

THE KIRKWOOD SUPPORT LIFE

LIFE & TIMES

SPRING & SUMMER 2021

CELEBRATING OUR NURSES

How our amazing
Nurses are standing
side by side with their
NHS colleagues

THE SMILE PROJECT

Nurse Colette on her
mission to welcome
patients with a smile
during the crisis

QUEEN'S AWARD SUCCESS

Celebrating the Volunteers
honoured by The Queen
for their outstanding
contribution



Welcome to our Spring & Summer Newsletter

From Chief Executive
Michael Crowther

Welcome to the Life & Times, our new look Newsletter! It's safe to say that the past 15 months have challenged us all in ways we never expected. Together, we have faced difficult decisions, been separated from those we love and been forced to adapt to a new way of life. In this issue of the Life & Times, we'll share some of the ways we've adapted in innovative new ways, share stories from those who have experienced our care and show you how our amazing community have rallied to our side.

Throughout the pandemic, our hardworking and dedicated healthcare teams have been playing a key part in the fight against coronavirus. We are standing side by side with our NHS colleagues to offer critical support to the healthcare sector and make sure the most vulnerable people in our community continue to receive the very best, compassionate care.

We couldn't have done this without the help of people like you – dedicated members of The Kirkwood movement, who continue to support us even in the most difficult of times.

Our ability to generate funds has been severely compromised over the past year, and without the generosity of people across Kirklees, we simply couldn't Support Life for those affected by any life limiting illness.

I'd like to take this opportunity to pay tribute to our many volunteers, who are the lifeblood of our charity. Many have continued to give up their time to help in key areas throughout the pandemic, whilst hundreds more continue to champion our cause, help wherever they can and wait patiently until a time when we can welcome them back.

I'd also like to thank you for everything you continue to do to help The Kirkwood Support Life, especially during these difficult times. However you choose to help - whether you've made a donation, taken part in a fundraising event or continued to visit our shops across Kirklees (when we've been open) – you continue to make all the difference.

Michael

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INTRODUCING A NEW ERA FOR THE KIRKWOOD

We are delighted to introduce you to a brand new chapter in the story of our charity. You might notice things seem a little different in this latest issue of our newsletter. A new logo, a new typeface and a new look. But that's just scratching the surface. We have introduced a bold new expression that will help us to reach out to more people, show all the ways we can help and make sure that everyone affected by a life limiting illness has access to the best possible care and support.

The Kirkwood have been caring for local people for almost thirty-five years. In that time, we have supported tens of thousands of people, who have relied on us to be there when it matters most. But as the support we offer has grown over the decades, the perception of our charity has never fully evolved with us.

Our aim is to be there for more people than ever before in the coming years, making sure that our local community knows about the many ways we improve quality of life for local people here in Kirklees. To do that, we need to express ourselves in a way which engages and inspires our entire community.

Today, more than ever, we need to tell the world who we are. We need to celebrate our core beliefs and reach out to local people with a renewed sense of clarity, consistency and purpose.

Things may look and feel different, but we are driven by the very same passion and belief that led our founder, David Stocks, to pen a letter to the Huddersfield Daily Examiner four decades ago. A letter which stressed the need for a change and urged like-minded people to join him.

Just as back in 1981, The Kirkwood rely on a vast movement of people, who work side by side to make sure people living with any life limiting condition have access to the best care available.

Our new brand expression is a rallying cry. A call to arms to

everyone in our community who believes people affected by a life limiting illnesses deserve the very best, compassionate care.

The Kirkwood are here to improve quality of life for local people, against all the odds. It's our reason for existing, and the essence of palliative care.

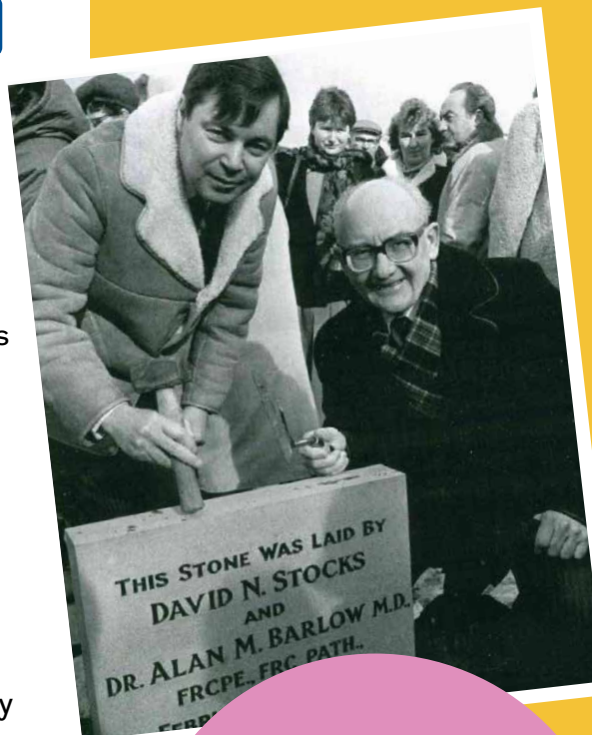
Together, we support those in our care to live well and make the most of every single day. Even when time is short. We make the complex simple by focussing on what is important. And we support families and loved ones to live on, and live well.

Whether you are a patient, a carer, a supporter or a volunteer – or if you're just finding us for the first time – we hope you already see yourself as part of our movement. Together, WE are The Kirkwood. And The Kirkwood Support Life

A BRAND ROOTED IN HISTORY

In trawling the archives for inspiration for our new identity, we were inspired by the achievements of those who had come before us. Our charity was formed by honest, hardworking local people who wanted a better future for people in our community. Raising funds to build our first In-Patient Unit at Dalton was a labour of love, and a powerful symbol of what The Kirkwood can achieve when we work together, with one goal.

Our mission is the same today as it was at the very beginning; to provide the very best care for anyone affected by a life limiting illness, every step of the way. And we know that where we've come from is as important as where we are going. So our identity is rooted in, and inspired by our history.



THE KIRKWOOD
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MORE THAN JUST A BUILDING...

We've all heard it said. "Kirkwood Hospice is a place in Dalton. Kirkwood cares for people when they are dying."

Whilst those statements are true – it is not all we do. Our teams support people right across Kirklees, at every stage of illness – and in bereavement too.

Many people don't know about the wide range of services we offer, which means it's sometimes difficult to reach people who might benefit from our care because they assume we aren't here to help them.

Often, people confuse The Kirkwood Nurses, who provide support for patients at home,

with nurses from other charities – which causes confusion.

Our new identity will help to challenge perceptions that our care is limited to those at the very end of life and is only delivered in a building in Dalton.

The Kirkwood is not a building, an In-Patient Unit or place of care. We are a movement of people. And our movement is vast. We are clinical and medical professionals. We are patients, carers and families. We are employees, supporters and volunteers. We are people just like you. And together, we Support Life.

Did you know?
Our team support local people in lots of different ways, at every stage of illness – and in bereavement too.

THE KIRKWOOD NURSES VACCINATED IN THE FIGHT AGAINST CORONAVIRUS

Everyday for the last 15-months, our teams have spent their working days dressed in Personal Protective Equipment as they do everything in their power to protect patients from the risks posed by coronavirus – both at home and on our In-Patient Unit.

Practice Development Sister, Sonia Tyndall, and her team of nurses have continued to work tirelessly throughout the crisis – not only protecting our patients, but supporting one another at the same time.

With her team now fully vaccinated against COVID-19, Sonia shares just how challenging the last 15-months have been for her team.

“As nurses, we go through our training, but nothing prepares you to deal with a crisis like we have had to. We have all had to pull together and play our part alongside our NHS colleagues. It’s been a really anxious time working throughout the pandemic but

“Our team have been amazing. The way we’ve pulled together, alongside those working in the NHS, they haven’t just done it for The Kirkwood, they’ve done it for everyone.”

Sister Sonia Tyndall



we all feel so lucky to be able to come to work and do our bit.

“Our patients are some of the most vulnerable in our community so it was really important for us to support them and protect them from being at risk of catching COVID-19.

“Our teams have remained vigilant throughout, following strict rules, government guidance and the Infection Prevention guidance that we’ve put in place, which has kept our patients safe. It’s prevented us from getting an outbreak of the virus on the In-Patient Unit.

“It’s important for us all to get the vaccine, but for us as nurses, it makes us safer when we’re caring for patients. Not only are we at less risk of carrying and passing the virus on, but it means we can be here to care for our patients and carry out our duties.”

Sonia and her team are keen to encourage local people to book their vaccine in if they are currently eligible.

“It’s really important to have the vaccine. Not only will it help to protect us as individuals, it will help to reduce the risk of spreading coronavirus to others, which protects those around us. It will allow us to get back to some sort of normality.”



HOST A GET TOGETHER THIS SEPTEMBER

After a challenging year, we could all do with something to look forward to. So let’s get together, put on an event to remember and help The Kirkwood Support Life across Kirklees!

The Kirkwood Get Together is all about bringing your friends, family, neighbours or work colleagues together to raise funds for The Kirkwood. Host a Big Cuppa, Big BBQ, Big Picnic or make it your own with a Big Party this September.

When you take part, you will be helping The Kirkwood Nurses to provide vital care for patients in their own homes and in care homes in your local community. Helping them to be there for all those in need, whenever and wherever they need us.

Taking part is really simple – and once you’ve signed up, you’ll receive a free fundraising pack to help you plan your event.

The Kirkwood Get Together takes place throughout the

whole of September meaning you choose the date and time – whatever works best for you.

Once you’ve signed up, we’ll send you a free fundraising pack filled with tips and tools to help you plan your event.

It’s entirely up to you how you choose to host. All we ask is that you try to raise as much money as possible on the day. Every penny you raise will help The Kirkwood Support Life for anyone affected by a life limiting illness in Kirklees.

Sign up today to get your free fundraising pack!

Call: 01484 557 911

Online: thekirkwood.org.uk/gettogether

Email: fundraising@thekirkwood.org.uk



For updates and inspiration follow our new Facebook page:

The Kirkwood Get Together



CELEBRATING THE WORK OF OUR NURSES WHO HAVE SUCCEEDED IN THE FACE OF ADVERSITY

One of the biggest barriers to care over the last year has been the lack of physical contact and human interaction as a result of the pandemic. The Kirkwood Nurses have quickly adapted their ways of working to be able to continue delivering the highest levels of care and support to those who need it most.

Standing side by side with their NHS colleagues, The Kirkwood Nurses in our Community team have provided vital support for the most vulnerable patients and families in the Kirklees community, helping those in their care to live well and make the most of every single day.

The Kirkwood Nurse, Kelly Holmes, explains how things have changed since the start of the coronavirus crisis: "During the course of the pandemic, we have adapted our services to make sure we can still offer support to anyone who needs us. Whilst we are taking all necessary precautions to keep our patients and nurses safe, we are continuing to visit the most vulnerable in their own home when it really matters, as we have always done, because it's the right thing to do for the patient and their family.

"Through the use of technology, we have been able to offer virtual assessments and appointments too, allowing us to still see our patients and care for their symptoms."

Under government guidelines, home visits to patients in need of specialist care and support have been allowed, but only when necessary. Home visits alongside GPs and district nurses have also been restricted.

Yet, our team have remained resolute in our mission to offer support to anyone with a life

limiting condition, undertaking home visits for those who need them, delivering virtual consultations and wellbeing sessions, as well as telephone counselling and support.

Michael Crowther, Chief Executive with The Kirkwood, adds: "All healthcare professionals have faced a baptism of fire, completely transforming the way they provide care in line with the latest guidelines. Our nurses have been standing shoulder to shoulder with all NHS colleagues as they tackle these barriers and have succeeded in transforming the way they work to ensure the very best standards of care are delivered."

"It has not been easy, and we still have a long way to go, but anyone diagnosed or living with a life limiting illness has access to our services, day or night. We're just a call away."

Michael Crowther

The Role of The Kirkwood Nurses in your community

Some people would say that our nurses are 'a bit like a Macmillan Nurse' as they support people with cancer but in fact, in Kirklees, it's nurses from The Kirkwood and not Macmillan who provide care to people in their own homes or care home when they are diagnosed with a life limiting illness.

The Kirkwood Nurses play a vital role in this area, because they support people affected by any life limiting illness, not just cancer.

The Kirkwood Nurses deliver essential support to patients across Kirklees, providing specialist advice to help patients control symptoms and pain, and offering emotional support too.



SUPPORT LIFE

WELCOME BACK TO OUR SHOPS!

Following the easing of lockdown restrictions across England, we are delighted to have reopened our shops again.

The coronavirus pandemic hit our shops really hard during the lockdowns we've all been living through, so we were thrilled to welcome back all of our wonderful customers, donors and volunteers when we reopened back in April.

We worked hard behind the scenes to get ready to welcome you all back and make sure you can continue to enjoy a great shopping experience with us.

You might notice a few changes the next time you pop in to your local shop as we've taken

a number of precautions to keep you, our volunteers and our employees safe.

We'd like to say a big thank you to every single one of our customers and donors who has continued to support us over the past year. Your donations, continued well wishes and enthusiasm to come back and shop with us again has been overwhelming.

If you haven't had the chance to visit us since we reopened, we're looking forward to seeing you soon!

THE KIRKWOOD SUPPORT LIFE

OUR MIRFIELD FURNITURE STORE IS NOW OPEN

In May we were delighted to open our brand new Furniture Store in Mirfield.

The store looks fantastic and it's already proving extremely popular with shoppers! We have lots of great items for sale – for even better prices! We hope you'll pop down and take a look for yourself.

We are located at: Foldhead Mills, Huddersfield Road, Mirfield, WF14 8BE



Like us on Facebook! Search: **The Kirkwood Furniture Store - Mirfield**

Find your nearest shop and details on how to donate your pre-loved items at: **thekirkwood.org.uk/shops**

PLEASE DONATE

We're delighted to announce that we are able to accept donations at all of our shops again!

We welcome lots of different items such as; clothing, shoes, accessories, toys, bric-a-brac and lots more.

Our Furniture Stores are also accepting donations again, and we can even arrange a free, COVID secure collection from your home. Find your nearest shop and details on how to donate pre-loved items at:

thekirkwood.org.uk/shops

COMMUNITY COME TOGETHER TO HELP THE KIRKWOOD SUPPORT LIFE

Throughout the coronavirus pandemic, members of the Fixby and Cowcliffe community have dedicated their free time to raising vital funds to help The Kirkwood Support Life across Kirklees. 12-months on from their first fundraiser, the community have pledged to continue their support.

Despite the many challenges we've all faced over the past year, these strange times have had a positive effect on many local communities, bringing many of us closer together than we could have ever imagined.

For Nicky Battye, who hails



from the Fixby and Cowcliffe area, her attempts to keep people's spirits up led to fundraising for The Kirkwood.

Nicky explains: "I started hosting a socially distanced games night with the people on my street. Quite a few elderly people live on my street and it

was the only way they were able to get out of the house.

"We started fundraising for The Kirkwood and quickly decided as a group to have a Scarecrow Festival in the villages.

"It was brilliant, we pulled it all together in about three or four weeks and we had 98 houses take part across Fixby and Cowcliffe. We had raffles running with lots of prizes donated from the villagers and we all voted for the best scarecrows to win.

"Hundreds of people attended from all over. It was lovely to see everyone come together."

Since the start of their fundraising, the Fixby and Cowcliffe community have held an Easter Trail and taken part in both our Reindeer Run and Festive Lights Trail, raising over £4,000 and counting so far.

"The sense of community here has come back since the start of the pandemic – it's amazing," Nicky continues.

"You have to respect your local charity. And I don't know if people actually know that The Kirkwood are the charity delivering care in our community when they are visited at home by the nurses.

"People don't know enough about The Kirkwood."

DID YOU SEE THE KIRKWOOD ON THE HUDDERSFIELD TOWN AWAY SHIRT?

Back in November 2020, Huddersfield Town announced they would be supporting three local charities throughout the remaining away fixtures of the 2020-21 Sky Bet Championship campaign. We were delighted to be chosen as one of those charities.

The Terriers proudly wore The Kirkwood Support Life wordmark on the front of their red away shirt six times throughout the season, debuting it against Cardiff City on Tuesday 1st December.

Huddersfield Town's generosity offered us a huge opportunity to gain valuable exposure about the many ways The Kirkwood Support Life

across Kirklees – and inspire new supporters to help us make a positive difference locally.

Our Chief Executive, Michael Crowther, was understandably delighted to feature on the 2020/21 kit. He said: "To be asked to feature on the front of Huddersfield Town's away shirt was a huge honour. It's been fantastic exposure for us.

"As a local charity, many of the people we care for are huge Town fans and, over the years, we have developed a fantastic relationship with the club.

"Our collaboration gave us a chance to reach out to Town fans and show them how The Kirkwood help patients and families across Kirklees.

"Huddersfield Town share our passion for the local community and our desire to help, so it's been a brilliant partnership. We would like to say a massive thank you to everyone at the club, and to the fans, for all their support and generosity."

The Terriers' away shirt featured our new wordmark, The Kirkwood Support Life, which forms part of our refreshed identity.

The Kirkwood Support Life is a rallying cry. A call to arms to those in our community who believe people affected by a life limiting illness deserve the very best care. Care which helps to improve quality of life – for however long that may be.

WILL YOU SUN-RISE TO THE CHALLENGE?

Each sunrise brings with it promise and hope for what lies ahead, so make the most of your day on Sunday 18th July by joining us for our first ever Sunrise Walk.

Simply choose how far you want to walk (we suggest a 5km or 10km route, but it's completely up to you), pick a route and sign up!

Gather your family, friends or colleagues, embrace the new day and help The Kirkwood Support Life this summer.

SUNRISE WALK 2021

Date: Sunday 18th July

Time: Sunrise

Where: Your choice

Registration Fees:

Adults: £10

Children under 16: £8

Sign up at:

thekirkwood.org.uk/sunrisewalk

**SUNRISE:
4.58AM**



HOW OUR VIRTUAL CHOIR GROUP IS OFFERING VITAL SUPPORT DURING THE CORONAVIRUS CRISIS

As the coronavirus pandemic began to have a bigger and bigger impact on our lives last year, our teams quickly adapted their services to support those in need. For Margaret Rogers, our new Online Choir Group has been a key form of support following her husband's death last May.

Margaret and John Rogers first accessed our services following John's diagnosis of incurable heart and kidney conditions in late 2018. Since then, our Support & Therapy team have been a lifeline of support for the family, every step of the way. But once the coronavirus pandemic hit the UK, their regular attendance at Drop-In sessions was sadly suspended. Since then, our Support & Therapy team have launched a series of Virtual Wellbeing Sessions for people living with a life limiting illness and their carers to access online via Zoom. This led to a partnership with music therapy charity, Nordoff Robins, who offer weekly group choir sessions. Here, Margaret tells us how the Online Choir Group with Nordoff Robins' Alan Rudkin has helped her through the pandemic following the death of her husband in May last year. "Things have been very hard. If everything was normal, we would have been going down to the Support & Therapy Centre. But I now belong to the virtual choir with Alan on a Friday. I have a one-to-one music therapy session on a Friday morning where we talk about music and then I attend the group choir session in the afternoon with my daughter, Dawn. "I find my one-to-one sessions with Alan very helpful. I once told him about how John used to write poems for me, and he said how nice it would be if we set one of them to music. Over the next few weeks we worked up a tune to the poem together." Virtual Wellbeing sessions like the Online Choir Group have



been a great way for Margaret and her daughter, Dawn, to see friendly faces on a regular basis. "It's well worth being able to take part in the online choir, we all have a laugh and sing nice songs. We sing songs I don't know – my repertoire comes from the 1960s as I'm 86 – but I sing the songs I know, and the ones I don't I muddle through. When we're singing, we have to mute ourselves too. So we're only really singing in our own homes rather than to each other!"

VIRTUAL WELLBEING SESSIONS

Our wide range of wellbeing sessions offer advice and support to help you manage your condition or support you in your caring role. Our sessions will help you maintain and improve your quality of life – in whatever ways are important to you.

For more information, visit: thekirkwood.org.uk/virtualwellbeing or call our Support & Therapy team on: 01484 557 900

Keeping Active with your condition

Managing Breathlessness

Living Well with Heart Failure & COPD

Men's Space

Neurological Information Sessions

Carers' Support

Music Therapy

Managing Fatigue

Many more sessions available!

THE KIRKWOOD VOLUNTEERS RECEIVE THE QUEEN'S AWARD FOR VOLUNTARY SERVICE!

The Kirkwood have been awarded The Queen's Award for Voluntary Service in recognition of our volunteers' outstanding contribution to helping local people affected by life limiting illnesses across Kirklees!

Our diverse volunteer workforce of over 800 members support every area of our charity; from raising funds to help those in our care to offering a listening ear to patients and families in need. And this year, they are one of just 241 voluntary groups in the UK to receive the prestigious Queen's Award. As well as receiving the award from Ed Anderson, Lord-Lieutenant of West Yorkshire later this summer, two of our volunteers will be invited to attend a special garden party at Buckingham Palace next Spring. John Johnson, our Volunteer Services Manager, is delighted that the dedication of our volunteers has been recognised. John said: "I can't begin to say how pleased I am for all of our volunteers. "The Queen's Award for Voluntary Services is the most prestigious award for volunteer groups in the country. It's actually the equivalent of an MBE for voluntary groups. It's not an award that's given lightly – only to groups that are seen to be making big contributions to the local community.



"I would like to say a personal thank you to each and every single one of our volunteers, whose contributions make such a big difference to the care and support we provide here in Kirklees."

John Johnson

"Our volunteers play a very important role in helping The Kirkwood Support Life across Kirklees. Quite simply, without their dedication and unwavering support we couldn't continue to help those in our care to make the most of every single day. "It reflects so well on every aspect of how our volunteers support The Kirkwood to deliver the care that's needed by those affected by any life limiting illness here in Kirklees. Not only that, but it recognises the important role of every single volunteer in every corner of our community."



Would you like to join our award winning team of volunteers?

Find out more at: thekirkwood.org.uk

THE KIRKWOOD SUPPORT LIFE AND SO DO YOU...

KEITH WILBERFORCE

In May, Keith Wilberforce set himself an unenviable challenge to raise funds to help Support Life in Kirklees. He travelled to the Scottish Highlands to complete a mammoth eight-day trek, covering almost 100 miles along the West Highland Way with his son, John.



ISABELLE WINGATE

Nine-year-old Isabelle Wingate is taking on The Kirkwood's Pen-Y-Ghent Family Challenge this July. And her homemade baking has taken the Meltham community by storm too! She is raising money in memory of her grandad, who was cared for on our In-Patient Unit.



DAMIAN CAMERON

Taking on the Virgin Money London Marathon to help The Kirkwood Support Life this October, Cleckheaton Fire Fighter, Damian, is hoping to surpass the £2,500 sponsorship target in memory of his colleague, Mat Wood with the support of colleagues and the local community.



WOODSOME HALL GOLF CLUB

After choosing The Kirkwood as their Charity of the Year, Club Captains Charles and Angela Haygarth, along with fellow Woodsome Hall Golf Club members, raised over £13,000 in 2020 to help Support Life across Kirklees. We are delighted to have their support again in 2021.



ROB THEWLIS

Rob has supported The Kirkwood for over 10 years. After his mum, Susan, was cared for at the end of her life back in 2016, Rob made it his mission to give back in any way he could. After fundraising during the pandemic, he's now busy with his Mission 3,000 fundraiser!



ELMWOOD FAMILY DOCTORS

In a bid to stay active and focus on their wellbeing, the team at Elmwood Family Doctors embarked on an incredible challenge throughout March - raising over £2,600 for The Kirkwood. 35 GPs, Nurses, Administrators and Support Staff all took part.



You can find more stories about the amazing people who make up The Kirkwood movement at:
thekirkwood.org.uk/news

JUNE'S SUNFLOWER MEMORIES STORY

June Hirst, of Kirkheaton, took part in our Sunflower Memories Appeal last year in memory of her special husband, Martin Hirst, who spent 10 years as The Kirkwood's first Caretaker following the opening of our In-Patient Unit in 1987.

June and her husband, Martin, were married for 57 years, living in Lepton for most of their marriage before moving to Kirkheaton in 2013 to be nearer their daughter.

Martin was 55 years old when he took up the role of Caretaker on The Kirkwood's In-Patient Unit in Dalton when it first opened its doors 34 years ago.

Reflecting on Martin's time with The Kirkwood, June said: "Martin started work at the age of 14 and he really had no choice as to where he could work. He grew up in Skelmanthorpe and as he was the eldest of his family, he was sent to work in Denby Dale as an apprentice in a garage.

"He went on to own his own garage in Moldgreen but decided to sell it and applied for the Caretaker role at the hospice in Dalton. It was the best thing he ever did, and he said it was the happiest 10 years of his working life before he retired at 65.

"Martin did everything, he was a real

handyman there. He was the sort of man that everybody liked. And he was spoilt at the hospice too. He would have hot drinks ready for him when he arrived, and the volunteers were always bringing him cakes for his morning coffee and afternoon tea.

"He would sit and talk to the patients on the In-Patient Unit and fetch them things from the local shop. He was always busy. He worked with a group of volunteers on the garden and for the first few years they were developing it from just rough ground. I like to think he planted the large beech tree whenever I visit."

After many years of happy retirement, travelling the world with June, Martin fell ill and sadly died at St. James' hospital in 2015.

"Martin died during the night at St. James' hospital, he was all set to be moved down to the In-Patient Unit the following day, but he didn't make it. I was so sad that he didn't end his time there – it was too late." June added.

Back in July last year, June joined hundreds of others across Kirklees and beyond in celebrating the life of their loved one at home. Taking part in our Sunflower Memories Appeal is an important way for June to pay tribute to Martin, in a way that supports a charity close to her husband's heart.

To dedicate a sunflower in memory of a loved one this Summer visit:
thekirkwood.org.uk/sunflowers
or call: 01484 557 911



NURSE COLETTE'S INITIATIVE GIVES US ALL A REASON TO SMILE

Communicating with one another isn't just about using our voices; facial expressions and body language play a huge part in telling our story. But as the coronavirus pandemic took over the way we live our lives, much of the way we communicate became hidden behind our face masks.

As our teams adapted to the changes in the way they provide care, it became clear that our patients were missing the simple things we often take for granted, like seeing a smiling face.

To overcome this barrier, Nurse Colette Land made it her mission to find a way of showing patients their faces in a safe way.

Colette said: "We've had some amazing feedback from our patients who feel they were very well supported regardless of our face masks being continuously worn, but some were really missing knowing what we look like.

"Our ID badges are quite formal and small, and not everyone smiles; seeing a smiling face gives people a bit of a boost.

"Last year's World Smile Day really prompted us to pull something together, and so we launched The Smile Project. We rolled out large new badges with our smiling faces on them and asked our teams to start wearing them. It's been brilliant, it's so nice to see everyone's faces again!"

Many of our teams are now proudly wearing the large badge on their uniform. And patients



have been delighted to be welcomed with a smile once again, despite the ongoing restrictions.

One patient said: "It's a great idea. All the staff can look the same with masks on and it's really difficult to identify them apart. The badges have helped

me get to know who everyone is."

Colette has also received great feedback from her colleagues about The Smile Project.

Nurse Judith said: "It's a brilliant idea, it makes me feel better wearing it. I like people to be able to see my smile."

WIN & HELP THE KIRKWOOD SUPPORT LIFE.

Registered with

Proud Supporters of The Big K Lottery

Sign up to The Big K Lottery at:
thekirkwood.org.uk/lottery

SUMMER SUPERDRAW

£1 PER TICKET

1ST PRIZE
£2,000

DRAW DATE
30TH JULY

Our Summer Superdraw is a great way to bag some amazing cash prizes!

For tickets, contact our Lottery team on:
01484 557 913

JUST THINK OF ALL THE WAYS YOUR GIFT COULD HELP THE KIRKWOOD SUPPORT LIFE.

If you choose to add The Kirkwood to your will, your gift will become a lifeline for local families in need. You'll help to improve their quality of life in ways that really matter, help families to get the support they need when (and where) they need it, and make sure everyone affected by a life limiting illness in Kirklees can make the most every single day.

Your gift could be a friendly voice at the other end of the phone after a family hears bad news about a diagnosis for the very first time. It could build a patient's confidence and help them to maintain their independence – so they can continue to do the things that make them smile. It could create special memories that are cherished forever. Or your gift could help a family to pick up the pieces and learn to smile again

Whatever you choose to give, your gift will be the reason that those in our care are able to make the very most of the time they have left, whatever else is happening in the world.

OUR PROMISE TO YOU

We are determined to help local people improve their quality of life in the ways that are important to them, and believe in the difference that gifts in wills can make – so we'll never shy away from asking people to consider leaving a gift to The Kirkwood. But we'll always do it in the right way and follow the following principles:

1. We understand and respect that when making your will, friends and family always come first.
2. We will never forget that choosing whether to leave a gift in your will is your decision (and we'll never put pressure on you).
3. When you leave a gift to The Kirkwood, we'll make sure it's used carefully, responsibly and in the best interests of all who rely on our care, focussing on areas it will have the greatest impact.
4. We know things change sometimes – so if you need to alter your will in the future we'll completely understand. And you don't need to tell us if you do.
5. If it's important to you, we'll give you and your family as much choice as we can about how your gift is used.
6. If you choose to leave us a gift in your will, we'd love to hear from you so we can say thank you. But you don't need to tell us. Your privacy is really important and we appreciate that your will is personal to you.
7. We'd like to keep in touch to show you the difference we are making for local families, but we'll give you the option to choose how and when you'd like to hear from us.
8. We'll never share your personal information with anyone else. Ever.



We believe it's really important to plan for the future. And we believe will writing services should be easy and accessible for everyone. That's why we're partnering up with local solicitors and an online will writing service to offer all our supporters a free basic will.

Making a will isn't an easy thing to think about. It can be a daunting prospect. Some people don't know where to start. Some think it's expensive. And others don't think wills are important. We want to change that.

Find out how you can write your basic will for free at:

thekirkwood.org.uk/makeawill

WE'RE ALWAYS HERE IF YOU NEED US

As the coronavirus pandemic continues to affect our daily lives, we're still here for you – 24 hours a day, seven days a week.

Our Advice Line is always open for patients and family members, as well as all healthcare professionals. If you've been affected by any life limiting illness you can call any time, whether you have been in touch with The Kirkwood before or not.

If you need help call our 24/7
Advice Line on:

01484 557 910



A FEW OF THE WAYS THE KIRKWOOD SUPPORT LIFE

1,549

Calls made to The Kirkwood
24/7 Advice Line outside
normal working hours

59

People supported each
week by our Counselling
Team

744

Home visits made to
vulnerable patients

45

Patients benefitting from
our Telephone Befriending
service

609

Virtual consultations
undertaken by
The Kirkwood Nurses

337

Individuals
supported each week
by The Kirkwood

*This information covers the period of Apr 2020 - Mar 2021 unless otherwise stated.

Web: thekirkwood.org.uk | Tel: 01484 557 900

Registered Charity No. 512987 | The Kirkwood, 21 Albany Road, Dalton, Huddersfield, HD5 9UY