

Become a Regular Giver

- Our vision is that every person living with a life-limiting illness in the communities of Renfrewshire, Barrhead, Neilston and Uplawmoor should receive the specialist care and support they need, along with their families, for free.
- Regular monthly donations allow ACCORD to plan ahead, budget effectively and reduce administration costs, and fund the specialist team of health professionals required to provide the care our patients need.
- Making a regular monthly donation is one of the most powerful and effective ways you can support ACCORD in delivering this service – and help to make a difference every day.

Standing Order Mandate

Please remember to fill out your name and address overleaf

- This is a new donation
- This replaces a previous Standing Order
- I would like to join the 40th Ruby Appeal of £12 a month
- I would like to donate a regular gift of: £20 £10 £5 other
- I would like this gift to be made every: month quarter year
- Please start my payments on the: 1st 15th of _____
(insert month/year)

To: The Manager

Your Bank

Address

Postcode

Name of Account Holder(s)

Sort Code - - -

Account No.

Signature

Date

Please credit the above amount to:

ACCORD Hospice A/c No. 00177503 Sort Code 83-46-00
Royal Bank of Scotland, Paisley Chief Office, 1 Moncrieff Street, PAISLEY PA3 2AW

Spring / Summer 2022

Issue 53

The ACCORDian



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ACCORD is 40 this year!

Where it all began...

In 1982 a group of passionate, like-minded people came together with an ambition. They wanted to make sure that local people were supported to have as good a death as possible and that their families too would have the support they needed before, during and after loss.



Our founders established ACCORD Hospice and began a journey that would see the first dedicated palliative care nurses in the community in 1985 and the area's first specialist palliative care Inpatient Unit which opened in 1992.

ACCORD has become a well-known, well-loved and valued resource delivering palliative care and support to those in need. The Hospice is renowned for its care, compassion and commitment to quality and is also today recognised as an exemplary employer by its staff and volunteers.

We have come a long way but we couldn't have done it without support. We have built excellent partnerships with local statutory services, charities and businesses. We have a community which stands with us through every success and challenge and their one-off and regular donations help us plan our services into the future. They help us improve and adapt current services and explore and create new ways to help our community.



We have grown into a vibrant, modern and stable charity with reliable high quality services. We are renowned for our ability To learn and evolve.



ACCORD Hospice was envisaged out of a desire for great care but established through determination, fundraising and campaigning, and continues to thrive thanks to that. The next 40 years will be built on that same philosophy and will hopefully support us to expand to meet the needs of diversity and an ageing, frail population who all deserve the very best experience of death possible.

Please return all correspondence to: ACCORD Hospice, 7 Morton Avenue, Paisley PA2 7BW

Your Contact Details

Name

Address

Post Code

Email

Tel

Payments & Donations

Donation to ACCORD

Please tick if an acknowledgement required is required £

40th Anniversary Appeal Donation (To donate monthly PTO)

£

Girls Night Out

@ £40 per person

£

The Fogartys & Guests Night

@ £12 per ticket

£

Glasgow Phoenix Choir

@ £15 per ticket

£

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

TOTAL £

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

BY POST

BY EMAIL

Please make sure all contact details are filled out.

Method of Payment

I enclose a CHEQUE/POSTAL ORDER payable to ACCORD Hospice for £

Please debit my Credit/Debit Card for £

Card No

Maestro

Valid From

Expiry Date

3 Digit Security Code

(If the 3 digit security code is not completed we will contact you by telephone)

To receive more information on any events, please email fundraising@accord.org.uk

Upcoming events

An evening with
The Fogartys
& Guests **Friday 1st April 2022**
The Bungalow - 8pm - 11pm
Tickets £12 - U18's Allowed in until 10pm

Glasgow Kiltwalk **Sunday 24th April 2022**
Limited Free Registration Spaces
Use code **ACCORDMIGHTY100**

Girls Night Out
With Dancing
Through
The Decades **Friday 29th April 2022**
7 for 7.30pm - Tickets £40 pp
Includes bubbly reception & 3 course meal

Bubble Rush **Date & Venue TBC**
More details to Follow
Please keep an eye out on our website for
Further info

Glasgow Phoenix
Choir **Saturday 7th May 2022**
Paisley Abbey
Tickets £15

Summer Fayre **Saturday 4th June 2022**
Lagoon Leisure Centre TBC
Open 10am-3pm ALL WELCOME

Skydive **Sunday 19th June 2022**
Auchterarder Airfield
Registration Free, Minimum Sponsorship £450

Firewalk **Friday 4th November 2022**
At ACCORD Hospice
Registration £20, Minimum sponsorship £100

PLEASE NOTE ALL EVENTS WILL GO AHEAD SUBJECT TO GOVERNMENT GUIDELINES
To view our calendar of events please visit our website
www.accordhospice.org.uk/events

Renfrewshire Bereavement Network
T 0800 038 6020 E support@renfbn.org.uk



Total Sessions by type

The Renfrewshire Bereavement Network continues to build in both recognition and referrals. At the time of writing we have had 141 people utilise our service. Also, we aimed to reach more males within the community through targeted marketing which has resulted in over a quarter of our referrals now being male. We have provided 414 support sessions which can be seen in greater detail in the provided chart.



Walking with Grief Group Members

Although the number of referrals has greatly increased it is also important to acknowledge the bigger picture. The support offered has had an impact on family relationships, clients being encouraged to share more with friends, supporting returns to work and most importantly clients are able to understand their grief.

As we continue to work collaboratively, several local agencies have now connected with us and we are looking at many ways to support each other and the community. One of the organisations that supports addiction has agreed to explore how we will take a partnership approach in supporting their client group. A meeting has now been organised to discuss how the network can support their staff and upskill those in their organisation who have long term relationships with their clients.



Volunteers Theresa, Alan & Roberta

We have also given clients the choice to join some of our upcoming groups. These include partner loss and parental loss. In the future, we are looking to start a group that is sometimes forgotten - the loss of an adult child. These groups create a supportive environment that allows for connection. While all experiences are unique an important understanding of commonalities is clearly made.

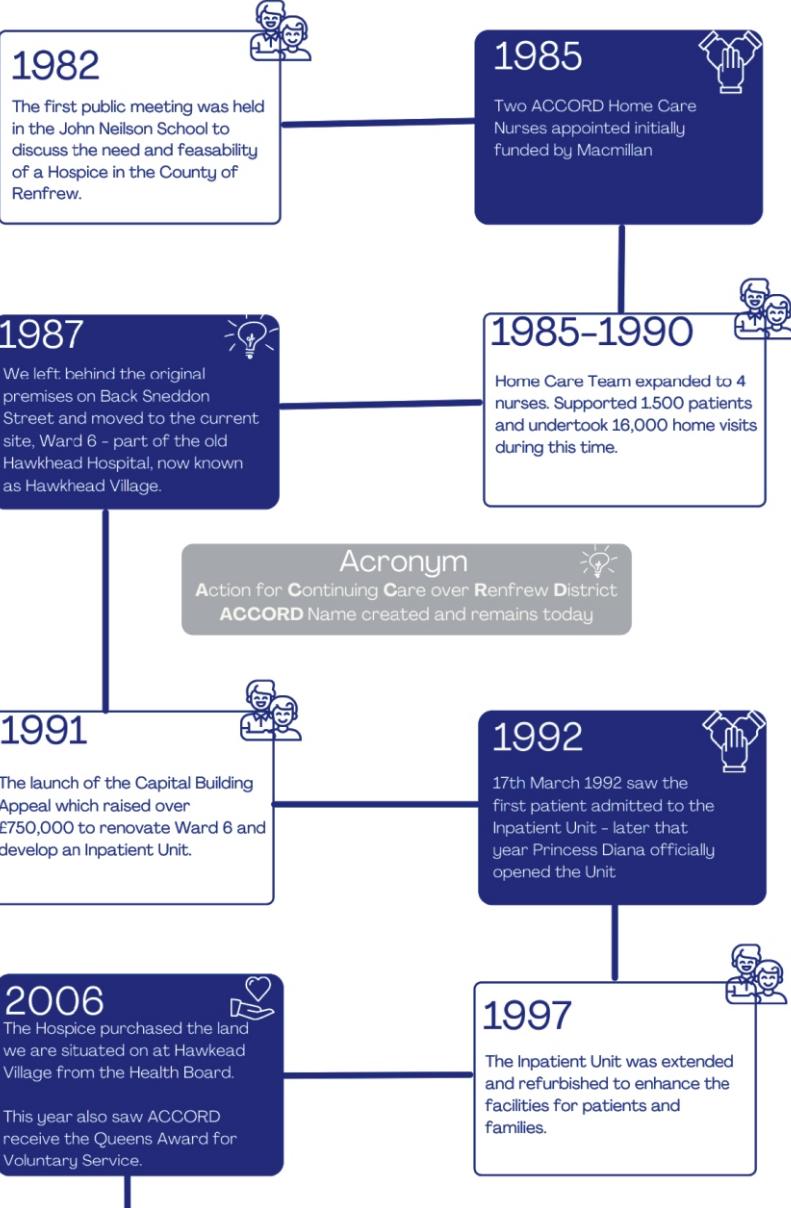
Clients have engaged with the 'Walking With Grief' Group which supports those grieving to get out and engage with others. The group members who have been there longer are able to support those who are at a different place in their grief. Many lasting friendships have been made. The Network continues to be supported by a team of volunteers who are committed to supporting clients. The volunteers based at Outreach who are the first point of contact for the Network have shown much commitment and support by being part of 4 public information sessions at the Piazza Shopping Centre in Paisley. Through this over 500 leaflets were handed out and many experiences of grief were shared. Our thanks go to all our volunteers!



Volunteers Sheila, Beth & Joan

40 years of Hospice Care

The Journey so far!



FACEBOOK FUNDRAISERS

Thank you for celebrating and raising funds for ACCORD



£4186.01 RAISED SINCE SEPTEMBER 2021

AND TO ALL OUR AMAZING SUPPORTERS



THANK YOU FOR ALL YOU DO!

If you would like to raise funds, please get in touch!
fundraising@accord.org.uk 0141 581 2000

WHAT'S COMING UP?

Here are some of our events coming up in 2022

LOOKING FOR MORE INFORMATION?

TO VIEW A FULL LIST OF OUR EVENTS PLEASE VISIT OUR WEBSITE

www.accordhospice.org.uk/supporting-us/events



The Journey Continued!

2015

The Hospice decided it was time to rebrand, changing our corporate colours and all branding - you still see this branding today.



ACCORD
Hospice

2017

ACCORD Celebrates its 35th Anniversary (and the 25th since opening of the Inpatient Unit)



This year also saw the Inpatient Unit decant to Montrose House to allow refurbishment of the Unit.

2020

Helped launch the Renfrewshire Bereavement Network which aims to provide support to people who are experiencing loss or dealing with grief – by offering access to the most appropriate advice, guidance and counselling available – all from a single point of access.

2021

ACCORD Launches 'ACCORD @ Home' providing personal, practical and emotional support in people's lives to enable them to stay at home right to the end of their life.



2018

The £1.1m development of the IPU created 8 single rooms with en-suite wet rooms, patio doors leading to individual patio and communal garden areas. Providing a fresh, modern and flexible design approach to décor.

CELEBRATING 40 YEARS
ACCORD
Hospice
SPONSORED BY MALCOLM MCINTOSH

2022 - Celebrating 40 years of ACCORD

Then



Now



ACCORD IN NUMBERS

Kickstart Initiative

We hope to employ 3 staff in the coming weeks through this council sponsored scheme to help support young people back into employment.



Government Funding

In 2021/22, the Hospice has received £540,000 from the Scottish Government COVID grant funding to help with income generation as our fundraising activities, lottery and retail activities have been hard hit during the pandemic.



Vaccinations

The Hospice has a 96% vaccination rate in its staff with front line care workers being among the first in the country to be vaccinated.



Trust Fundraising Income

We have had a bigger focus on Fundraising from Trusts and Grant providers over the last 9 months - helping to secure £88,100 to our services.



ACCORD Hub Funding

The ACCORD Community Hub was part funded by the National Lottery Community Fund - receiving almost £200,000 over 2 years for our new service in the community!



Shops Income

Our shops continue to perform well and we reached £422,624 of sales in January - please visit our shops if you can!





Apr to Dec 2021

COMMUNITY HUB

173 UMaters

102 Hub Assessments

106 Zoom Calls

SERVICES

50 Consultant Outpatient Appointments

1989 CNS Patient Contacts

688 Complementary Therapy Contacts

230 Lymphoedema Contacts

ACCORD@Home Sept - Dec '21

47 Patients Supported

529 Visits Undertaken



Listening & Moving Forward

Participate!



For 40 years, we at ACCORD have prided ourselves on understanding what matters to people, good and challenging, wishes or fears and seeking feedback from those with experience of ACCORD is core to what we do. It's that feedback which has supported us to evolve through the years and remain fit for purpose. It has all counted and for every word or note shared, thank you.

"I can't thank you all enough for the care and support given to me during my stay. From day one you all made me feel at ease and a lot less anxious. From the first day I met every one of you I knew that you were all here for the right reasons, with compassion, empathy you really care for everyone in your care" IPU patient

Research from our regulators and quality leaders in Scotland, Health Improvement Scotland, tells us that engagement makes services safer and more efficient. It improves person-centredness and effectiveness especially when users of service are involved in meaningful and well-planned ways.

Participation is having your say regarding the services you are involved in or have contact with. It's about shaping our view of the services you may need in the future. It's about helping the organisation make decisions on many aspects of current and future service provision.

"I cannot fault the service in any way, the counsellor's support and guidance was fundamental in helping me cope and move on with my life" Renfrewshire Bereavement Service User.

We strive to build on good practice to enable us to do more to ensure openness and accountability, and also to learn from patient experiences, good and bad, in improving the way we design and deliver services. ACCORD hospice is committed to an active partnership with all users of our services. Patient and carer involvement and community engagement is at the heart of our service provision.

Visit our website at the address below to share your views and thoughts. We would love to hear from you.



"You were so kind to my Mum when she attended Day Therapy and so caring when she was admitted to the Inpatient Unit. You all looked after my family and myself when she died; and this is why I love being a volunteer at the Hospice - in a small way, I can say thank you to the Hospice." Volunteer

ACCORD's Community Hub -1 Year on



Outpatients@ACCORD - Utilising the outpatient approach has been proven to support greater access to the required practitioner and the wider team during said appointment, not unlike a 'one-stop' clinic. We feel it is great way to support a wider group of patients, increase access and maximise support for individual needs.



Support@ACCORD - services focused on bereavement and psychological support, with additional support to relatives and community healthcare professionals who have been effected by grief and loss after the death of a loved one related to COVID 19.

Movingon@ACCORD - Supporting those patients who have improved under our care to source new groups and activities out with ACCORD, to maintain and improve their independence, wellbeing and quality of life.



"Mum really appreciated all you did for her and the pressure you took off us as a family was enormous. You're care and dedication is second to none and we will never be able to thank you enough. You made our mum's last days much more comfortable."

CommunityIntervention@ACCORD - Throughout the whole pandemic, our team of skilled nurses have ensured a constant access (via telephone, video platforms and in-person if required) to their service, maintaining symptom management, psychological support and providing a listening ear.



The areas we hope to look at during 2022 will be a befriending service (**Buddies@ACCORD**), practical support (**NeighbouringNetwork@ACCORD**) and support our Health & Social Care Partnership establish a 'Compassionate Community' programme. Our Community Hub Team are there to ensure we provide the right care, at the right time, by the right people.

ACCORD's Community Hub - 1 Year on

Our Community Hub gives the continued overall aim to create a holistic model of care that can be mobilised virtually and 'in-person' to support palliative care patients. Our focus is to deliver nine areas of care. To date we have managed to establish six of these services, with the restrictions of COVID hindering the other three as they involve volunteer support.

ACCORD@Home - Delivering hospice care at home, working towards achieving preferred place of care and death and preventing unnecessary hospital admissions. Providing discharge support, crisis intervention and end of life care to 50 patients with over 600 visits, our skilled team have done an amazing job.



"Every one of the girls became part of our family at such a hard time in our lives. We will never forget the help you gave us."

Access@ACCORD - to maintain connection, minimise isolation and create an ethos of inclusion throughout the pandemic. Regular telephone contact and video conferencing which even allowed bed-bound patients to join in. Exercise and relaxation classes, art & craft activities, education, quizzes and a good old 'chit-chat', virtual party events and delivering Christmas meals to patients homes.



"It has changed my perception completely on what a hospice is and what a hospice does. I thoroughly enjoy joining in the tea and chatter groups. It's made me realise that a hospice is for the living, Not just for the dying".

Umatter@ACCORD - involves bringing meaningful activities/diversional therapies into the Inpatient Unit and Community setting, by assessing the wishes / goals of our patients that give meaning to their day whilst at the same time influencing their own well-being. Such activities assist symptom control by providing distraction from pain, fatigue and anxiety.



"Thank you for an enjoyable art session on Wednesday. The connection with Luing island was of particular Interest to me as that is where my Great Great Grandfather was born and lived..."

Planning the future

"The coronavirus certainly hasn't made your life easy, but you were so accommodating to allow my family in to visit Mum and we are grateful." Family member

As we celebrate 40 years and look forward to a bright future, we are preparing for the development of our next 5 year plan. We will focus development and growth alongside our core business. Importantly it will also set out our aspirations to reach more people and make a bigger difference. We really want to try harder to hear from those less likely to have been heard up until now. As part of that we have plans to hear from our service users through our Inpatient Unit Experience Survey and focus groups, and our staff through focus groups and our staff forum.

As we move forward focussing on our future with you, we would like to know what areas would you suggest we develop or improve on at ACCORD?



To answer this question... Our Participation leaflet is accessible on the Participation page of our website below or contact us on 0141 581 2000 if you do not have access to the internet and we will post one out to you. The leaflet explains the variety ways that you can inform us, engage with us and consult with us on our future. We really want to hear from you.

Some examples where feedback has made a difference. Previous you said, we did!

ACCORD Service users expressed their appreciation to be involved in recruitment of staff as they said "We are the ones who know how it feels to be us"

We have had service user involvement in recruitment for nursing posts, driver posts and the Chief Executive Officer post.

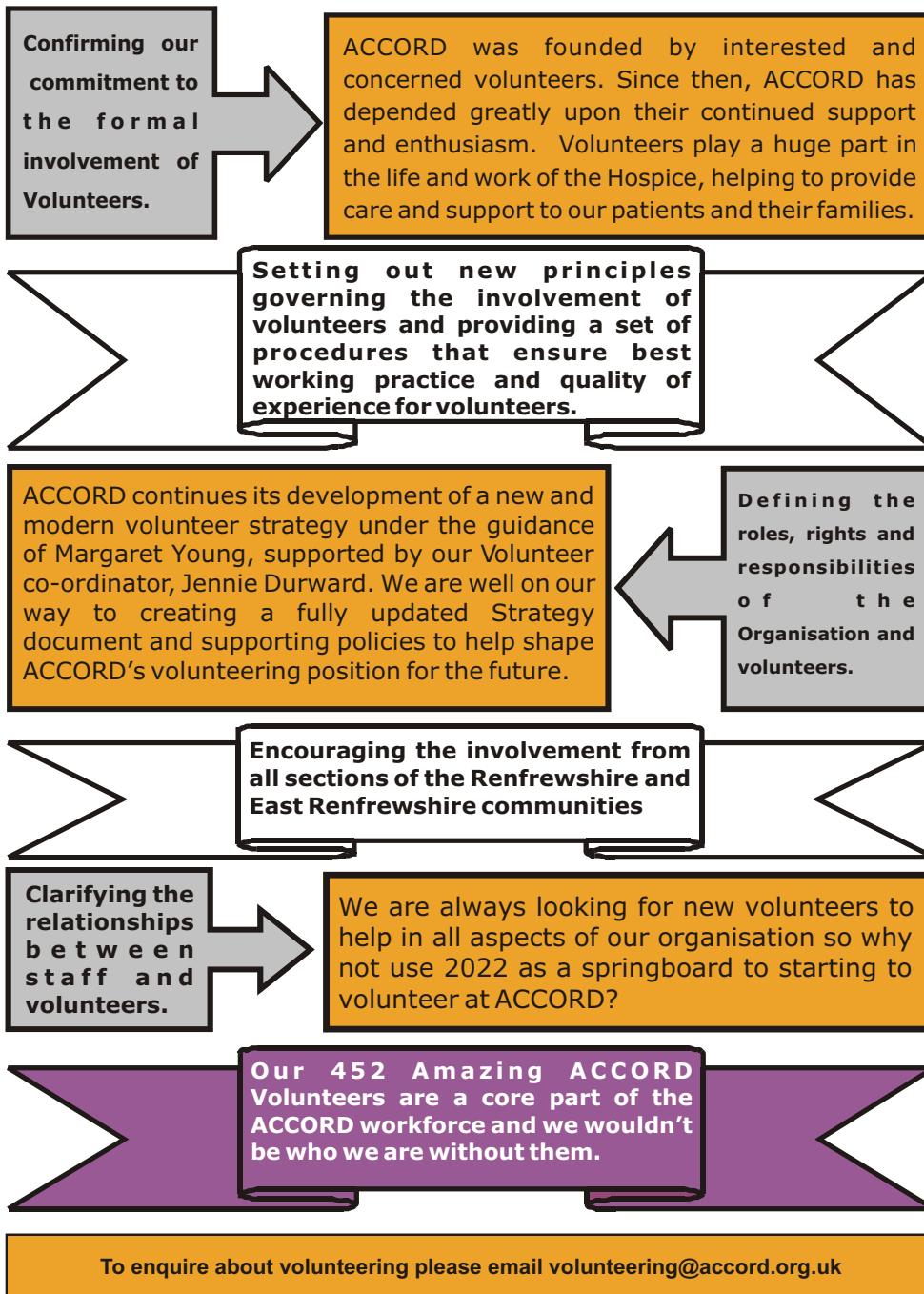
A request for a selection of hot drinks available to all

A new hot drinks machine provided at reception

Unable to read staff name badges

New clearer name badges issued to all staff and volunteers

Volunteering & the future



Pat's Order of Mercy Award



All at ACCORD were delighted to hear the news that our very own long standing supporter and volunteer, Mrs Pat Strachan, was given the Order of Mercy award in 2021 from The League of Mercy Foundation, awarded in honour of her dedicated and tireless commitment to volunteering at ACCORD.

Pat was among the very early supporters of the ACCORD movement and has been an active fundraiser, supporter and volunteer in differing forms for over 35 years.



As one of the leaders at the inception of the Paisley Friends of ACCORD group, Pat led and co-ordinated many fundraising events and initiatives and has secured considerable amounts of financial support for the Hospice over the years. That support is so appreciated but that wasn't all.....

Pat is also well known in the Hospice building as a volunteer receptionist and volunteer gardener. Her welcome smile and calm, kind demeanour has always put relatives and visitors at ease.

Pat's time committed to ACCORD over the years runs to thousands of hours and we are grateful and have always thought she deserved a medal. We are indeed delighted that the League of Mercy agreed with us.

Congratulations Pat.. and thank you from everyone at ACCORD

The photos were taken at a small celebratory tea involving a few close volunteers, staff and her husband Bill. Bill & Pat are married 65 years this year and everyone at ACCORD would like to congratulate them on that milestone