



“**ACCORD** meant the world to us. It gave our family time, comfort and peace.

**The Lawson Family**

### **Quality at the heart of ACCORD**

Meet Debbie Ross our new quality lead

### **Upcoming events**

Supernova 5K, Christmas fayre and more

# Quality at the heart of ACCORD



My name is Debbie Ross, and I'm delighted to have joined ACCORD as the new Quality Lead. From the moment I walked through the doors, I was struck by the warmth, compassion, and sense of purpose that fills this place. It's clear this is more than a workplace - it's a community dedicated to walking alongside patients and families with kindness, dignity, and respect.

As Quality Lead, my role is to ensure that the care we provide is not only compassionate but consistently safe, effective, and responsive to the needs of our community. I'll be working closely with teams across ACCORD to review and enhance our practices, listen to feedback, and support continuous improvement - so that every patient and family receives the very best experience possible.

This role reflects ACCORD's commitment to excellence and innovation in hospice care. By investing in quality leadership, the organisation is strengthening its ability to adapt, grow, and meet the evolving needs of those we support.

At ACCORD, quality isn't just about policies - it lives in the everyday actions of those who comfort, listen, and go the extra mile. I feel privileged to be part of this team and excited to help build on the strong foundation already in place.

Thank you for the warm welcome. I look forward to learning from the ACCORD community and working together to ensure our hospice remains a place of care, connection, and continuous improvement.

# UPCOMING EVENTS **25/26**

Mark your calendar, get involved!



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## Supernova 5K

Run across the Forth Road Bridge



## Light Up A Life

Celebrate the life of someone special



## Christmas Fayre

Join us at Lagoon Leisure Centre, Paisley



## ACCORD Carol Service

Join us at Paisley Town Hall



## Homerun For The Hospice

31 Mile Running Challenge



## Winter Warmer Run

5K, 10K or Half Marathon in Glasgow



## Kiltwalk Glasgow

The Wee Wander, The Big Stroll and The Mighty Stride



For more information on ACCORD events visit

[accordhospice.org.uk/supporting-us/events](https://accordhospice.org.uk/supporting-us/events)

Contact the team on 0141 581 2000 or email [fundraising@accord.org.uk](mailto:fundraising@accord.org.uk)

# Our services facts & figures



**80%**  
Inpatient unit  
occupancy rate

**102** Community hub assessments

**382**

Physiotherapy  
patient contacts

**587**

Renfrewshire  
bereavement  
contacts

**1,068**

ACCORD at  
home contacts

**515**

Community  
hub contacts

*"Renfrewshire Bereavement Network was a great support in helping me to come to terms with the bereavement and process my thoughts. Definitely worthwhile support for those suffering bereavement and loss."*

Supporting over **1,800 patients** and their families each year in the community, at home and in the hospice.



**161** Occupational therapy contacts

**829**

Patient & family support contacts



**493**

Complementary therapy contacts

**1872**

Community nurse specialist contacts

**349**

Lymphoedema contacts

"The staff from ACCORD were so kind to my Dad. They called him a gentleman, and made him as comfortable as possible. They supported my mum in her distress, and let her be a wife and not a nurse"

# Chatter matters

Built on fun and friendship

**Chatter Matters is a weekly support group held every Tuesday at the Hospice's Community Hub. It's designed to boost wellbeing, encourage social connection, and reduce isolation.**

Each week, participants enjoy catching up with staff, volunteers, and each other, followed by engaging activities that help ease symptoms like anxiety and fatigue - all while having fun.

We are thrilled to welcome Suzanne, a volunteer hairdresser, who visits monthly to the delight of our group.

A big thank you also to our catering team for the new varied menu - it's

been a hit! The group has loved using fresh produce from our greenhouse, putting their culinary skills to work with tomatoes, cucumbers, peppers, and herbs. Activities have included singing, dancing, flower arranging, cooking, guest speakers, and outings - all filled with laughter.

Support also comes from our physio, complementary therapy, occupational therapy, nursing team, and our amazing volunteers. It's a vibrant, welcoming space - with plenty of chatter!



# Did you know that **gifts in wills** fund a significant part of our hospice care?

**Quite simply, we couldn't do what we do without them.**

Gifts in wills paid for 1 in 3 of our nurses and doctors last year. Legacies from our generous donors ensure that we can continue providing expert care, compassion, and support to patients and families in our community - now and for generations to come.

Leaving a gift in your will is a powerful way to make a lasting difference. Whether large or small, your donation will help future patients receive the dignity, comfort, and kindness they deserve at the end of life.

**THIS IS  
HOSPICE  
CARE** ♥



Find out more about leaving a gift in your will by **scanning the QR code** or visiting **[accordhospice.org.uk](https://accordhospice.org.uk)**.

# Val & Alex's Story

## A love that lasted a lifetime



**Val and Alex Lawson shared 46 years of marriage - a life filled with laughter, love, and deep connection. Their story began in the Station Bar in Paisley, where Alex, in a moment of nervous excitement, spilled a drink on Val's brand-new top. It was an awkward start to something beautiful.**

They married in 1978, less than a year later, and built a life together in McKerrell Street. Val worked as a nurse, including a role at ACCORD Hospice in the early '90s, while Alex took on various jobs - from mechanic to HGV driver. Together, they raised their children Gary and Kayleigh, always holding close the memory of their daughter Melanie, who passed away at just 14 weeks.

In early 2025, after months of back pain and fatigue, Alex was diagnosed with terminal cancer. He wanted to stay at



**“ ACCORD @ Home gave us time, comfort and peace. Alex could stay where he wanted to be - at home. It gave me the freedom to just be with him. That meant everything us.**



home, and that's when ACCORD stepped in. Dr Bishop and the ACCORD@Home team provided compassionate, honest, and deeply personal care. A hospice bed was set up in the spare room, allowing Alex to remain part of the family home.

The nurses brought not just medical support, but warmth and humour. Alex, ever the joker, would pretend to be asleep when they arrived. Val noticed how peaceful and dignified he looked

after their visits. Most importantly, everything was done on Alex's terms.

Val says the care allowed her to stop being a carer and simply be his wife again. Alex passed away peacefully on 21 April 2025.

Since then, Val has leaned on ACCORD's bereavement support. "I've gone from being a 'we' to a 'me'," she said. "The grief is raw, but the support is helping me find my feet again."



# Calling all volunteers!

Scan the QR code for more info.



SCAN ME



**Got a skill or some time? Let's chat!**

We especially need garden helpers and extra support in our Renfrew and Barrhead shops - just 3 hours can make a big difference.

Join our  
**240+**  
Volunteers!

## Volunteer Gathering at Glasgow Road Shop

**We recently hosted a special event at our ACCORD Glasgow Road Shop to celebrate the amazing volunteers who support ACCORD across all areas of the hospice. From patient care to retail, fundraising to admin, their dedication is at the heart of everything we do.**

The event was a lively and heartfelt gathering, where volunteers enjoyed updates on the hospice's latest projects and future plans. A delicious buffet followed, offering a chance to relax, connect, and reflect on the impact of their work.

It was more than just a thank you. It was a celebration of the compassion, energy, and commitment our volunteers bring every day. Their contribution continues to shape the future of ACCORD.

## John & Louise's Story

# Love found us when we thought life was over

**On a bright day at The Busby Hotel - surrounded by family, friends, their walking group, and the ACCORD team - John and Louise said, "I do."**

Neither thought they'd find love again. John had lost his wife Brenda during lockdown; Louise's husband Alan died suddenly after cancer returned. Both were left with a silence no one prepares you for. That's when ACCORD reached out - with counselling, with the Walking with Grief group, with gentle kindness.

On those walks, they found people who understood. And, unexpectedly, they found each other. It began with a garden, grew into dinners, cinema trips, and laughter - until love quietly bloomed again. This spring, they became husband and wife.



Brenda and Alan will always be part of their story, but John and Louise carry that love forward into this new chapter - proof that even in the depths of grief, something beautiful can grow.

If you're grieving, please don't do it alone. Services like ACCORD's Patient and Family Support Team are here to walk beside you, just as they did for John and Louise.

Love can find its way back in.

**Renfrewshire Bereavement Network - 0800 038 6020**

## Supporter case study: Pay for a Day

# Pro-Life Fitness Centre

TOTAL DONATION IN 2025

**£37,000!**

**PRO-LIFE**  
FITNESS CENTRE



### Their donation provided:

Over four days of specialist care for patients, including emotional and practical support for families, vital medical supplies and hospice resources to provide comfort, dignity, and compassion for those in our care.

It costs almost £9,000 to run ACCORD for a single day. Support your community and make a lasting difference. Sponsor a day of care through Pay for a Day.

Scan for more information how your business can support ACCORD through - Pay for a Day



SCAN ME



ACCORD Hospice is an organisation close to our hearts at Pro-Life. As a business rooted in the Paisley community, we've seen first hand the care and compassion they provide to local families. Supporting ACCORD is our way of giving back and ensuring that care continues for others.

**Robert McEwan, Head of Operations at Pro-life Fitness Centre**



### 1. Compassionate, skilled care

The inspection highlighted that the ACCORD@Home team are **highly trained, motivated, and compassionate**, providing care that makes a real difference to people's lives.

### 2. Helping families keep loved ones at home

Families shared how the service **enabled loved ones to stay at home with dignity**, fulfilling their wishes at the end of life while also supporting carers.

### 3. A lifeline for carers

Relatives consistently said the service **reduced stress, provided reassurance, and helped them cope** during difficult times, describing the staff as "amazing" and "a great support."

### 4. Respected by healthcare professionals

Local healthcare teams described ACCORD@Home as an **essential, responsive service** that provides emotional as well as clinical support, with one consultant calling it "a super service... we are privileged to have it here."

### 5. Rated 'Very Good' in key areas

The Care Inspectorate awarded ACCORD@Home **'Very Good' ratings** for supporting wellbeing, staff, and care planning and **a strong 'Good' rating for leadership**.



## ACCORD is now part of The Charity Shop Gift Card scheme.

**This is the UK's only nationally accepted, multi-retailer gift card exclusively for charity shops.**

This gift card can be purchased at any participating charity shop or major retailer (Tesco, Sainsbury's, WHSmith, Boots) and can be used at any participating charity shop.

Gift Cards are available to purchase and accepted in-store at our Glasgow Road, Neilston Road and Piazza locations, with the remaining shops set to join the scheme shortly.

ACCORD is proud to partner with The Charity Shop Gift Card, an initiative that supports individuals facing hardship with dignity. Used by housing associations across the UK, the card enables crisis

funding and welfare support in a way that empowers recipients, strengthens communities while encouraging growth in the local economy.

This partnership helps us expand our reach across Renfrewshire and East Renfrewshire, offering supporters a convenient and impactful way to contribute. It generates sustainable income to help us continue supporting the families we serve.

**For more information, please visit The Charity Shop Gift Card website.**



**We would love to hear your thoughts about ACCORD.**



### News Just In!

Congratulations to our shop volunteers, Iain and Linda Leiper, who tied the knot on 12 September! Linda volunteers in Neilston Road and Iain in Glasgow Road. We wish them a lifetime of love and happiness together.

**We provide palliative and end-of-life care to people living with or affected by a life-limiting illness**

**To make a donation in support of care at ACCORD Hospice, please complete and return this form in the freepost envelope addressed to ACCORD Hospice, 7 Morton Avenue, Paisley PA27BW**

**Title:**

**Full Name:**

**Address:**

**Postcode:**

**Tel:**

**Email:**

GDPR: Can we keep you up to date with whats happening at ACCORD?  
If yes, please tick.

**Email:**

**By Post:**

**By Phone:**

**Make your donations worth an extra 25% with Gift Aid!**

**Tick:**

*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 my donation and any donations I make in the future or have made in the past four years to ACCORD Hospice, until I notify you otherwise. 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. I understand that ACCORD Hospice will reclaim 25p of tax on every £1 that I give.

**Signature:**

**Date:**

# Payments and Donations

## Donation Amount

£20  £30  £50  Other  £

## Please also consider a 'Light Up a Life' Donation

This Christmas, remember and celebrate the life of someone special. You, your family and friends are invited to join us for this very special occasion, a chance to take some time out and remember the important people in your lives, share memories and celebrate their lives while enjoying readings, music and Christmas Carols.

'Light Up a Life'  £

**Total Donation**  £

I enclose a cheque  
to ACCORD Hospice

I wish to Pay  
by Debit Card

**Card Holder Name:**

**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.

**Valid From:**

**Valid Until:**

Could your business or community group support ACCORD Hospice? Tick here to find out more.

Would you like more information about volunteering opportunities? Tick here to find out more.

**ACCORD**  
Hospice

