

Newsletter

Spring / Summer 2026



Celebrating 50 years of Dorothy House

End of life
care for all

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Chief Executive's message



Dorothy House celebrates its 50th anniversary this year, a remarkable milestone that invites us to reflect on our journey, celebrate our achievements, and reaffirm our strategic purpose: to empower, collaborate, and deliver so that no one faces death alone.

Our care is enabled through your generous support and grounded in the commitment and compassion of our staff and volunteers, whose resilience defined 2025. Despite unprecedented challenges, including a significant funding gap and a difficult consultation process, our team demonstrated extraordinary professionalism and kindness, and their dedication ensured that our compassionate care persisted, even amid uncertainty and change.

In the past year, Dorothy House has supported 4,200 patients and families across our community. Our Education Team provided 7,347 hours of training to health and social care professionals, and we maintained a top 5-star rating from over 1,260 "I Want Great Care" reviews, a testament to our incredible workforce's commitment to excellence.

Throughout changes in the broader healthcare landscape, Dorothy House has remained dedicated to its original vision: fostering a society where

death is embraced as part of life and communities are equipped to support people at the end of life. Our reputation for quality care, education, research, and innovation continues to earn respect locally, nationally, and internationally.

This newsletter edition highlights how our 50/50 vision is driving meaningful outcomes: from new partnerships offering holistic therapies through art and nature, to digital innovations enhancing care experiences. You'll also find stories about our fundraising, staff and volunteers, and get a glimpse of what lies ahead for our charity.

Finally, thank you for your continued support and the difference that you make for local people. I hope you find inspiration and share our pride in all we have accomplished together, as well as sharing my excitement for what's to come.

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.

Your support

Community Heroes

1 NJDANCE

An amazing Trowbridge community group NJDANCE, had a very busy 2025, organising lots of fundraising activities in support of Dorothy House.

Highlights included a very popular Welly Walk around our Interactive Nature Trail in October, which brought together young dancers and their families for an enjoyable outdoor event. This was just one of many creative initiatives held throughout the year, alongside a Winter Fête, 'Waxing Stu' and 'Sweat with Santa Fitness Advent.' They also donated their pre-show ticket sales, T-shirt sales and bucket collections.

Thanks to the enthusiasm and dedication of everyone involved, the group raised an impressive £2,538.13 for the Hospice. We are incredibly grateful for their support and commitment.



2 Diamond News

In 2005, Cathy's dear friend, Susan Diamon, passed away. She has since done her utmost to raise as much funding for the Hospice as possible. Cathy and Bill run the popular newsagents, Diamond News in Trowbridge. Cathy has two charity boxes, ready to take any unwanted change or donations. Cathy has also done yearly Christmas raffles, selling handmade crafts from local customers and anything else she can think of to raise vital funds. So far Cathy and Bill have raised an amazing £12,595.51.



Dorothy House on BBC Panorama

Last autumn, Dorothy House granted exclusive access to BBC Panorama to explore the realities of hospice care, the financial pressure of a 20% government funding model, and the national conversation around assisted dying. The March 2026 documentary offers an important opportunity to share honest stories about the specialist, compassionate support we provide, and to highlight why sustainable funding is vital for our future.

It will also recognise the wider context in which we work, with assisted dying remaining a prominent public issue, and a theme our organisation has been exploring neutrally through recent staff and community surveys.

50

CELEBRATING FIFTY YEARS

Celebrating 50 years of Dorothy House

Honouring our past, embracing our present, shaping our future

This year, Dorothy House proudly celebrates its 50th birthday; a milestone marking half a century of compassionate care, innovation, and community partnership. This anniversary year is an opportunity to honour where we've come from, reflect on who we are today, and look ahead to the future of end of life care.

Our past: a vision that transformed end of life care

Dorothy House was founded in 1976 by Prue Dufour, whose month-long secondment with Dame Cicely Saunders at St Christopher's Hospice ignited a passion to bring pioneering palliative care to the West Country. Inspired by Saunders' belief that there is always "so much more to be done" for people nearing the end of life, Prue became the UK's first specialist domiciliary nurse, offering compassionate care directly to people in their homes.

From those humble beginnings, just Prue and a vision, Dorothy House quickly grew. By 1979, her own home in Bath became our first six-bed Inpatient Unit.



Our founder - Prue Dufour

"I've got stage four cancer, which has been going on since 2019. There's part of me that 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



Our present: care reaching deep into our communities

Today, Dorothy House continues to live out our founding principles, though our remit has evolved from supporting people in their final weeks to walking alongside them through their last 1,000 days, offering support from the moment a life-limiting condition is diagnosed.

Our services are holistic and person-centred, ranging from clinical care and symptom management to bereavement support, therapy, wellbeing activities, education, and pioneering research.

As a charity, four in every five pounds we need comes from our community. Fundraising events, gifts in wills, local champions, and our 30 shops ensure that high quality end of life care remains available for all who need it.

We are now into the second year of our three-year strategy: "It's personal". Our approach focuses on empowering our communities, listening to individual needs and ensuring services are available where and when they are most needed. By collaborating with health and social care partners and other charities, we aim to live in a society where death is part of life, and no one faces it alone.

We have directly cared for more than 75,000 people over the past half decade, each with their own unique story. These stories, woven together, form the rich tapestry of our shared history. To celebrate this history, we launched Life Lines in 2025: a campaign collecting stories from patients, families, staff, and volunteers. These accounts highlight the role Dorothy House has played in people's lives and offer a glimpse into the impact of 50 years of care.

Our future: our vision for the next 50 years

The next 50 years will bring new challenges. The UK's ageing population will grow significantly, increasing demand for end of life care. Meeting this need requires innovation, collaboration, and a shift towards more localised, personalised, and holistic care.

Dorothy House envisions a future where communities feel empowered to support one another; where end of life is embraced as a natural, meaningful part of the human journey. We are focusing on local partnerships including connection with nature and art, working alongside partners such as Grow for Life to offer horticultural therapy, IceBreakers, offering a space for men to connect in nature, and Roseberry Road Studios to provide therapeutic life drawing. We believe that in the modern, digital world, these moments of simple connection have increasing significance for those facing death and bereavement.

As we celebrate our 50th year, we recommit to our founding belief: to help everyone live fully until they die — adding life to days, not days to life.

New Children's and Young People's Wellbeing Hub



We are delighted to launch Dorothy House's new Children & Young People's Wellbeing Hub. Thoughtfully created with input from young people that we support, this Hub includes age-appropriate resources and materials to help young people explore their emotions, understand grief and build resilience in a supportive online environment.

In addition to child-focused support, the Hub also provides guidance and tools for parents, guardians and carers, aiming to equip families with the knowledge and confidence to support and talk to children and young people in their family about loss and bereavement.

The Hub is an easy to navigate, digital library that brings together trusted resources in one place from bereavement organisations and experts in the field. Through videos, podcasts, blogs and websites, the resources have been carefully selected to provide a variety of visual and interactive content that allows users to explore, listen, connect and learn.

From coping with anniversaries, birthdays and special dates when someone has died, to navigating grief during exam time, the Hub explores a range of topics relating to grief and bereavement; offering something meaningful for anyone seeking support.

Whilst the Hub will act as a vital digital tool for young people and families being supported by Dorothy House, it is not exclusive to those being cared for by or connected to the Hospice. It has been designed with the ambition to reach and support national audiences to provide an online space for young people and families whenever and wherever they need it.



Visit the Hub here:
www.dorothyhouse.org.uk/children-and-young-peoples-wellbeing-hub/



Staff Spotlight

Liz Winch

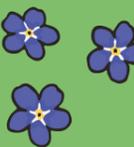
My name is Liz Winch, and I'm honoured to be stepping into the role of Matron from 1 April 2026. I move into this role after seven years in the Community Palliative Care Team at Dorothy House, alongside a wider career focused on oncology and haematology.

For me, this role is deeply personal. Experiencing my grandad's care at end of life made me want to work in palliative care. When I was growing up, links to Dorothy House formed early, I used to help my father put up the Bathampton Scouts mess tent in the grounds for events. Dorothy House supported a family friend, providing palliative care in the community and on the Inpatient Unit that was compassionate, inclusive and truly person-centred. The care extended to her whole family, delivered with dignity, respect and kindness. That experience stayed with me and shaped my values.

During my nurse training at King's College London, I asked for an elective placement at Dorothy House, spending time on the Inpatient Unit, in Day Patient Services and with the Community Palliative Care Team, knowing that palliative care was where my passion lay. Support from the Hospice is not always what people expect; there is joy and laughter to be found and a focus on what really matters to people.

As we celebrate 50 years of Dorothy House, I feel proud to play my part in leading compassionate care, working as one team across our services, and continuing to deliver outstanding care for our patients, families and communities, now and into the future.

Open Gardens



Host an Open Garden for Dorothy House

Do you love your garden and want to show it off? Turn your passion for plants into a powerful way to support hospice care, by hosting your very own Open Garden Event in 2026.

Whether you're inviting a few friends and family for an afternoon among the flowers, or throwing open your gates to the public, your event can make a huge difference.



Ready to get involved? Register your interest on our website now, you can also download everything you need to plan your perfect garden event! Together, let's grow something beautiful, for our gardens and for our community.



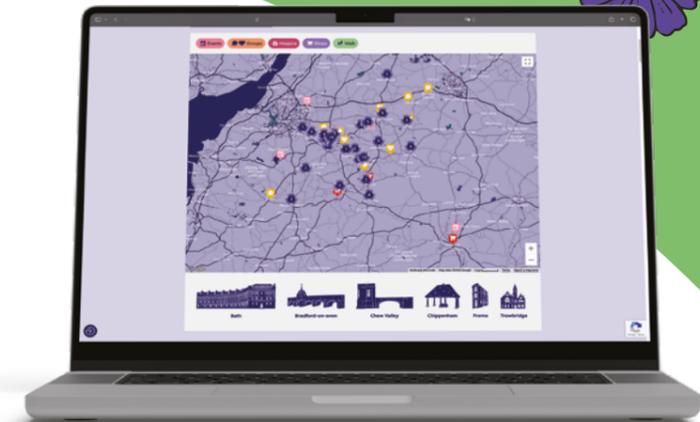
Dorothy House launches new Community Map

This interactive digital resource has been created to support, empower and connect local people facing isolation, a life-limiting diagnosis, caring for someone at the end of life or anyone experiencing anticipatory grief or bereavement.

Accessible support where and when people need it most.

The Community Map places people at the heart of care, making it easier to find information about groups, services, and events that offer companionship, wellbeing, and practical help.

This new resource is accessible via our website and features a user-friendly interface that allows anyone to search for local social and support groups, events, clinics, walks in nature, and services. By collaborating with local organisations, the map is a digital intervention, offering care and support to people when they need it most and in places local to them.



The Dorothy House Community Map is free to use and open to all, in line with our commitment to inclusive, compassionate care. Through empowering individuals, collaborating with local partners, and delivering tailored support, the Hospice hopes to build a stronger, more connected region.



We invite local residents, organisations, and community leaders to explore the map, share it widely, and help shape our future by submitting recommendations to comms@dorothyhouse-hospice.org.uk.

Nature wellbeing at Dorothy House

At Dorothy House, nature is one of our greatest allies. It offers calm when things feel overwhelming, space when emotions feel heavy, and connection when people need it most. Across our Winsley grounds and through a growing network of innovative partnerships, nature is becoming a central root in to how we help people live well, feel supported and find moments of comfort.



Healing in the heart of Winsley

“A space where anyone who has experienced grief can reflect and find peace.” – Wayne de Leeuw, Chief Executive, Dorothy House.

Our gardens, thoughtfully cared for by volunteers, offer tranquility and solace for patients, carers, and staff. Winding paths through grassland and beech walkways lead to restful spots like Firefly Woods, encouraging moments of pause and reconnection.

Our Interactive Nature Trail invites all ages to explore life cycles and the wonder of the outdoors. With information boards, wildlife selfie points, and accessible rubbing tiles created by our Creative Arts and Occupational Therapy teams, the trail makes the cycle of life and death approachable and engaging for everyone.



Growing through grief: Our partnership with Grow for Life.

“The gentle therapy of being in a garden with community helps people make connections, build confidence and find renewed hope.” – Alex Eldridge, Director, Grow for Life

In 2025, we began working with Grow for Life, a horticultural therapy charity supporting those facing loneliness, grief, depression, and anxiety. Together, we’re establishing a dedicated therapeutic growing space at Winsley. Here, people will be able to plant, nurture, and heal in a supportive, nature-rich environment.

The programme will bring people together for 12 weeks of guided gardening, reflection and skill-building. Grow for Life staff and volunteers, trained by Dorothy House in bereavement awareness, will provide gentle support as people work side by side. Many participants will be able to go on to volunteer or join community projects, creating a ripple effect of care and confidence.

This collaboration is just the beginning. We’re working to further develop our partnership with Wiltshire Wildlife Trust and supporting a community project to re-establish the community garden on the Bath Fox Hill estate as a place to be outdoors and connect with others in grief, extending nature-based support far beyond our Inpatient Unit in Winsley.

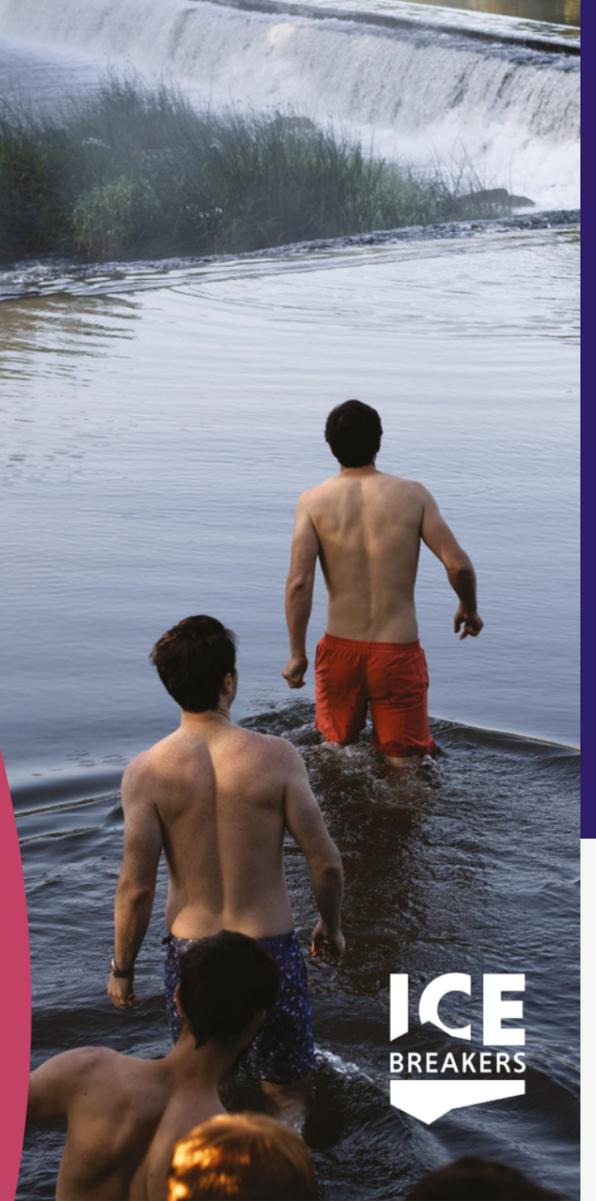


Supporting men through nature: Our partnership with IceBreakers

“Cold water, movement and time in nature give us a way in; a shared experience that opens the door to connection and conversation.” – Ric Baldock, Director, IceBreakers

On New Year’s Day 2026, Dorothy House launched a partnership with IceBreakers, a UK-wide men’s mental health charity. IceBreakers offers cold-water immersion, breathwork, walking, and sauna rituals, supporting men as they navigate grief, caring responsibilities, and emotional challenges.

With chapters in Bath, Bristol, Brighton, and London, IceBreakers hosts free weekly sessions combining movement, nature, and community. These sessions provide a stigma-free space for men to share, decompress, and access bereavement support from Dorothy House specialists.



Bringing the forest indoors: VR partnership with Forestry England.

“Our virtual forest wellbeing videos let people experience the benefits of forest bathing from anywhere.” – Ellen Devine, Forestry England

For those who cannot venture outside, our collaboration with Forestry England continues to bring nature indoors through immersive technology. Dorothy House now offers access to a library of virtual reality 360° forest-bathing and quiet nature reflection films as part of our award-winning project, allowing patients to experience calming woodland scenes to walks in Vietnam, from their beds in our Inpatient Unit, Day Patient Unit, or even at home. Many patients report reduced anxiety and increased relaxation.

Through these diverse partnerships and initiatives, Dorothy House is creating more opportunities for people to feel supported, comforted, and connected with nature, wherever they are, and whatever challenges they face. Nature remains a cornerstone of our gentle, human approach to care.



Bruce Munro's spectacular new art installation.

This autumn, something extraordinary will unfold at Dorothy House in Winsley. From October to December 2026, the Hospice grounds will come alive with a breathtaking new large-scale light installation by internationally renowned artist and Dorothy House Ambassador, Bruce Munro.

Known around the world for creating vast, immersive environments of light, Bruce is offering our community a rare gift: the chance to step into a landscape transformed into a place of beauty, remembrance and hope.

This new, temporary display, builds on the enormous success of Bruce's permanent Firefly installation – a space of remembrance and reflection in our Winsley hospice grounds. Visitors will wander among thousands of illuminated forms, a constellation of light that seems to breathe with the landscape.

Together, these works form part of an evolving collaboration that uses creativity and nature to support people through grief, offering comfort and connection. By drawing on light in the dark, the installation speaks quietly of life continuing, even in moments of loss.

Tickets will be free, with visitors invited to make a donation. Every contribution will help us provide free, personalised care for people in the last 1,000 days of life, and support for those who love them. Guests will also have the chance to dedicate a light on a Firefly; a beautiful way to honour someone special and add to a growing constellation of remembrance.

With bookable tickets released on 20 March 2026, we expect demand to be high. Come and experience a moment of light in the darkness, an evening of quiet awe, reflection, and togetherness within the glow of Bruce Munro's extraordinary vision.



Sign up here:
<https://www.dorothyhouse.org.uk/get-involved/moments-of-light/>

A pioneering programme

You can play a vital role in shaping the future of Dorothy House by joining our Pioneers Programme.

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
- 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.



Education and research at Dorothy House: Past, present and future

Dame Cicely Saunders, founder of the modern hospice movement in the 1960s, advocated for three essential pillars of practice: clinical care, education, and research. Dorothy House has consistently upheld these principles, ensuring that expertise is shared locally and beyond to deliver the highest standards of end of life care.

In recent years, we have significantly expanded our education provision and established an in-house research team. Research underpins the evidence base for our care and offers opportunities for patients to benefit from innovative treatments and approaches. For example, our Inpatient Unit recently participated in a national controlled clinical trial examining the impact of artificial hydration at the end of life. Our research team also leads projects addressing complex clinical challenges, including two nationally funded studies (Arthritis UK and NIHR) exploring the needs of people



living with inflammatory arthritis at end of life, and the intimacy needs of patients and their partners receiving palliative care.

Our education programme is now the most comprehensive in our history. In collaboration with the University of the West of England, we deliver postgraduate training to healthcare professionals across the south-west and beyond. We also provide bespoke training for regional organisations, such as end of life care for B&NES care homes and communication skills for cancer service administrators. Our commitment is to deliver evidence-based, engaging education that enhances the quality of care for those at the end of life.

As we look ahead in this anniversary year, our ambition is to maintain excellence in education and research while extending our reach nationally and internationally. Personalised care for all rests on a strong foundation of education and research.

Corporate support: Team building with purpose

Over the past year, growing numbers of businesses have teamed up with Dorothy House to take on challenges, join fundraising events and volunteer their time, all while strengthening teamwork and boosting morale.

In 2025, corporate partners tackled big endurance events such as the Three Peaks Challenge, the Bath to Bristol Path walk, the Bath City Abseil and Men's Walk to Support. Teams from AAG Wealth Management, Steve Vick International, HSBC and HW Facilities pushed themselves to new limits, supporting each other every step of the way and raising vital funds for our care. Many said the shared sense of achievement created lasting bonds long after the event.



Alongside the physical challenges, businesses also joined us for hands-on volunteering days. From outdoor work in Firefly Woods to helping at events and supporting our retail teams; organisations including Danone, Wessex Water and the Openwork Partnership made a meaningful contribution. Teams shared that stepping outside the office, often into nature, offered a refreshing change of pace and a new way to connect.

We're so grateful to every business that has supported us through challenge events, fundraising and volunteering. Their commitment helps ensure we can continue delivering exceptional care to local families when they need it most.

If you'd like to get involved too, contact us at corporate.partnerships@dorothyhouse-hospice.org.uk.



New research: Listening to our community to guide our future

Talking about death, dying and grief is never easy. Yet, for many people across the communities we serve, these conversations are already part of everyday life, shaped by personal experience, caring roles, and the death of people we love.

Over the past year, Dorothy House has worked with partners across Bath & North East Somerset, Swindon and Wiltshire (BSW) to better understand how confident people feel when facing death, dying and bereavement. This work uses the internationally recognised Death Literacy Index, helping us explore not just what people know, but how supported they feel, how confident they are supporting others, and how easily they can find help when it matters most.



What the research tells us

The findings are encouraging. Overall, communities across the BSW area show strong levels of compassion, willingness to help, and confidence in offering emotional and practical support. Many feel able to sit with someone who is grieving, talk honestly about death with family and friends, and help in hands-on ways when someone is seriously ill.

The strongest driver of confidence is experience. People who have cared for someone at the end of life, supported a friend through bereavement, or been part of community or faith groups report much higher confidence and understanding. Death literacy grows through shared experience and connection.

Where the gaps appear is not in compassion, but in clarity. Many told us they are unsure where to start when someone needs help, how services fit together, or what support exists locally beyond health and social care. This factual knowledge, understanding who provides what, and how to access support, is consistently the weakest area.

A compassionate approach

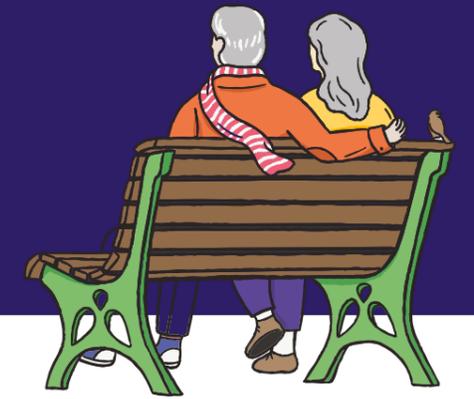
Our work closely aligns with the Compassionate City Charter, which recognises that care at times of illness, dying and loss is not the responsibility of health services alone. It is a shared social responsibility, rooted in neighbourhoods, workplaces, schools, faith communities, voluntary groups and local networks.

A compassionate place is one where people feel able to talk about death, carers and the bereaved are supported, and communities are equipped and encouraged to care for one another. Our death literacy work shows this ethos already exists across our area. The opportunity now is to strengthen and connect it.



As James Byron, Director of Marketing and Engagement at Dorothy House, explains:

“What’s really stood out for me in this work is how much wisdom already exists in our communities. This is not about telling people what to do, but about listening carefully, learning from lived experience, and then helping people feel more confident and better supported to care for one another, in the places and relationships that matter most to them.”



Turning insight into action

Together with partners across the BSW Integrated Care System, these findings are now directly shaping what comes next. The Palliative and End of Life Care Alliance Compassionate Communities working group has agreed two clear priorities for the year ahead:

- 1 First, we will develop a light-touch Compassionate Companions service across BSW. This will focus on connecting people to companionship and support what already exists locally, working alongside, not duplicating, hospices, charities, community groups and volunteers.**
- 2 Second, we will work more closely with faith groups, recognising the vital role they already play in supporting people at the end of life, in grief and in bereavement. By listening, sharing, learning and offering practical support, we want to help this work flourish.**

Together, these priorities reflect what our communities have told us: compassion is already present. Our role is to connect it, strengthen it, and make it easier for people to support one another when it matters most.

WHY END OF LIFE PLANNING MATTERS: PEACE OF MIND WITH DOROTHY HOUSE

End of life planning is a crucial but often neglected part of preparing for the future. At Dorothy House, we believe these important conversations create peace of mind.

Planning ahead means your wishes are respected, and your loved ones are spared unnecessary stress and uncertainty. Without clear guidance, families can struggle with decisions about finances, healthcare, and personal preferences, which can add to emotional strain at a difficult time.

To help, Dorothy House provides free, compassionate support and the Peace of Mind Planner: a comprehensive document where you can record everything from funeral wishes and legal information to personal messages. This planner empowers you to take control and ensures your values are honoured, reducing the burden on those you care about most.

End of life planning is not just about paperwork; it's about making the most of precious time with family and friends and living well until the very end.



ORDER YOURS FOR FREE, NOW



Take the first step today: download the free Peace of Mind Planner from our website, email Legacies@dorothyhouse-hospice.org.uk for a hard copy, or call Sarah or Helen on 01225 721 480 for support.

A little thank you goes a long way

Everyone at Dorothy House loves supporting the people of our community. And they love to know that they're making a difference.

So why not send your thank you to our amazing team today and give them a boost?

It only takes a moment and it really will be appreciated.



Scan now to send your thank you.

my thank you



Volunteer Spotlight Christine Benmasaud

Christine Benmasaud has volunteered at our Devides Shop since 7 September 1992; an incredible 33 years!

Chris recently cut the ribbon at our new Superstore in Devides and pops in regularly to ensure high standards are being maintained and plenty of stock is available.

What made you volunteer?

The shop in Devides was just opening and one of my friends who volunteered suggested I come on down. I did and loved it. My first manager was Val Fitzpatrick, and she became a very special friend.

What has made you stay for over 33 years?

The team are so special! We are a family. The manager, Roos, is amazing! She is so kind and thoughtful. And the atmosphere is wonderful. I am surrounded by such lovely people. One of our dear volunteers is 96. She volunteers each week to make sure we are all working! The team are so caring.

What would you say to anyone thinking about volunteering?

Do it!

You will become part of something special and are contributing to such a great cause which helps our local communities. You will meet the most wonderful people, make friends, have fun and always feel welcome!

We are so grateful to Christine and to all our 1,366 volunteers for all they do for Dorothy House.

From till to treasure: Make every moment matter

In Dorothy House Retail, we offer diverse volunteer opportunities for all; from our festival vibe at The Shires shop to our brand-new Devides Superstore.

Now with 30 shops there's bound to be one near you. Our Corsham Warehouse offers flexible roles, and if you enjoy researching items, all our shops list on eBay too.

You'll do something worthwhile, make new friends and share fun and laughter too.

For more details, apply via our website, www.dorothyhouse.org.uk/get-involved/volunteer or via our QR code.

Enable the delivery of more care across our communities, one sale at a time. Join Dorothy House Retail today.

Apply today!



Newsletter

Spring / Summer 2026



Phone

Switchboard: 01225 722 988
Fundraising: 01225 721 480
Clinical 24hr Advice Line: 0345 0130 555

Online

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



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

comms@dorothyhouse-hospice.org.uk

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