheffield.co.uk)



\*Figures correct as of January 2025.

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