

# LIFE & LIVING

Autumn / Winter 2025

ellenor.<sup>®</sup>  
hospice care in your home or ours



## THE MAGIC OF THERAPY DOGS

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enjoy at home or share

What's inside?

HOW ELLENOR BEGAN  
WE'RE GOING ON A BEAR HUNT...  
COMMUNITY FUNDRAISING CHAMPIONS  
GIFTS IN WILLS  
SHOP WITH ELLENOR

# WELCOME



## Welcome to this edition of Life & Living magazine.

At ellenor, everything we do is about living life – and thanks to you, we can

continue helping patients and their families do just that. Our annual running costs are £9.6m, and we rely on the generosity of people just like you to help fund this. Whether you are an individual, a business, a school, club, or group – thank you for choosing ellenor for your fundraising and for joining our events, especially when there are so many charities in need of vital support.

Read on to find out the many ways we are supported – our local community never runs out of ideas... or enthusiasm, which we love to see!

ellenor is always busy! Our clinical team is caring for people on the ward, out in the community, in care homes and alongside local healthcare providers.

Our wellbeing team adds essential support beyond clinical and medical care, while our fundraising, marketing, admin, retail, catering, housekeeping, transport, IT teams and so many more work hard behind the scenes. And our wonderful volunteers – we couldn't do it without you.

**Because of your support, we continue to make a difference within our local community. We cherish every penny donated, spending it wisely to fund care today, tomorrow and always.**

Please continue to stay involved, whether popping into your local shop, visiting our café for afternoon tea, attending any of our wonderful events, volunteering or fundraising – it all makes a remarkable difference.

We can't wait to see you again soon or welcome you for the first time.

With heartfelt thanks,

**Sue Piper,  
Director of Income Generation**

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The next edition of Life & Living will be out in Spring 2026. If you'd like to advertise with us, contact us: [pr@ellenor.org.uk](mailto:pr@ellenor.org.uk)

Printed by Artisan Print Services, Gravesend. Paper is sustainably sourced and is FSC and PFSC accredited. This magazine was printed using vegetable-based inks.

# THE STORY OF HOW ELLENOR BEGAN

In 1985, what began with one nurse, a part-time doctor, and a secretary caring for just five families is now ellenor – a hospice charity supporting thousands of adults, children, and their loved ones every year.

Our name is a tribute to founder Graham Perolls' parents, Ellen and Norman, whose lives and deaths inspired the journey.



## The inspiration

Graham's father Norman was just 58 when he died of cancer. But the support of St Christopher's Hospice in Sydenham helped manage his pain in his final year and allowed him to spend his last Christmas where he wanted to be – at home with his family.

He died peacefully at the hospice soon after telling Graham, "I want you to find a purpose in this."

When his mother Ellen died just four years later from a brain haemorrhage, Graham was struck by the cold, impersonal care she received. The difference between their two deaths fuelled him into looking into improving care for patients and families. He wanted to set up hospice care in his own community, Dartford.



Visit our website to watch our interview with Graham

**£21,967**

The Ellenor Foundation's expenditure in 1985, its first year

**£9.6m**

ellenor's cost of providing care in 2025



Focused on providing compassionate care at home and family support, Graham and his siblings apportioned some of their inheritance, which added to funding and grants gained towards setting up The Ellenor Foundation.

## The Angels of ellenor

ellenor's first advert to recruit volunteers ran in the Dartford Times and read:

"...they must be willing to run errands, clean up messes, do laundry, take care of children, fit double-glazing, clear out lofts, sit quietly, hug often, be able to laugh, cry, hold a hand, soothe a brow, know when to speak and when to stay silent. Above all, they must know how to care. P.S. Only angels need apply!!"

Thirty-two volunteers were recruited from the angels advert!



## ELLENOR GROWS

1985

By 1985, the first nurse, Sarah Zachariah, had joined. Soon more followed, along with a doctor, as demand grew. Within a few years, the charity was caring for hundreds of families, offering 24-hour support and bereavement care.

1992

At the same time, local Lions clubs were raising money for a hospice building, which opened in 1992.

An anonymous donation of £200,000 in 1983 kickstarted the Lions' fundraising campaign, which aimed to raise £1.5m.

1994

### Caring for children

Just two years later, in 1994, ellenor launched the UK's first hospice-at-home respite service for children. It began with one nurse supporting 15 families. Within just a few years, the service included specialist nurses, play therapy, counselling, and daily support for dozens of children and their families.



Graham Perrols, Sarah Zachariah, Mary Sproson, Dame Cicely Saunders

2007

### Coming together

In 2007, The Ellenor Foundation and Lions Hospice merged to become Ellenor Lions Hospices. A new wing followed, and the services grew.

2015

30 years later, in 2015, we were renamed simply ellenor. The unusual dropping of the uppercase 'E' honours the personalities of Ellen and Norman equally – Ellen, caring and generous; Norman, principled and welcoming.

Graham, who continues to be involved with hospice care both in the UK and overseas, said: “ellenor always was and still is, a very welcoming place... I was told early on that from a small acorn, a mighty oak will grow – and that's what ellenor was and now is.”



The Duchess of Norfolk at the opening event of The Ellenor Foundation's Conifers

The name **ellenor** is a blend of our founder Graham Perolls' parents' names, **Ellen** and **Norman**

By keeping the e in 'ellenor' lowercase, we can honour both names equally.



## ELLENOR: A TIMELINE

**1985:** The Ellenor Foundation launches. Initial volunteer recruitment – 32 people

**1986:** First of three recipe books launched by Graham's sister Jan – raising more than £25,000 to date

**By the late 1980s,** ellenor is supporting 200 families, offering 24-hour on-call, hospital support, and bereavement care

**1990:** The Duchess of Norfolk opens both the Ellenor Foundation coffee shop in Dartford and Conifers, a dedicated house for the Home Care Team

**1992:** The 10-bed Lions Hospice opens. Expanded to 12 beds within 5 years

**1994:** ellenor launches the UK's first hospice-at-home respite service for children

**2007:** The Ellenor Foundation merges with the Lions Hospice to form Ellenor Lions Hospices

**2015:** Rebranded as ellenor, honouring both Ellen and Norman equally

**2024:** The new Wellbeing Centre opens

**Today, around 90% of ellenor's care is delivered in the community**



One of the early clinical team meetings

# 40 YEARS OF ELLENOR



## A GARDEN PARTY TO CELEBRATE 40 YEARS

ellenor staff and volunteers had the chance to leave the day job behind to celebrate at our 40th birthday party.

Held in the garden at ellenor, the sun shone for us to enjoy wonderful food and a delicious BBQ, a little drop of fizz, live music, and of course, reminiscing and making new memories.

There was laughter, hugs and smiles – a day bursting with happiness!



## GALA DINNER FOR OUR BUSINESS SUPPORTERS

We held a 40th anniversary gala ball for our business sponsors at Little Hermitage. Their support in our community helps us to both raise funds but also share our name, so we invited them to celebrate with us.

Guests heard from a relative whose wife had been cared for by ellenor – she died last September, and he's doing lots with us in her memory.

Our business community's generosity was again shown on the night – they helped us to raise £13,000 from a raffle and auction, plus we had a surprise donation on the night too...

Long-term local supporter Sir Vivian Ramsey announced a donation of £7,000 to round the total to

£20,000!



## TRACEY REMEMBERS THREE DECADES

**As ellenor marks four decades, Tracey Hill, our Head of Governance, Compliance & Projects reflects on her 30 years with us. It's been a journey of change and growth, at a charity with an ethos that has always put people first.**

When Tracey Hill first walked through the doors of ellenor back in 1996, she wasn't quite expecting the journey that lay ahead.

She'd applied for a fundraising officer role, but instead, found herself testing DOS systems to make sure the Millennium bug wouldn't cause chaos!

That unusual beginning marked the start of 30 years with ellenor, during which, Tracey has seen enormous change.

From her early days at the Dartford office to her more recent work in governance and IT, she has been at the heart of ellenor's growth.

"Digital transformation has been huge," she says. "We've gone from paper-based systems and duplication to streamlined, efficient systems that save time for staff and, most importantly, improve care for patients and families."

### A problem solver

Tracey's calm, methodical nature has made her a natural problem solver. Whether introducing new databases, supporting staff through the shift to remote working during COVID, or advising on legislation, she has always brought a steady hand. She says: "I like to slow things down, look at things with fresh eyes, and work out solutions. There's always a way forward, you just need to have a think before you decide which way to go."



Tracey at ellenor in 2025!



### Change

She remembers the merger that shaped ellenor into the organisation it is today as a big shift, but one that never altered the hospice's heart. **"The ethos has always been the same: people caring for people."**

Now, as she marks 30 years, Tracey works with ellenor two days a week, in addition to another part-time role outside. But she isn't ready to say goodbye just yet.

**"It's been such a big part of my life and I still love being here."**



Tracey in her early days with ellenor

# IN CONVERSATION WITH WARD SISTER NELE BOHN



Nele with therapy dog Suzi  
who visits patients every week

IN APRIL, ELLENOR WELCOMED A  
NEW LEAD FOR OUR IN-PATIENT  
WARD. MEET NELE BOHN, OUR  
WARD SISTER.

We asked her a few questions about life on the ward for patients, their families and staff.

## As our Ward Sister, what's your focus?

For patients, it's improving the personal side of our care and looking after patients' needs beyond their clinical ones. For staff, it's giving them more autonomy which will help us to keep patients here at ellenor rather than transferring them elsewhere.

Many people's knowledge of a hospice is end-of-life care, but ellenor's in-patient ward has a wider scope. Tell us more...

We support symptom management, respite, and recovery. Some patients need help before going home, others need space while issues are resolved.

Our holistic side is where we excel – working collaboratively with our wellbeing colleagues to move away from focusing on the condition and diagnosis, to continuing to live life, achieve goals and make memories instead.



## You've been with ellenor since 2017 – what stands out to you here?

Our teams bring compassion, creativity and heart. We don't just treat symptoms – we make space for family time, conversations, or even a film night in our own cinema.

Patients who are coming towards the end of their life, or have a life-limiting diagnosis sometimes feel like they have more to do, or that something is unfinished. If we can help them to tick these things off, then we will.

## How do you support patients' goals?

When we meet a patient, we always ask what matters to them and what they want to achieve. It could be enjoying a family meal, a beach trip, or simply sitting at a table to eat instead of in bed. Our wellbeing team is amazing and gives us wonderful support. If something's possible, we'll make it happen – and our nurses go along too, to take care of any medical needs so that the family can focus on fun.

Sometimes, it's those daily things; having their nails done, being outside, reading a paper, having a shave, a hair wash, or other things. It might be small but if it matters to patients, it matters to us. It's not considered an 'extra' – it's part of their care.

## What about care at home?

Our Hospice @ Home team provides night sitting, where we stay with a family, supporting them in whatever they need. When our night sitters aren't with them, our families can call us at any time – even at 3am. Sometimes it's clinical advice, sometimes it's simply a calming chat.

Our Care Home Support Team visits local care homes, bringing ellenor services to their staff and residents.

## How do you support a family after their loved one has died?

When a patient has died, we invite their family to a bereavement tea. Over a cuppa or coffee, we help guide them through what happens next, or to answer any questions about registering the death, wills, or other 'paperwork', the funeral, or simply to talk. We're there for as much, or as little as they need.



After six weeks, we write to see if we can help more, maybe bereavement support or counselling, but if they need us before that, we are always here at the end of a phone.

## How would you describe life on the ward?

It's true that sad things happen here, but it's also full of warmth, laughter and life. At ellenor, life is for living and memories continue to be made.

## HOW TO MAKE A REFERRAL



**Call us:** 01474 320007

**Visit our website to make a referral or email us.**

## VOLUNTEERS ARE WELCOME ON THE WARD!

Nele would love to hear from people who would like to volunteer on the ward for a couple of hours a week or day.

The ward would like help to take care of the breakfast, lunch and dinner service – bringing the prepared meals, making drinks and chatting to patients.

# THERAPY DOGS

## MEET SUZI: LIGHTING UP LIVES ON THE WARD

**Wednesday afternoons are looked forward to on our ward – because Suzi the therapy dog visits!**

She's brought in by her owner and trainer Steve Sims, and her job is to bring a smile to people's faces and distract them from the day.

Not only does she drop in to see patients, but she also spends some time with staff too.

Suzi and Steve are from Pets As Therapy, a national charity that sends volunteers in to schools, hospitals, hospices and prisons, for people to feel the wonderful benefit that animals bring.

**Steve says: "Once we've seen patients and the wellbeing group, we see as many of the staff as we can. Anybody who we bump into can come over and see Suzi for a cuddle and a treat – she's here for everyone."**



Health Care Assistant Shirley Rollings with Suzi and Steve

### DID YOU KNOW?

Suzi was originally taken on by Steve and his wife Pat as a potential Guide Dog, but unfortunately a 9-month illness and recovery delayed her progress.



"The dogs just make everyone smile. If staff are having a tough day, the minute those tails come wagging through the door, it changes and we've all got a smile on our faces and they do exactly the same for the patients."

"It's magical to watch. For us to have these dogs, it's amazing."

**Health Care Assistant, Shirley Rollings**

"Friends and family of patients enjoy her – it's a lovely distraction for them. They can sit with Suzi, give her a cuddle and even some treats."

"Her calming energy transfers to you – I don't know how it works, but it does. I've not had anyone yet that doesn't enjoy 'the Suzi experience'."

"She's such a pretty dog and she has a little smile on her face when she arrives – she's always really pleased to see people."

**Steve Sims – Suzi's owner, driver & landlord!**

She left the training programme and became their pet. He came across Pets As Therapy whilst looking for things to do in retirement and put her forward – now she's visiting patients and school.

## TOFFEE & DIXIE: OUR WEEKEND WAGGY TAILS

We also have PAT dogs Toffee and Dixie visiting every Sunday, who give everyone a waggy tail – and love a treat!

Their owner Karen Hannah experienced ellenor's care when her mum was with us in 2004 and now she comes in with the dogs (and husband Phil) to "give something back as our family was so well cared for when mum was at the hospice."

She says: "We absolutely love our visits. It really is a privilege and the dogs just seem to know what everyone needs."



### OVER 40 YEARS' EXPERIENCE IN CARING FOR BUILDINGS

***Contact us to arrange a survey...***

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*Aiming for the right solution*

# ELLENOR LOTTERY PLAYER WINS £10K TOP PRIZE



Earlier this year, we called one of our weekly lottery players, Geoff, to tell him he had won our rollover lottery prize – an amazing £10,000!

Geoff had previously won smaller prizes in his seven years of playing but when he found out about this huge prize, he almost didn't believe us when we called with the good news!

He plans to use the money to move closer to family in Berkshire after his wife sadly died from Parkinson's in November 2024. Her diagnosis in 2018 made him think more about elderly care, prompting him to support ellenor through our lottery.

**Lottery Manager Anja Hessler**, said: "What a lovely call to make – we're so pleased for Geoff!"



## Meet Anja – Our new lottery manager

Anja Hessler became our Lottery Manager earlier this year. She joined us in December 2024 working in the

corporates team, but is now heading up and pushing forward, our weekly lottery. Her mission is simple: to show people just how much of a difference every ticket makes for our patients and families. She said: "There are so many ways to play – you can join with a monthly subscription or pick up a single ticket in one of our shops for yourself or someone else. They make lovely gifts – birthdays, Christmas, or just as a little thank you or surprise."

**"The real win, is that through the lottery, and with every ticket, our players help turn fun into vital hospice care" – Anja**



L-R: Sue Piper, ellenor's Director of Income Generation, winner Geoff, Anja Hessler, Lottery Manager

"His monthly support via direct debit is so vital for ellenor – thank you to everyone who plays."

Sign up for just £2 and you could win one of our weekly prizes.



## Lottery tickets now on sale in an ellenor shop near you!

ellenor supporters can now buy one-off lottery tickets in any of our shops – a first for us!

Previously, joining the lottery required a monthly direct debit, but now anyone can buy a single £2 ticket.

Lottery Manager, Anja said: "We know not everyone wants to commit monthly. Now, anyone can play when they want and still be in with a chance to win between £10 and £1,000 weekly – or even £10,000 in our rollover, like our winner Geoff did earlier this year!"

**Tickets are available exclusively in ellenor shops.**

**Find your local shop**



**Find out more about our lottery**



# WE CAN'T BEAR FOR YOU TO MISS THIS!



Sign up to the Dartford Bear Hunt newsletter for more information

**Summer 2026: Thirty 'Big Bears' and thirty 'Bear Cubs' will roar into town, inspired by the classic children's story 'We're Going on a Bear Hunt'.**

Created by local and national artists, the trail is brought to you by ellenor, in collaboration with Dartford Borough Council and Wild in Art.

**Would you like to be involved?  
We're looking for:**

- **Artists** – create a bold, colourful design to be turned into a Giant Bear sculpture – submit your entry before 21st November, 2025
- **Businesses** – sponsor a sculpture, feature in trail maps, be considered for media coverage, be included on the Bear Hunt app, promoting your brand to thousands
- **Schools & Community Groups** – adopt and decorate a Bear Cub for the trail – yours to keep after the trail as a lasting legacy
- **Volunteers** – bring the trail to life by helping visitors, supporting events, and sharing the Bears' stories



ellenor's Bear Hunt project leads: Georgie Packer (left) Gayle Ikwuakolam (right)



**Jeremy Kite**, Leader of Dartford Borough Council (pictured above): "We're Going on a Bear Hunt is a childhood classic, and I am honoured that the magic of this story is coming to Dartford through our very own bear art trail.

We have such talented local artists, and I'm looking forward to seeing the different and creative ways the bears will be transformed. They'll be dotted around the borough, and I encourage families to use this art trail as an opportunity to have a fun, free day out in the school holidays."

## WHERE AND WHEN?

**July – September 2026**

- **Across the borough of Dartford** – locations revealed nearer the time
- **It's free!**

Just pick up a map or download the app and off you go to find them! If you'd like to make a donation, information will be at every sculpture, on the website and app.

With thanks to our partners:



**DARTFORD**  
BOROUGH COUNCIL

**fastrack**  
ELECTRIC



**News Shopper**



Thank you to our sculpture sponsors:



# NEWS

THERE'S SO MUCH GOING ON INSIDE ELLENOR AND OUTSIDE TOO – HERE'S A SNIPPET FROM THE LAST FEW MONTHS.

## THANK YOU FOR COMING TO OUR FAIRS!



This August, our Gravesend and Dartford summer fairs were filled with sunshine, smiles, and a wonderful sense of community. Families, friends and supporters came together to enjoy a day out packed with creative crafts, activities and plenty of fun.

Visitors tucked into delicious homemade cakes, discovered unique locally made gifts and joined in with games and entertainment. Most importantly, your support helped raise vital funds for ellenor.

## BBC GARDENERS' WORLD LIVE EXHIBIT AT ELLENOR



Joshua on Meridian News

A fantastic show garden debuted at BBC Gardeners' World has found a new home – in our garden! The stunning environmentally friendly garden 'Lunatica' was created

and donated by Gravesend landscaper Joshua Fenton, from Fenton Gardens. It is themed around moonlight and water. Following the show in Birmingham, the garden headed down the M40 to begin a new life at ellenor.

## SUMMER OF MEMORIES: A DAY WE WON'T FORGET

Our first Summer of Memories event, held here at the hospice, was a wonderful day of remembering loved ones. Guests were creating memory jars, adding butterflies to our Tree of Life, painting pebbles, and planting forget-me-nots kindly

donated by Millbrook Garden Centre. Beautiful performances from Gifted Young Generation, One Voice Community Singing Group, and Poppy Baker set the soundtrack, while our fantastic staff and volunteers brought everything together – complete with tea and cakes from our café.



## ELLIE'S MINI MARATHONERS WENT THE DISTANCE

Runners from ages 2+ toddled, walked, jogged and sprinted to the finish line of Ellie's Mini Marathon at Guru Nanak Football Club, or virtually in their own time to raise funds for us. An amazing £16,000 was raised.

Thank you – your generosity means so much!



## MAKING WISHES COME TRUE

Our children's team granted a special wish for car-mad patient Louie – and what a day it was! Thanks to the incredible generosity of Apex Supercar Club, ten stunning supercars rolled up to ellenor to give Louie and his family a day they'll never forget.

Huge thanks to everyone who brought their amazing cars and helped create such unforgettable memories.





Visit our website  
to read more news

## VOLUNTEERS HONOURED AT KING'S GARDEN PARTY

Devoted ellenor volunteers Pat Allen and Lesley Gould, along with ellenor's Director of Income Generation Sue Piper, enjoyed a special day at Buckingham Palace. They were honoured for their outstanding support of people living with life-limiting conditions. Nominated by the Lord Lieutenant of Kent, volunteer host Pat and ellenor chaplain Lesley were celebrated alongside others making a significant difference in their communities. They were even on the radio – BBC Radio Kent invited them on to talk about their VIP trip! Well done, Pat and Lesley – we're so grateful to you and all our wonderful volunteers!



Sue, Pat & Lesley

## EXPLORING GLORIOUS GARDENS



This summer, private homes and venues in and around Gravesend opened their garden gates allowing visitors to discover their beautiful blooms, luscious lawns and fabulous foliage as part of our Glorious Gardens fundraising event.

Thornton House, Little Hermitage, Nurstead Court as well as beautiful back gardens across North Kent and Bexley were just some of the featured locations.

Got a Glorious Garden you'd love to share in support of ellenor next year? Call 01322 626509, or email [fundraising@ellenor.org](mailto:fundraising@ellenor.org).

## SYRINGE DRIVER APPEAL TRIPLES OUR TARGET!

Our campaign to raise £3,531 for three new syringe drivers to help patients remain pain-free had an amazing response – with the final amount totalling an astonishing £10,287!



Among the donations was £2,354 pledged by Northfleet School for Girls and the Masons Group, while local couple Jennifer and Edward covered the cost of one driver, in loving memory of Jennifer's mum. Heartfelt thanks to everyone who supported our campaign!

## CHILDREN AND PATIENTS CONNECT THROUGH CRAFT

Each week, pupils from Shears Green Junior School join ellenor patients in our Wellbeing Centre for creative wellbeing sessions. Together, they paint, knit, and craft – sharing skills, laughter, and friendship. The activities support confidence, connection, and joy, proving that creativity can bring all ages together in the most meaningful way.

Find out more about our wellbeing groups and services on our website, or call 01474 320007.



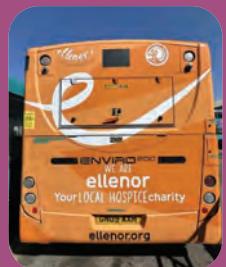
## LOOK OUT FOR ELLENOR: WE'RE IN THE MEDIA!

Have you seen our 40th anniversary retro 80s-style advert playing at Bluewater cinema?

Maybe you've spotted our ads on Arriva buses in Gravesend and Dartford, seen one on Sky TV, or heard it on kmfm, Heart or Smooth radio? We've also been on TV news too!

If you spot us out and about, or even from the comfort of your own home, tag us on our socials at [@ellenorcharity](https://www.instagram.com/ellenorcharity) – we love hearing from you!

If you have a story that might be interesting for us to share with media, get in touch: [pr@ellenor.org](mailto:pr@ellenor.org).



# RETAIL

## A FRESH NEW LOOK AT OUR DARENT VALLEY SHOP

If you've been to our shop at Darent Valley Hospital, you'll have noticed our fresh new look!

We've had a refit and launched our new food range 'Fresh by ellenor'. Pre-packed sandwiches have been replaced by delicious, homemade ones, made by our amazing catering team. Our new sweet bags, lovingly put together by our wonderful volunteers are flying out of the door! Pop in to take a look at our fresh new look and try something tasty.



### DID YOU KNOW?

contact: [catering@ellenor.org](mailto:catering@ellenor.org)

#### Our catering team can help you with event catering!

If you've got a celebration, get-together, funeral or lunch to cater for, get in touch to talk about menus, pricing and options. By using our catering services, you're supporting your local hospice charity.

## DRESSED TO THE NINES: PRIDE MONTH CELEBRATED FROM OUR BEXLEY SHOP! AT ellenor'S SHOPS

One of our amazing shop volunteers June, was heading for Ascot Ladies' Day, and looked no further for an outfit than ellenor!

She put together this stunning outfit entirely from treasures in our Bexley shop where she volunteers – and off she went, looking fabulous! We hope her



gorgeous look inspires and shows just how stylish sustainable shopping can be.

Our shops were bursting with colour, kindness and pride – for this year's Pride Month.

Held in June each year, the month celebrates everyone in our community.

Donations and buys are appreciated from anyone, matching our care – there for everyone, no matter who you are or who you love.



## TASTY TREATS FOR WAGGY TAILS

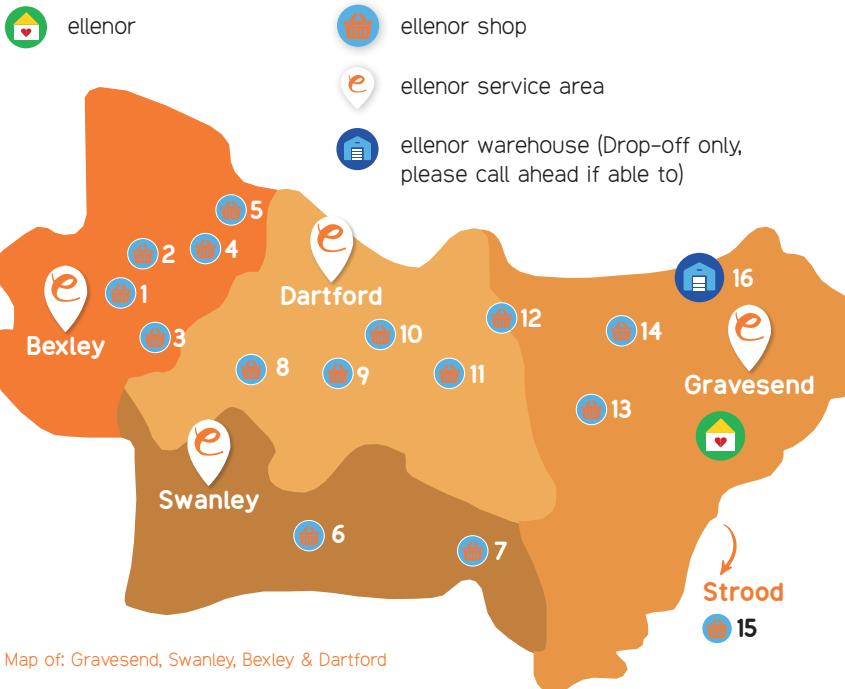
Dog treats will soon be on sale at ellenor shops and in our café (at the hospice) – so you can treat your pooch!

Pick up a surprise treat, buy a birthday gift or fill a Christmas stocking – we're planning a nice little range for our furry friends!

Check our website and socials to find out when they're on sale!



# HOW TO SHOP WITH ELLENOR



Map of: Gravesend, Swanley, Bexley & Dartford

**Visit one of our shops: find your nearest one on our website, where you'll find the address and opening hours.**

**1 Blackfen:** 258a Blackfen Rd, DA15 9NA

**2 Welling:** 5 Upper Wickham Ln, DA16 3AA

**3 Bexley:** 18-20 High St, DA5 1AD

**4 Bexleyheath:** 37 Pickford Ln, DA7 4QU

**5 Northumberland Heath:** 287 Bexley Rd, DA8 3EX

**6 Swanley:** Swanley Centre, BR8 7TG

**7 New Ash Green:** 7 The Row, New Ash Green Shopping Centre, DA3 8JB

**8 Crayford:** 134 Crayford Rd, DA1 4ES

**9 Dartford:** The Priory Centre, DA1 2HS

**10 Dartford:** 82 High St, DA1 1DE

**11 Dartford:** Darent Valley Hospital, DA2 8DA

**12 Swanscombe:** 44 High St, DA10 0AB

**13 Northfleet:** 73 Pelham Rd South, DA11 8QT

**14 Gravesend:** 27 King St, DA12 2DU

**15 Strood:** 98 High St, ME2 4TP

**16 Gravesend Warehouse:** Unit 11, Canal Industrial Park, DA12 2PA

Some shops require a booking slot to donate. Please call in advance to check.

## HOW TO DONATE

**Shops:** Donations can be taken to any shop during opening hours.

**Warehouse:** Donations can be taken to our warehouse in Gravesend. Call ahead if possible, but otherwise, please visit us during our opening hours.

Unit 11, Canal Industrial Park, Gravesend, DA12 2PA

01474 643932  
Mon - Fri 8:30am - 4.30pm



**Furniture Collection**  
If you have furniture to donate, give us a call on 01322 626502 or visit our website for the form.



Volunteer



Find a shop



Vinted



ebay

## SHOP FOR AUTUMN, WINTER AND WEDDINGS IN ONE OF OUR SHOPS!

**Whether you're shopping for everyday or looking for an outfit for an event, we've got you covered!**

Our shops are full of wonderful treasures waiting to be found – and you'll be able to fill up a bag on a budget too!

### Visit a shop to find...

- Autumn wardrobe updates
- Winter coats
- New boots
- Cosy hats, gloves and scarves
- Accessories to dress things up
- A bag to finish off the look

### Did you know?

We've got a lovely range of pre-loved wedding outfits and accessories! If you've got a wedding coming up, come and take a look at what we've got – some is unworn, some only worn once!



# ADULT COMMUNITY SERVICES

## HOSPICE @ HOME: ELLENOR'S CARE IN YOUR HOME

When most people picture a nurse, they imagine them on a hospital ward, in a GP practice or care home. But at ellenor, 90% of nursing care takes place at home

### MEET CHARLY

Charly's role is working with GPs, community nurses and other healthcare professionals to support people with a life-limiting illness, to feel as well and as comfortable as they can at home. This looks different for every patient but could include anything from giving specialist advice, managing pain or simply holding a hand and giving reassurance.

A recent patient of Charly's was living with Motor Neurone Disease, a condition that affected his muscles, making movement, speech and breathing difficult. He particularly struggled with insomnia and so Charly and her team pooled their resources to buy a projector, so he could

- where our nurses can help a patient feel most comfortable, whilst at the same time, supporting their carers.

That's just what Clinical Nurse Specialist Charly Mead and Senior Staff Nurse Steph Ives from our Hospice @ Home team do every day.



listen to music and watch soothing images above him, offering comfort during restless nights.

This type of tailored, compassionate care is indicative of Charly and her team's commitment to ensuring patients have what they need at that moment.

**She says: "If we get the care right for our patients at home, it prevents unnecessary hospital visits. People deserve to be cared for in a place of their choice, surrounded by those they love."**



### MEET STEPH

From an early age, Steph was fascinated by how the human body works and knew she wanted to care for unwell people. She started as a volunteer at ellenor and made

such an impression, that she was later offered a healthcare assistant role and financial support for her nursing training.

Today, as part of the Hospice @ Home Team, she helps patients with conditions such as heart failure, COPD, frailty or

cancer, supporting them with symptom management, advance care planning, emotional and crisis support, and end of life care.

She also works closely with community nurses, dieticians, speech and language therapists, occupational therapists and physiotherapists. Steph believes ellenor's role is to be holistic.

**She said: "It's about the emotional, social and even the financial side. We look at the whole person and give specialist care. It's the best job in the world and I wouldn't do anything else."**

# NIGHT SITTING SERVICE: PEACE OF MIND OVERNIGHT

For patients who choose to spend their final days at home, the nights can be challenging.

Sleep might not come easily, leading to heightened anxiety, difficulty managing symptoms, or loneliness, especially for those living alone. Carers can struggle to rest, leaving them without the energy they need to look after their loved one as well as they wish.

When a patient is close to passing away, our Night Sitting team can be there from 10pm to 6am, supporting both the patient and others with them. Knowing their loved one is in safe hands overnight gives families the confidence to rest and recharge. It's all part of our holistic approach; ensuring that the last moments of life are as comforting and peaceful as possible for patients and their families. A 'good death' is an important goal.

Our night sitters offer practical, medical and emotional support including:

- Managing end of life symptoms – such as pain, nausea or shortness of breath
- Reassuring and alleviating doubt or panic
- Providing companionship and a hand to hold
- Ensuring a patient's wishes are fulfilled as outlined in their Advanced Care Plan and ReSPECT document

Because in those quiet hours of the night, compassionate care can make a real difference.

**"I had complete confidence in the nurse so was able to sleep deeply and solidly. I can cope with most things when I am not tired. So the world today looks a much nicer place."**

**A comment from a carer who was supported with Night Sitting.**

## STRONG RESULTS FROM OUR FRAILTY PROJECT

**186 participants have taken part so far with fantastic results:**

**12%** improvement in mobility speed (average)

**7%** improvement in grip strength (average)

**17 cm** biggest increase in 'Functional Reach' ability

**47%** improvement in balance (average)

**11.6 secs** largest reduction in 'Timed Up and Go' score

**3.5 kg** largest increase in 'Grip Strength'

Care home residents across Kent are fighting fit thanks to ellenor's frailty project.

The Wellbeing Team has been delivering seated exercise sessions to help improve strength, mobility, balance – and even mental health.

Even a small amount of exercise is invaluable for building confidence and physical strength, helping older people to live healthier, more independent and fulfilling lives.

It's all part of ellenor's mission to help people live well at all stages of life.

Get in touch to find out what we might be able to help you or your family with – there's plenty going on in our Wellbeing Centre.





# CHILDREN'S TEAM

## A PLAY ROOM IN OUR GARDEN

**If you look in the ellenor garden, you'll see our new summerhouse – and inside is a magical place for children to enjoy. It's open to our young patients, their siblings and friends who visit or come to ellenor with them, plus the friends and family of our older visitors.**

It's a fun place full of toys, books, comfy beanie chairs and even a wigwam – where our young patients can play, meet other children and come away from the more grown-up hospice building and ward.

It's been funded by Bright Spaces, a charitable programme run by the Bright Horizons Foundation for Children, who in 2015, also funded a children's therapy room here for us. It came about after a colleague of theirs was cared for at ellenor and later died. During their visits, and with their background in childcare, they spotted an opportunity to provide something just for children at ellenor.

When they heard about the new summerhouse, they got involved with both funding – £8,000 – and furnishings. Together, we've created a place where children can relax, play, and feel at ease while also joining in with therapy sessions.

### The importance of play

Play is a child's way of expressing and communicating, enabling them to work through feelings, express thoughts and emotions, learn, problem solve and connect. Our Play Therapist Suzi Hill has been working closely with Bright Horizons, with seriously ill or bereaved children, or those who have someone close to them with a life-limiting illness.

She says: "Some children put their whole story into a sand tray and don't even realise they are doing it. Play Therapy helps children express what they are feeling to us, especially if their parent isn't available emotionally to them at that time because they are worried about their loved one. They need somewhere they can relax, where it's fun and there are no expectations."

### Working together

Bright Spaces Nursery manager Stacey Dowsett who led the project, said: "It's more than a physical environment – it's emotional and social support during a time of uncertainty and distress. For children, this space will support wellbeing, encourage emotional development, and offer a sense of routine through play. For families, it provides a moment of respite, a space to bond, and a reminder that they are not alone."

## WHAT CHILDREN CAN FIND IN THE SUMMERHOUSE

Books

Sensory toys

Creative art supplies

Soft furnishings

Therapeutic materials

Wigwam

Comfy seats

# CARING FOR CHILDREN TRANSITIONING TO ADULTHOOD

Entering adulthood is a challenging time for any young person, but especially for those facing a life-limiting illness.

At ellenor, our care continues from childhood right through to adulthood.

At 17, our child patients begin a gradual transition which sees them receive seamless, holistic care that addresses the complexities of their illness as well as the range of emotional, physical and social changes every young person can face.

## How we bridge the gap

Children's services often involve one paediatrician who acts as a key point of contact. However, adult services can involve many different clinicians which can feel overwhelming and confusing.

This is also a time when the families lose some of the advantages of children's care, such as being 'fast tracked' into paediatric wards.

To ease this change, our Transition Lead Tina Dodd works closely with:

- **ellenor's Adult Community Services Team**
- **Local hospitals and hospices**
- **Learning disability nurses**
- **Community partners**

Tina helps families to feel supported and informed by acting as a consistent point of contact and co-ordinating services for them.

**Curtis turns 19 this November, finishing his chapter with our children's services.**



We've cherished every moment with him and will continue supporting him as he moves to adult care. To celebrate, he painted a police car on a special thank you card, using his foot!

## ellenor's holistic approach

Every young person in our care can benefit from emotional, social, physical and educational support.

Our transitional support can include:

- **Physical healthcare**
- **Intervention in challenging behaviour**
- **Guidance on sex in relationships**
- **Support with speech and language**
- **Physiotherapeutic advice**
- **Help with accessing information and education**

## Reassuring the whole family

It can be a difficult time for the adults too, often full of uncertainty and fear of the unknown. We help families through this stage of adjustment, ensuring they have a named nurse to offer reassurance and consistency.

**"Tina is bubbly, reassuring and always calms me down if I am panicking."**

**Harry's mum**



**ellenor's transition care is all about helping families move into adult services with confidence. By keeping care continuous and holistic, we make sure young people feel supported, and families know they are not alone.**

**We celebrated Troy's 18th with laughter, games, and a special memory book marking his journey with us since he was 6. We're now supporting his smooth move to our adult team. We've loved every moment with him!**



# WELLBEING

## ALISTAIR – A FATHER'S STORY

**When Raffy was born with Patau's syndrome, parents Alistair and Claire were faced with the challenge of caring for a baby with complex needs.**

Raffy's condition meant he was born with a cleft palate, additional fingers and toes and breathing difficulties.

Alistair shared with us how ellenor's care has enriched family life for him, eight-month-old Raffy, adoring big brother and sister Joshua (5) and Annabelle (3), and his 'rock', wife Claire.

### Beyond medical care

For Alistair and the family, ellenor's clinical and respite care was crucial, not just for meeting Raffy's needs but also in giving them space to 'breathe' and carry on with everyday life.

"I don't know where we'd be without it. You'd feel as though you were drowning otherwise."

### A place full of life

Alistair admits he had preconceptions about hospices and what they could offer his family, but he was pleasantly surprised to find a rich range of services and a wonderful, welcoming space.



**"I was expecting to come into a care home-type environment, but there's a café, a garden – it's buzzing here!"**

### Why support matters

Most baby groups are female-focused, which left Alistair feeling awkward and alienated during paternity leave. He explains: "Men find it a lot harder because we try to ignore the fact that we need support." What made the difference for his family was ellenor's approach – caring not only for Raffy, but for the whole family. That support has given them strength, and the structure they need to keep going.

We are a member of Children's Hospices across London (CHaL), a group of six hospices that provide specialist support for children and young people.

**"ellenor has given us hope. We felt alone with a weight on our shoulders. Without ellenor, I just wouldn't know what to do."**

### ELLENOR'S CHILDREN'S SERVICES INCLUDE:

**NURSING CARE**

**CHILDREN'S CANCER CARE**

**RESPITE CARE AT HOME**

**COUNSELLING**

**MUSIC & PLAY THERAPY**

**GEMS\* (FOR 7-16 YEAR OLDS)**

\*GEMS: Grief Every Memory is Special



Read more about our Children's Services



Take a look at our wellbeing timetable online and get in touch if there's something you'd like to join in with – or just turn up.

## ELLENOR'S BEREAVEMENT CUPPAS

**Are you grieving the loss of a loved one? Come and meet others on a similar journey, in a safe, supportive space near you.**

We've got a few groups running – is there one near you? No need to book – just turn up.

**Dartford:** Glentworth Ex-Service Club, 10am–12pm every Thursday.



**Gravesend:** ellenor, Coldharbour Road, 7pm–9pm every Thursday.

**Swanley:** Swanley Link, 10am–12pm third Saturday of every month.



## THE QUIET ROOM

**Take a look at our beautiful new Quiet Room – for quiet reflection, prayer, thoughts or a moment of calm.**

The name was chosen by staff, and the room can be used by anyone – patients, visitors, relatives, or staff. It's a lovely space to carve out a few minutes of calm, or have a little recharge – which we all need and should build in to the day!

Please come in to see it and enjoy some time out.

## RELAX & MEDITATE

**If you fancy some quiet time, why not come along to our Thursday morning Relax & Meditate class?**

No need to book, no need to have a referral, just turn up! (Check the criteria below).

This year, we have had sunny sessions in the sensory garden, enjoying meditations using different aromas and herbs – lavender, mint, rosemary, thyme and coriander.

Sally Baker, our Senior Complementary Therapist has also been teaching self-care techniques: hand reflexology, Emotional Freedom Technique (EFT/Tapping), group reiki and acupressure points, and how essential oils can aid relaxation, ease stress and help with other emotions such as worry.

**Thursdays: 12:30pm–1pm**

At ellenor – in the Wellbeing Centre

The class is for anyone:

- Who has been under our care
- Had/has a friend or relative under our care
- Who has a life-limiting condition – under our care or elsewhere
- Is a relative of someone who has or had a life-limiting condition, not necessarily under our care



## SIT DOWN AND MOVE...

**Normally, we're told to get up and move about but there's no need with ellenor's Seated Exercise Class!**

Join our physiotherapist Andy Lowden every Tuesday & Thursday from 11am–noon.

[facebook.com/ellenorcharity](https://facebook.com/ellenorcharity)



**In person:** At the hospice, in our multi-purpose room

**Online:** On facebook: Join live or watch back!

The in-person session is for people living with a life-limiting illness, a member of their family, or people who are bereaved.

# THE WONDER OF WELLBEING

## COMFORT THROUGH ILLNESS: ELLENOR'S COMPLEMENTARY THERAPIES

**Relaxation and finding calm are important elements in looking after our patients.**

Complementary therapies are offered to all patients and their families who could

### MARY'S 'MOMENTS OF CALM IN THE CHAOS'

The diagnosis of cancer of the lung and liver was a shock for teaching assistant Mary, 65, who had previously enjoyed an active lifestyle of line dancing and running 5K three times a week. Her condition is not curable, but it is treatable – so she was surprised when ellenor offered complementary therapies to support her through the emotional and physical impact of serious illness.

**"When I was diagnosed, I wasn't immediately terminally ill, so where did I fit in? ellenor gives you a different set of parameters."**

Although initially unsure, Mary soon discovered that massage and meditation sessions were exactly what she needed.

They became a welcome break from the constant reminders of diagnosis, appointments, terminology and uncertainty.

**"Friends ask how I feel, and you go through it all so many times. In that massage room at ellenor, that didn't happen. There was no need for long conversations. I was so relaxed, I fell asleep."**

While her original retirement dream of exploring the country with husband Ian have changed, Mary is feeling better now than when first diagnosed. Together they focus on enjoying the present, a new fitness regime using electric bikes and for Mary, a joyful return to piano lessons.



Mary

benefit and include massage, meditation, reiki, aromatherapy and reflexology.

Meet Mary and Ron, who have embraced holistic therapies alongside their clinical support.

### HOW THERAPIES CHANGED RON'S PERSPECTIVE

Embracing meditation and massage has meant keeping an open mind for 85-year-old retired chauffeur Ron, who used to think complementary therapies were 'stuff and nonsense'. Originally a day patient at ellenor following a big operation for carcinoma of the bladder, he reluctantly accepted the offer of a massage and was so impressed with the results, he attended a meditation session too.

**"I was surprised how much it helped, I almost fell asleep."**

Recently diagnosed with arthritis, he is unsteady on his feet so has also taken up our seated exercise classes to help build his strength and confidence. Wife Lorrie has noticed how the wellbeing services are benefitting Ron – and feels she can relax when he visits us too. Having worked long hours in his previous job, Ron has always found it difficult to de-stress. But since starting his visits to ellenor, he's been trying to unwind at home, and uses a lavender aroma stick given to him by our therapist, Sally Baker, to help him sleep.

**"You are going into a hospice, but you are not going for end-of-life care; you have to get your mindset right.**

**I think what they do at ellenor is wonderful."**



Ron experiencing a massage from ellenor's Senior Complementary Therapist, Sally Baker.

# CHRISTMAS AT ELLENOR

## NOVEMBER

SATURDAY 29  
ELLENOR CHRISTMAS FAIR

## DECEMBER

THROUGHOUT DECEMBER  
STEP INTO CHRISTMAS  
- A VIRTUAL FUNDRAISER  
TO ENJOY IN WINTER

LIGHT UP FOR ELLENOR  
- VISIT THE HOMES THAT  
LIGHT UP FOR US AT  
CHRISTMAS

SATURDAY 6  
LIGHTS OF LOVE

WEDNESDAY 10  
DARTFORD CAROL SERVICE

THURSDAY 11  
GRAVESEND CAROL SERVICE

SUNDAY 14  
SANTA PAWS

SATURDAY 20  
SANTA'S GROTTO GRAVESEND

SUNDAY 21  
SANTA'S GROTTO DARTFORD

## JANUARY

MONDAY 5 & TUESDAY 6  
CHRISTMAS TREE RECYCLING

WITH THANKS

TO THE PORT OF LONDON  
AUTHORITY - SPONSORS OF  
ELLENOR'S CHRISTMAS EVENTS



# LEGACY

## CONTINUING HIS FAMILY'S LEGACY: BOB'S STORY



**For Bob Coaker, 84, it seems a natural decision to leave his house and contents to ellenor. The hospice has been part of his family's life ever since his parents, Albert and Hilda,**

**joined the Buy a Brick campaign to help build The Lions Hospice in Northfleet, now known and loved as ellenor.**

Both Albert and Hilda would later receive care from us, following cancer diagnoses. Albert enjoyed day trips organised by us and even wrote poems about them to raise money. Hilda helped develop ellenor's Tree of Life. Bob still has a framed copy of the design hanging over his bed as a tribute to his parents. Albert died at ellenor in March 1996, and Hilda died at home in 2000.

Following his prostate cancer diagnosis 10 years ago, Bob's own experience of care from ellenor has spurred him on to support hospices further. He has donated to ellenor for many years, campaigned for better hospice funding, and championed Hospice UK's 'This is Hospice Care' initiative which aims to highlight giving to a hospice through your will.

**Bob said: "Long may the hospice movement continue. When I fall off my perch, ellenor will get the house and its contents. The residue will be split between ellenor and other charities."**

"If we didn't have hospices, the country would be a lot poorer health-wise. When you suddenly get told you have an illness, the bottom falls out of your world. If you have family, it's not so bad but a lot of people my age live on their own."

"And sadly, children and teenagers also get cancer and other illnesses. It's not just old fogies like me; it's from zero to 100."

## ANNE'S GIFT OF CARE AND CREATIVITY



**After 37 years inspiring pupils across Gravesend as an English teacher, Anne Wilkinson wanted to continue making a difference in retirement. Today, she volunteers with ellenor's wellbeing team, helping patients and carers navigate the sometimes daunting world of benefits such as Attendance Allowance and PIP.**

**"It's so positive being a volunteer," Anne says. "There are sad bits, of course, but I know I'm making a difference."**

Anne has also decided to leave a gift to ellenor in her will: three miniature paintings

by artist Alison Griffin. One shows a cat eyeing up cake on a kitchen table, another a cottage garden, and the third a dog running through bluebells.

"Every time I look, I see something different," she smiles."

Anne has no children, and rather than risk her paintings being overlooked, she wanted them to do good. "I know they'll be worth more in the future, and ellenor can use the money from their sale to support patients and families."

A true teacher at heart, Anne's legacy is one of creativity, care and kindness.



If you would like to find out more about leaving a gift in your will, scan the QR code here.



Scan for your free Gift in Wills information pack.

# GREEN AT ELLENOR

## CARING FOR PEOPLE AND THE PLANET

At ellenor, looking after the environment is important to us – we care about both patients and the planet.

That's why we're working hard towards a 20% reduction in CO<sub>2</sub> emissions by 2027.

Across our hospice site and shops, we're making changes through greener energy, sustainable suppliers, eco-friendly transport, and smarter use of food, water, and waste.

Visitors and staff can use one of our electric car chargers, or store their bike in our secure shed.

Solar panels on the roof are helping us to generate our own power.

## A CULTURE OF CARE

Our new Green Horizons Eco Committee champions initiatives such as:

- **Litter picking**
- **Cycling incentives**
- **Car sharing**
- **On-site food waste bins to encourage recycling**

## DRIVING CHANGE

Our Travel Plan aims to reduce single occupancy car journeys by 5% over five years by:

- **promoting use of public transport**
- **encouraging car sharing**
- **highlighting walking routes**

## ROOTED IN SUSTAINABILITY

We're turning everyday actions into lasting green impact by:

- **Planting trees through our IT team's PrintReleaf partnership – equal to 121,254 sheets of paper**
- **Running our Christmas Tree Recycling initiative, helping the community recycle responsibly while raising funds for care**

By making greener choices, we're contributing to local and national efforts to protect and preserve the planet.



## Health Insurance and Cash Plans



### Tailored healthcare

choose from a range of cover levels and lifestyle options

### Freedom to choose

where, when and who provides your treatment

### Expert local service

I'm here to help you at every stage of your WPA journey



Rated 'Excellent' as at 01.08.2025



To find out more, contact **Nina Balachander**

Director of Padcote Healthcare Ltd, an Appointed Representative of WPA Healthcare Practice Plc

**07984 437897**

[nina.balachander@wpa-hcp.org.uk](mailto:nina.balachander@wpa-hcp.org.uk) | [wpa.org.uk/ninabalachander](http://wpa.org.uk/ninabalachander)



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# VOLUNTEERING

## WHY MORE MEN SHOULD VOLUNTEER: ED'S STORY

**Volunteer Ed Thomas, who joins our IT team for a few hours each week, shares why more men should consider stepping forward.**

### What's holding men back?

"Traditionally, it's men who've worked full-time jobs. Men, therefore, may have had fewer opportunities to donate their time.

"Culturally, women have adopted a more caring mindset than men. Conversely, most men are task-focused, so thinking about interpersonal factors doesn't come naturally. It's a self-fulfilling prophecy – fewer male volunteers means fewer role models to attract male recruits."

### The ultimate health boost

"Scientists have unearthed a strong correlation between the number of social contacts a person has and the length of their life. So, volunteering is literally the elixir of life!"

**"This is especially important for retired men and those living alone. Volunteering brings you together with others who also want to contribute to their community, and make the world that little bit more liveable."**

**"Have a laugh, make some friends and get a boost out of giving back!"**

### Finding purpose after loss

"Many male volunteers at ellenor have had their other half pass away. Volunteering has given them a purpose and provided them with an opportunity to make the world a little brighter.

"Another male volunteer I work with, Micky, was a black cab driver and found solace in volunteering after losing his wife. He donates his time to drive families for special days out."

### ED'S ADVICE

**"Give it a go and chances are, you'll love it!"**

### YOU COULD HELP WITH:

- Fundraising & events
- In our shops & warehouse
- Befriending
- Bereavement support
- Driving
- Youth groups
- Outings
- Front desk hosting
- Café

## FIND OUT ABOUT VOLUNTEERING WITH ellenor

**Here at ellenor, we're always looking for men to join our team of volunteers.**

Come and get involved, have a laugh, make some friends, and get a boost out of giving back to your local community – it's a no-brainer!

Visit our volunteering page on our website for more information:

**Tel:** 01474 538555

**Email:** [hr@ellenor.org](mailto:hr@ellenor.org)

[ellenor.org/jobs/volunteers](http://ellenor.org/jobs/volunteers)



## BUSINESSES VOLUNTEERING WITH ELLENOR

We're always pleased to welcome local businesses to volunteer with us. They always do a great job and work extremely hard for us!

Here's a selection to highlight a few companies who joined us recently.



Tap to find out how your business can volunteer with us.



### Kentec Electronics Ltd

Their team came to join us in the Gravesend warehouse, sorting donations and getting them ready for sale in the shops and online, for Vinted and Ebay.

### Shaw Trust

Their volunteer helped us to sort through a very generous donation of clothes from St John's School.

### Thermo Fisher Scientific

Their team spent two days with us in the warehouse and working on making the new Bright Spaces play therapy room in our garden watertight.

ਤੁਸੀਂ  
ਸੇਵਾਦਾਰ ਬਣਨਾ  
ਚਾਹੁੰਦੇ ਹੋ?

We're always looking for new volunteers to join our team, so whatever your skills and experience, become part of #Teamellenor

**SCAN  
ME!**

ellenor ਦਾ ਹਿੱਸਾ ਬਣੋ ਅਤੇ ਅੱਜ ਸਾਡੇ ਨਾਲ ਗੱਲ ਕਰੋ।

Become part of ellenor



ellenor.org 01474 320007 @ellenorcharity



Registered Charity No: 1121561

# COMMUNITY FUNDRAISING

## WE LOVE OUR LOCAL FUNDRAISERS

ellenor is very lucky to be in the hearts of many people who live locally or know of us because of someone in our community.

Here, we celebrate and thank some of the people who have taken on a challenge or held an event to raise both money and awareness for us.

**THANK YOU EVERYONE!**



### Amol's run across England

Amol Randhawa took on the mammoth challenge of running the length of the UK in just 13 days.

With a treasured photo of her in his pocket for every step of the 550-odd miles, the 30-year-old was running in memory of his mum, who died at ellenor when he was just 10.

His target was £40,000 and with help from friends, family, people he met along the way and strangers who heard about his story on local TV, radio and in the press, he was very close to reaching it as we went to print!



### Clothes drive fills two minibuses!

A huge thank you to pupils at St John's Catholic School, whose clothes drive filled two minibuses! The brilliant donation was dropped at our warehouse, where it was sorted, labelled up and sent to shops or put up for sale online via Vinted and Ebay. They also raised £566.68 too!

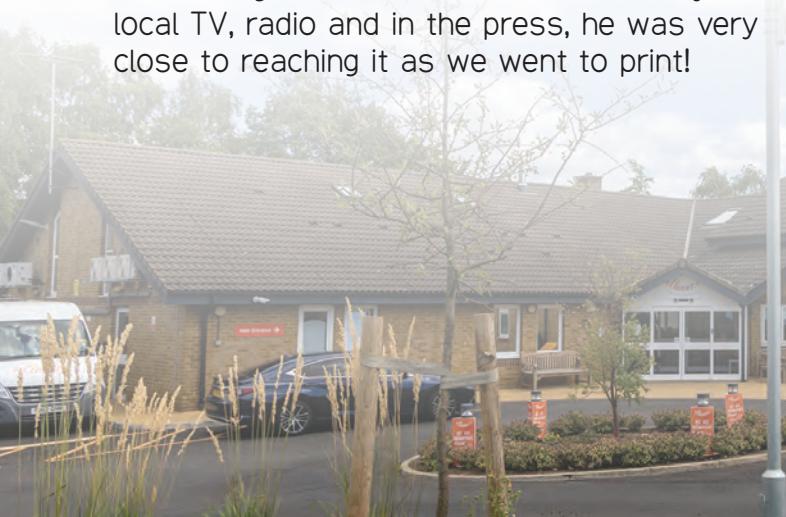


### Family football fundraising

A family football tournament raised more than £5,000, a slice of which will go to ellenor.

The Jordan Dawes Tournament was held at Fleetdown United FC, organised in memory of Jordan by her family.

But it wasn't just football – there was also a raffle, silent auction, children's entertainment, face painting, inflatables, a BBQ, cake sale and a bar.





### Aimee's hair cut

Look at this lovely long hair – but Aimee had it all cut off, raising £1,340. Her cousin Raffy and his family are supported by ellenor, so she decided to do the challenge for them – all the way in Northern Ireland!



### Isabelle's smart idea

Isabelle has raised £162.42 for us – with a clever challenge involving Smarties!

For her Brownie charity badge, she handed out 40 tubes of Smarties, invited her supporters to eat them, then fill the empty tube with change!



Thank you to Liz Howe, whose garden bring and buy sale raised £1,204.

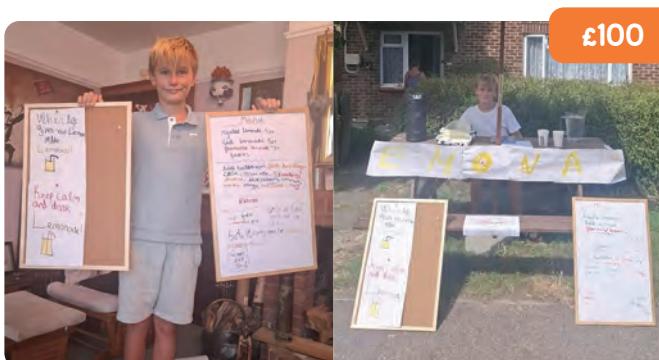
Despite the weather not being on her side, umbrellas went up and the event carried on. Well done, Liz!



### Soup and kindness served up

Every Lent, Jane Sparks raises money for ellenor through her incredible Soup Dragon Kitchen, serving up delicious soups – with a side of kindness!

This year, she raised £581 for us – thank you!



Sitting in the sunshine outside his house, Joel set up his stall selling lemonade, chatting with people who came to buy a drink. He raised a fizzy £100 for us!



The Order of the Secret Monitor raised this incredible amount for us and popped by to drop in the cheque.

# PARTNERSHIPS WITH PURPOSE

## ELLENOR NAMED BLUEWATER'S CHARITY OF THE YEAR

**ellenor is pleased to have been named Bluewater's Charity of the Year – a partnership that will run until December 2026.**

The Charity of the Year initiative gives local causes the opportunity to receive extra support and donations throughout the year they're chosen. Bluewater launched the partnership with a £5,000 donation and more money will be raised through guest experience initiatives such as the Christmas gift-wrapping events.

ellenor will also have use of the community space during the peak month of December, with opportunities for the Bluewater team members to volunteer to help raise money for us.

**James Waugh**, Centre Director at Bluewater, commented: "ellenor is a charity that holds a special place in our hearts, having provided invaluable support to members of the Bluewater team and their families over the years. We're proud to be giving back by naming them our Charity of the Year."



## THE CHALLENGE HAS BEEN TAKEN UP!

**To help celebrate 40 years of hospice care, we invited businesses to join Challenge40.**

We aimed to find 40 businesses to raise £400 between September 1st to December 31st.



And we've had some great support – businesses are using their ellenor fundraising toolkits to get some really fun events organised until the end of the year.

They'll all join us for a celebration event in early 2026 to recognise achievements with awards for:

- **Top Fundraiser**
- **Community Engagement**
- **Innovation**
- **Outstanding Achievement**

Look out on our social media and website for Challenge40 updates!

How can your business get involved with fundraising, donating or volunteering? Scan the QR code or get in touch with Jemma Kemp, our Corporate Partnerships Manager – [jemma.kemp@ellenor.org](mailto:jemma.kemp@ellenor.org)



## Thank you to our Challenge40 businesses





## THANK YOU BERKELEY HOMES!

**Over the last 13 years, staff at Berkeley Homes St Edward Southern have been running, skydiving, golfing, selling and putting on events... and they've raised £485,000 for ellenor!**

Their fundraising was matched by up to £20,000 each year from The Berkeley

Foundation, which also matched payroll giving and separately funded an IT upgrade.

And that's all on top of the 1,000 volunteering hours they've given us. They helped give the garden a clear-up late last year and also lent a hand at patient events – with The Berkeley Foundation donating £500 per volunteering day too.

**Lucy Phillips**, People Coordinator & Foundation Champion at Berkeley St Edward Southern:

"What a privilege it was being a charity partner with ellenor! The work they do is so inspirational and we wanted to do as much as we could to help them in any way possible."

"By getting involved it brought us closer together as a business and a team and colleagues came away feeling inspired and appreciative of all that ellenor, this amazing charity, does."

## BELLWAY CHOOSE ELLENOR AS THEIR CHARITY OF THE YEAR

**Bellway's Kent office has chosen us as their charity of the year – and already have some big plans including an autumn skydive, gala night at Leeds Castle, and they've also sponsored a bear on our 2026 art trail too.**

Their goal is to raise £25,000 and Bellway will match it.

**Becky Cormack**, Senior Buyer, said:

"Choosing ellenor as our charity partner for 2025 was an easy decision for Bellway Kent. Not only is it a local charity doing amazing

work in our community, but ellenor has played an important role in the lives of some of our colleagues."



**Headline Hair & Beauty**

**Perry Street  
Conservative Club**

**Lisa's Salon Greenhithe  
Devluminate**



# WHAT'S ON AT ELLENOR

[View all  
our events](#)



**25  
SEPTEMBER  
2025**

GOLF DAY

**17  
OCTOBER  
2025**

80'S DISCO AT  
GRAVESEND RUGBY  
FOOTBALL CLUB

**15  
NOVEMBER  
2025**

POTTERY EXPERIENCE  
WITH WONKY POTTER

**27  
FEBRUARY  
2026**

GALA DINNER

**8  
MARCH  
2026**

ELLENOR'S  
HALF MARATHON

**PLUS**  
GLORIOUS GARDEN  
LAUNCH EVENT FOR A  
SUMMER OF WONDERFUL  
GARDENS TO VISIT

## JOIN IN THE FUN EVERY MONTH!

**BINGO  
EYES DOWN!**

**QUIZ  
NIGHT**  
THINKING  
CAPS ON!



# Are you a patient receiving care from ellenor who is suffering with these symptoms?

- Side effects from medical interventions / medication
- Pre-surgery anxiety/worries
- Post-surgery symptoms
- Nausea
- Pain
- Eating issues
- Hair loss
- Fear of treatments
- Claustrophobia with scanners and masks
- Vertigo

## Areas of improvement could include:

- Fear and phobia reduction
- Less anxiety and nausea during chemotherapy / post chemotherapy
- Less severe and less protracted nausea post chemotherapy
- Reduce post-surgery pain
- Enhanced moods and wellbeing
- Enhanced quality of life
- Improve appetite
- Higher level of physical activity
- Relief from symptoms
- Enjoyable, me time, relaxation
- You can feel more empowered and in control
- You can learn self-hypnosis techniques
- Treatments are safe no side effects

For more information or to be referred to our Hypnotherapy service contact a member of the Wellbeing Team on 01474 320007 or contact [sally.baker@ellenor.org](mailto:sally.baker@ellenor.org)

**ellenor.**<sup>®</sup>  
hospice care in your home or ours



hypnotherapy



## Faith Nursery Brandshatch Park, is now open and ready to welcome your little ones!

Fantastic facilities including a fantastic outdoor area and nurturing environment with exceptional care and learning opportunities await you.

### Why choose Faith Nursery Brandshatch Park?

**Experienced & Caring Staff:** Our passionate and dedicated team brings 21 years of experience in nurturing children and a commitment to creating a warm, supportive environment for every child.

**Proven Curriculum:** We combine the EYFS with the Montessori Approach. A balanced blend of structured activities and free play, designed to encourage early learning, creativity, independence and social skills.

**Strong Community:** We work closely with families to ensure children feel supported, valued, and inspired to grow.

**Come and meet us!**

**Bring the family along, meet our friendly team, and discover all the exciting opportunities at our new nursery. We can't wait to show you around!**

**Children from 6 months to 5 years: Babies, toddlers & pre-schoolers**

**Faith Nursery Brandshatch Park**, 100 Brandshatch Park,  
Scratchers Lane, West Kingsdown, Kent, DA3 8PU

**Phone:** 020 3345 7119 **Mobile:** 07301 024460  
brandshatch@faithnursery.co.uk | faithnursery.co.uk  
Opening times: 8am – 6:30pm

**Fantastic Facilities:** Our nursery offers a range of vibrant rooms and facilities tailored to inspire and engage young learners. From imaginative play areas and a cosy reading corner to art and craft zones, each space is thoughtfully designed to foster creativity, exploration, and growth.

**Sensory Room:** A calming, immersive space where children can explore lights, textures, sounds, and colours. Designed to support sensory development and emotional wellbeing, it's perfect for relaxation or focused learning.

**Diverse and Inclusive Library:** Our library celebrates diversity, featuring books, dolls and toys that reflect various cultures, abilities, and backgrounds. We aim to foster inclusivity and help children see themselves and others in the stories they read, and the toys they play with.

**Beautiful Outdoor Garden:** The outdoor play area, with slides, seesaw, climbing frames, stage, playhouse, supermarket and a vegetable garden, lets children explore nature and play freely. With diverse resources and age-appropriate activities, it's designed for play, learning and adventure.

**Engaging Mud Kitchen:** Encourage creativity and sensory play in our mud kitchen, where children can enjoy hands-on learning experiences with natural materials.

**Vegetable Garden:** Our budding gardeners can plant, water, and watch their veggies grow, fostering a love for nature and healthy eating. Children are able to explore nature and play freely.

[Facebook](#)



[Instagram](#)



[YouTube](#)

