

Newsletter

Autumn / Winter 2025



Working together

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Excitement is building as we head towards our 50th Anniversary in 2026, and this issue of our newsletter has

served as an inspiring reminder to me of the power of collaboration.

From our very origins back in 1976, Dorothy House has sought to serve its community in the places where our patients and their families feel most at home. In this, our 49th year, that commitment to delivering local, personalised care is no different, and is totally reliant upon collaboration with our partners in the community.

Throughout the 2024-2025 Financial Year we made great progress in our ambition to expand our services and to care for more people, reaching 5% more people than last year. With the launch of our three-year strategy entitled 'It's personal', we are ensuring our services remain at the heart of community and neighbourhood teams, working closely with GPs, District Nurses and community partners whilst also reaching into our local hospitals when people need us. Our continued aim is to deliver our care locally, where people need it, whilst focusing on listening to our communities and collaborating closely with partners.

As I have shared with you in previous newsletters, the rising costs of healthcare and soaring demand for our core services are not going away. Although we are incredibly grateful for the additional £886,978 in capital funding (for buildings and infrastructure) from the Department of Health and Social Care (as part

of the national £100 million government hospice grant), without an investment in long term financial support for hospice care, delivering our specialist services will remain increasingly challenging. It is for this reason that I encourage you to write to your local MP on our behalf.

As I reflect on all that we have achieved and all that we still aspire to do, it is the stories of community generosity and partnership that keep us going, both literally and metaphorically. As you will discover within these pages, this year local businesses have stepped up to support our 29 shops with quality donations, partnered with our Family Support Team to provide a free family mental health app and funded a new children's play area in our Winsley grounds. We have also seen collaboration growing with other charitable partners such as Grow for Life, who will be working with our Family Support Team to offer horticultural therapy in a variety of locations across our patch.

For all of this and the extension of our collaboration with our new Art Ambassador, Bruce Munro, (the generous creator of our fireflies) please do read on and as ever, from both me and all our teams of staff and volunteers, thank you for everything you do to support our care in our community.

Wayne de Leeuw
(Chief Executive)

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Privacy statement update

Dorothy House is committed to protecting the data we hold, whether this relates to patients and clients, donors, staff or volunteers. We have updated our privacy statements to explain how we handle data for the different groups of people we work with. You can find these at: dorothyhouse.org.uk/privacy/

If you are unable to view them online and would like a hard copy, please phone 01225 722 988.

Community Heroes

The fifth Dorothy House Reindeer Run in 2024 was a great success. We were delighted that 40 schools and nurseries took part; double the amount that participated in 2023!

- 1 Alice Park Nursery

"We had such a fantastic morning. It started out as a run round the park with the children but ended up with lots of parents coming along to support us and joining in too. We look forward to doing it again this December!" - Alice Park Nursery.
- 2 Corsham School

Corsham School has been a super supporter of this event over the years. The school raised an incredible £6,160 in 2024 and it has now become a fixed date in the diary for all year seven pupils. After the sponsorship forms were returned and the certificates handed out, Paralympic gold medallist and Dorothy House Ambassador, Stephanie Millward, with Emily Aspin from the Fundraising Team, visited the school to thank the students in a celebration assembly.

In total, the Reindeer Run has raised an amazing £31,289 and we're so grateful to the 6,261 children and staff across our catchment area for all their amazing support. The Reindeer Run 2025 will be going live shortly, so keep an eye on our website or e-mail clare.way@dorothyhouse-hospice.org.uk for more info.



Corporate Heroes



- 3 HW Facilities

In early June 2025, our amazing corporate partner, HW Facilities, successfully completed an incredible challenge, with a small but mighty team climbing the National Three Peaks in just under 24 hours, in support of Dorothy House.

"Climbing the UK's three highest mountains in under 24 hours was no small feat, but raising £4,002.50 (including Gift Aid) for Dorothy House made every step worth it."

- Tom Marriott, Managing Director.

Our deepest thanks and gratitude to the wonderful team at HW Facilities for their incredible and continued support of our vital care services.



- 4 The Morrisons Foundation

Thanks to an incredibly generous £8,000 donation from The Morrisons Foundation, we have been able to build a dedicated children's playground at our Winsley site – a safe, welcoming space for young visitors who are attending bereavement counselling or visiting loved ones on our Inpatient Unit.

This gift will make a profound difference, offering comfort, normality, and moments of joy during some of the most emotionally challenging times in a child's life. Without the donation from The Morrison's Foundation, this would not have been possible – thank you.

LIFE LINES

We're collecting stories. Stories about Dorothy House. Written by the people we've cared for and loved ones. Husbands and wives, sons and daughters, friends and family.

Because Dorothy House is more than a place or a collection of services.

Our life stories don't run in straight lines. They go up and down, zig and zag. They turn corners, speed up and slow down. That's what makes them so fascinating.

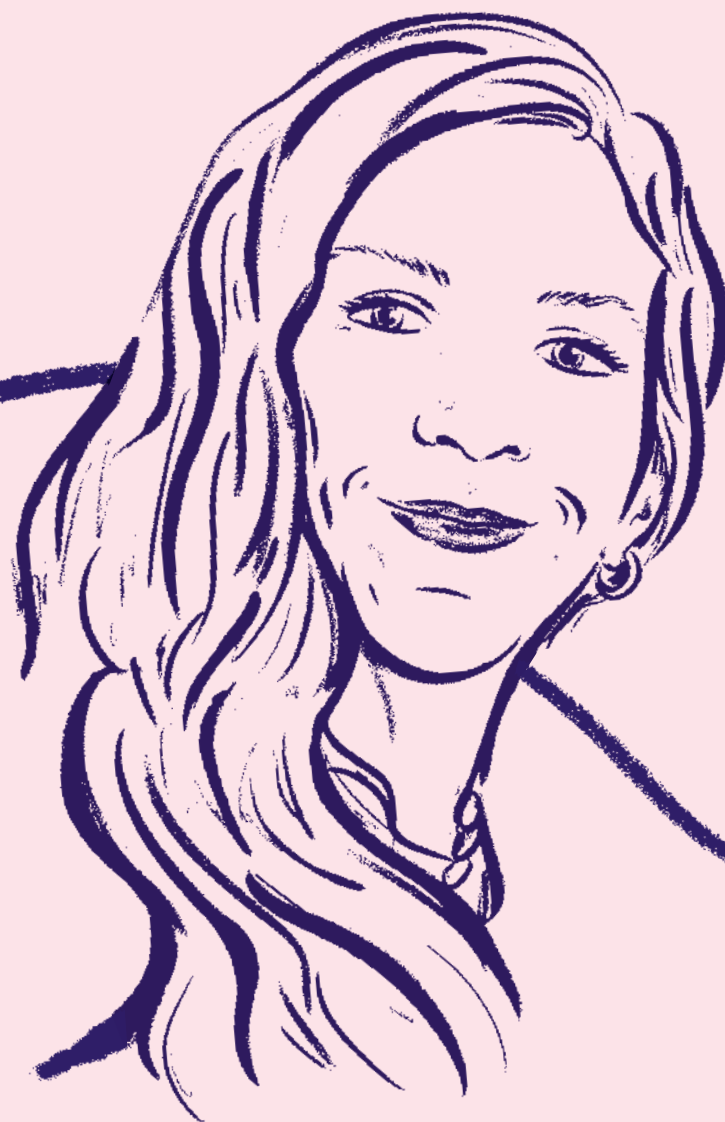
We want your stories for a compendium that captures the emotion, compassion and care of the past five decades. In the words of people who've experienced all this at first hand. As we approach our 50th anniversary, we want to celebrate all the people who've made Dorothy House what it is today.

Your words and memories will also feed into our new strategy called 'It's personal'. This is about listening to our communities so we can make sure we're providing what you need, now and in the future.

We're here for you and because of you. Your story is our story. And it's ongoing.



So please send us your stories so we can have a look back as we move forward. **Scan here to send us your stories.**

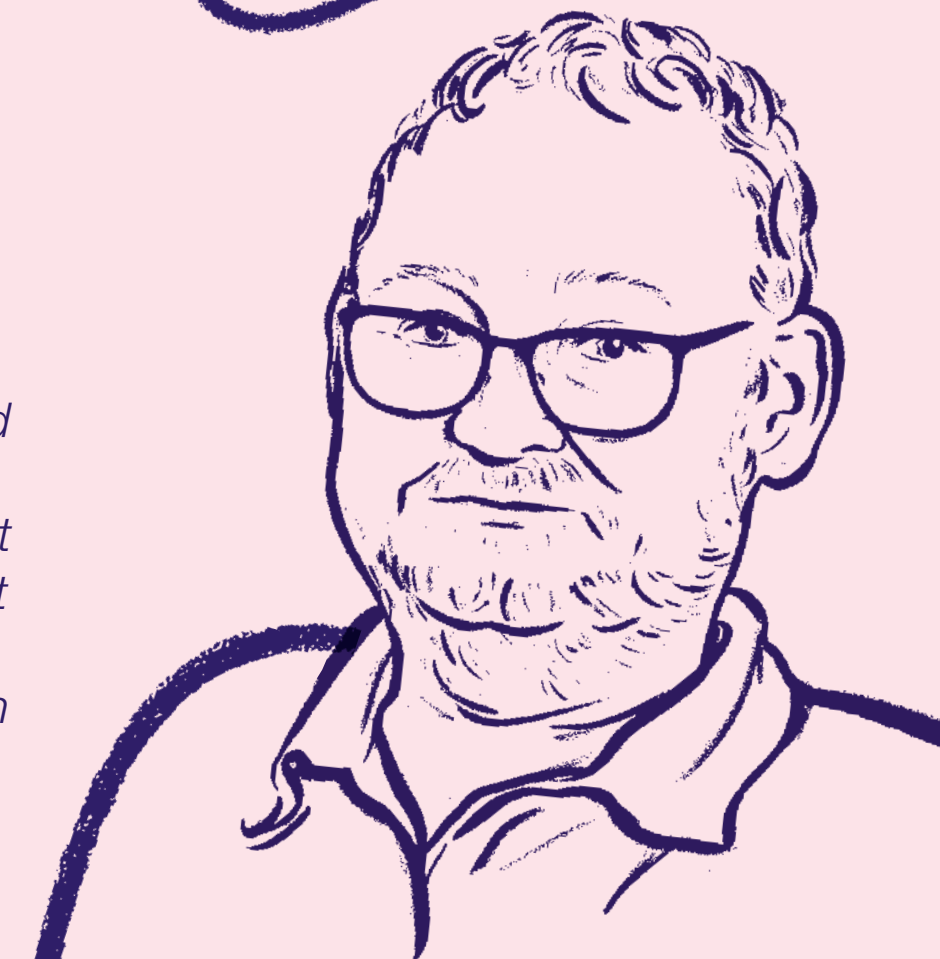


"I've got stage four cancer, which has been going on since 2019. There's part of me which knows I might need Dorothy House in the future. It's comforting to know that if I do get sicker, something like this is around for me and my kids."

Cara

"What Dorothy House has done is given me my life back, and I can go out and take part in activities that I wasn't able to consider at the start of this year. It isn't what I believed it to be – it is a place more for life than for death."

Andrew



New Art Ambassador Bruce Munro

We are delighted to announce the appointment of internationally renowned artist, Bruce Munro, and creator of our Fireflies, as our new Art Ambassador.



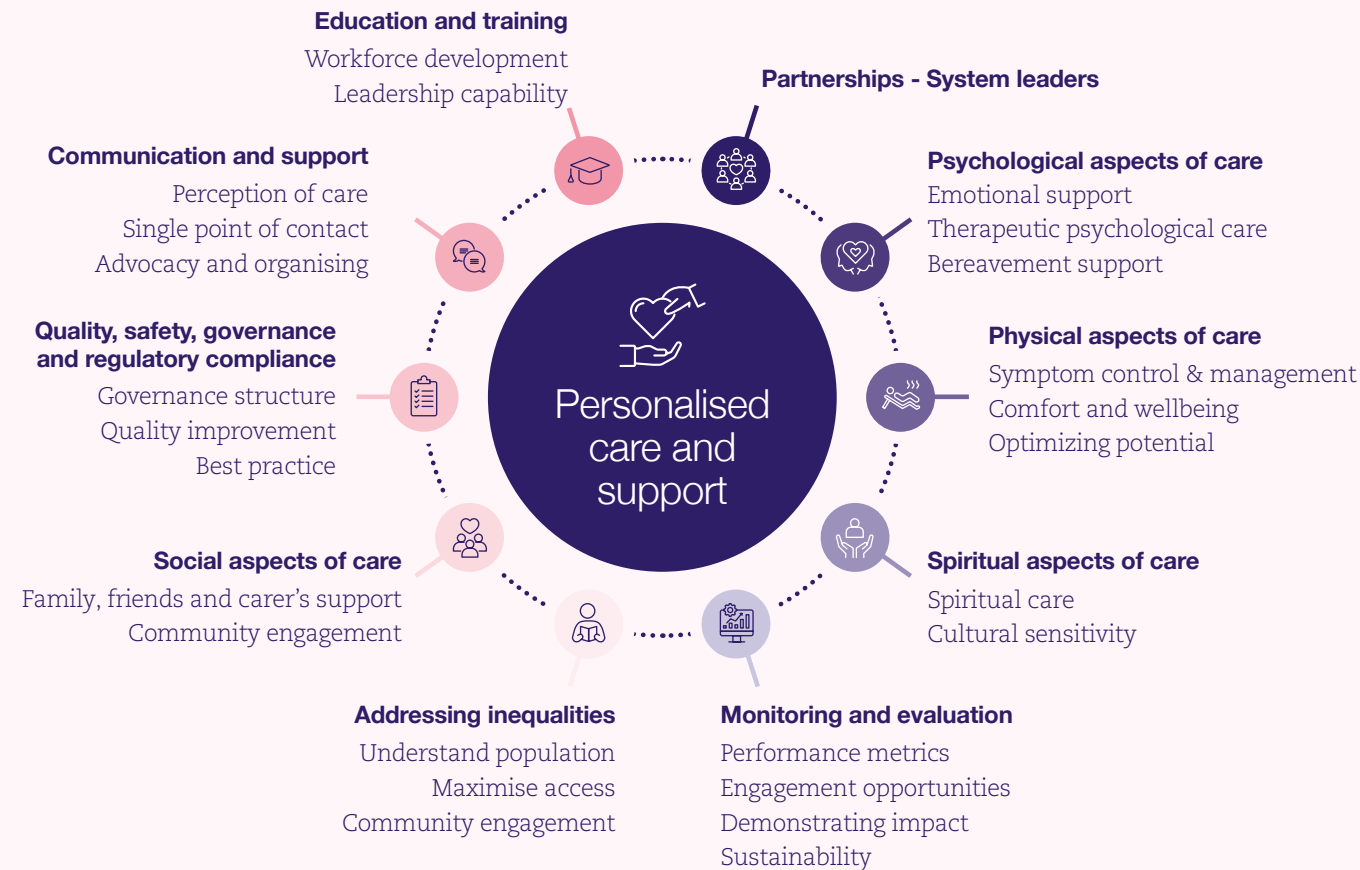
To be involved with Dorothy House is a privilege. We need a thousand Dorothy Houses all funded really well. When are we going to wake up and say this should be for everybody, everybody should have access to quality end of life care. Each Firefly is a reminder of that; it is a simple illustration of that sort of spirit – that Dorothy House provided loved ones with, with the kind of end of life that we would all want; kindness, warmth and love."



Care Services Strategy 2025-28

In April we launched our three-year Dorothy House organisational strategy titled 'It's personal'. This new strategy maintains our commitment to living in 'a society where death is part of life' but now also includes our unique purpose 'to empower, collaborate and deliver so that no-one faces death alone'.

In order to deliver this organisational strategy, we have developed a new Care Services Strategy, created through asking, listening, and learning from the workforce, people (patients and families) and the local community. The focus is on enhancing and delivering personalised care and support, improving clinical and care services, and ensuring that people receive the right care, at the right time, in the right place.



Commitment two – Innovation

We commit to a comprehensive approach to actively embrace curiosity and implementation of innovation to enhance our delivery of care.

Innovation for our Care Services

- Digital innovation, accelerate change
- Reduction of duplication
- Community collaboration
- Always learning
- Continuous quality improvement
- Engagement with diverse communities
- Maximising commercial partnerships
- Innovative care models

Commitment three – Impact

We commit to measuring, demonstrating and enhancing our impact across all our care activity and delivery.

Improved outcomes

- Leadership, collaborative partnerships & engagement
- Business intelligence
- Performance metrics
- Continuous quality improvement

We need to balance our ambition with deliverability, acknowledging that financial sustainability and efficiency is key. By focusing on personalised care and support, we aim to improve the overall experience for people, ensuring they receive best practice and appropriate care at the right time.



A pioneering programme

To help us continue to innovate and provide personalised care to more people in our community, we need long-term funding. You can play a vital role in shaping the future of Dorothy House Hospice Care: join our Pioneers Programme today.

Benefits of becoming a Pioneer

Become a Platinum Pioneer by committing £1,000 per year:

- Platinum Pioneer pin badge
- Annual invitation to lunch with the Executive Team to learn first-hand about the ground-breaking work of the Hospice
- Biannual personalised communications informing you of how your generous donation is helping to fund the future of our care

Become a Pioneer by committing £500 per year:

- Pioneer pin badge
- Biannual, personalised communications informing you of how your generous donation is helping to fund the future of our care

Three key areas to choose to invest in:

- Innovating inpatient care
- Advancing community care
- Research and education



To find out more, visit:
www.dorothyhouse.org.uk/support-us/pioneer-programme
or scan the QR code.

Commitment one – Integration

We commit to enabling a strategic framework for seamless service integration within our care services, emphasising personalised care and support.

Personalised care & support plans

Individualised plans to meet unique health needs

Shared decision making

Collaborative choices between people

Social prescribing

Connecting people to community resources, activities and support

Enabling choice

Empowering people to make informed health decisions

Supported self-management

Tools and support for people to manage their health

Integrated personal health budgets

Coordinating personal health budgets with care needs

New Corporate Partnership Programme launched!

Here are our top five ways organisations can partner with us to make a real difference to Dorothy House Hospice Care.

1. Rising costs

We can work with businesses to define their strategic fundraising goal and then create a tailored programme of fundraising activities for their company to bring employees together around an important cause.

By forming a corporate partnership with the Hospice, companies will not only contribute to a meaningful cause but also reap a variety of benefits that can positively impact their brand and employees. We are committed to accommodating individual needs and can offer flexibility in the length of our charity corporate partnership to ensure it aligns with business goals.

2. Employee fundraising:

There are so many ways for employees to fundraise for Dorothy House. Our array of options – running a marathon, skydiving, bake sales, or signing up to one of our many challenge events present a wide range of choice.

3. Commercial opportunities:

Support our work by donating a percentage of profits from a particular product or range of products.

4. Event sponsorship:

By sponsoring one of our charity-led events, companies will have the opportunity to showcase their commitment to social responsibility while gaining valuable exposure and fostering goodwill within the community. We can customise sponsorship packages to meet an organisation’s specific needs, with different levels of sponsorship and corresponding benefits.

5. Payroll giving:

Employees can make a regular, tax-free donation to Dorothy House through their salary. Regular giving is a fantastic way to make a lasting impact.



460hrs counsellor's time in the Children's and Young People's Services	15k
Cost of providing our nursing care for 24hrs	22k
24hrs care on the Inpatient Unit	7.5k
Cost of running Dorothy House per day	52k

If you would like further information, or would like to chat to the Corporate Team, please email: Corporate.Partnerships@dorothyhouse-hospice.org.uk
We look forward to hearing from you!

Sponsor a light on our tree in remembrance of a loved one

This December, our beautiful Christmas tree at Winsley will once again be shining brightly with hundreds of lights dedicated to those we wish to remember. These lights are powerful symbols of remembrance; a gift given in the name of loved ones, to help those who are in need today.

Light up a Life can be part of a healing process, a way to help come to terms with loss during a time of grief. For some, it can be a part of a spiritual journey; this can be faith-based, or not. For all of us however, it is a time of remembrance, a poignant and special way to celebrate a loved one.

If you would like to dedicate a light this year in memory of someone special, or to attend one of our services of light, please visit: www.dorothyhouse.org.uk.

- Winsley House service: Sunday 23 November
- Bath Abbey service: Tuesday 25 November

We will also be live streaming this service for those who are unable to attend in person.



Staff Spotlight
Creative Arts,
Ros Gardiner and
Bethan Sheff



Bethan and I have been at Dorothy House for 15 and 22 years respectively this September. We love what we do, as no creative session is the same and we know the difference it makes.

Just recently, a woman recognised me in town - we had made a keepsakes vase with her mum more than ten years ago. The vase is still a prized possession, a reminder of precious memories.

It's not easy to write about creative therapy because the service is about experiences not words. Whether it's a family coming together to create a keepsakes vase, making a hand cast with loved ones, joining other patients or carers and the bereaved in the Peer Support Art Group or working one to one on the Inpatient Unit, the creative process supports participants to process the challenges of illness and bereavement while making art that will take on a greater meaning if made by, or for, a loved one.

Offering an ever-evolving creative menu and being alongside what is often the most challenging time in peoples' lives, gives us a real sense of fulfilment and we can both honestly say this is the best job we've ever had.

Retail update

It's been an exciting year for Dorothy House's Retail team; new shops opening, our House Clearance service and Threads for Care brand launching, and our quality donations campaign. We're always developing innovative and efficient ways to grow and generate income to fund end of life care for our community

New shops launched!

In July, we opened doors at two new shops, our pop up in The Shires, Trowbridge, and a Clearance and Donation Centre at Corsham. The shops bring our total portfolio of shops to 29. Income generated by our high street shops currently outweighs the financial support we receive from the government to fund our services. In 2023/2024 we raised £5.8m from retail sales; this is £2m greater than the funding we received from the government in the same year.

Clearance and Donation Centre, Corsham

Whether you're decluttering or deal-hunting, this is your one-stop-shop for all things pre-loved, all while supporting a good cause.



Corsham Warehouse
Unit E, Fiveways Trading
Estate Corsham, SN13
9RG On-site parking
available.

Opening Hours:

Monday to Friday,
10am – 3pm,
Saturday
9am – 1pm

Pop-Up Shop in The Shires, Trowbridge

In a digital age of TikTok thrifting and eco-consciousness, Dorothy House is excited to welcome a younger audience of treasure hunters who place value on sustainable spending and swap fast fashion for pre-loved picks. Come and find a selection of upcycled and reworked bespoke pieces made by local craftspeople.



The Shires
Unit 24
Trowbridge

Opening hours:

Monday – Saturday,
9.30am – 5.00pm



➔ Pop-Up shop in
The Shires, Trowbridge

Dorothy House Clearances

Handled with care, for end of life care. Whether you're navigating the difficult task of sorting a loved-one's possessions or simply downsizing, our House Clearance service in Chippenham, Melksham, Corsham and Devizes, aims to help make the process as stress-free as possible. We understand that every situation is unique, which is why we tailor our service to your needs.

Our service includes:

- Packing and clearing of all items within a property or outbuildings
- White goods removal
- Rubbish removal



To make an enquiry, please call us on 01225 255 224 or visit our website.



Threads for Care is our new umbrella brand of sustainable collaborations with local makers and up-cyclers; designed to reduce waste and fund vital end of life care.

We are delighted to be working with Amy Laws, a local hand screen printer and applique artist who is reworking t-shirts, hoodies and shirts from our rag waste bins into a beautiful, bespoke new range. You can find Amy's new Dorothy House collection in our Argyle Street, Bath, Frome Clothes and Find Ubiety lifestyle stores. You can also find a range of bags made from our waste by Sharon Goold, Eco Bunting in our Find Ubiety store and our Pop-Up shop in The Shires, Trowbridge.

We need your quality donations!

We are always grateful for your donations but please check they match our donation guidelines. Unclean, damaged, or incomplete items cannot be sold and must be disposed of; costing the charity vital funds that should be spent on delivering hospice care in our community. If you're unsure about a donation, give your local shop a call, visit our website here www.dorothyhouse.org.uk/dorothy-house-shops/all-you-need-to-know-about-donations or scan the QR code:



Huge thanks to Robert Frederick, Designworks Collective and Bloomsbury Books for their generous end of line donations.

It costs Dorothy House
£70,000 a year
in wastage costs
to dispose of and
recycle donated
items which do not
meet our donation
guidelines

=

This could fund
our Hospice at Home
service
for 2 weeks
delivering personalised
care to patients at
home in their final days

Thinking about volunteering?

Our 29 shops, pop ups and online store welcome volunteers in a variety of roles. We rely on our Retail volunteers' help and could not succeed without all 770 of them. But we are always looking for more helping hands to support Dorothy House Hospice Care.

We look to accommodate your passions and hobbies: from music, books, pictures, cameras to clothing brands, there is something for you. In turn, you will learn new skills, make new friends, help support your community and most importantly, have fun!

Find out more

To see our opportunities, please visit the website www.dorothyhouse.org.uk/get-involved/volunteer or email: sarah.kamphaug@dorothyhouse-hospice.org.uk

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Introducing lumin&us

The world's first neuroscience and play-based digital family mental health solution partners with Dorothy House.

Revolutionary new mental health app lumin&us, for parents of children aged 3-12, has partnered with our Family Support Team to offer patients and their families free access to their award-winning, wellbeing app.

Endorsed by healthcare professionals and organisations in the UK, USA and Canada (including the NHS and Adoption UK), lumin&us has helped more than 30,000 families since its conception in 2021.

How the lumin&us mental health app works

As an innovative Healthtech solution rooted in neuroscience, lumin&us encourages mental wellbeing by helping parents and children understand the relationship between their thoughts, feelings, and behaviours. The therapeutic, play-based games and activities have been specifically designed to assist parents and professionals to meet the unique needs of each child.



We're delighted to be partnering with Dorothy House to offer free support to families. When children are trying to deal with difficult situations, such as parent who is unwell, it can be challenging to manage their big emotions. lumin&us makes it easy to support children by fostering, building and maintaining relationships through fun, engaging play, laughter and meaningful connection."

Lisa Merryweather-Millard
lumin&us Co-founder

Vital support when it's needed most

Dorothy House's Family Support Services team specialists help patients and their families adjust emotionally, spiritually and practically, at any stage of a life-limiting illness. Working with individuals or groups, they provide a variety of approaches to care for our community, including bereavement groups, children and young people's services and spiritual care.



We are delighted to partner with lumin&us to offer a free, user-friendly digital tool for families in our care. This tool will enable patients and families to support young people at a time of crisis; before and after the death of a loved one."

Anne Montague
Psychological Support Lead

Communication in Dementia Workshops

Dorothy House's Admiral Nurse, Esther, and Specialist Speech and Language Therapist, Emma, have completed a pilot of a new communication workshop aimed at supporting people living with dementia (PlwD) and their communication partners. The workshops have been delivered in partnership with ReMind UK.

Communication partner training (CPT) is an evidence-based Speech & Language intervention linked to improved outcomes for people with communication difficulties and their loved ones. Esther learned about a Conversation Partnership workshop offered by St Christopher's Hospice in London, while Emma had previously used these interventions in other roles. They agreed, with adaptation, it would be beneficial for Dorothy House. They met with the team at St Christopher's to better understand their experiences and, with permission, re-designed the workshops to better meet the needs of Dorothy House's participants.

The workshops aim to support those living with the early stages of dementia to learn about communication methods that help as the disease progresses. They developed the workshops to enable PlwD and those closest to them, ways to connect if verbal communication became affected and they could no longer rely on speech.

The workshops run over five weeks and are themed weekly. Themes are:



CPT



**Advanced
care planning**



Music



Mindfulness



Touch

We invited guest leaders, including a Music Therapist, our Complimentary Therapists and our Spiritual Support Lead. This meant participants could learn from experts and see demonstrations of evidence-based interventions, such as using music and rhythm as communication and learning hand massage techniques to reconnect.

ReMind UK supported the project by recruiting participants and providing the space for the workshops.

We are currently completing a service evaluation to finalise the content and build the programme to cover other areas including Wiltshire and Somerset.

Photos from the workshops



Dorothy House Palliative Care Research Conference: a resounding success

On 5 June 2025, Dorothy House welcomed a vibrant mix of in-person and online attendees to its Palliative Care Research Conference at the Hospice, with a focus on using research to optimise care in residential and community settings. The day brought together clinicians, researchers, and community partners for an inspiring programme of talks, posters, and networking.

Highlights included keynote sessions from Dr Ben Bowers (University of Cambridge), Dr Tamara Backhouse (University of East Anglia), and Professor Matthew Maddocks (King's College London), covering topics from end-of-life prescribing to breathlessness and dementia care.

Attendees described the conference as "hugely informative and inspiring," with many reflecting on

the "supportive and enthusiastic" atmosphere and how "genuinely lovely" the Dorothy House team were.

A special thank you to all our speakers, chairs, and delegates who helped make the day such a success. The positive feedback and thoughtful engagement throughout the day have left us energised and we are already planning next year's event!

We look forward to welcoming you on 4 June 2026 as we continue to learn, share, and grow together in advancing palliative care research.



Growing together

Dorothy House and local horticultural therapy charity, Grow for Life have formed an exciting partnership to increase awareness of, and access to, therapeutic horticultural programmes and general nature connectedness in B&NES, Somerset, and Wiltshire.

The partnership will specifically seek to support people through grief, using social and therapeutic horticulture, and ensure cross referrals between the relevant support services offered by the two organisations.

Grow for Life provides social and therapeutic gardening sessions for people affected by low confidence, anxiety, depression or isolation. The Walled Garden in Newton St Loe is the charity's primary growing space, but they also host therapeutic sessions in a variety of locations across Bath. The partnership with Dorothy House now opens up a new therapeutic growing space on the Hospice grounds with two main aims:



- Encouraging people to access therapeutic horticultural programmes to support their grieving process, wellbeing and mental health
- Facilitating routes to additional information and support where appropriate

This space will be open to any patients or family members, volunteers, staff and the wider community to grow together. In turn, the allotment produce will provide nutritionally rich foods for patients staying on the Inpatient Unit and staff working at the Winsley site. If you are interested in volunteering please get in touch: volunteerserviceteam@dorothyhouse-hospice.org.uk



WHAT'S IN A NAME?

For almost two years we have called our will clinics 'later life planning clinics'. A recent conversation with an attendee, however, led us to consider that our terminology may have been putting people off, rather than encouraging and inspiring them to attend.

This year we have welcomed over 50 people to informal mornings in various locations around our community. Each time we have had the opportunity to listen to solicitors' expertise, with a question and answer session and one to one conversation. Most importantly though, there is always coffee and cake!

Feedback has been positive after each event, but as with everything we want to continue to improve our offering. We would love to hear your thoughts:

- How can we encourage more people of all age groups to attend?
- Do you have any suggestions for an update to our name?
- Should we consider an early evening time as well as our usual 11am start?
- Which other locations would you like to see a clinic take place? Previous clinic locations include Warminster, Chew Magna, Midsomer Norton, Bradford on Avon and our own Winsley House.

At Dorothy House we see firsthand how stressful it can be for both patients and their loved ones if no end-of-life planning has taken place. In our work at the Hospice, we believe death is a part of life and that everyone deserves a peaceful death. An essential part of this is getting your affairs in order; creating peace of mind for you and your loved ones before it is too late.

Our grateful thanks to Farnfields, FDC Law, Bath Wills, Andrea Pierce Probate Services, Forrester Sylvester Mackett and BLB for providing their legal expertise at our clinics.

Any suggestions would be welcome. Please call Sarah or Helen 01225 721 480 or email legacies@dorothyhouse-hospice.org.uk



FIRE & LEGO WALK



We dare you!

New Fire and Lego Walk!



Something both challenging and a lot of fun is on the horizon, as Dorothy House will be hosting a Fire and Lego Walk on 6 December right in the heart of Bath; the perfect seasonal event for the entire family!

Hospice care happens 365 days of the year, including Christmas Day, so come and kick off your Christmas celebrations by showing your support for Dorothy House and taking on this fantastic festive challenge.

Location: Beauford Square, Bath
When: 6 December 2025

Registrations now open!

Phone

Switchboard: 01 225 722 988
Fundraising: 01 225 721 480
Clinical 24hr Advice Line: 0345 0130 555

Online

dorothyhouse.org.uk
info@dorothyhouse-hospice.org.uk



Post

Dorothy House, Winsley, Bradford on Avon,
Wiltshire, BA15 2LE

If you would like to discuss any aspect of this newsletter,
contact the Communications Team:

comms@dorothyhouse-hospice.org.uk

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