

# ACCORD

Hospice

Autumn  
Winter  
2023

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# ACCORDian



# WELCOME TO THE ACCORDian

*Embracing change and development to meet the ever-changing needs of our service users.*

Palliative care should be easily accessible to the needs, preferences and values of people, their families and carers. The care provided should be available to all people living with an active, progressive, advanced disease, regardless of their diagnosis. Through effective communication, shared decision-making and personal autonomy at ACCORD we deliver a person and family-centred approach to all care needs. This approach affirms life while recognising that dying is an inevitable part of said life. Therefore our overall aim is to ensure individualised care is provided to support the quality of living at the right time, in the right place, by the right people.

***'The service was there for us just at the right time, when we needed it most. They were a life saver'***

Over the past 40 years ACCORD Hospice has embraced change, evolved services and developed highly educated staff to meet these goals. The diversity, drive and commitment of our workforce has developed and sustained 10 clinical services and 11 non-clinical services, which complement each other to achieve positive outcomes. The clinical services are separated into the 'Inpatient Unit' and 'Community Orientated Services'.



The story of our Inpatient Unit over the past year is that Charge Nurse Alison Auld and her team, despite many obstacles have worked tirelessly to maintain safe levels of staff each day and continue to deliver the highest standard of care expected. The service has run at 100% throughout this period, supporting 41 patients and their loved ones since the turn of the year with a 95% occupancy rate.

***'We were at our lowest, struggling to continue to keep dad at home, his last wish. The ACCORD team came in and changed everything. We were able to become daughters again'***

Community Orientated Services this year have focused on consolidating the workforce into one cohesive team, where excellent cross-service communication has resulted in timely access to all services required to meet the patients' need's at that time. The newest addition to this service is ACCORD@Home which delivers a holistic approach to care in the patient's preferred place of care and death.

None of this care would be achieved without the hard work and dedication of our non-clinical teams- Administration, Housekeeping, Catering, Income Generation and our Volunteers. Thank you all.

***'Thank you for the wonderful care my mum received. Each and every member of the staff were so caring and went above and beyond anything we could have wished for'***

*Brian Hunter*

Clinical Services Manager



# Volunteering @ACCORD

As part of Volunteers Week, we asked staff and visitors to leave a message for all of our amazing volunteers. We hope this can be helpful in letting you see how much of an impact our volunteers make in all areas of the Hospice and to our patients, family members, staff and visitors.

“My thanks and those of the rest of the team at ACCORD, to all staff and volunteers for their support and dedication in all areas of our work. We couldn't do what we do without you!”

“We would like to thank all of our wonderful Reception volunteers who are there to warmly greet all who come through our doors with a friendly smile. Their support at front of house is invaluable to so many who may be going through a difficult time with their loved ones – having that kind-hearted welcome can mean all the difference in the world to their experience of the Hospice.

“Thank you so much to our wonderful volunteers for all you hard work and being so welcoming to me! We couldn't do it without you.”



# ACCORD Hospice



*Thank You*



Hospice  
Care Week  
9-15th  
October  
2023

**ACCORD**  
Hospice

Make sure to check out all of our socials during Hospice Care Week to learn more about the care we provide.

Share your story about Hospice Care with us!





# ACCORD Care

in numbers

April 22 - March 23



**727**

**Complementary  
Therapy  
appointments**



**402**

**Lymphoedema  
appointments**



**2,217**

**Patient + Family  
support & RBN  
sessions**



**597**

**Community Hub  
contacts**



**3,154**

**Community  
Nurse Specialist  
contacts**



**1,555**

**ACCORD  
@Home contacts**



**94**

**Admissions to  
Inpatient Unit**

**761**

**Physiotherapy  
contacts**



**587**

**Occupational  
Therapy contacts**



# ADELLE'S STORY

Last year my world was turned upside down when my Dad was hospitalised with severe heartburn to be told he had end stage stomach cancer and put straight on palliative care. We were told he had just weeks to live.

It was all so fast, like living someone else's nightmare because it couldn't surely be happening to my Dad? You never imagine this happening to your own family.

He was cared for by ACCORD - he asked to go back to his own home, the Hospice team ensured we had all we needed.

Appointments were made to have all the equipment he needed for his care, and this was fitted promptly, and he got his request while still being cared for by ACCORD Hospice.



ACCORD is a calm and bright environment, with the friendliest and most understanding staff who couldn't do enough for my Dad and my family.

I'm not fit or interested in sponsored walks etc, so I came up with the idea of using my photography skills to raise money for ACCORD while on maternity leave. I contacted the fundraising team and the support I've received in my fundraising is incredible!



Scan here to donate to Adelle's Just Giving page.

# NEWS FROM OUR RETAIL TEAM



Our shops have continued to perform well for us since the last update we gave. We have trialled our clearance sale at Causeyside Street for the past few months and, like all of the shops, this has some days which are much more successful than others. What we do know is that we have been able to support lots of people during a cost of living crisis with the ability to get superb value for money on a variety of things, whether clothing or other items at the bargain price of 3 for £5.

We are rolling out a number of special shop events this year, and we have had three already at the time of writing this article. We had a two day wedding and formal wear event at our Neilston Road store in late July, a special St Mirren event at the Paisley Centre in early August and a sale of gym equipment at Glasgow Road in early September. All were successful in generating additional income for ACCORD and we thank, in particular, St Mirren FC for a wonderful donation of tops, jackets, strips and other sundry items.

**We are always humbled by the level and quality of the donations we receive and the last few months has been no different. Without those donations, our shops would struggle to operate successfully. Thank you to all who donate to us for helping us have enough stock to sell. Thank you to all of our customers for their continuing support of the shops. Our dedicated teams of staff and volunteers also deserve huge thanks for their loyalty and support to ACCORD.**

## WHERE TO FIND US

131 NEILSTON ROAD, PAISLEY  
PA2 6QL

37 GLASGOW ROAD, PAISLEY  
PA1 3PA

44B HIGH STREET, JOHNSTONE  
PA5 8AN

77 CAUSEYSIDE STREET, PAISLEY  
PA1 1YU

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

228 MAIN STREET, BARRHEAD  
G78 1SN

17 DUNLOP STREET, RENFREW  
PA4 8PG





# kiltwalk

## IT'S BACK FOR 2024

NOW IS THE TIME TO BEGIN  
SECURING YOUR PLACE

EMAIL

[FUNDRAISING@ACCORD.ORG.UK](mailto:FUNDRAISING@ACCORD.ORG.UK) TO

REGISTER YOUR INTEREST

#TEAMACCORD

# ACCORD Strategy to 2025



## Reach

We will deliver reliable high quality care and services to everyone who needs us

- Agreed continuation of ACCORD at Home for 3-5 years.
- Have Renfrewshire Bereavement Network in a more prominent place.
- Growing the number of patients and families we support
- Engaging with In-Ren and Race Equality networks
- Implement 'Care Opinion' - a national framework for receiving feedback relating to ACCORD services

We will continue to manage our charity efficiently to achieve long term sustainability

- Financial planning through hard times and formulating fundraising strategies
- Investment into Fundraising and succession planning for key posts
- Energy efficiency activities
- Investing in IT infrastructure
- Enhancing our Board through new trustees with complementing skills and knowledge.



## Duty

We will value and support our staff and volunteers to do their jobs well

- Volunteer Action Plan has been delivered, with creation of Volunteer training and development.
- Education and training for staff
- Salaries equivalent to NHS Scotland
- Monitoring equalities
- Bereavement support for staff and volunteers
- Staff surveys and action plans to address any issues.



## Commitment

We will increase the capacity within the population to support each other to have good death and dying experiences

- Creating research programmes to better understand the population in our care.
- New training and education model
- Developing marketing and communications strategy to reach new and harder to hear communities.
- Developing national networks
- Further implementing the ECHO network at ACCORD to understand best clinical practice



## Expertise



# Fluffy Friends of ACCORD







ACCORD  
Hospice



# Christmas FAYRE

Saturday 9th December 2023

10am-3pm

The Lagoon Leisure Centre, Paisley





The Patient and Family Support team also lead the Renfrewshire Bereavement Network. The work of both services continues to grow and be in demand.

Having moved our outreach facility to "41" Causeyside Street has proved very successful. For the first time we truly have people dropping in and asking for help. This can be someone looking for help with grief, asking for a friend or asking about how they plan for end of life. We have been very fortunate to have the support of Jones & Whyte solicitors who are proving a free Will service. This has proved very popular and has also been available to our own staff.

Our Walking with Grief group had a lovely day out to Ardrossan in August. This is a fabulous group who meet every week. Following a great walk into Saltcoats they enjoyed lunch.



We are about to embark on another volunteer training program. This training will provide our volunteers with the skills to support those grieving. We are so grateful for the commitment that our volunteers give to both of our services. As part of our care and commitment we provide ongoing support to our volunteers.

We have just completed another Partner Loss group which again evaluated well. From the evaluations we were asked if we could look at further support as the group ends after 8 sessions.

We are now about to start "Meet up Monday". We are meeting with this group to explore how they would like to see this develop. We recognise that peer support and socialisation is equally important to those who are grieving and learning to live in such a changed world.



Our move to Causeyside Street brings us in the BID area which is led by Paisley First. We will be taking part in the Christmas trail and we will have our own space to have our Christmas Remembering Tree. *If you are around "41" please drop in and say hello to the team..*

# ASK SUSAN ABOUT...

## COMMUNITY NURSE SPECIALISTS

### WHAT IS THE ROLE OF A COMMUNITY NURSE SPECIALIST AT ACCORD HOSPICE?

My role is to always keep the patient at the heart of all that I do. We are the advocates for our patient. Our aim is to help improve the quality of life for a patient and their family by providing information and support to allow them to make choices about their care. We focus on symptom control rather than treatment of disease. We focus on what matters to people.



### WHAT IS THE IMPORTANCE OF EMOTIONAL AND PSYCHOLOGICAL SUPPORT FOR PATIENTS AND THEIR LOVED ONES?

This is extremely important as it can help patients and families to share thoughts and feelings which they may find difficult to share with those close to them. People may worry about talking about sensitive issues like dying, funeral planning or end of life wishes as they don't want to upset a loved one, so talking to someone else can help ease the emotional distress.

### WHAT IS THE IMPORTANCE OF EMOTIONAL AND PSYCHOLOGICAL SUPPORT FOR PATIENTS AND THEIR LOVED ONES?

I feel motivated and inspired in my role by the amazing people I work with at ACCORD and the patients and carers I meet in the community who face a very uncertain future, but who carry on each day facing whatever life throws at them.

I feel very humbled when I see how people cope with illness and adversity and I feel extremely privileged to work in this role where I see and hopefully can help people at the worst and darkest time in their life.

### CAN YOU SHARE A MEMORABLE EXPERIENCE THAT HIGHLIGHTS THE IMPACT OF THE COMMUNITY NURSING SERVICES AT ACCORD?

I remember caring for a young man who wished to die at home. He had a difficult time and complex symptoms - I had not known him long before he became quite poorly. However, with a lot of support from our doctors, ACCORD@HOME, and our Counsellors, we were able to keep him at home.

The family were very thankful for this as it allowed them to spend very precious, private time with him. The patient and his family were so thankful for everything we did, and it was a very humbling experience. Being able to have him at home meant everything and helped make a terrible situation more bearable and certainly more meaningful for them.



# UPCOMING EVENTS 2023/24



NOV

11

SKYDIVE

NOV

26

LIGHT UP A LIFE

DEC

9

CHRISTMAS FAYRE

DEC

14

CAROL SERVICE

JAN

1

HOME RUN FOR THE HOSPICE  
VIRTUAL FUNDRAISING EVENT

MAR

17

FALKIRK WHEEL ABSEIL

**ACCORD**  
**Hospice**