

# GALWAY HOSPICE newsletter

AUTUMN/WINTER 2022



#coffee4hospice 

## Miss Galway Chooses a Worthy Cause

Ava Mathews supports Galway  
Hospice on her Miss Ireland Journey

### NIGHT OF MUSIC

for Galway Hospice

### VIRTUAL REMEMBRANCE SERVICE

A Family's Insight

### CHKS ACCREDITATION

Helping to improve quality  
and outcomes

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# WELCOME



**Fáilte chuig an dara eagrán dár nuachtlitir do 2022.**  
**Welcome to the second edition of our newsletter for 2022.**

May I offer you all a very warm welcome to our second newsletter of 2022. While much of the outside world is returning to normal, Covid-19 is still a real challenge for us here at Galway Hospice and we continue to work hard on our infection control measures and keeping our patients safe. Where possible, we have been gradually easing restrictions in both of our Inpatient Units but given the vulnerability of our patient cohort, we will continue to remain alert and will take whatever actions are necessary to maximise the protection and safety of our patients, visitors, staff and volunteers.

It has been fantastic to see the huge number of events that our supporters have organised since restrictions in the wider community have lifted, and we are enjoying being able to get out and meet our supporters once again. We are looking forward to the return of the Galway Memorial Walk on the prom, to in-person Coffee Mornings

and to seeing people return to the hospice for the lighting of the Hospice Christmas tree later this year. We have really missed not being able to meet our supporters at these events over the past two years.

We have had a busy first six months at both Galway Hospice and Mayo Hospice as our teams on both sites worked together to prepare for our three yearly CHKS accreditation audit which took place in May. We had four auditors on site for four days and they audited all aspects of the service. Thanks to the hard work of our staff and volunteers in preparing for the audit we had a very successful audit and the auditors issued a number of commendations in their final report. The auditors commented that "The whole ethos of the organisation is patient centred, with all staff going above and beyond to ensure that the patient and the carer's needs and requirements are met wherever possible". We had further cause to celebrate in June when our Pastoral Care and Medical Social Work team's received a CHKS Quality Award for our Virtual Remembrance Service and our Quality Manager received a commendation for her inspiring leadership.

We are also continuing to focus on the future and our search for a new site for the hospice in Galway is continuing. We are working with both the HSE and our property advisors to secure a much-needed site for the new hospice. We completed work on developing a new strategy for the next five years and plan to launch this in September.

With your support, we can continue in our vision to ensure that your loved ones are able to access the hospice care they deserve, now and in the future. Thank you for your continued support, it is because you care, that we can. Go raibh míle maith agat as ucht do thacaíocht leanúnach.

Ná lagadh Dia do lámh.

Chief Executive

## Our Care in 2021



**Galway Inpatients**  
availed of  
**5,265**  
therapy sessions  
in 2021



**5,499**  
Visits were made  
by our Nursing, Medical,  
Pastoral Care, Medical Social  
Work and Therapy Teams.

Over  
**26,787**  
Telephone Calls  
by our Galway Hospice  
Community Palliative  
Care Team





# Driving Away in Style

## We are so grateful to all who purchased and sold Car Raffle tickets in aid of Galway Hospice Care

Catherine Clancy from Oughterard collected the keys of her brand-new Toyota Yaris in June from Mary Nash, CEO, Galway Hospice. Catherine emerged as the first prize winner in this year's Galway Hospice Car Raffle, with the second prize of a family holiday to France for four, sponsored by Keller Travel Ballinasloe going to Joanne Flaherty from Ballybane, third prize of afternoon tea for two sponsored by the G Hotel was won by Regina Birrane from Knocknacarra and the seller's prize of €250 cash was won by Kay Grealish from Oranmore.

The support for the car raffle was truly overwhelming for another year running. Galway Hospice would like to extend their gratitude to everyone in Galway and beyond who supported the raffle by purchasing tickets.



*The Winners of this year's Galway Hospice Car Raffle were drawn by staff members with a local member of An Garda Síochana, who witnessed the draw.*



*Catherine Clancy collecting the keys to her brand-new Toyota Yaris at Galway Hospice from Mary Nash.*

# The Galway Hospice Virtual Remembrance Service

## A Family's Insight

Aisling Dermody, her sisters Niamh and Shauna and her brother-in-law Oisín logged onto the Galway Hospice Remembrance Service online on the 15<sup>th</sup> of June 2022, to celebrate their Mum's memory. Their Mum, Maria Dermody, unfortunately passed away on the 22<sup>nd</sup> of February 2022, leaving her family devastated. As Aisling says "she was the most amazing Mum and Wife and we will miss her forever." When the Dermody Family had first heard about the remembrance service, they thought it would be beneficial but didn't realise at the time how much they would get out of it.

The Galway Hospice Virtual Remembrance Service was developed by the Medical Social Work Team and Pastoral Care Team at Galway Hospice, when

funerals became restricted during the Covid-19 pandemic. It gives families the opportunity to come together and remember their loved one in the comfort of their own homes – apart yet together.

As the Dermody family were all in their own separate homes, they were delighted to be able to connect to the service via YouTube on their TV's. "At home with Dad, I sat in Mum's seat on the sofa with Mum's cat Livia beside me. Dad sat on his chair with Mum's dog Lady on his lap and we had Mum's picture and ashes on a table, alongside a hospice candle." The family were so happy to watch the service from their home with the animals, instead of having to go to the service elsewhere.

Aisling and her family couldn't recommend the service enough, "The service itself was brilliant. Hearing about the different emotions you experience when grieving a loved one was so helpful. For me, the emotions I feel are anger and loneliness, especially the latter so it was good to hear what I was feeling was normal and part of the grieving process." The family found the service very emotional and felt it was helpful to let their emotions out, rather than bottle them up inside, "When we lit the candle and heard Mum's name, I think we were all surprised at the feelings this unleashed from us. I don't think we had experienced anything like that since the day of Mum's funeral."

Not only is the Galway Hospice Virtual Remembrance Service a free, personalised service but most importantly it re-emphasises a very important message, 'You are not alone'.



*Galway Hospice Pastoral Care Chaplains, David Cribbin and Peter Joyce, who help coordinate the Virtual Remembrance Service.*





## Other feedback from Families

*“It was a beautiful ceremony, very personable and a very meaningful way to remember our loved one.”*

*“Description of grief and where there is help available.”*

*“Loved that we were able to connect as a family from all different areas.”*

*“Readings were very appropriate and lighting of candles gave great hope, choice of music was very apt.”*

*“The whole ordeal helped those of us who lost a loved one to come together for them to be remembered despite the Covid.”*

We are very proud of our Pastoral Care and Medical Social Work Teams who coordinated our Virtual Remembrance Service initiative, which has consistently received positive feedback from friends and families who were bereaved during the pandemic. Pictured are David Cribbin, Pastoral Care Chaplain and Hazel Greene, Bereavement Services Coordinator receiving a CHKS innovation award.



# Virtual Reality in Healthcare

In late 2021, Galway Hospice was invited to participate in a project designed to deliver training to support staff who wish to gain additional academic and vocational qualifications.

This 2-year project involves two hospices (Galway Hospice and Our Lady's Hospice & Care Services) as well as two Education and Training boards – DDLETB in Dublin and GRETB here in the West of Ireland. We made a combined application for funding to develop and deliver a training module through the medium of Virtual Reality.

This application was through SOLAS, which is an agency of the Department of Further and Higher Education, Research, Innovation and Science, through their "Innovation through Collaboration" fund.

The 'innovative' element of our project is the use of Virtual Reality to allow simulation of scenarios in a non-clinical environment so that participants can



experience a range of scenarios and develop their communication skills in a controlled environment and without any impact on patients.

The target audience of this module will be non-clinical staff (e.g. cleaners or catering staff) who want to train as Healthcare Assistants, but the module can equally be used to 'upskill' qualified Healthcare Assistants who are less experienced in the communication skills required when working in the area of Specialist Palliative Care.

In May of this year, we received the news that we had been successful in our application and we look forward to launching this project in the coming weeks.

## The Kube in aid of Galway Hospice

The Kube, a fun-filled, action-packed version of the popular ITV gameshow, comes to The Clayton Hotel on Friday 14th October 2022, in aid of Galway Hospice.

The Kube challenges contestants to complete simple physical and mental tasks inside a Perspex cube. "As fans of the TV show will know, The Kube is a fun, fast-paced game that tests the wits of contestants and the nerves of the audience! It is guaranteed to be a fun night out for all," said Charlene Hurley, Director of Fundraising & Communications at Galway Hospice.

The event was originally due to take place in March 2020 but had to be postponed due to Covid. All funds raised from The Kube at The Clayton Hotel go to local Hospice services. "Fundraising events like this are vital to helping Galway Hospice to care for patients and their families now and into the future."

All are welcome at this enjoyable event, tickets will be available at [galwayhospice.ie](http://galwayhospice.ie).





# 30 Years of Coffee Mornings



*Actor Brendan Gleeson was delighted to launch this year's Bewley's Big Coffee Morning Social for Hospice recently.*

Bewley's Big Coffee Morning Social for Hospice is one of Ireland's longest established and most loved fundraisers in aid of specialist palliative hospice and community palliative care services all across Ireland. 2022 marks the 30<sup>th</sup> anniversary of the campaign and we are thrilled to welcome our supporters back to our own Coffee Morning at Galway Hospice this September. We very much look forward to chats with hosts, live demonstrations and most importantly, a cuppa while sharing stories!

We couldn't possibly guess how many cups of tea and coffee have been made since 1992 or how many cakes and treats were freshly baked especially for a Coffee Morning. Having a cup of tea and a chat is one of our most beloved activities as Irish people and nothing makes us come together more than doing it for a worthy cause. We are truly grateful for the support we have received from the people of Galway these past thirty years, especially during the pandemic as we saw new and long-time hosts hold virtual coffee mornings, organise outdoor get-togethers and even host drive-thru coffee mornings.

Bewley's Big Coffee Morning Social for Hospice will take place all over Ireland on the 22<sup>nd</sup> of September, or alternatively individuals are welcome to host a Coffee Morning on a date of choice. Hospice Coffee Mornings have enabled Galway Hospice to provide the best person-centred care to patients and families for over 30 years. Thank you for your ongoing support. Go raibh maith agat as ucht do thacaíocht.



*Brendan Gleeson is pictured with Charlene Hurley, Director of Fundraising and Communications at Galway Hospice and Aisling O'Leary, Coffee Morning host.*

**To register as a Coffee Morning host and receive a free Bewley's Coffee Morning pack, head to [galwayhospice.ie/coffeemorning](https://galwayhospice.ie/coffeemorning) or phone 091 770868. You will be helping Galway Hospice to continue providing comfort and care to patients in your local community.**



The Conquerors



Roscommon  
Solstice Choir



Marc Roberts



Eimear Reynolds



Johnny Carroll



Galway Tenors

# A Night of Music

for

# Galway Hospice



**8pm Thursday 10<sup>th</sup> November**

**Galway Cathedral**

**Doors open 7.30pm | Tickets €25**

*MC Tom Gilmore*

*All proceeds to Galway Hospice*

*Featuring the launch of CD Whispering Hope  
by Johnny Carroll & Roscommon Solstice Choir*



*Tickets available at*

*galwayhospice.ie/shop or at the Galway Cathedral Book Shop*



# Míle Buíochas Connacht Hospitality Group

The Connacht Hospitality Group set themselves the ambitious target of raising €100,000 for worthy charities at the beginning of 2022 and Galway Hospice are delighted to be one of them. The team at the Connacht Hospitality Group organised a very successful Charity Golf Classic, which took place at the Galway Bay Golf Resort in July. There were

many rounds of golf, delicious food, and MC Kieran O'Malley brought lots of laughter to every table at the resort.

We were blown away by the generosity shown by all involved, with a grand total of €22,000 raised for Galway Hospice.



## Miss Galway chooses a worthy cause

Ava Mathews, this year's Miss Galway has chosen to work with Galway Hospice to raise much needed funds as part of her Miss Ireland journey. She has a huge interest in cancer research and is currently interning at CCMI who manufacture Advanced Therapy Medicinal Products for use in clinical trials for life-limiting conditions.

Ava is pictured at a recent visit at the hospice, where she admired our Memory Tree. To find out more about our Memory Tree, head to [galwayhospice.ie/memorytree](https://galwayhospice.ie/memorytree).



# Mayo Hospice One Year On

## Donna Lynott CNMII, IPU, Mayo Hospice

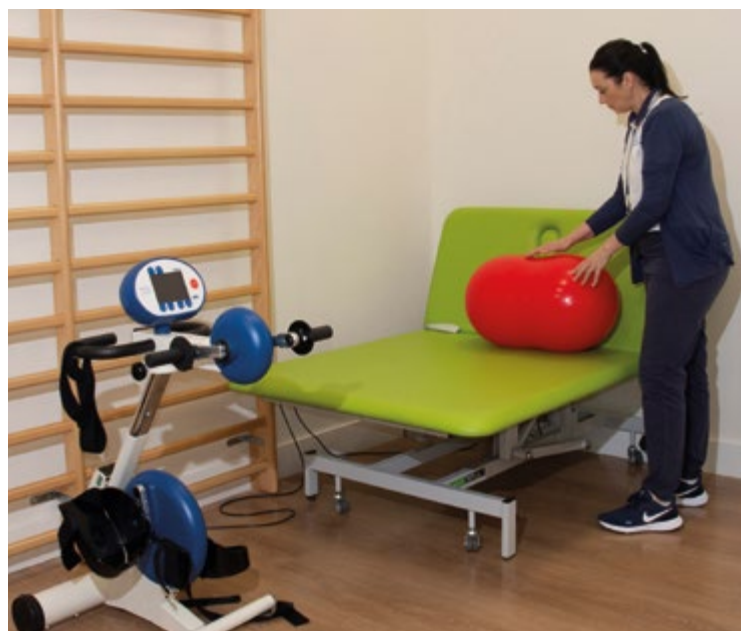
On the 8<sup>th</sup> March 2021, Mayo Hospice Inpatient Unit comprising of 14 en-suite bedrooms with patio/outdoor access, opened its doors to our first patients. The Inpatient unit has access to the onsite Physiotherapy, Occupational Therapy, Aromatherapy and Art Therapy Departments as well as a beautifully designed Reflection Room and internal courtyard and Daycare Department. Patients and families have access to all members of the Multidisciplinary team; doctors, nurses, healthcare assistants, pastoral care, social work, Physiotherapy, Occupational Therapy, Art Therapy, Aromatherapy and pharmacy.

Months of preparation and hard work within all departments of the greater Galway Hospice team led to the welcoming of our first patients, fully staffed and equipped to provide specialist palliative care to patients in Mayo and surrounding areas, with the support of the HSE. The initial number of weeks focused on referrals for end of life care, this was to allow the team to settle in and familiarize themselves with practices and procedures such as dealing with referrals, basic symptom control principles and the day-to-day running of the unit. Acceptance of referrals then expanded to symptom control, rehabilitation and step-down from the acute setting and later in 2021, we established our referral pathway for respite admissions.

The establishment of our Inpatient Unit in Mayo has involved close collaboration and communication with our colleagues locally in the HSE. We have set up close links with Mayo University Hospital, and work closely to access laboratory services, radiology services and with the various clinical teams there for follow-up and investigations for our patients. We have also built good working relationships with our wider colleagues, such as Public Health Nursing, Integrated Community Care teams such as the Respiratory team, Speech and Language, as well as our Allied Health colleagues in

Community Occupational Therapy and Community Physiotherapy. These links have been extremely important in ensuring a seamless transfer of care from Mayo Hospice to Home or alternative place of care following a patient's discharge from the Inpatient Unit.

We have and continue to be invested in creating a greater awareness in our community around Hospice care and what it actually entails. Academically, we work closely with the team in ATU Castlebar and participate in the palliative care education programs that are available for all healthcare professionals. We endeavor to maintain and further improve on the high standards of care which we pride ourselves on, and are invested in being an integral part of the Sláintecare strategy locally.





# This Year is for Mom

Danielle Tully



Danielle Tully's Mom Mary passed away at Galway Hospice on August 13<sup>th</sup> 2021, after being diagnosed with Cancer. She was at Galway Hospice for two weeks and only knew she had Cancer for a total of six weeks. Danielle speaks about there only being herself and her Mom in her family, so she decided to take on the challenge of climbing the famous reek in her Mom's memory, along with her great group of friends in June 2022.

Danielle has climbed Croagh Patrick an impressive six times over the years and originally wanted to take on the climb for a reason and felt the Galway Hospice Croagh Patrick Climb in June was a perfect fit, after the care her Mom received, "The kindness and compassion Galway Hospice provided both Mom and I during that time is something I will treasure forever. They enabled us to enjoy our last weeks together". Her close friend Áine was also climbing in memory of her Mum, similar to Danielle, her Mother also passed away from Cancer. Not only did Danielle receive tremendous support from her friends but also from her work colleagues at TE Medical, who sponsored her.

*"Why don't  
we do it  
for the  
Hospice?"*

Danielle highly recommends taking on the Croagh Patrick Climb in aid of Galway Hospice, "I think it's a lovely day to do it, when you're going up there and see everyone else in the similar t-shirts, you know that they are all here for the same reason as you and there's a bit of a community feeling in that. It's a nice day to do it for that reason".

This is a very special event for those who have been touched by the services provided by Galway Hospice and allows them to support one another as they climb to the top of the reek. We had the pleasure of meeting so many of our lovely supporters at the climb this year – from families to workplaces, couples and groups of friends. After a long two years without the event, it was great to be back in Mayo. The climb takes place on the 3<sup>rd</sup> Saturday of June every year - save the date for next Summer.





# Cuairteoirí - Visitors

## Connacht Rugby

It has been so long since we have been able to have our friends from Connacht Rugby in to visit us at Galway Hospice, but we were very lucky to have some of the players visit earlier this year, when they spent some time with our Day Care patients. There were plenty of chats, laughter, a BBQ in the sunshine and the lads even got involved in the patient's Sow & Grow programme. Although the relationship between Connacht Rugby and Galway Hospice has been ongoing for many years, this celebration marked the end of the Rugby Club's official charity partnership with the Hospice after two years. Despite this, the players will always have a special place in their

hearts for Galway Hospice. The doors will always be open to our friends at Connacht Rugby and we look forward to having them in for a visit again in the future.

We would especially like to wish Ultan Dillane the very best of luck in his future endeavors, after departing the Connacht rugby squad. Ultan has been a long-running supporter and ambassador of Galway Hospice and never hesitated to spend some time with patients, volunteers & staff and help with any promotion he could. A true gentleman of the sport. Ádh Mór Ultan.



## Dáithí Ó Sé

Our lovely Day Care patients were spoiled once again with a visit from Dáithí Ó Sé earlier in the Summer. Patients Esther and Carmel thoroughly enjoyed the chats and laughter, as did staff members! We are lucky to have Dáithí in to see us once again for our Tree of Lights event at Galway Hospice on the 4<sup>th</sup> of December, where he lights the Tree in style.





# Say You Will

Leaving a gift in your will is simple and doing so can help ensure the long-term future of Galway Hospice, giving us the confidence that we will have the funding we need to continue our support to the people of Galway.

When it comes to making your will, we understand that your loved ones will come first. Thinking about the hospice today can make a real difference to those who may need hospice care in the future.

Even if you think you don't have much to leave, you would be surprised how important your gift could be to helping us remain a vital part of the Galway community.

Including Galway Hospice in your will is a special way of leaving a meaningful and lasting legacy that will touch the lives of the individuals and families who need our care and support.

We would be pleased to discuss leaving a gift in your will and give you a better understanding of how it can make a difference.

Please feel welcome to contact Charlene or Lorraine on **091 770868** or email **[fundraising@galwayhospice.ie](mailto:fundraising@galwayhospice.ie)**



## Wellbeing at Work Week

The fourth National Wellbeing at Work Week took place earlier this year, as we welcomed and encouraged participation from staff in activities scheduled in both Galway and Mayo throughout the week.

The Galway Hospice Governed Services were pleased to announce the launch of the Employee Assistance Service, which is a free and confidential service. This service is available to Employees (in addition to their family members who are a spouse, civil partner or dependent, where the family member can be described as a person over the age of 18 and residing at the family home ) 24/7/365 days per year.

Wellbeing at Work Week was a fresh opportunity to highlight the wellbeing supports available to staff, as well as taking time out to focus on our physical, mental, social and general wellbeing. We ran some wellness events throughout the week and offered up some interesting prizes for participants during the

**NATIONAL  
WORKPLACE  
WELLBEING DAY**  
WORKING TOGETHER FOR  
A HEALTHIER FUTURE



week. We looked at some simple, everyday actions that could be included (or removed) from our daily living to help to embed a culture of wellbeing. Among the events that took place were Mindfulness/ Box Breathing, Reiki, Nutrition & Health sessions, Stretching and Yoga.

A great week was had by all involved.

We very much look forward to next year's Wellbeing at Work Week and taking time out to focus on our general wellbeing.

# CHKS Accreditation

## Helping to improve quality and outcomes

In May of this year Galway Hospice Foundation undertook accreditation for CHKS. The CHKS survey is an intense examination of all aspects of the care and service provided for patients and families which occurs every 3 years. The CHKS standards are designed to provide a framework for quality assurance and quality improvement with assessment occurring across 33 standards with hundreds of criteria within each standard. The accreditation standards are referenced to the current requirements from the Health Information and Quality Authority, Care Quality commission UK with international references from the World Health Organisation. The survey provides the organisation with an opportunity to examine and assess practice, areas for quality improvement and essentially support and continually improve the provision of specialist palliative care to patients and families across the service.

It requires intense preparation and all staff came together as a team to examine and support the survey. The survey was undertaken by four surveyors from the UK from the dates May 16<sup>th</sup> to May 19<sup>th</sup>. The surveyors undertook observational walk about in the departments on each site, interviews with all disciplines across the organisation in combination with reviewing the organisations policies, procedures and documentation.

It has been a rewarding and successful survey for the organisation with a total of 9 commendations being received by CHKS across the service. CHKS have also awarded Galway Hospice Foundation 1st place in the category 'adapting to challenging times' for the development of the Virtual Online remembrance service.

Galway Hospice Foundation is committed to benchmarking and assessing continually the service that we provide and would like to take this opportunity to thank each and every supporter of the organisation. The close out of the survey has provided great assurance and insight for the organisation as we continually strive for improvement and excellence in providing specialist palliative care.

For anyone who wishes for further information on CHKS accreditation, the full report will be made available on the Galway Hospice Foundation website.

*Niamh Mc Keon*  
Quality and Safety Manager



## 'Mayo Hospice'

*Poem by Mayo Hospice Patient*

The Hospice is a long low building

It welcomes you in

There are many areas for people to rest and talk

Patients bells ring gently and answered cheerfully

Hidden away down the lane

The atmosphere is love and kindness

The private rooms are large

A brightly coloured, hand crocheted throw feels instantly homely

Modern and purpose built

The security unobtrusive

The Jacuzzis are state of the art

Each room has a sofa bed for relatives

The food is delicious, the chef takes pride in his work

..as does everyone else.





# Oughterard Tug of War and Family Fun Day 2022

***Pull, pull, pull!***

The Oughterard Tug of War and Family Fun Day took place on the 12th of June at the Oughterard Showgrounds, in aid of Galway Hospice. Lots of fun was had by people of all ages, with medals and trophies being presented to participants on the day.

It was a fantastic community effort with many individuals giving their time, expertise, equipment and prizes to the cause. The event brought in a grand total of €20,408.21 for Galway Hospice services, thanks to the generosity of the people of Oughterard and beyond.





# Thank You to Our Supporters



Abbeyknockmoy Shave or Dye raised a grand total of €10,442.45 for Galway Hospice.



Coffey took on the Galway Hospice Croagh Patrick Climb in June and presented a cheque for €4,000 to Lorraine Gallagher, Galway Hospice.



Eoin, Niall, Barry, Liam and Dylan took on the lengthy cycle from Mizen head to Malin head and raised a total of €16,473.72 for Galway Hospice.



Cllr Peter Keaveney and his team presented a cheque of €31,045.60 to Galway Hospice, with the funds generated from his Mayoral Charity Ball.



Naomi, Andre and Molly Davies presenting a cheque for €10,842.50 to Amy Coy, Galway Hospice which was raised through their Celebrating Jack Charity Gig, in memory of Jack Davies RIP.



Martina Harpur nee Malone and Pauline Mc Evoy presented a cheque for €600 to Phil Kilgannon, Galway Hospice.



The Cornamona Cycle Committee present a cheque for €8,300 to Padraic Walsh, Galway Hospice.



Nicola Forde Casey, Sinead Molloy, Tara Moran and Francis Molloy raised €1,527 for Galway Hospice through their 5K Walk/Run at St Mary's GAA Pitch Athenry.