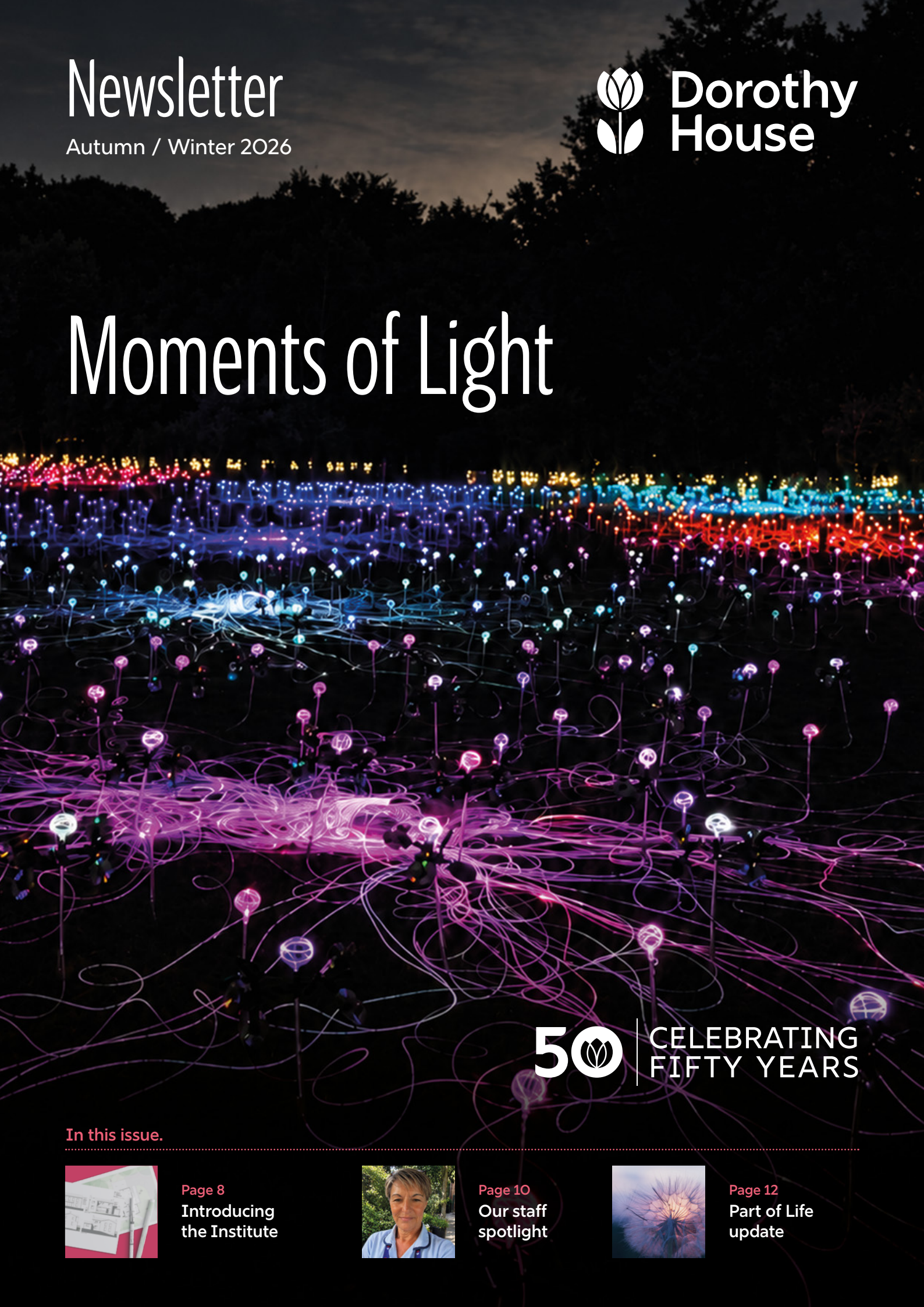
Newsletter

Autumn / Winter 2026

Dorothy House

Moments of Light



50 CELEBRATING FIFTY YEARS

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Chief Executive's message



As we move into the final months of our 50th anniversary year, I find myself reflecting with enormous pride on all we have achieved together so far. This milestone has been a chance not only to celebrate our history, but to recognise the extraordinary impact hospice care continues to have for communities across our 800 square miles and the people who make it possible every single day.

Since Dorothy House began, we have cared for more than 75,000 people and their families. That legacy continues to grow. Over the past year, we have provided specialist end of life care to 4,167 people, with 94% of that care delivered in the community - in people's own homes, care homes or community hospitals. Our teams carried out 21,498 home visits, answered 3,075 calls through our 24/7 Advice Line, and provided 4,785 sessions of family and bereavement support. Each number reflects a moment of compassion, dignity and expertise provided when it matters most.

This year has also given us the opportunity to celebrate our incredible workforce more visibly than ever. It was a particular honour to welcome Her Royal Highness The Princess Royal as part of our 50th anniversary celebrations – a moment of recognition for the dedication and professionalism of our staff and volunteers. Today, 1,364 volunteers support all aspects of our work including our care and community services, and our teams continue to share their expertise more widely, with 592 professionals trained, in all aspects of end of life care, over the past year.

We are equally proud to have been recognised with an Outstanding rating by the Care Quality Commission. This phenomenal achievement reflects the commitment, skill and compassion that runs through everything we do, and I want to thank every member of our workforce for the role they have played in achieving this.

Looking ahead, we are continuing to invest in new models and the future of care through the development of the Brownsword Institute for Supportive Care. This will help us strengthen partnerships, share learning, provide bespoke facilities for family support and reach more people who need our support.

As the darker months approach, we also look forward to Moments of Light – a very special installation that will bring our community together in reflection, remembrance and hope. It promises to be a powerful way to remember and cherish those we currently and have cared for, and to celebrate the role hospice care plays in all our lives.

Thank you for being part of our journey.



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





On Wednesday 10 June, Pat Price, Tania Prince, Rebecca Smith, Simon Evans – AKA Team Plane Crazy – took on an epic challenge; braving a wing walk in aid of Dorothy House. The team, made up of members of Cumberwell Park Golf Club, jumped in aid of the club Captain's joint chosen charity. Together they have raised over £5,590. We are so grateful for the support of the golfing community at Cumberwell Park and for the bravery of the Plane Crazy team.

Corporate Heroes

One of our newest corporate partners, Cloud Direct, hosted a golf tournament in April which brought colleagues, clients and supporters together, raising an incredible £6,070 for Dorothy House.

We are also so grateful to Stay Original Co., who partnered with us for our 50th Anniversary Celebration. Their team provided exceptional catering and a stunning afternoon tea, helping make the occasion truly memorable.

A special thanks also goes to H2, one of our Moments of Light sponsors. Their support is helping us create a unique and meaningful experience for thousands of people in our community.

Our corporate partners are truly invaluable to the Hospice. Find out how your business can partner with Dorothy House by emailing **corporate.partnerships@dorothyhouse-hospice.org.uk.**





Shared Breath wins gold

Gardens mean a lot to Dorothy House, they support families at Winsley and offer comfort for many of those we care for in their own homes. Our Shared Breath pocket garden, designed by award-winning garden designer and Dorothy House volunteer Charlotte Sanderson, was created for the inaugural RHS Badminton Flower Show.

Charlotte was inspired by the idea that all living things share the same air, recycled over generations. The garden was designed to offer a peaceful place for reflection and connection.





Its design responds to the experiences of people navigating serious illness, bereavement and the final stages of life, while demonstrating the restorative power of nature.

Richly planted with pollinator-friendly perennials, shrubs and trees, Shared Breath combines beauty, biodiversity and sustainability. The garden helps create space for conversations about death, dying and the importance of supportive care, reflecting Dorothy House's vision of a society where death is recognised as a natural part of life.

The project was brought to life through the generosity and expertise of a range of supporters, not least installers, MTS Gardens. Following its exhibition at RHS Badminton, the garden was relocated to Dorothy House in Winsley, where it will become a permanent feature as part of the Ennismore Gardens surrounding the Brownsword Institute for Supportive Care.

Shared Breath will continue to provide comfort, beauty and connection for patients, families, staff and visitors, while supporting local wildlife and biodiversity for years to come.



Moments of Light: don't miss this extraordinary experience



Since the start of October, something truly exciting has been lighting up the grounds of Dorothy House.

Moments of Light is now open; a large-scale installation by internationally renowned artist Bruce Munro, and it's already capturing the imaginations of people from across the region. What makes it even more remarkable is that this is a world premiere, created especially for Dorothy House, and tickets are being offered to our communities free of charge.

Known across the globe for transforming landscapes with light, Bruce Munro has brought his work to cities, deserts and historic sites around the world. To have a brand-new installation of this scale here in Winsley is something very rare and worth celebrating.

"I am honoured to create this new work for Dorothy House as part of its 50th anniversary celebrations. My hope is that Moments of Light will offer visitors a space to breathe, reflect and feel held within an environment shaped by care, beauty and nature."

Bruce Munro, Artist & Dorothy House Ambassador

As night falls, visitors walk among thousands of softly glowing forms spread across the Hospice grounds, creating an immersive landscape of light. It's a personal experience, whether that's a quiet moment of reflection or simply enjoying something beautiful with friends and family.

All donations supporting hospice care

Tickets for Moments of Light are free. This ensures the installation is accessible to everyone, whatever their circumstances.

However, it costs over £18.5m per year to run the Hospice, with only 20% of that coming from the NHS. The Hospice relies heavily on the generous support of the community, so you'll be invited to make a donation when booking or visiting. Every contribution helps Dorothy House continue to provide free, personalised care and support for people in the last 1,000 days of life.

Bringing world-class art to the West Country

Moments of Light is proudly supported by Visit Bath, recognising the importance of bringing cultural experiences to the region. Too often, large-scale, internationally recognised art is something people feel they have to travel far to see. This installation changes that. It places the West Country firmly on the cultural map, giving local communities access to something significant, right on their doorstep.

It also brings new visitors into the area, supporting local tourism. For Dorothy House, it's a chance to reinforce that the Hospice grounds are open for everyone to enjoy, a shared space of reflection in nature.

Book now, tickets are going fast

The response so far has been incredible. The installation is open every evening from 1 October to 31 December and thousands of tickets have already been booked - many slots are filling quickly.

This is a limited, three-month installation and once it's gone, it won't return.

So, if you haven't visited yet, now is the time. Don't miss the chance to experience something extraordinary; a world-class piece of art, right here in our community.

Book your tickets today and be part of Moments of Light.

£20

could pay for 40 minutes of a nurse's time speaking on our 24hr Advice Line - reassuring, advising, and guiding patients, families and health professionals.

£35

could pay for 1 hour of an Inpatient Unit Nurse's time to provide essential care, symptom control and pain relief.

£50

could pay for 2 hours of care during the night, delivered at home, by a compassionate, skilled and experienced Hospice at Home Carer.



Warehouse Sales – bag a bargain!

Our Warehouse Sales are the perfect treasure troves for curious upcyclers and savvy bargain hunters.

First Saturday of every month (February - November)

9:00am – 1:00pm

Corsham Warehouse Unit E, Fiveways Trading Estate, Corsham, SN13 9RG

Bring what you love

Give back by volunteering

Whatever your interest or passion, there's a place for you in our shops, and every shift will help to fund end of life care in your community.

Scan the QR code or visit www.dorothyhouse.org.uk/get-involved/volunteer/ to find your perfect opportunity.





Dorothy House's new Ambassador – Lizzie Heffer

I thought I knew Dorothy House. Becoming an Ambassador has shown me just how much more there is to this remarkable charity. Over the past six months, I've gained a completely new appreciation of the scale, compassion and ambition that underpins everything it does.

One of the greatest joys of the role has been using my experience in bringing people together through conversations and events to help shine a light on Dorothy House. From supporting the launch of Moments of Light and interviewing the internationally acclaimed artist Bruce Munro, to helping style a retail recruitment photoshoot, every opportunity has introduced me to remarkable people with one thing in common: a desire to make a difference.

What has struck me most is that Dorothy House is far more than a hospice. It's a charity that reaches into homes, workplaces and communities, offering care, comfort, dignity and hope to thousands of people when they need it most. Behind every service is a dedicated team of staff, volunteers and supporters whose commitment is inspiring.

As an Ambassador, I see my role as opening doors, starting conversations and helping more people discover the many ways they can become part of the Dorothy House family. Whether that's volunteering, supporting an event, shopping in one of the wonderful retail stores, becoming a corporate partner or simply helping spread the word, every contribution helps ensure that Dorothy House can continue providing exceptional care for generations to come.

I have learned that Dorothy House isn't defined by the buildings it occupies, but by the lives it touches. It is a charity that brings people together with kindness, creativity and purpose, and I feel incredibly proud to play a small part in its story.

I styled this

Retail round-up

In Dorothy House Retail, championing sustainability isn't just reserved for September, it's stitched into everything we do, and it's already been a triumphant year of collaboration, community and creativity.

Turning surplus into support

The incredible generosity of local businesses donating their end of line goods is just one example of how amazing things can happen when communities come together. We're so thankful to Vivobarefoot, Vivid Wrap, Robert Frederick and North Parade Publishing for their wonderful donations.

Across our 30 shops, we've been able to give their surplus stock a second life, and since launching our 'Surplus to Purpose' campaign in early 2026, it's raised an incredible £15,763 for the Hospice.



Whether you're a national brand or a local business, your donation helps us make every moment matter. Give the gift of good stock and get in touch today.

Be the difference - Join Dorothy House Retail

Love sustainability and the thrill of a pre-loved find? Help turn donations into vital hospice care. View our vacancies and discover where a role with Dorothy House could take you.





Rags to riches

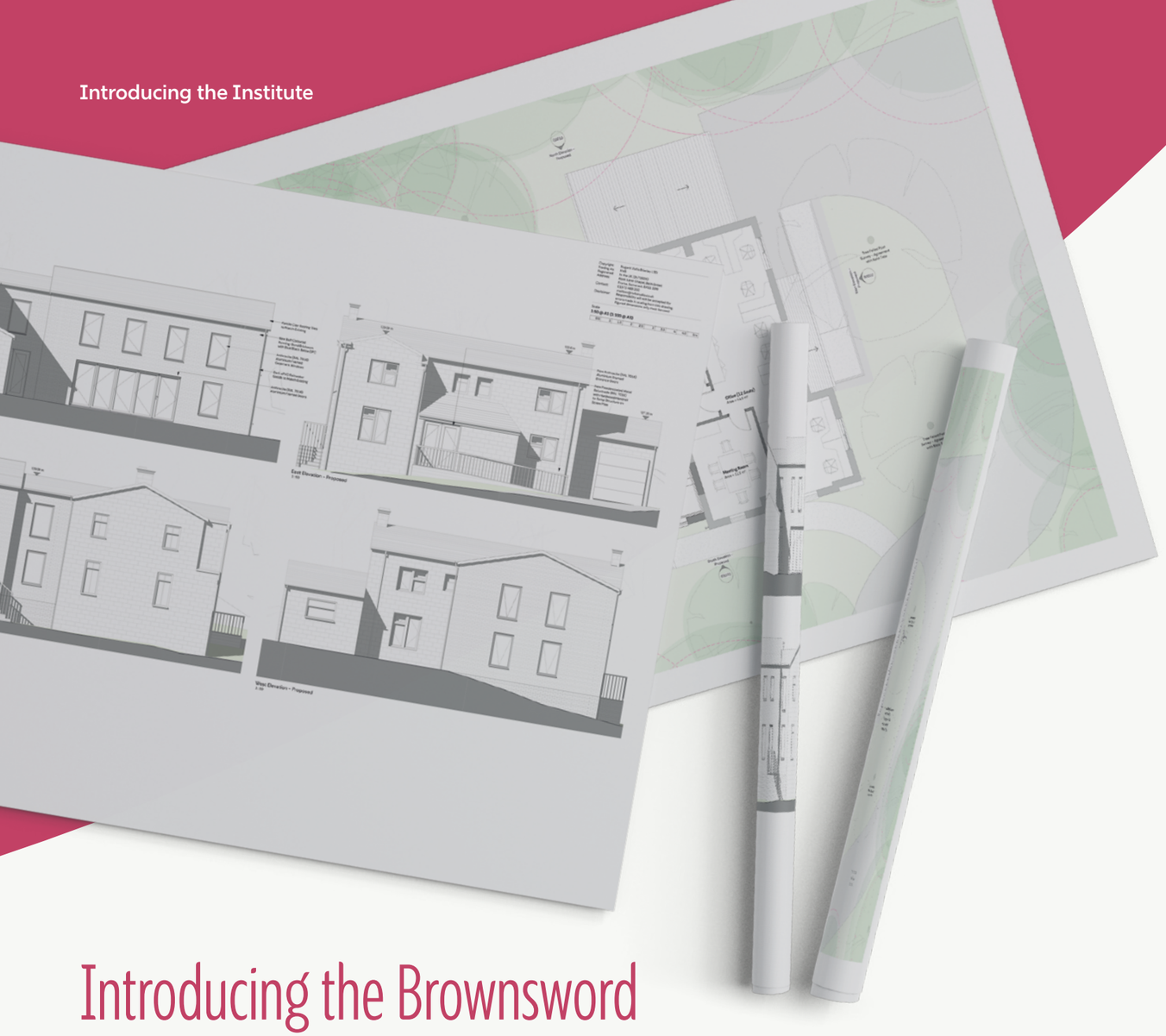
As part of our Threads for Care collaboration with Wiltshire College, we had the pleasure of front row seats at their fashion show back in June. It was an incredible conclusion to our year-long project working with the Level 3 Fashion and Textiles students and Level 2 Art and Design students to repurpose rag from our Warehouse. We have been absolutely blown away by the creativity of the students and their enthusiasm for supporting the Threads for Care initiative to repurpose waste and reduce landfill.

FixFest

On Saturday 10 October we were excited to join forces with Bath Royal Literary and Scientific Institution and Share and Repair for FixFest – a free, family-friendly celebration of repair, reuse and discovery – new for Dorothy House Retail!

From expert repair advice and quick fixes to visible mending, up-cycling workshops and inspiring talks, there was something for everyone to enjoy.





Introducing the Brownsword Institute for Supportive Care

This autumn we are excited to begin creating the Brownsword Institute for Supportive Care – a new initiative established by Dorothy House to increase our impact through education, research, supportive care delivery and collaboration for the benefit of those we support.

The Institute builds on significant progress across the Hospice in recent years. Our Clinical, Education and Research teams are well established, with strong regional partnerships and growing national influence. However, we know that future needs will require us to do more.

Meeting the needs of people living with life-limiting illness is becoming increasingly complex as more people live longer with multiple health conditions.

> Demand for support is growing, and traditional models of care alone will not be enough to meet future need. We need to work differently, sharing hospice expertise more widely and supporting people earlier in their journey.

> Dorothy House already supports people in the last 1,000 days of life through community activities, support groups and clinical services. Yet many people are still referred to hospice services only in the final weeks of life, missing opportunities to access practical, emotional and psychological support earlier.

Supportive care aims to bridge that gap. It brings together information, emotional support, symptom management, rehabilitation, social and spiritual care, bereavement support and practical help. It helps people live as well as possible with serious illness, maximise the benefits of treatment and feel supported from diagnosis onwards. Supportive care extends into palliative care to improve quality of life for patients and those closest to them.

The Institute will bring this approach to life through the services delivered within it. It will become the new home of Dorothy House's Family Support Team, with facilities designed around the needs of patients, carers and families. Alongside three dedicated counselling rooms – including one specifically created for children and young people – there will be a shared group and education space where people can learn, connect and support one another.

> These welcoming and purpose-designed facilities will help more people access practical, emotional and psychological support earlier, throughout illness, and during bereavement.

Looking beyond the building itself, the Brownsword Institute will act as a hub for innovation, education, research and collaboration. We want to bring together hospices, universities, healthcare professionals, communities and other partners to explore how supportive and palliative care can be improved and made more accessible.

We are already funded by Versus Arthritis to explore supportive care approaches for people living with inflammatory arthritis and are developing partnerships with the University of Bath, the University of the West of England and other organisations to expand our education and research activity. Over time, we hope to develop national and international collaborations that help shape the future of care.

The Brownsword Institute for Supportive Care is being made possible through the generosity of a number of funders and supporters. We are hugely grateful to the Ennismore Charitable Trust, the UK Government Hospice Capital Fund, The Wolfson Foundation, and the late David Adams who left Dorothy House a specific legacy. Alongside support from the Andrew Brownsword Foundation, their significant contributions will help create lasting benefits for patients and families.

By combining the direct delivery of supportive care with education, research and partnership working, the Brownsword Institute for Supportive Care will help Dorothy House play a leading role in shaping care from diagnosis through to bereavement, ensuring more people can live well, feel supported and never face death alone.



Women's Walk United in Care



On Saturday 4 July, more than 200 people gathered in the heart of Bath for Dorothy House's Women's Walk: United in Care.

Bathed in sunshine, participants came together to celebrate the invaluable role women play in caring for loved ones, supporting their communities and making a difference every day.

Walkers began with a lively warm up with Ro Feilden-Cook from the She Collective, then took on either the 5km or 12km route through the city, along the way, they shared stories, remembered loved ones and reflected on the difference hospice care makes to local families.

The event concluded with inspiring speeches from Sophie Broadfield, Chief Executive of BANES Council, and Sarah Armit, Senior Sister at Dorothy House, who spoke about the many ways women show care, compassion and strength, often balancing multiple caring responsibilities. Their words brought a meaningful afternoon of reflection and celebration to a fitting close.

Thanks to the generosity and enthusiasm of everyone who took part, Women's Walk: United in Care raised over £30k to help fund the vital work of Dorothy House.

Feeling inspired? Visit the Dorothy House website to discover upcoming events and find your next adventure.



Staff Spotlight

Amanda

I'm Amanda and I'm a Dorothy House Hospice at Home Carer. I've been working for the Hospice for a little over four years now.

Before starting my career as a carer, I trained as a hairdresser and worked in retail for over 19 years.

Nine years ago, I began caring for a lady with Huntington's disease and soon became part of her home. I quickly realised this was the career for me as I loved caring for others. I continue to care for that very first patient of mine, two days a week, nine years later.

I was introduced to Dorothy House's work through my patient, as the Hospice was involved in supporting her family members. I just knew I wanted to be part of such a wonderful service.

A typical day on shift for me as a Dorothy House Hospice at Home Carer usually involves five or six patients. My shift begins before leaving home, updating myself with previous handovers. I am so privileged to be involved with the families at what can be a very difficult and precious time for all.

I love working for Dorothy House because I enjoy belonging to such a highly esteemed organisation and making a difference on every visit.

A little thank you goes a long way

Across our communities, there are countless moments when the care, skill and commitment of Dorothy House staff and volunteers make a real difference. My Thank You is a new platform designed to make it easier to recognise those contributions.

My Thank You allows patients, families, supporters and the wider community to send a quick, direct message of thanks to anyone across our workforce, from clinical teams to retail volunteers.

At its core, the platform is a simple, but practical way to show how much our workforce matters. Messages of thanks can support morale, reinforce pride in the work people do, and highlight the difference they make every day, that might otherwise go unrecognised.

This is particularly appreciated by our retail teams, who are a vital part of Dorothy House and often the first point of contact in the community. Their work generates essential income and helps build awareness of hospice care. Rowena Rees, Head of Retail, said: "Our retail workforce give so much of their time, energy and care, often behind the scenes. Having a way for our community to say thank you directly to them is incredibly meaningful. It helps our teams feel seen, valued and connected to the wider impact they're part of every day."

If you've experienced Dorothy House's services, we'd encourage you to share a message of thanks by scanning the QR code. It's a simple action that can make a meaningful difference.

> "I would like to extend my dearest thanks to Janet who was an amazing support and provided compassionate guidance giving my mum Christine amazing treatment."

> "Thank you to nurses Ella and Ginny for helping my dad settle in on his first day and night at Dorothy House - it is hugely appreciated by all the family. He is feeling much better and rested thanks to the support given."

my thank you

Scan now to send your thank you.



TREK SAHARA 2027

Support Dorothy House and take on an unforgettable trek across the Sahara Desert. From 7-12 October 2027, join us on an adventure into one of the world's most iconic landscapes, while immersing yourself in the traditional Berber way of life. Visit the events page of our website to sign up or scan the QR code.







Part of life: a growing conversation

Three years ago, we set out to create something simple but important: a space where people could talk more openly about death.

Part of Life was built on a belief that has shaped Dorothy House for 50 years - that death is not separate from life, but part of it. Today, that conversation is reaching further than we ever imagined.

A platform that is growing

In the past year, Part of Life has continued to grow, with 30,000 people engaging with the platform and more than 171,000 meaningful interactions across its content.

What matters most is what sits behind those numbers. People are not just visiting, they are exploring, reflecting and returning. That tells us there is a growing need for honest, trusted conversations about death, grief and what it means to live well until the end.

Content that resonates

For the past five years, 'what happens when you die' has remained in the top 10 Google searches. In response to this very real social anxiety, Part of Life offers courageous content through blogs and interviews that explore funeral traditions, burial customs, and what happens behind the scenes in a funeral home and mortuary. The breadth of content has grown steadily, spanning research, conversation and wellbeing.



Some of the most visited pages reflect this balance. The homepage, with its browsable gallery of blogs, continues to anchor the website, while popular pieces like Poetry for Remembrance show the power of reflection and shared experience. Other regularly visited blogs include How to make memories with loved ones and How do different religions view death and dying?

At the same time, our audiences are connecting with real voices and lived experience. Interviews remain a key draw, including conversations with clinicians, artists and public figures such as Dr Mark Luciani, who shared his experience of moral trauma when there was not enough time for important end of life conversations with his patients, and actress Vicky Krieps, whose role as a terminally ill young woman received acclaim at the Cannes Film Festival awards.

Wellbeing Library features, including the Grief Playlist, offer another popular way to connect with death through music, memory and emotion.

Reaching beyond our community

While Dorothy House remains rooted in our local community, Part of Life is now reaching far beyond it.

Audiences are joining us from cities across the UK and around the world, from Bath to Singapore, Dublin and Sydney, reflecting both our local relevance and growing global reach.

This broader audience reflects why the platform was created: to extend our voice, share our expertise and take part in wider conversations about death and dying.

A role in our future

As more people look to digital spaces for support, Part of Life is another way in which Dorothy House is seeking to reach them. It complements our clinical care by offering earlier, accessible support and personal stories that empower individuals and communities.

This is what the next 50 years must be about. Being there at the end of life will always matter. But being there earlier, helping people understand, prepare and live well, matters just as much.

Part of Life is helping us do both. If you have a story you would like to share with our growing audience or an idea for a topic you feel we should cover, get in touch and email us at **partoflifemail@gmail.com.**

Audience and reach

30,000

New users

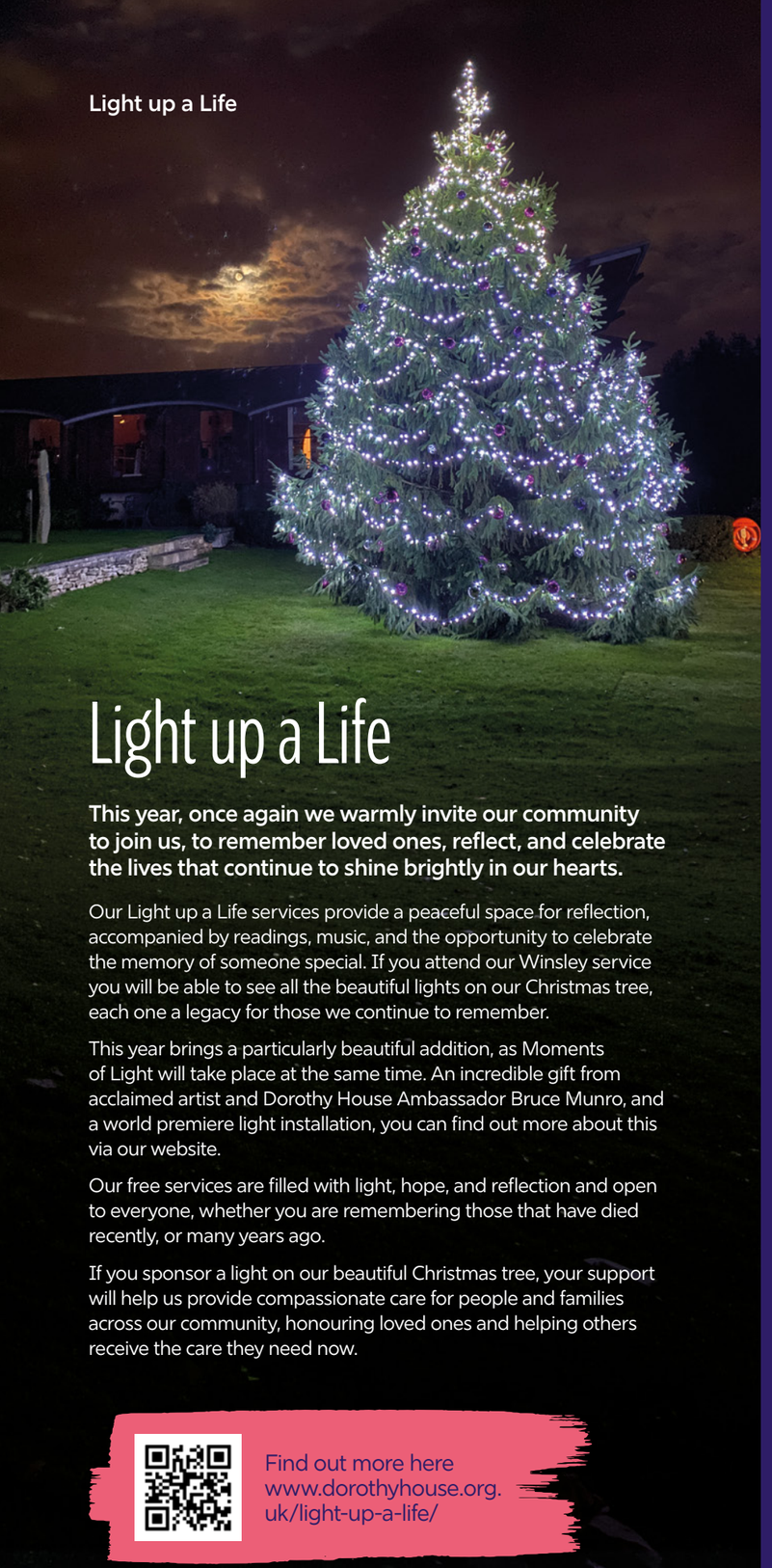
171,000

Interactions

Top content

1. Death is Part of Life
2. Poetry for Remembrance
3. Advanced Care Planning
4. Grief Playlist
5. Death masks through time

Find out more here
partoflife.org



Light up a Life

This year, once again we warmly invite our community to join us, to remember loved ones, reflect, and celebrate the lives that continue to shine brightly in our hearts.

Our Light up a Life services provide a peaceful space for reflection, accompanied by readings, music, and the opportunity to celebrate the memory of someone special. If you attend our Winsley service you will be able to see all the beautiful lights on our Christmas tree, each one a legacy for those we continue to remember.

This year brings a particularly beautiful addition, as Moments of Light will take place at the same time. An incredible gift from acclaimed artist and Dorothy House Ambassador Bruce Munro, and a world premiere light installation, you can find out more about this via our website.

Our free services are filled with light, hope, and reflection and open to everyone, whether you are remembering those that have died recently, or many years ago.

If you sponsor a light on our beautiful Christmas tree, your support will help us provide compassionate care for people and families across our community, honouring loved ones and helping others receive the care they need now.

Find out more here
www.dorothyhouse.org.uk/light-up-a-life/

A pioneering programme

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

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.

OCTOBER IS FREE WILLS MONTH

In March and October every year, thousands of people across the country take part in Free Wills Month.

How to qualify to make a free will

- You must be age 55 or over - if you're making a joint will with your partner, only one of you needs to be 55 or older.
- You must book with a participating solicitor - you'll need to find participating solicitors in your local area through the official Free Wills Month website.

Free Wills Month covers:

- Simple single or mirror wills
- Naming executors and beneficiaries
- Distributing standard assets like your home, savings, and possessions

If your situation is more complex, you'll need to source a paid solicitor or a will writing professional.

Why make a will?

A valid will ensures:

- Your money, home, and possessions go exactly where you choose
- Your spouse/partner and children are protected
- Family disputes are avoided and executors have clear instructions



Find out how to make your free will by scanning here

How can Dorothy House help?

We run our own free simple will partnerships throughout the year. We are proud to hold partnerships with both National Free Wills Network and Farewill. There are no qualifying criteria to use the free simple will services. There is also no mandatory obligation to make a donation to Dorothy House or to leave us a gift in your will, but should you choose to do so, we would be very grateful.

Getting ahead for Christmas

Don't forget to sign up for our Christmas Tree Collection! Visit the Dorothy House website to book yours now. We are always looking for help with the collection, so if you have a van or just want to give us a hand, please email helen.isbell@dorothyhouse-hospice.org.uk.

We'd love you to join us at Dorothy House, Winsley, on Saturday 5 December from 9:30am - 1pm for some festive fun at our Christmas Fair. Shop small to support your local Hospice and celebrate the most wonderful time of year with us.



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

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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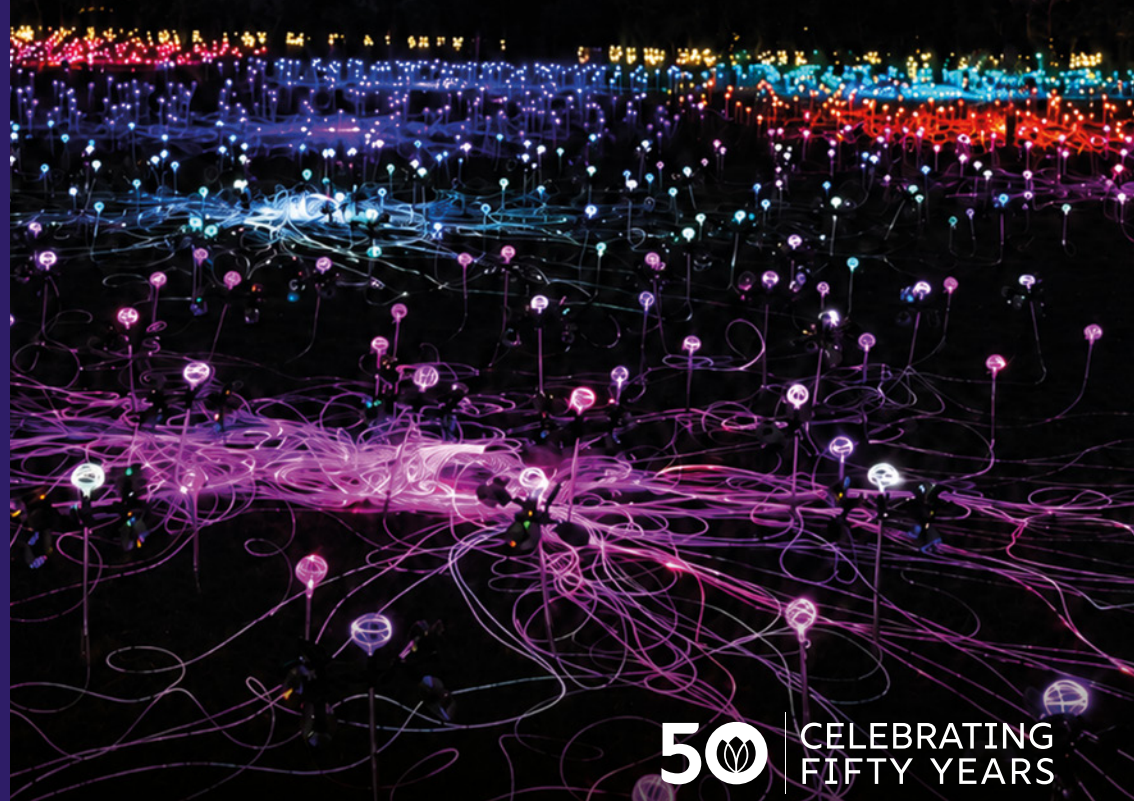
Inspected and rated Outstanding ☆ Care Quality Commission

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Moments of Light



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