

# Coronavirus issue.

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# Adapting to the pandemic.

As a young supporter of Kirkwood, Megan Birkhead never imagined she would be working at the charity as an Auxiliary Nurse. But, 15 years later, Megan is very much part of the team and has faced her most challenging times yet during the pandemic. For Megan, who began working for Kirkwood just a few short months ago, the worldwide crisis has been a huge eye-opening experience.

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"Our Clinical teams are working day and night, providing care to some of the most vulnerable people in Kirklees during the coronavirus pandemic. Since the outbreak, we've all had to expand our skills and adapt our ways of working to ensure our incredibly high standard of care and support remains the same.

"It is surreal to be working in a healthcare environment at the moment. Whether out in the community or on the In-Patient Unit, we only get one chance to get it right, so it is so important that whilst we are going through this time of difficulty, we are still meeting our patients' and families' needs.

"Even though Kirkwood nurses are away from the Intensive Care Units and Hospital wards, we are very much playing our part and have been fully prepared to respond to the situation. We're all dealing with these changes by sticking together. We are human and have the same worries, but we are an amazing team and I am so proud to be part of it!

"When I was six-years-old a close friend of my mum's was cared for by Kirkwood. I have vivid memories of coming and playing in the garden at Kirkwood. Since then, my mum always made sure that we came to the annual Summer Fair. Never in a million years did I think at 6-years-old, visiting for the first time, I would be working here 15 years later. Kirkwood has my heart."



"Since the Coronavirus outbreak, we've all had to expand our skills and adapt our ways of working to ensure our incredibly high standard of care and support remains the same."

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You can support Kirkwood and its amazing team of Nurses as they protect the most vulnerable in our community through a donation to the Kirkwood Coronavirus Appeal. Visit [www.justgiving.com/campaign/kirkwood](http://www.justgiving.com/campaign/kirkwood) to donate.

♥ care

## Supporting the journey.

At Kirkwood everyone is on an individual journey, including our Nurses, who make the charity the special place it is today. While in her final year of nursing at the University of Huddersfield, Lydia Warman had secured a role at Kirkwood to start later in the year, but due to the pandemic, Lydia joined the team sooner than expected.

"I first decided that I wanted to become a nurse six years ago. I always wanted to give more to my community, and after seeing both of my grandparents pass away, I knew that it was my role be a part of someone else's journey, helping them to receive the very best end of life care.

"In my final year of training at the University of Huddersfield, I was asked to bring my start date forward at Kirkwood to support the team throughout the crisis. It was incredibly nerve wracking especially with all the changes, but I have been at Kirkwood for several months now and I am really enjoying the role, even during these unprecedented times.

"The In-Patient Unit is so calm and is a happy place to be regardless of what is going on outside the front doors.

"It takes someone special to be a nurse at Kirkwood. Every nurse has the time to give to each individual patient to ensure they are getting the very best care."

"My favourite memory so far is seeing the patients outside in their beds and chairs enjoying the recent sunshine.

"It takes someone special to be a nurse at Kirkwood. The teamwork shown on the In-Patient Unit is just so different to what I've seen throughout my training. Every nurse has the time to give to each individual patient to ensure they are getting the very best care."



## Have a Cuppa for Kirkwood this September.



Things might be a little different this year, but Kirkwood is still hoping you can bring friends, family or colleagues together and do something amazing for the charity. So dust off your cake stands, put the kettle on and have a Cuppa for Kirkwood this September.

Why not host a virtual Cuppa for Kirkwood online via Zoom or FaceTime? Or invite your social bubble for afternoon tea in the garden or at home? All you have to do is pick a day during September to take part. When you sign up Kirkwood will send you a free fundraising pack to help you get started.

Visit [www.kirkwoodhospice.co.uk/cuppa](http://www.kirkwoodhospice.co.uk/cuppa) to find out more.



## Kirkwood; here for you when you need us.

If you or someone you care about needs advice or support on any aspect of end of life care, Kirkwood is here to help. Kirkwood's Advice Line is open 24 hours a day, seven days a week and is available to patients, carers and family members

as well as all healthcare professionals. Anyone can call for help and support, whether you are known to Kirkwood or not. Contact the 24/7 Advice Line on 01484 557910.

Celebrate the memory of someone you love with the Sunflower Memories Appeal.  
Visit [www.kirkwoodhospice.co.uk/sunflowers](http://www.kirkwoodhospice.co.uk/sunflowers) to make a dedication.

the  
**Sunflower**  
memories appeal 2020





+ about us

# Kirkwood Services.



During these challenging times of national crisis, Kirkwood has had to quickly adapt its services to ensure everyone still receives the same high level of care and support. If you need support, please reach out. Services are being delivered via the telephone and digitally. Kirkwood is here for you and for Kirklees.



## Kirkwood's Telephone Befriending Service

**Kirkwood's Befriending Service provides companionship to those who may be feeling lonely or isolated.**

Prior to the coronavirus outbreak, Kirkwood's Befriending Service was delivered face to face, but due to social distancing measures, the service has quickly adapted to offer a Telephone Befriending Service through a group of dedicated volunteers.

A valuable service that connects people and creates a personal bond during difficult times, the Kirkwood volunteers are here to support anyone over 18 living in Kirklees with a life limiting illness, as well as their carers and families. If you think someone you know would benefit from the service, please contact our Volunteer Co-ordinator Jade Redman on 01484 557900 or email [jade.redman@kirkwoodhospice.co.uk](mailto:jade.redman@kirkwoodhospice.co.uk)



## Bereavement support during the crisis

**Kirkwood's Family Care Team is here to help people in Kirklees affected by a life limiting illness who are experiencing anxiety, isolation and emotional distress. During the current pandemic, they are also here to support anyone in the community who has been bereaved through coronavirus.**

A team of trained counsellors and bereavement workers are always on hand to offer a listening ear, and can provide emotional and psychological support to help anyone express their feelings during these incredibly difficult times. To access the dedicated helpline, call 01484 557908 Monday to Friday, 9am-5pm.

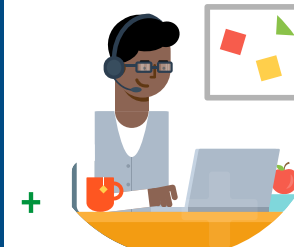


## In-Patient Unit eases visiting restrictions

Over the past few months, Kirkwood has been following recommendations from Public Health England to reduce the risk of coronavirus transmission. The team is pleased that in June, it is able to ease visiting restrictions on the In-Patient Unit.

Whilst some restrictions remain in place to ensure the safety of all patients and staff, these new changes will provide more flexibility for families and loved ones hoping to visit patients in Kirkwood's care. Pre-arranged visits can now be arranged every day with visitors required to use PPE and adhering to social distancing guidelines.

Find the latest guidance on our website at: [www.kirkwoodhospice.co.uk](http://www.kirkwoodhospice.co.uk)



## Kirkwood goes virtual

**On Friday 29 May Kirkwood hosted the first ever Virtual Men's Space group via Zoom. Originally a trial, the session was a big success with those who attended.**

As a number of the attendees are currently shielding, they were extremely grateful for the opportunity to meet up and have a laugh together. Unfortunately, our Support & Therapy Service had to close at the start of lockdown, but the team is hard at work to keep in touch with patients and is looking at how it can create more virtual sessions and reach out to more patients using technology.

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Whether you join us in person or virtually, walk in memory of someone you love with the Midnight Memory Walk. Sign up now at:  
[www.kirkwoodhospice.co.uk/mmw](http://www.kirkwoodhospice.co.uk/mmw)





## Supporting our local Care Homes

As an essential local charity, Kirkwood is here for everyone in the Kirklees community, including residents and carers from older people's care homes.

Kirkwood now have two Clinical Nurse Specialists who will be supporting Local's Care Home Support Team across North Kirklees and Greater Huddersfield with care plans for vulnerable patients, as well as providing support for symptom management.

A central hub of resources has been created by Kirkwood for Care Home staff with advice on end of life care for people with Covid-19. Extra resources have also been put in place to offer advance care planning to families of care home residents. Those working in care homes can access medical advice from Kirkwood's Doctors via the telephone at any time, with Kirkwood's Advice Line accessible 24/7 for all Care Home staff to call for support and guidance on 01484 557910.



## Supporting our healthcare colleagues

At the beginning of lockdown, an innovative new project was created by the Kirkwood Medical Team to support the local healthcare community with the launch of an online 'Palliative Care Toolkit'.

The digital 'toolkit' has been created by Kirkwood for healthcare professionals who are managing patients with life limiting illnesses across Kirklees. It includes guidelines on general issues relating to care for people with life limiting conditions as well as bespoke guidance on how professionals can support patients during the current coronavirus pandemic.

The toolkit has proved to be a hugely popular initiative and is constantly under development with new content added regularly to support healthcare colleagues.



## Kirkwood has talent!

The outbreak has had a huge impact on all of our lives. With Kirkwood's team now spread far and wide across Kirklees, Support and Therapy Manager, Mary Tyrrell Place, came up with a unique way to bring the whole Kirkwood team back together. She also wanted to spread a positive message about Kirkwood in the local community. The idea - a video rendition of 'Reach for the Stars' by S Club 7.

The video was designed not only to lift the spirits, but let the people of Kirklees know that Kirkwood is still here, stronger than ever, and will still be supporting them every step of the way.

To see how much talent the Kirkwood team has, check out the video at [bit.ly/kirkwoodhastalent](http://bit.ly/kirkwoodhastalent)



## Shops reopening

Following the Government's announcement that shops selling non-essential goods can now open again, Kirkwood has begun a phased reopening of its shops. Please check out website to find out which shops are now open again and what Kirkwood is doing to keep you safe while shopping. You'll also find out about donating your pre-loved items to Kirkwood. Visit: [www.kirkwoodhospice.co.uk/shops](http://www.kirkwoodhospice.co.uk/shops)

## Shop with Kirkwood on eBay

You can still get your hands on a treasure trove of unique pre-loved bargains at our eBay store! From vintage sporting memorabilia to fabulous fashion - if you're looking for something unique you'll find it here. To shop with Kirkwood from the comfort of your own sofa, visit: [www.ebay.co.uk/str/kirkwoodhospice](http://www.ebay.co.uk/str/kirkwoodhospice)



Win cash prizes and help support anyone affected by a life limiting illness through the Kirkwood Lottery. [www.kirkwoodhospice.co.uk/lottery](http://www.kirkwoodhospice.co.uk/lottery)



# Love letters straight from the heart.

Sheila and Brett Miller first caught each other's eyes in their local pub in 1976. The pair have been inseparable ever since. Their devotion to each other has defied the years, illnesses and setbacks. And it's now defying the coronavirus crisis too.

In 2012, Sheila and Brett Miller received the devastating news that Sheila had cancer. In the years that followed, Sheila and Brett faced many setbacks, eventually finding Kirkwood and discovering the extensive support available. During Sheila's stay, the couple became very well-known to the Kirkwood team, and on their return home after their first visit, Brett put pen to paper, writing Kirkwood not just one, but two letters showing his love and appreciation for the care they received.

After a few weeks at home, where they continued to receive support from Kirkwood's Community Nurse, Jo Dowson, Sheila was admitted back in to Kirkwood for end of life care. Sheila's admission to Kirkwood was very different to her first visit back in February due to the coronavirus pandemic.

News of the restricted visiting hours was devastating for doting husband Brett to hear. Determined to keep in touch as much as possible, he came up with a 'new' way to let Sheila know just how much he loves her, penning love letters to Sheila every single day using his unmistakable style of calligraphy.

Sheila was eager to return the loving gesture from her husband, and that's when Auxiliary Nurse, Leon, stepped in. On hearing that Sheila would love to write back to Brett, Leon brought a laptop into her room and typed out Sheila's every word. So that Sheila could write her own letters, Leon managed to get hold of a typewriter, which was set up in Sheila's room. The Kirkwood team fondly stood watching as Sheila learnt how to type again.

While the coronavirus outbreak may have stopped this inspirational couple

from physically being with each other for a short time, through their love and determination, and the amazing support of the Kirkwood team, they were kept together every single day.

It's me again Sheila  
another letter for you I know I  
can't be with you right now but I  
am really, I remember your room  
and it's just like being there with you  
I love you to bits, you are my true  
love and always will be, with you  
there I feel safe knowing you are  
in good hands, with friendly nurses  
and great doctors, we been busy in  
the garden, your spring onions have  
shot up and the two apple trees are  
budding nicely another letter  
tomorrow Sheila  
all for just now all my love  
Brett Pet Cornet  
X X X

"Kirkwood Hospice is out of this world, the teams are incredible and all work together. It is grand to talk to everyone there including the nurses, doctors, the cooks, chefs and cleaners."

Brett Miller



Stand by Kirkwood. With a regular donation, you can help ensure those affected by a life limiting illness receive the care and support they need, every step of the way. [www.kirkwoodhospice.co.uk/give](http://www.kirkwoodhospice.co.uk/give)







**342**

individuals supported  
each week by the  
Kirkwood Team



**971**

'thank you' calls made  
to supporters



**56**

people supported  
each week by our  
Family Care Team



**1,610**

donations to  
the Kirkwood  
Coronavirus appeal



**400+**

calls made to  
Kirkwood's 24/7  
Advice Line

## Support and care delivered to the Kirklees community during the coronavirus pandemic



**118**

home visits made to  
vulnerable patients



**447**

virtual consultations  
undertaken by Kirkwood's  
Community Nurses



**73**

care home residents  
supported by Kirkwood



**15**

patients benefitting  
from our Telephone  
Befriending service



**2,000**

healthcare professionals  
have consulted the  
Palliative Care Toolkit



**700**

existing volunteers ready  
and waiting to support  
Kirkwood and its patients



**1,300**

items listed for sale on  
the eBay store since  
lockdown