



Welcome to our *New Look* ACCORDian

A letter from the Chairman

The Board of Directors has always been aware of how fortunate we are to have such a well qualified and dedicated staff who are ever willing to go the extra mile for those entrusted to our care. This was recognised recently when we achieved the Investors in People Award when particular reference was made to the quality of our staff and also our governance procedures. On 23rd June we received an unannounced inspection from The Care Commission and were again highly praised receiving grade 6, the highest grade awarded, in both areas covered by the inspection. Congratulations all round to our staff who through their expertise and commitment enhance ACCORD'S reputation as a Centre of Excellence.

The range of services provided is constantly under review to match the needs of our patients. As you may be aware, The Day Hospice has undergone considerable change in the support offered to patients with a life limiting illness and their carers. Changes are also underway in The Resource Centre, now some ten years old. The technology has been upgraded to meet the current needs of our education programme and the various community groups who make use of this superb facility.

Finally, congratulations to Ken Jackson on receiving the Badge of the Order of Mercy in recognition of his more than twenty years volunteering service in the

finance office and supervising the collection boxes and all that entails. In the last ten years alone Ken's activity has brought £230,000 to ACCORD. Well done Ken.

Norman Walker

Inside this issue:

A Year of Care

See our 4 page spread about the work of the Hospice

Christmas Cards

See this year's cards and order on your reply slip or online

Volunteering

Find out how you could help

Fundraising

See our Events Guide and catch up with the latest news

ACCORD Hospice

Morton Avenue PAISLEY PA2 7BW

Registered Charity No. SC013682

A Year of Care

Money Matters

Francis McCrossin – Chairman ACCORD Hospice Finance & Governance Committee

The **ACCOUNTS** to 31st March 2010 show a total expenditure of some £2.9million and hard earned revenue of some £2.7million. We had an operating deficit of £204,000, but this was turned into an overall surplus of £215,000 thanks to legacies of £420,000 received during the year. Clearly we have not generated quite enough income to cover all expenditure, but thanks to Legacies we have recorded an overall surplus in difficult economic times. The receipt of Legacies continues each year to be of huge importance in maintaining the running of the Hospice.

REVENUES have risen some £85k thanks to increased shop sales (also £85k), fund raising events £33k, and Trust donations £58k but have been tempered by a fall in general donations of £60k which is understandable in these difficult economic times.

On the **EXPENDITURE** front, the total is similar to last year; the increase in staff costs being essential to keep salaries and wages competitive.

Challenges & Opportunities

Dr John Walley ~ Consultant in Palliative Medicine ACCORD Hospice

Life working at Accord is never dull! The last 12 months have been busier than ever and the next year is looking full of challenges and opportunities. We are seeing a rapid growth in our services to people living with incurable illnesses who are still in their own homes. This has included increasing numbers of people with illnesses other than cancer who until recently, have had only limited access to the excellent support that ACCORD can offer.

The following pages reveal the REAL STORY of the work of the Hospice. The numbers tell only part of the story of ACCORD and I would recommend you read the full Directors Report available on the hospice web site at www.accordhospice.org.uk which highlights the year's achievements and explain the work that is done not only within the Hospice but also within the wider community; this includes consultant sessions at the Royal Alexandra Hospital, visiting patients in their own homes, collaborating with General Practitioners, providing training to Care Homes.

We do not overlook the contribution of our **VOLUNTEERS**. It is extremely difficult to evaluate the contribution of Volunteers and would be invidious to place a value on this work; it would risk comparison with similar bodies who might have a different basis of evaluation. We prefer to recognise the contribution in the Directors Report and to repeat our gratitude for work without which the Hospice would not achieve as much as it does. Thank you, volunteers.

We are working ever more closely with our colleagues in general practice and hospitals so that we are able to support people wherever they find themselves. Many people with advanced illnesses have periods in hospital, at home and in the hospice, and really value having our input and expertise as their needs change. Thanks to our excellent supporters we're able to offer the flexible service that people really need at this time in their lives.

Listening ~ Caring ~ Helping ~ Supporting

A Year of Care

Changes in Day Hospice

New name 'ACCORD Therapy Unit'

The aim of our day hospice has always been to offer support to patients and their carers living with a life limiting illness. This can be achieved by supporting the patient's physical, psychological, social and spiritual needs, whilst offering carer respite.

After much research, visits to other hospices and discussions with patients, staff and volunteers a new day hospice service is in operation and is now known as the **ACCORD Therapy Unit**.

While we continue to offer our 'traditional days' where patients needs are met through health care, a therapeutic environment and socialization, we have introduced some new services which offer patients an alternative way of receiving support from ACCORD.

Wednesdays are now **assessment days**

when new patients are seen and assessed, and patients ready for discharge also meet. Fridays are **educational days** when the '**Living Well at ACCORD**' Programme which has been developed recently will run in 8 week cycles; delivering short educational sessions in the morning with practical sessions in the afternoon, helping to maximize patient's potential.

Some of the recent changes have meant some volunteers have 'given up' their volunteer role in day hospice and we wish to extend our sincere thanks for all that they have contributed.

As always, our *raison d'être* for change has been patient centred and responsive to patient's wishes and we believe that patient care will benefit from the changes made. This is an exciting and challenging time.

Palliative Care for Diseases other than Cancer

Specialist Palliative Care has historically provided care to patients with cancer. The national palliative care action plan, Living and Dying Well published in October 2008 states, however, that everyone should have access to high quality palliative care on the basis of clinical need and not diagnosis alone.

In recent years at ACCORD, we have been receiving increasing numbers of referrals for patients with non-malignant conditions. Patients are being referred for inpatient care, outpatient clinics, community CNS input, day services including complementary therapy, and patient and family support.

These referrals are assessed on a patient by patient basis and the decision to accept a referral is made on the basis of whether

we have the appropriate resources and skills to meet the patient's needs.

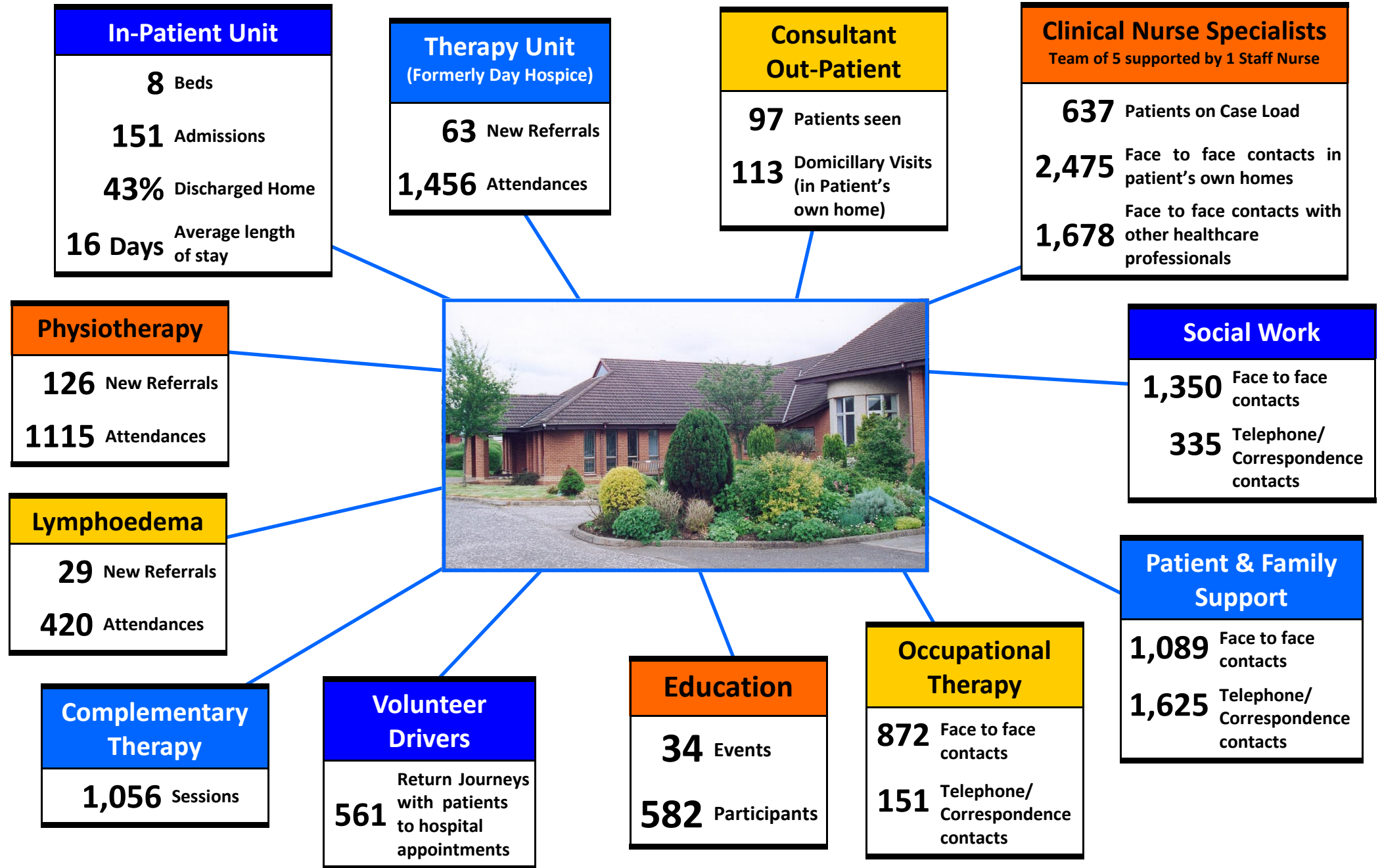
In the past year within our in-patient unit, 6.9% of occupied bed days supported patients with life limiting diseases other than cancer, for example, motor neurone disease, end stage heart failure and end stage pulmonary fibrosis. 26% of domiciliary visits made by our Consultants in Palliative Medicine were to non malignant patient groups as were 13% of out patient attendances to the hospice.

This we hope demonstrates that ACCORD is responding in a phased and manageable way to the national action plan, that palliative care should be provided to patients and families based on need, and not diagnosis or prognosis.

Listening ~ Caring ~ Helping ~ Supporting

A Year of Care

A Year of Care



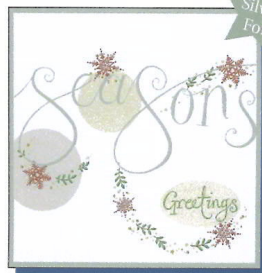
Listening ~ Caring ~ Helping ~ Supporting

Listening ~ Caring ~ Helping ~ Supporting

Christmas Cards



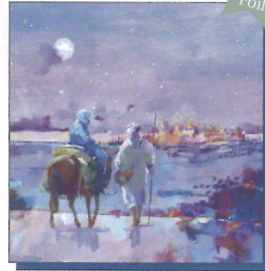
1. Pulling a Sledge
121mm x 171mm
10 cards per pack
£3.50



3. Season's Greetings
137mm x 137mm
10 cards per pack
£3.50



5. Classic Dove
137mm x 137mm
10 cards per pack
£3.50



2. Moonlit Bethlehem
137mm x 137mm
10 cards per pack
£3.50



4. Snowy Wreath on Gate
137mm x 137mm
10 cards per pack
£3.50



6. Gold wrap Gifts
121mm x 171mm
10 cards per pack
£3.50



8. Garden Robin
137mm x 137mm
10 cards per pack
£3.50



10. I Saw Three Ships
121mm x 171mm
10 cards per pack
£3.50



7. Thumbs Up!
137mm x 137mm
10 cards per pack
£3.50



9. Christmas Tree
137mm x 137mm
10 cards per pack
£3.50

The greeting inside each card reads:

*With Christmas Greetings
and Best Wishes
for the New Year*

Please take time to look at our range of Christmas Cards for this year. If you would like to buy some packs you can order them on the **Reply Slip** which came with your magazine or order them online at **www.accordhospice.org.uk**

Please order cards on the Reply Slip or Online at **www.accordhospice.org.uk**

Fundraising

We live in challenging times and the Hospice is not immune to the economic pressures of today. Consequently, we have to continue to try **NEW IDEAS** in order to raise the funds required. With this in mind, it is imperative that we are always introducing new events into our schedule.

This summer saw the introduction of a new sponsored event which has been successfully held by many other hospices. When we first discussed holding a **MIDNIGHT WALK** we were hopeful that we



might get 100 - 150 people joining us and we were absolutely delighted that over double that number joined us on the evening of the 25th June on the Erskine Bridge to walk for ACCORD. Sponsor money is arriving daily at the Hospice and we are already at over £12,000 with lots more still



to come! What has been really pleasing for us is the positive comments from many people taking part, letting us know how much they enjoyed the event and asking if we will be holding the event next year. We

News

are pleased to announce that we will definitely be repeating the Midnight Walk - so look out for more details in the next ACCORDian.

Another new project for us this winter will be our **SANTA'S GROTTO** in The Paisley Centre. The management at the centre have very kindly offered us the use of a shop unit which they are going to decorate, at considerable expense, as a grotto. We are sure that this will be a great success and will be well received by our very young supporters. We are extremely grateful to our friends in the Centre for this wonderful opportunity.



CHRISTMAS is always a very busy time for us and this year will be no exception - especially with our new grotto!



Look out for our **COLLECTION BOXES** with their festive emblems around the community. In fact, please let us know if you know of any local businesses or organisations who may be willing to site an appeal box for us.

If you can help at one of our **APPEAL COLLECTIONS** please fill out the form on the back of the magazine and send it back to us.

We will be returning to Paisley Town Hall for our annual **CHRISTMAS FAYRE** on Saturday 4th December and this is always a popular event with supporters of all ages.

Our **LIGHT UP A LIFE APPEAL** is a significant part of our fundraising - please see the enclosed form if you would like to sponsor a light on our tree. The popular **CAROL SERVICE & LUNCH** is in Paisley Abbey and Town hall on Tuesday 21st December.



The Hospice is very grateful

Fundraising

for all of the support it receives from the **LOCAL BUSINESS COMMUNITY**. This plays an important part in the overall fundraising strategy.



We have very good associations with many local businesses and organisations of varying size, and we are also fortunate in being able to benefit from national 'Charity of the Year' campaigns. We have recently started a year's association with the **MORRISONS** supermarket group and the staff in Anchor Mill, Falside Road and Cardonald will be busy on our behalf with a variety of different activities. They have already been holding Wear Yellow days and having bucket appeals and we look forward to working closely with them in the coming months.



The **CLYDESDALE BANK** have been supporting us very successfully over the past 18 months and this association has been extended for another year.

RBS Group staff will also be supporting us over the next year: a group of their staff will be doing some volunteer work around the Hospice grounds this summer, and we shall also be receiving funds from the bank in recognition of this.

ANNUAL GENERAL MEETING Wednesday 30 June

A good number of members attended this year's AGM. After the formal business during which the Chairman, Norman Walker, commended the excellent work of the Hospice staff and volunteers, Alan Marshall, an ACCORD volunteer for over 7 years, gave a talk on his many and diverse volunteering roles for ACCORD. Alan said '**I feel I have the time available to give something back to society and am very happy to help in whatever way I can for ACCORD.**'

News

While community events take up a lot of the department's time, there are other areas of fundraising that we look at too. These include two areas that we are keen to promote to you and to any new supporters, namely **REGULAR GIVING** and **MEMBERSHIP**.

REGULAR GIVING is simply our way of describing supporters making standing order payments to the Hospice, either monthly, quarterly or annually. The advantage of this type of giving is that it allows the Hospice Management Team to make budgetary decisions with more confidence.

We are also very keen to promote the ACCORD Hospice **MEMBERSHIP SCHEME** to our supporters. For £5 a year you can



become a member of the Hospice and for £100 you can become a member for life. This currently

entitles you to attend the AGM and have your say in the running of ACCORD. Over the coming months we will be looking at ways of promoting this scheme to a wider audience, perhaps considering different ideas of enticing you to become a member.

Whilst admittedly, regular giving and membership are not as exciting as our events programme, they have a significant role to play within the overall budget, and we would be grateful that if you are not currently involved with either scheme, you might consider them as a way of giving regularly to ACCORD

Email: fundraising@accord.org.uk

Call fundraising on 0141 581 2000

Fundraising

Events Guide

Charity Dinner

Friday 29 October

Join us for a 4 course dinner at the Glynhill Hotel then sit back and enjoy some first class musical entertainment followed by the unique wit and repartee of our award-winning guest speaker, **Sandy Strang**. Tickets £40 ~ Dress Formal

Carol Service & Lunch

Paisley Abbey & Paisley Town Hall

Tuesday 21 December
Service at 11am

Carol Service & Lunch Ticket £20
Service only Donation £5



Burn's Supper

Thursday 20 January

Our 22nd Annual Burn's Supper takes place on Thursday 20th January at 7:30pm in the Glynhill Hotel. Our speaker this year is Ian Gordon. Tickets £26

Light Up A Life

Friday 3 December

Sponsor a light on ACCORD's Christmas Tree in memory or in honour of a loved one

Please see the enclosed leaflet for details

Christmas Appeal & Bucket Collections

These raise significant sums of money for the Hospice and if you can spare an hour to help we would love to hear from you
DATES & DETAILS ON THE BACK COVER OF THE MAGAZINE



Christmas Fayre

Paisley Town Hall

Saturday 4 December

10.00am - 4.00pm

**Help & Donations
needed - please
fill in form on
back page**

Email: fundraising@accord.org.uk

Volunteering News & Opportunities

Ken Jackson receives 'Order of Mercy'



It was with great delight that Ken Jackson was awarded the Badge of the Order of Mercy by The League of Mercy in June this year in recognition of the 21 years of volunteering Ken has given to ACCORD Hospice. Serving in a variety of roles over the years, he currently has the responsibility for the shop collecting cans operation, organising other volunteers when to change the cans, then the counting and banking of the cash. This together with the counting and banking of all other cash for the hospice on a daily basis gives and indication of the extent of Ken's role. He is a selfless and inspirational volunteer and ACCORD is very grateful to him. Together with his wife, Kay, who also volunteers for ACCORD, they tend the flower beds at the main entrance to the Hospice. Well done Ken and Kay.

Volunteer with ACCORD

Volunteers make up a key part of the ACCORD Hospice team.

Much of the care given would not be possible without the tireless work of a very large number of volunteers.

There are many and varied tasks with which volunteers get involved.

Fundraising

- Help with bucket collections
- Preparation for the Fayres
- Stewarding at events

At the Hospice

- In-Patient Unit
- Reception
- ACCORD Therapy Unit
- Gardening
- Driving

Gleniffer Outreach

- Bereavement Support
- Complementary Therapies
- Reception

Shops

Help in one of our 7 shops situated in Paisley, Johnstone, Renfrew and Barrhead

Perhaps you might consider volunteering with us.

How much time you commit to helping at ACCORD is entirely up to you.

It may be as little as 3 or 4 hours a year to help the fundraising department deliver appeal boxes or as much as one day a fortnight in the Therapy Unit (formerly known as Day Hospice).

If you would like to find out more about the help we need without committing yourself give us call or send us an email

Email: office@accord.org.uk Tel : 0141 581 2000

Volunteer with ACCORD

Fundraising

Volunteer with us

The run up to Christmas is a busy and important time of year for fundraising at the Hospice. If you can spare an hour or two to give us a hand we would be delighted to hear from you. The events at which we could use your help are listed below. You can fill out the form and send it to us with your **RETURN SLIP**, email us at **fundraising@accord.org.uk** or give us a call on 0141 581 2000. **Thank you.**

Name _____

Address _____

_____ Postcode _____

Telephone _____

Bucket Collection

Paisley Piazza Shopping Centre Saturday 2nd October 10am-4pm

10-11 11-12 12-1 1-2 2-3 3-4

Please circle the times at which you are able to help. Thank you

Christmas Appeal Collections

Thursday 25th November 10am-4pm

Please circle the times at which you are able to help. Thank you

10-11 11-12 12-1 1-2 2-3 3-4

Friday 26th November 10am-4pm

10-11 11-12 12-1 1-2 2-3 3-4

Thursday 9th December 10am-4pm

Please circle the times at which you are able to help. Thank you

10-11 11-12 12-1 1-2 2-3 3-4

Friday 10th December 10am-4pm

10-11 11-12 12-1 1-2 2-3 3-4

Christmas Fayre

Saturday 4th December

10am-4pm

Paisley Town Hall

I would like to help at the Fayre from
(Please circle the time that suits you best)

9-11:30

11:30-2

2-4:30