

Autumn 2024

# Life



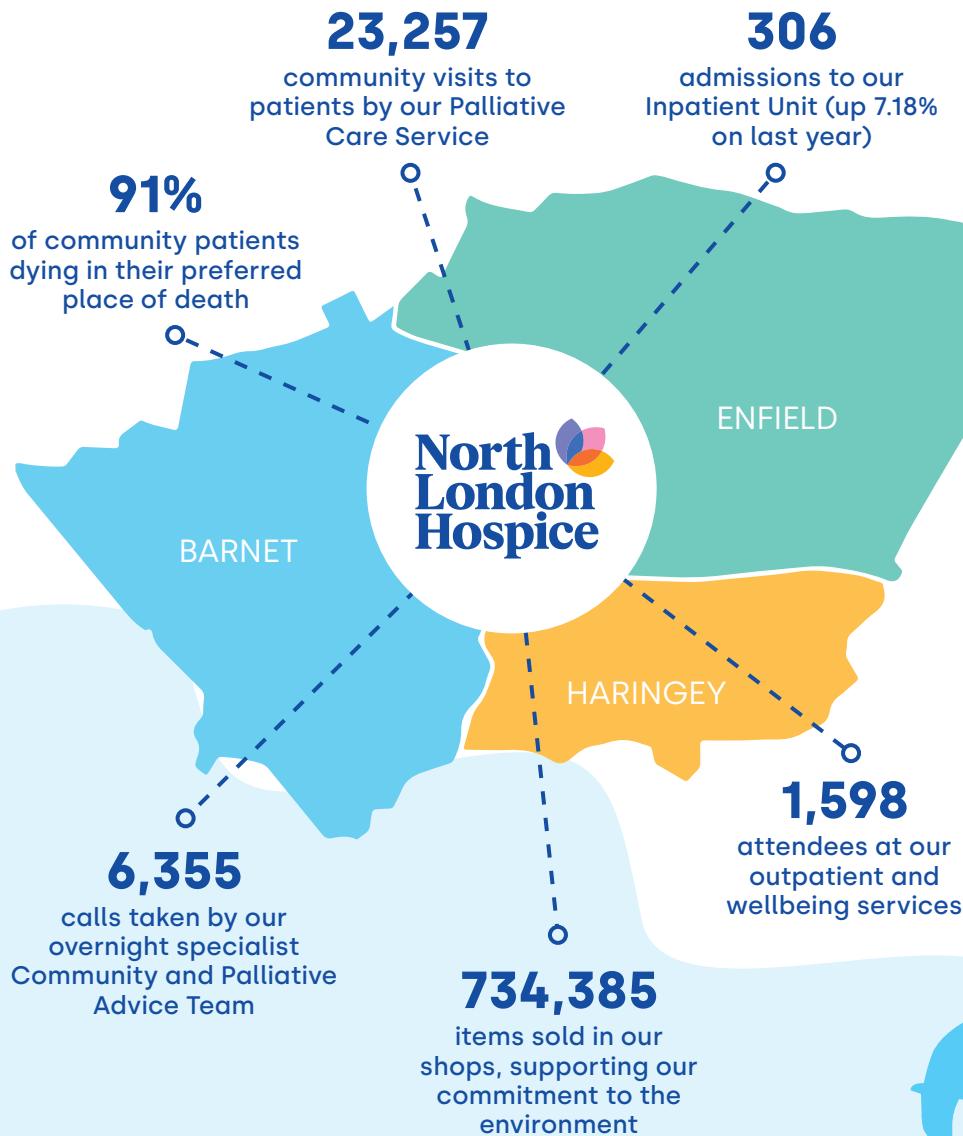
News from North London Hospice





# Our Year In Numbers

Source: NLH Impact Report & Audited Accounts 2023/24



# From The Editor

When this issue started coming together, my biggest concern was how to pack everything into these few pages. I've been here nine months now, and the more I see and learn about the hospice, the more there is that I want to share with you.

My job involves speaking to people from across the hospice community, sniffing out a good story and making sure you get to hear it, so that we can give you a better idea of all that goes on. I am lucky enough to enjoy all my work, but there is something extra special about producing this magazine. Each page tells its own story, but collectively there's another story being told too.

From the opening of our fantastic new Enfield shop to our incredible Big Fun Art Adventure. Our longest serving volunteers and our oldest Big Fun Walker. There's a day in the life of a community nurse and a reflection from a patient who was a former nurse. We remember Peter and Alex, look at inclusion and wellbeing, and there's even a delicious brownie recipe inside too.

I remain humbled by the openness of everyone I speak with, and their willingness to share parts of themselves to help others feel less alone and more knowledgeable.

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The impact of this honesty is huge, and I thank all those who contributed to this edition of Life Magazine for allowing me to facilitate this connection.

A lovely colleague recommended the book *Listen to me recently*, written by Dr Kathryn Mannix. In it, the palliative care consultant talks about "tender conversations". I think it's a beautiful concept, and I hope that Life Magazine feels like a tender conversation between us all.

Thank you for your continued support. If you would like to reach out to offer feedback, ideas or to share your story, I would be delighted to hear from you.

Please email  
[ckemp@northlondonhospice.co.uk](mailto:ckemp@northlondonhospice.co.uk)

**Caron Kemp**  
Content Editor



# Big Fun Art Adventure

After much anticipation and excitement, our parliament of over 50 owls and owlets have swooped into Haringey and are roosting on their plinths to welcome their first visitors, as our Big Fun Art Adventure begins.

From 17 August to 13 October, our sculptures will be hidden in plain sight across a trail in Haringey, in a project developed by the hospice in conjunction with creative trail specialists, Wild in Art.

We chose the owl for our trail as it is often characterised as a calm and gentle source of wisdom – and they work at night, like many of our doctors and nurses. They are wise seekers, tirelessly strong, considered, and accurate. In fact, owls are like the staff at North London Hospice as we learn and grow wiser from each interaction with our patients, their loved ones, and our wider community.

We were blown away to receive over 100 incredible submissions from artists, many of whom are local to our community. Via a rigorous selection process, 60 designs were presented to our sponsors whereby 30 were commissioned. As well as our giant owls, over 20 primary and secondary schools, plus scout groups and community groups have adopted our smaller owlets.



And now, with the help of a paper trail map or interactive app, you can find all the sculptures on the streets, in green spaces and nestling in shop windows, unlocking rewards as you go.

You can also purchase a wide selection of specially curated merchandise en route, as well as online. At the end of October 2024 there will be a chance to see the whole parliament of owls in one place at our farewell event, before each large owl is auctioned to raise money for North London Hospice and the owlets go back to nest with their school or community group.

For more information visit [bigfunartadventure.org](http://bigfunartadventure.org), and in the meantime, see if you can spot some of our hand-painted designs throughout this magazine.





## With great thanks to our sponsors

- Alan Mattey Charitable Trust
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- The Mall Wood Green
- Tottenham Hotspur
- UCS Senior School Parents' Guild
- Veolia



**Together we will  
remember, and we will  
celebrate their light**



**You're invited to our annual  
Light Up A Life celebration**

The event starts at **4.30pm** (ceremony starts at 5pm)  
on Sunday **24 November** at **North London Hospice**,  
47 Woodside Avenue, London N12 8TT.

Mulled wine, doughnuts, mince pies and soft drinks  
will be provided.

I do hope you can join us as we reminisce and  
celebrate the lights of our lives.

Please RSVP by emailing:  
[lightupalife@northlondonhospice.co.uk](mailto:lightupalife@northlondonhospice.co.uk)



# North London Hospice



## Enfield's Newest Shop

A queue of eager shoppers formed outside North London Hospice's newest store on opening day in June.

Excitement had built since the previous Enfield shop on Church Street closed its doors for the final time in March and work swiftly got underway to kit out its successor in the Palace Gardens Shopping Centre.

The first hospice shop opened in Wood Green in 1989 and the charity has had a store in Enfield since 1990. There are 17 of our shops across the boroughs of Barnet, Enfield and Haringey and they represent the public face of the charity. This new shop is our first offering within a shopping centre.

Each year, our shops contribute more than £1million to our running costs, which have now reached more than £16million.

Anna Cooper, Director of Fundraising and Communications said: "Our shops are more than places to come and buy pre-loved goods. Standing at the heart of our community, they are an integral part of our fundraising, and we rely heavily on the goodwill and support of local people.

**"Thank you to everyone who works and volunteers in all our shops, gifts us their goods to sell and buys our wares. Together, we are ensuring that we can continue to be there for people when they need us most."**



# Mr & Mrs



A couple for more than 20 years, Susi and Stephen shared a passion for rock music and motorbikes. By day, Stephen worked as a manual labourer, but in his free time could usually be found hunched over his latest fixer-upper bike project or lending a hand to a quiz team as a "fount of useless information," as described fondly by Susi. Yet despite being deeply in love and committed, getting married always felt unimportant, with the pair in agreement that a piece of paper need not define their partnership.

Then in June 2022, their world came crashing down when Stephen was diagnosed with lung cancer. Following a gruelling treatment regime, respite followed, but in January of this year an infection left him bedbound in hospital, and the cancer in its latter stages. "Suddenly the idea of marriage became more important to me," explained

Stephen. "I wanted Susi to feel totally confident in us and loved." Settled back at home and with the support of North London Hospice for his care, Susi set about to finally become a 'Mrs'.

"Everything changed so quickly," Susi shared. "We desperately

wanted to get him out of hospital and the hospice team enabled that to happen and so made Stephen as comfortable as possible, while I felt supported and less alone. It gave us space to breathe and be together and do things the way Stephen wanted."

A few weeks later, with just a handful of close family bearing witness, they wed, each of them wearing an outfit the other had chosen as a favourite from their wardrobe. "Albeit very emotional, it was a lovely day," recalled Susi. "My dad, who has

Alzheimer's, walked me into the room where Stephen was lying in bed and we said our vows, which made me choke up. I am so pleased we were able to do this and feel he is with me in a different way now."

For Stephen, being able to marry Susi brought him much-needed light. "Susi is just the best thing ever, and now she's my wifey," he said. A smile spread across Susi's face. "I'm so grateful to the incredible hospice team for their

wonderful care, attention and kindness, which ultimately gave us this moment, and I am so grateful to Stephen for his love all these years," Susi concludes.

Sadly, Stephen died a few weeks after his wedding to Susi. This article has been written with Susi's consent.



**"I felt supported and less alone. It gave us space to breathe and be together and do things the way Stephen wanted."**





# Ways To Wellbeing

One aim of hospice care is to improve quality of life and wellbeing; as we say, "the best of life, at the end of life." So, our multi-professional team offer an array of groups, classes and workshops focused on holistic, person-centred care and support for patients and their families.

We were therefore delighted to welcome The Loss Project to North London Hospice Enfield, home of our Outpatient and Wellbeing Services, earlier this year. Their pop-up course, entitled RELEASE, explored and acknowledged grief through boxing, in the company of others who can understand.

Alongside this, our first community-wide Grief Café launched at Enfield Town Library and continues monthly. Open to all, with attendance numbers rising and meaningful connections emerging, feedback so far has included "through attending your grief café I was able to help a friend who had lost his twin brother," and "this is excellent and a much-needed resource."

Also, once a month, we host a fantastic virtual film club run by our volunteer Searle. A lecturer in film and a writer/director, Searle's extensive film knowledge

is incredible. He takes the group on a journey, focusing on a theme, sharing clips through the ages, and enlightening and stimulating participants every time.

Plus, described by participants as "calming, creative, fun and artistically freeing," our two most recent art-making workshops – spearheaded by our volunteer Jenny – saw participants create beautiful collages that evoked special memories.

Our mission is to create a warm, welcoming space where people can feel seen and heard, where they can talk, engage, create, learn, relax and feel supported. We strive to offer something for everyone, and new ideas are always gratefully received.

All our services are provided free of charge. To find out more about all our wellbeing services, email [cn@northlondonhospice.co.uk](mailto:cn@northlondonhospice.co.uk)



# Advanced Vein Viewer Technology Arrives

We were delighted to receive a fantastic addition to our medical kit at North London Hospice, thanks to a generous donation from The Locker Foundation.

The portable vein viewer can now allow our care teams to detect veins via LED red light, increasing the accuracy and efficiency of needle insertion. For many of our patients, it can be difficult to find veins due to advanced disease, and yet the process is necessary for blood taking and drip lines for treatment, food or drink.

Portable, lightweight and handheld, it can be used both in our Inpatient Unit and in the community. Costing £2,100, the purchase of this specialist piece of equipment was only made possible by Barnet-based organisation The Locker Foundation. We extend a heartfelt thank you to them once again.

Medical Director Sam Edward said: "We are very grateful for this new piece of equipment to help us in our vision to provide the best of life at the end of life for everyone. Thank you from us all but mostly on behalf of our patients."

One of our longest standing supporters and having assisted us since 2002, grants from The Locker Foundation have totalled some £70,000.

Malcolm Carter, Trustee, said: "We feel we are privileged to support both a local and a vital charity, especially towards the end of life for one's loved ones."

If you are a Trustee of a charitable Trust or Foundation and would like to speak with one of our Philanthropy Team, please don't hesitate to reach out to Roisin Stallard, Senior Trust Fundraising Manager, on [rstallard@northlondonhospice.co.uk](mailto:rstallard@northlondonhospice.co.uk)



# Phyllis' Nursing Journey

Born in Ireland, the second eldest of eight children, Phyllis came to England as a teenager, before training to become a nurse at London's now defunct Poplar Hospital.

Purpose-built to treat the injured from East India Dock, Phyllis – now 93 – was paid ten shillings a week, given three meals a day and housed in nurses' quarters while she worked at the then very busy Accident and Emergency department.

**“I am in the most beautiful place, with the kindest people helping me and there is peace in the air.”**

After marrying Paddy in 1957, and going on to have five children, Phyllis took on night shifts and gradually cut her hours, but she was always proud of her nursing and of being honoured as a young nurse in 1955 at the hospital's centenary celebrations. In the presence of the Minister of Health Iain Macleod, Phyllis was given the Children's Nurse Award; one of just 18 nurses to be recognised.

“I have always liked to help people and get great satisfaction from doing so,” Phyllis said.



“Though I look at nursing now and it's a completely different profession. We were better looked after but I don't think I'd know where to start these days. We had very little technology and no computers, just a clipboard at the end of each bed to note everything down.”

With Phyllis' family having blossomed over the years to include nine grandchildren and two great-grandchildren, she is never short of visitors to her Barnet home and describes the multi-generational clan as “simply everything.”

So, when the cancerous tumours on her eye and then neck became steadily more problematic, Phyllis – a devout Catholic – was determined to make plans.



"I prayed so hard that I would get to come to North London Hospice to be cared for at the end of my days," she explained.

"Now I'm here on the Inpatient Unit, my mind is at ease that my children need not worry. I am in the most beautiful place, with the kindest people helping me and there is peace in the air."

Comforted by her faith and surrounded by her offspring, Phyllis is so thankful to everyone, but she holds a special kinship of gratitude for the nurses.

"What can I say? They're simply wonderful people," she shared.

"Whatever I need they make me feel like nothing is a problem. They are very special. To do the work they do, it's not for everyone. I hope they know how safe and comfortable they make me feel and that I understand what it takes."

**"What can I say?  
They're simply  
wonderful people."**



**"Whatever I need they  
make me feel like  
nothing is a problem.  
They are very special."**



# Peter's Legacy

It is with both great sadness and profound privilege that we pay tribute to treasured former colleague Peter Kraushar, who died at North London Hospice in June.

Chair of the Board of Trustees from 2001 to 2010, and a longstanding fundraiser, Peter's tenure at the helm saw our charity go from strength to strength, while his wisdom and support leaves an enduring legacy.



Born in Poland, Peter's formative years were shaped by wartime unrest, with significant stretches of time spent separated from his parents or in hiding. Eventually securing passage to England in 1946, and despite notable disruption to his education, Peter was awarded sponsorship to renowned St Paul's School in London, followed by a scholarship to Cambridge University.

A passionate bridge, chess and tennis player, Peter carved out a successful career in marketing alongside his charitable endeavours, which also included being a mentor for The Princes' Trust. His greatest riches though,

were his family, which included his devoted wife of 65 years Ros, their four children, seven grandchildren and recently his first great granddaughter, Ellie.

When a cancer diagnosis forced Peter to make some difficult decisions, he made his feelings clear to his loved ones.

"He was in hospital, and everything was happening so fast, but he was absolutely sure that he wanted to be moved to North London Hospice," explained his son Greg.

"He said it was like coming home, such was his affinity to the place, and that gave us all enormous comfort. The staff were amazing, we could visit whenever we liked, and he was at peace in familiar surroundings. In the hardest of times this made a big difference."

North London Hospice will be adding a gold leaf to our tribute tree in honour of Peter Kraushar. Our sincere condolences to his family and friends.

For more information about how to dedicate a leaf on our beautiful Tribute Tree and create a lasting tribute in memory of your loved one please contact [Kate](#) in the [Fundraising Team](#) on [020 8446 2288](#) or email [fundraising@northlondonhospice.co.uk](mailto:fundraising@northlondonhospice.co.uk)

# Remembering Alex



Nestled amongst the greenery in our hospice gardens stands proud a new bench, designed and gifted by renowned sculptor Richard Thornton. Hand-crafted and entirely unique, using only recycled materials, it stands as a memorial to 36-year-old school business manager Alex, who died while staying at our Inpatient Unit last summer.

A lifelong Chelsea fan, Alex and dad Alan followed the Blues together home and away and enjoyed their shared passion for football as well as both working in education. With an encyclopaedic knowledge of films and an insatiable thirst for learning, Alan described Alex fondly as "occasionally vulnerable but always positive and very thoughtful."



Even when diagnosed with stage four melanoma and in the short months of declining health that followed, Alex – who lost his mum to cancer when he was 12 - remained calm.

"We moved Alex from hospital to North London Hospice for a peaceful and specialised environment in his final days," Alan explained.

**“We were all looked after and made to feel part of something where the purpose shifted, and we felt like Alex was able to have the quiet he craved.”**

Having attended art college with Richard some 50 years earlier, which kickstarted a wonderful friendship, Alan was deeply touched when he expressed a desire to offer the bench as a legacy to Alex.

"When Alex died, we lost the potential of his life. He was deeply caring, a brilliant big brother to Lizzie, Molly and Lily and would've been a great dad," Alan shared.



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"This memorial from my oldest friend, made with expert craftsmanship and given out of love, feels so significant and meaningful. It's nice to know someone might sit down on it and ask who Alex was."



# On The Road, In The Community

When most people think of a hospice, they imagine something like our dedicated Inpatient Unit. While our Finchley site is a key part of what we do, providing 24-hour specialist palliative care to address complex needs and/or care in the last days of life, most of our patients are actually looked after in their own homes.

Last year alone there were 23,257 visits made by our community palliative care services to our patients, with referrals up 12.1% on the previous year.

Starting each day with a team meeting, our specialist team then make their way across Barnet, Enfield and Haringey to assist with symptom control, anxieties and concerns, advanced care planning, accessing additional support and end-of-life care.





Ginny Lewis has been working for North London Hospice for 32 years and is a clinical nurse specialist in the Barnet Community Team. Despite her long-standing service, she still maintains that no two days look the same.

"I never fully know what I am dealing with until I am in someone's home," she explained.

"We are coming into their space, and we must respect those boundaries and that dynamic. We are the face of the hospice, working to build rapport, to support the patient and their family, friends and carers to negotiate their surroundings and their wishes.

"It's important that we're sensitive to cultural diversity, family dynamics and any tensions around engaging with hospice services."

It was a mild Monday morning when Ginny visited a lady living with dementia and being cared for by her two adult children. A relatively brief encounter, concern centred on getting a hospital bed in place to assist nursing care, her ability to swallow food and the availability of pain relief.

"Mum is much calmer and less scared at home where it feels familiar and safe, and it's our privilege to look after her after all she's done for us," one of her daughter's shared.

"We thank God for the hospice. We want to do this, and in Islam this is our honour, but we couldn't make it happen without their ongoing help."

At Ginny's next home visit, a language barrier and ongoing safeguarding concerns needed addressing in addition to a complex medical presentation. After an intensive hour and with lots of paperwork to complete – including joining up the many involved services – Ginny remained focused.

"I absolutely love my job," she said.

"We're under enormous pressure and our remit has broadened so much over my career, but if I

can offer comfort and peace, help people feel less alone and support difficult conversations, all while allowing people to live – and die – on their terms, where possible, I couldn't ask for a better job."



# Taking It All In His Stride

When retired taxi driver Leslie crossed the Big Fun Walk finish line in June, flanked by his daughter Lynn, grandson Matthew and grandson's partner Louise, he had every reason to be proud. At 91 – and our oldest participant this year – Leslie ignored the naysayers who thought he might take the bus and instead walked the 8.5-mile route in an impressive five hours.

The three generations had joined forces to remember Mary, Leslie's wife of 68 years, who died last August from leukaemia, under the care of North London Hospice.

Together they have three children, eight grandchildren and eight great-grandchildren, with another on the way.

"She was my happiness. We had a beautiful marriage and at 91 too, she'd had a good life," Leslie reminisced.

"She wanted to die at home with her family around her and albeit

hard, it was a comfort to make that happen. The hospice team were excellent and so supportive. I know it's a tough job and I don't have enough words to thank them."

However, Leslie - a lifelong charity man who still enjoys bowls - didn't need much convincing to sign up to our biggest fundraising event of the year, attracting more than 1,250 participants.

**"I know it's a tough job and I don't have enough words to thank them."**

"In part I did it to prove I could," he admitted.

"I don't feel my age and think you're never too old to try. If I believe in a cause I want to help. I appreciated my family's support so much and I thought of Mary and how pleased she'd have been."

Having raised over £2,400, Leslie is happy to hang up his walking boots.

"It was amazing, but tough. I was very surprised that people thought so well of me doing it to sponsor me so much, and I hope it shows our gratitude for all the hospice did," he concluded.



# A Lovely Dough-Nation

Staff at North London Hospice have been treated to an array of beautiful and delicious handmade treats as a gesture of gratitude from a patient's daughter.

Regular deliveries of cakes and biscuits from former professional baker Roohi have been gratefully received by the Barnet Community Team, who cared for her mum Azra until she died earlier this year.

"My beautiful mother passed away in April and nothing was too much for Dr Sarah Batty," explained Roohi.

"She provided immense support for which I will be eternally grateful. The way that she sorted out medication issues and freed me up to focus on mum was so helpful. She patiently answered all my questions."

Having been her mum's carer for the past three years, Roohi had to put aside her culinary career to focus on her mum's needs.

"Even when I had to stop working, I baked as a form of therapy and

**“...anyone working in the care sector deserves huge respect and a slice of cake.”**

mum loved to watch the process from her hospital bed in the living room," she shared.

"In that time, I learnt to appreciate the hard work that hospice staff do and as far as I am concerned, anyone working in the care sector deserves huge respect and a slice of cake."

Roohi's exquisite cakes started making their way to the hospice from the beginning of our involvement with Azra's care.

"Such a demonstration of gratitude was never expected but was always very appreciated by the recipients," Dr Sarah said.

"It also shows Roohi's kind ability to think of others despite going through a difficult time in her own life. I am now encouraging her to consider a position on Bake Off!"

Thank you so much Roohi for thinking of us.



# Celebrating Our Longest-Serving Volunteers

While North London Hospice began operating a community service in 1984, it was in 1992 that the current hospice building on Woodside Avenue was opened. With the expansion of our services, the need for volunteer support grew and it wasn't long before both Stuart and Maddy joined the team.

Recently retired, Stuart described his earlier role as a "jack of all trades". Primarily a driver, taking patients to appointments or bringing them to and from the hospice, he also worked on reception, supported in fundraising and helped in the café.

"At the time, my wife Gillian also volunteered, with her looking after the Book of Remembrance, and raising £30,000 from recycling cards. It was nice to volunteer together," Stuart remembered.

"Driving people built my confidence to talk and I always tried to put people at ease. It taught me patience and understanding, and I thoroughly enjoyed the experience."

**"Having known both sides of what goes on here, I can safely say it's a truly wonderful place."**

With both his mother and mother-in-law having been at the hospice, followed by Gillian in 2017, Stuart's

commitment to contribute only blossomed.

"Having known both sides of what goes on here, I can safely say it's a truly wonderful place," he affirmed.

"If you're going to finish your days, there is no finer place to be, and I take great comfort in that. Giving back also gives me comfort and offers me a way to say thank you."

Now volunteering in our Whetstone shop, Stuart appreciates the camaraderie in the team, brought together by a common cause.



"It keeps me busy and I've made good friends," he explained.

"We are often the first contact people have with the hospice and so being friendly and helpful is incredibly important. In doing this for so long, I have become part of a community and so as long as I can stay, I will."

In early 1993, Maddy was inspired to volunteer with us after a presentation from the hospice to her local synagogue fundraising committee, who were looking for new projects to support.

"I established and ran the kindergarten attached to the synagogue, which was open in the mornings, but in the afternoons, once my children were at school, I didn't really have much to do," Maddy shared.

"We were always looking for new ways to support the local community and the hospice appealed to me."

Maddy has worked on reception for most of her time at the hospice, as well as stints at the Whetstone shop and in fundraising. She explained what's kept her coming back for more than 30 years.

"I'm now older and retired, but I've got no reason to stop, when I'm still able to help. Of course, I enjoy it and I meet lovely people who are always so grateful for being here."



"I've also lost my husband since I started volunteering here, and it was something to do to keep me going and to meet new people."

Maddy has seen the hospice go through several changes, yet she enthuses that the basic heart of the hospice hasn't changed since its inception.

"People have asked me whether it's sad to volunteer here and I always say no, it's really not," she concluded.

"Being able to be looked after in such a special place supports patients and their families and I have an overriding feeling of being part of something worthwhile."

# Diary Dates...

## 17 August - 13 October – Big Fun Art Adventure Trail

Our parliament of over 50 owls and owlets swoop into Haringey and will be roosting on their plinths for eight weeks. Visit [bigfunartadventure.org](http://bigfunartadventure.org) for more information.

## 10 September - North London Knits Fundraiser

North London Knits have spent six months creating a unique range for the hospice. Join us for a one-off opportunity to buy the limited-edition products, and learn about the project with drinks and canapés. 7.30pm to 9pm at our Finchley site. RSVP to [bigfuncraft@northlondonhospice.co.uk](mailto:bigfuncraft@northlondonhospice.co.uk) by 27 August.

## 15 September – London To Brighton Cycle

Saddle up alongside 6,000 riders and follow this beautiful route from the city to the coast, all whilst raising vital funds for North London Hospice. Registration £55, minimum sponsorship £150. For more information contact [fundraising@northlondonhospice.co.uk](mailto:fundraising@northlondonhospice.co.uk)

## 29 September – 40th Anniversary Skydive

Join our CEO Declan and jump on the opportunity to take on a 10,000ft tandem skydive and create an incredible memory whilst raising essential funds to support North London Hospice. Registration £70, minimum sponsorship £395. For more information contact [fundraising@northlondonhospice.co.uk](mailto:fundraising@northlondonhospice.co.uk)

## 4 November - Big Fun Art Adventure Grand Auction

Join us for a wonderful evening where you can bid on your favourite sculpture from the Big Fun Art Adventure. By giving one of our owls a forever home, you'll not only have a unique piece of artwork to treasure, you'll also be raising much-needed funds for North London Hospice.

## 24 November – Light Up A Life

Our annual Light Up A Life event in 2024 will start from 4.30pm (ceremony begins at 5pm). Refreshments, including mince pies, doughnuts and mulled wine will be available. For more information contact [fundraising@northlondonhospice.co.uk](mailto:fundraising@northlondonhospice.co.uk)



Feel inspired?

Sign up for any of our fundraisers and see a full list of challenges on our website – [www.northlondonhospice.org/support-us](http://www.northlondonhospice.org/support-us) or scan the QR code

# Why ED&I?

Our vision is to provide the best of life, at the end of life, for everyone. As a multi-faith hospice in a richly diverse area of London, our work in the field of Equality, Diversity and Inclusion (ED&I) is so important in meeting the needs of our whole community.

Evidence from Hospice UK shows that some groups in our population face specific barriers when it comes to accessing end-of-life care, including people with learning disabilities, homeless people, LGBTQ+ as well as those from ethnic minorities.

As a charity for everyone, the responsibility lies with us to learn what these barriers are and how we can meet people where they are and better support them. Actively listening to the lived experiences of people in our care is a key part of this.

One of our patients recently explained that it means a lot to him when healthcare settings pay attention to diversity and difference. As a gay man, this patient said that he felt safe with us, at a time when he was otherwise feeling scared and vulnerable.

Part of our work also includes improving visibility of our support for our diverse communities, such as marking religious festivals and heritage days with cultural foods, becoming a Disability Confident employer and attending events like Pride in London, as we did this year.

It is thanks to the direct feedback from patients that we can appreciate the positive difference it makes to be visibly demonstrating that we are living our values. We put our patients at the heart of everything we do and are proud of our ongoing work in this area to make our hospice inclusive and accessible for all. The best of life, at the end of life, for everyone. And this does mean everyone.





# Meet The Team: Paul Levy

When Paul Levy first trained as a chef some 40 years ago, he could never have imagined where his career would take him. A rookie cook on London's restaurant scene, he forged a name for himself and a culinary talent which brought him to the kitchens of one of the capital's top hangouts. A regular haunt of the rich and famous, Paul even catered for the birthday party for Ronnie Wood, of The Rolling Stones fame.

Nevertheless, a few key life experiences under his belt – including becoming a parent – and his outlook and priorities changed, leading him to the door of healthcare catering specialists Signature Dining. A year ago, that in turn led him to North London Hospice as our in-house Catering Manager.

"As you get older your perspective shifts, Paul explained.

"The long, thankless hours of a restaurant kitchen were taking me away from my children and I guess I was keen for a more meaningful job."

Paul and his team ensure our patients get three meals a day, they cater for our staff, and they manage the hospitality at many of our public-facing events.

"We have a varied menu with plenty of choice, but I like speaking to patients and fulfilling any preferences they may have," Paul shared.

"Food is so important for wellbeing and it's also nostalgic and comforting, all of which matters greatly during their stay."

As well as looking after all dietary and religious requirements, including allergies, textures and portion sizes, to Paul, presentation always matters.

"I take great pride in what I do and want it to be the best it can for everyone," he admitted.

"If something doesn't look appetising, a patient is less inclined to eat it. So, I make a point of taking a photo of the first dish I prepare and the last, to make sure there's uniformity in quality."

This attention to detail contributed to the judges' decision to award Paul Manager Of The Year at Signature Dining's last annual awards.

## **"It is an absolute pleasure to be here"**

"I get enormous satisfaction from what I do; it's very fulfilling. One patient recently asked me to prepare a range of my dishes for her to take home. I couldn't, but that's a great compliment anyway."

Paul kindly shared one of his most popular recipes for Chocolate and Beetroot Brownies, which he says is simple, tasty and packed with hidden veg.



**“Food is so important for wellbeing and it's also nostalgic and comforting, all of which matters greatly during their stay.”**



## Chocolate and Beetroot Brownies

Very nice served with fruit compote and a scoop of ice cream

### Ingredients

- 500g raw beetroot
- 100g unsalted butter
- 200g plain chocolate
- 1 tsp vanilla extract
- 250g caster sugar
- 3 eggs
- 100g plain flour
- 25g cocoa powder

### Method

- Wear a pair of gloves to stop hands staining
- Grate or chop beetroot. If fresh, peel and cook till tender
- Heat oven to 180c, gas mark 4
- Line a tray 20cm x 30cm
- Put sugar and eggs into bowl and beat until thick and pale
- Spoon in the beetroot (it's not going to look so pretty at this point!)
- Whisk the eggs
- Fold in the whisked eggs
- Sift flour and cocoa powder, then gently fold in to make a smooth batter
- Pour into the tin and bake for 25 mins until the mixture is still a bit soggy
- Leave to cool and then cut up into squares



# The Way We Talk About Dying Matters

While honest conversations are essential in good end-of-life care, taboos, lack of confidence and confusion can get in the way of people feeling informed, supported, and empowered at one of the most vulnerable times of their lives.

So, the theme of this year's Dying Matters Awareness Week - 'the way we talk about dying matters' - offered an important focus. At our hospice, part of providing the best of life, at the end of life, for everyone, is also about breaking the stigma and the silence.

As well as hosting a variety of activities for the event in May, including four community workshops with Chickenshed Theatre and Haringey Council Supported Living residents, plus pop-up conversation starter stalls in Edmonton Green, Wood Green and Colindale Libraries,



we contributed to the Hospice UK campaign film.

This year's official Dying Matter's Awareness Week expert was Dr Lucy Pain, who also works here at the North London Hospice as a Palliative Medicine Consultant. Hospice UK asked her to lend her expertise to developing the campaign, contributing to their nationally distributed resource pack, and the special animation video, which also included our patient Patricia and Compassionate Neighbour Mumtaz. Scan this QR code to take a look.

With two years having passed since Mumtaz's husband died at North London Hospice, creating this film offered her a space to reflect and to talk, which she said felt helpful.

"Doing the film made me aware that professionals also have worries talking about death and dying," she explained.

**"We all need to be more comfortable and confident talking about this, because even for me, now, it felt good."**



Thank you so much for your wonderful care and support during this difficult time. Your kindness and compassion made a real difference. We just can't express how grateful we are for every single person we came across at the hospice. We will forever keep you in our hearts and be forever grateful.

I would very much like to thank you for arranging for a Compassionate Neighbour to visit my late father. They developed a true friendship, and my father very much looked forward to his visits. He was the last friend to see my father before he passed away. In addition, he proved to be a great support not only to my father, but also to me and my husband, for which we will always be grateful.

My family are deeply grateful and appreciative of all that you and your team at the hospice have done for us these past few months. Our dad was fiercely stubborn and independent man who fought till the very end, but we know he very much respected and appreciated your support and guidance. We have so much gratitude for the important work the hospice does to give comfort to families, especially in helping to navigate the often-frustrating medical system.

# Letters

Our dear mother was at North London Hospice for the two-week period ending with her death. We cannot find enough words of praise for the loving care, attention, empathy and support bestowed on our mother and on her family around her bedside by the hospice staff during those two weeks. By hospice staff we mean not just the doctors and nurses at the forefront of care, but every staff member we encountered in the facility, specifically including the cleaners, food service people, social workers, and the many caring volunteers. (Also not to be overlooked as we remember the calm and peaceful natural surroundings, the gardeners and landscapers who tend the grounds.) The family owes it to all the individuals we encountered at North London Hospice that our memories of our mother's final days are positive and affirming as well as solemn and sad. Thank you for the superb care your institution offered, and the dignified and sympathetic way in which you treated our mother and our family.

## North London Hospice

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North London Hospice would like to keep in touch about our work and future events, appeals, newsletters and other ways of getting involved, by post or by the channels below with your consent. You can let us know if you would prefer not to receive these communications by contacting us at [Fundraising@northlondonhospice.co.uk](mailto:Fundraising@northlondonhospice.co.uk). Visit [www.northlondonhospice.org/privacy-policy](http://www.northlondonhospice.org/privacy-policy) to find out more about how we use your information.

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