

Your St Giles

Autumn 2025

News and updates
from your local hospice

**“For me,
hospice care
is more than
a profession
– it’s part of
who I am.”**

Jemma,
Clinical Nurse Specialist

Read more of Jemma's
story on **page 3**



We're here for you. Our advice and support line is available 24/7 - **0300 330 9410**

Welcome to Your St Giles

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Welcome

I'm Elinor Eustace, Chief Executive Officer of St Giles Hospice, and I'm delighted to introduce you to our latest 'Your St Giles' newsletter.

The past 12 months have been an incredibly challenging time for our team. Like many hospices across the UK, we've faced rising costs, we're experiencing a real-time reduction in statutory funding, and increasing demand for our services. Last year, the UK hospice sector was facing a collective deficit of £77 million – and our hospice budget deficit sat at £1.5 million.

To protect the future of St Giles, we had to make some incredibly tough decisions. This sadly resulted in the loss of valued and much-loved colleagues, with 22 redundancies made during this time.

However, we remain fully committed to providing outstanding end of life care to local people, and their loved ones, where and when they need it – and we'd like to say a heartfelt thank you for your continued support during this difficult time.

I personally had the pleasure of fulfilling a lifelong dream earlier this year, having

run the London Marathon to raise funds for St Giles. I knew that every mile I ran and every pound raised – which totalled over £4,000 – would make a huge difference to local people living with a terminal illness. If you're inspired to take on your own fundraising challenge or event, we'd love to have you join #TeamStGiles – there's lots of ideas on page 11!

Don't miss the story on page six about our newly opened Family Lounge on our Inpatient Unit. This special space was made possible thanks to the generosity of our donors and recent Government funding. We also spoke with Gavin Baldwin, the contractor for the project, who shared his personal connection to St Giles and why supporting it meant so much to him.

I hope you enjoy this edition of 'Your St Giles' and thank you again for being such a supportive community. We couldn't do what we do without you.

Best wishes,

Elinor

Chief Executive Officer

Did you know?

More than

80%

of our care is delivered
out in the community

Jemma's story

Our dedicated Community team cares for patients, and their loved ones, in their own homes, helping our patients to live as comfortably and independently as possible.

Jemma is one of our Clinical Nurse Specialists working in this team. She's part of a proud tradition – coming from three generations of palliative care nurses – and brings her passion and expertise directly to the doorsteps of those who need it most.

Jemma, who recently joined St Giles after working at a local GP surgery, said: "Palliative care has always been a big love of mine. My background is community nursing – it's sort of in my blood – but I've always had a real passion for nursing.

"I love working at St Giles. I'm a big supporter of my colleagues – it's important that we're all there for each other. The team is amazing, and the work they do is exceptional."

Jemma
Clinical Nurse
Specialist



Jemma continued:

"Being able to support patients at home, where they feel safe and comfortable, makes such a difference.

It's a privilege to be a part of their experience – and it's only possible thanks to the incredible support we receive from our community. Your generosity truly helps us make a difference every day."

Leon Ratcliffe, Director of Clinical Services, added: "Our nurses are the heart of everything we do. They provide not only outstanding clinical care, but also compassion, comfort and dignity to our patients, and their loved ones, during some of their most difficult days."

To find out more about our care and the services we provide to our local community, visit: www.stgileshospice.com

Isabella's story

“St Giles helped us honour Neil's final wishes.”

Someone who truly understands the impact of our hospice care is Isabella Wilson, whose stepdad, Neil, was cared for by our Community team last year.

Isabella's family's experience shows how vital our community care is - not only for our patients, but for their loved ones too.

In February 2024, Neil and his family received the devastating news that no further treatment for his cancer was possible after living with it for four years.

As his condition worsened, he was admitted to our Inpatient Unit in October to receive extra care and support.

Neil spent just over two weeks on our Inpatient Unit. Isabella remembers how **the team at St Giles made him feel safe, calm and cared for** - treating him with the dignity and respect he deserved.



Isabella and her step-dad, Neil

“Neil was one in a million – he was my bonus dad and I was the daughter he gained. He is missed so much by so many. He really was – and always will be – one of a kind.”



Isabella said: “Nothing was ever too much to ask. Every member of staff was kind, helpful and reassuring. **We knew he was in good hands.”**

One of the most meaningful things for Neil and his family was being able to return home for his final days - something St Giles helped make possible. Just six days later, Neil died peacefully at home, with his wife by his side.

Isabella continued:

“For me and my mum, St Giles helped us honour Neil's final wishes and that meant everything. We're so thankful to St Giles and all the support they were able to provide us, not just for dad, but for me and Mum as well.”

To give back and honour Neil's memory, Isabella took on a Wing Walk in August 2025 to raise vital funds for St Giles. She said: “I hope the money I raised can ensure other families receive the same support as we did during such a difficult time.

“Hospices like St Giles receive less than a quarter of their funding from the Government, the rest comes from generous donations and fundraisers like me. Every penny really does help keep this incredible service going.”

Isabella and her family are continuing to adjust to life without Neil. The loss is still deeply felt, but so is the love he left behind.



Neil on holiday

A new sanctuary

for families and loved ones

This summer, we were honoured to open a new Family Lounge on our Inpatient Unit, offering loved ones a place to gather, talk, rest and support one another away from patient rooms.

This much-needed space has been made possible through a combination of generous funding sources, including a grant from the Francis and Eric Ford Charity Trust and a portion of the Government's capital funding boost for the end of life care sector.

The newly renovated space has been beautifully transformed into a welcoming retreat for families and loved ones, featuring comfortable sofas, a television, and kitchen facilities. A dedicated children's area, complete with a TV, games console and activities, also provides a safe space for younger family members during what can be very emotional times.

Until now, visitors had limited spaces to go to and often had to sit on benches in corridors, with no quiet space for reflection or conversation. This newly opened lounge is already providing countless families with the comfort, privacy and dignity they deserve whilst we care for their loved ones.

One of the first families to use the lounge whilst their loved one was receiving care on our Inpatient Unit shared: "Walking into this space feels like you're receiving a big hug."

We're so proud to now offer this warm, purpose-designed space to those visiting loved ones at St Giles.

Ribbon cutting by **Sean Collins**, whose late wife was cared for at St Giles

Did you know?

we care for more than

200

patients on our Inpatient Unit every year.



Gavin's story

"St Giles was just different"

When the team at GBCR, a local commercial refurbishments business, helped make our new Family Lounge a reality, it was more than just another project for owner Gavin Baldwin.

Gavin's mum, Dianne, was cared for by St Giles in the final months of her life, following a diagnosis of pancreatic cancer in February 2022. She died at St Giles in March 2024 with her family by her side.

The new Family Lounge struck a chord with Gavin straight away. He said: "When Mum was here, we'd wait in the corridor while she received personal care. **This room would've made such a difference – a quiet spot to have a cup of tea and just take a breath.**

"Even during the toughest times, Mum made an impression on everyone she met. The nurses called her a breath of fresh air. She once said to me, 'It's like being in a hotel here - **'I'd happily die here.'** That was hard to hear, but it showed just how safe and cared for she felt at St Giles."

In her final weeks, she chose to be at home – where **St Giles was still there for us every single day.**

Gavin shared how the idea of hospice care was intimidating at first. He said: "Even though we'd done refurbishment work at St Giles, walking through those doors for Mum was totally different, but within hours, we knew she was in the best hands. **St Giles made the hardest time easier.**"

Gavin and his team at GBCR have supported St Giles through various projects from shop renovations to our new Family Lounge — a way for Gavin to give back to a place that meant so much.

He finished: "As we understood what St Giles really does – not just for patients, but for loved ones too – it motivated us to do more to support them. As good as the hospital was, **St Giles was just different. The care, the people, the atmosphere – it was special. And it always will be.**"

Gavin and his late Mum



Ann's story

Volunteers are vital

to the work we do here at St Giles

With over 800 incredible individuals giving their time and skills, we simply couldn't do what we do without them.

One of those incredible volunteers is Ann Bateman, who supports our Reception team at our Whittington hospice. Ann welcomes visitors with a friendly face, answers calls, helps with administration tasks, and even takes care of feeding the fish!

But Ann's involvement goes beyond the front desk. As a Volunteer Ambassador, she also helps out at fundraising events – ensuring the hospice is represented in our wider community.

For Ann, volunteering at St Giles is about giving back to a place that gave her and her family so much.



Ann Bateman
Volunteer

Ann said: "My partner was cared for here several years ago.

"Before he came to St Giles, he was being treated in hospital. Travelling there and back every day was exhausting. **When we got to St Giles, it felt like such a relief. I could spend more meaningful time with him. I was so grateful.**"

After taking early retirement, Ann decided to use her time to support the hospice that had helped her and her partner.

Ann continued: "It wasn't easy at first, but now I really enjoy it. You feel like you're making a real difference.

"St Giles couldn't do what they do without volunteers. When someone walks through the doors, having a friendly face there to greet them makes such a difference. I know that feeling personally."

It's a great way to try something new, meet fantastic people, and make a real difference. Whether you can spare an hour, a day, or volunteer regularly, your time will help support local people, and their loved ones, living with a terminal illness.

For more information please visit:
www.stgileshospice.com/volunteer

Thinking about volunteering at St Giles?

Our shops

Opening of our refurbished Boley Park store



Our network of 25 charity shops is a vital source of income for St Giles, helping us continue to care for local people, and their loved ones, living with a terminal illness.

As part of our three-year strategy launched in 2023, we're investing in our retail network to better serve our communities, attract more customers and raise more funds for the patients, and loved ones, we care for. This year alone, we've refurbished five of our existing shops and proudly opened four brand-new stores in Bilston, Brownhills, Boley Park and Uttoxeter.

As the cost of living continues to rise, our shops are more important than ever – not just for raising funds, but as accessible places where people can find quality goods at affordable prices. Thanks to the generosity of our shoppers, donors and volunteers, our shops raised a net profit of £433,341 last year – an incredible contribution that goes directly towards patient care and family support.

Whether you're hunting for a hidden gem in our Ashby bookshop, browsing the rails in Bilston, or dropping off donations in Bloxwich, you're making a real difference.

Thank you.



Did you know?

Our charity shops have their own Instagram account? Keep up to date with what they're up to by following: [@stgileshospiceshops](https://www.instagram.com/stgileshospiceshops)



With lots going on, it's an exciting time to shop with St Giles. Find your local store here: www.stgileshospice.com/shoplocations

New wellbeing services

launched at our Sutton Coldfield site

Earlier this year we launched a number of new wellbeing services at our Sutton Coldfield site.

These services are designed to support patients, families, staff, and the wider community.

The space offers a calm, welcoming environment where anyone can come to talk, reflect and take part in the sessions on offer.

All sessions are free and open to our local community. No referral needed – just come along.

The sessions include:

- Carers group
- Facing loss support group
- Therapeutic gardening group
- MND Support group
- And many more!

For an up-to-date list of our sessions please visit:
www.stgileshospice.com/wellbeing

This development marks an important step forward for St Giles. Not only are we expanding the support we offer, but we're also making even better use of our Sutton Coldfield site – transforming it into a hub for wellbeing.

Ali Callear, Family and Community Support Services Lead, said: "We're proud to be bringing these services to the heart of the community and look forward to reaching and supporting even more people than we already do."

Did you know?

We have

10

Bereavement Help Points open across our catchment area!

for more information visit:

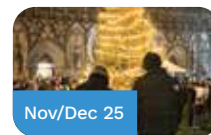
www.stgileshospice.com/Bereavement



Get involved!

Join **#TeamStGiles** and fundraise your way!

Upcoming events:



Light up a Life

Join us to remember your loved ones this Christmas.

Nov/Dec 25



Rudolph Run

Walk, run or gallop your own Rudolph Run.

Nov/Dec 25



Lottery Superdraw

Be in with the chance to win £10,000!*

7 Nov 25



Jolly Jumper Day

Do your bit in a festive knit!

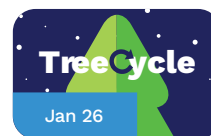
8 Dec 25



Winter Raffle draw

Your chance to win prizes worth over £8,000!*

28 Jan 26



TreeCycle

Recycle your Christmas tree for a small donation!

Jan 26

Other ways to support:



Play our weekly lottery!

For just £1 a week you can support your local hospice and be in with the chance to win fabulous prizes every week.



Leave a gift in your will

Leaving a gift to St Giles costs nothing today but will help us to continue to provide our vital care services.



Take on a challenge

From mountain treks and wing walking, to skydives and mud runs – there's lots of challenges to choose from whilst raising funds for St Giles.



Host a coffee morning

Pop on the kettle and host your own coffee morning to raise vital funds for your local hospice.



Corporate fundraising

Your business can support St Giles through fundraising, volunteering, or choosing us as your charity of the year – together we can build a rewarding partnership.



*18+ GB only please gamble responsibly
www.gambleaware.org

St Giles Hospice (Promotions) Limited T/A St Giles Hospice Lottery is licensed and regulated in Great Britain by the Gambling Commission under account number 4914. Responsible Person(s): Helen Curran, William McLoughlin and Elinor Eustace. Our full Lottery Terms and Conditions are available on our website. St Giles Hospice Lottery is a wholly owned subsidiary of St Giles Hospice and all profits go to St Giles Hospice (Registered Charity No. 509014).

Keep up to date with all of our events at www.stgileshospice.com/events

We're here for you...

Whether you're living with a terminal illness, or your loved one is nearing the end of their life, we're here for you.

Our advice and support line is available 24/7 on **0300 330 9410**.



**Ruth,
Ainsley
and Alex**

...because you're here for us

We spend close to £10 million a year providing our specialist services. With less than a quarter of this funded by the Government, we rely heavily on donations and income generation from the local community to continue our vital care.

If you can, please consider donating today. Your support will help us continue to be here for our patients, and their loved ones, living with a terminal illness.

It takes a community to make a hospice. Thank you so much for your support.

Ways to support:



Donate online:

www.stgileshospice.com/yourstgiles

Donate by phone:

01543 432538



Donate by post:

Your St Giles, St Giles Hospice,
Fisherwick Road, Whittington,
Lichfield WS14 9LH



Please do not send cash in the post.
Please make cheques payable to St Giles Hospice.

Why not become a friend of St Giles and give a monthly gift to help support local people living with a terminal illness?

Visit: www.stgileshospice.com/RegularGiving