

Alexandra Post

Supporting
physically disabled
ex-Servicemen
and women of the
past, present and
future



qahh.org.uk

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Summer 2016



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INTERNATIONAL BEST-SELLING AUTHOR VISITS QAHH

Author Jack Higgins visits QAHH residents and staff

>> On 15 February, international best-selling author, Jack Higgins, known for major titles such as 'The Eagle Has Landed' and 'A Prayer for the Dying', paid us a visit. This was in advance of an evening with the author, which was held in aid of QAHH and raised almost £3,000.

Accompanied by his wife, The High Sheriff of West Sussex, Denise Patterson, he received a tour of the facilities and met with QAHH residents.

The couple also presented two members of staff with their Care Certificates. Ines Lima and Lauren Denholm, Healthcare Assistants at QAHH, both recently completed their studies and obtained the Care Certificate. Introduced in April 2015, the certificate is an expectation of all those working as Healthcare Assistants and adult social care workers.

Originally from Portugal, Ines moved to the UK in 2014. Having worked in a call centre and a supermarket, Ines decided to take on

the challenge of working in healthcare. She said, "It's been seven months since I started at QAHH and I've come a long way. I've met amazing people, I've learned a great deal and the Care Certificate has helped me to understand and put into words the values and responsibilities of being a Healthcare Assistant."

Lauren's motivation came from seeing her grandparents in hospital: "My Grandad had dementia and my Nan eventually suffered heart failure, so I'd spent a lot of time visiting them both. Before she died, my Nan told me that I would do well in healthcare because of my personality. I'm so glad that I've now completed the Care



(L-R) Denise Patterson, Ines, Lauren and Jack Higgins

Certificate and I'll soon start my NVQ Level 3. My dream is to go on to do nursing."

Myra Cooper, Training and Development Co-ordinator at QAHH, said: "I'm so proud of Ines and Lauren, who have worked extremely hard to obtain their qualifications, and I'm thrilled they're both going on to do their NVQ Level 3. All of us at QAHH would like to thank Mr Higgins and Mrs Patterson for supporting us and presenting Ines and Lauren with their certificates."

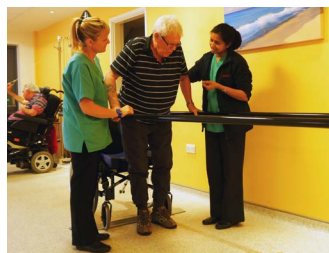


QAHH EXTENDS ITS PHYSIOTHERAPY TO VETERANS IN THE LOCAL COMMUNITY

>> From Monday to Friday, our residents benefit from our physiotherapy services, which are specially tailored to their individual needs, and are a key part of the care and rehabilitation that we provide at QAHH. We are delighted to announce that thanks to funding from The Aged Veterans Fund funded by the Chancellor using LIBOR funds, we are now able to provide physiotherapy to non-resident veterans living in the local community.

From July, and initially for one year, we will be providing physiotherapy sessions on Saturdays, when our physiotherapy department has otherwise been unused. Moreover, the funding means that the service will be free of charge.

If you are a veteran, born before 1 January 1950, in need of physiotherapy, and would be interested in receiving it for free in our modern facilities and in a reputable, experienced and veteran-centred environment,



please contact us on **01903 218444** or email **info@qahh.org.uk** for more information. Or if you know of any veterans this would benefit, do pass on this information. Please note that as this service is fully funded by The Aged Veterans Fund, it cannot be made available to younger veterans. It is also only available on Saturdays and by appointment only.

This exciting new project will allow QAHH to reach out to help even more ex-Service personnel in our community and we thank The Aged Veterans Fund for their generous support.

What would you do if you won £25,000?



>> Would you book a luxury Caribbean cruise, or is a shopping spree in New York more your style? Perhaps you'd buy a new car or make home improvements? Sign up to the QAHH weekly lottery and you could make the dream of how you'd spend the tax-free cash a reality!

It only costs £1 per entry, per week and you can purchase as many chances as you'd like to give yourself the best opportunity of winning. You'll be helping to raise vital funds for our veterans, whilst being in with a chance of winning £25,000, plus other prizes between £5 and £1,000, EVERY WEEK! It's a win, win.



To join the QAHH lottery, email **clare-smith@qahh.org.uk** to request a form – or sign up online at **www.qahh.org.uk/lottery**
Best of luck!

Resident focus - Dr Michael Matthews



>> Dr Michael Matthews came to live at QAHH in April 2010. He has Parkinson's disease, which has left him weak and unable to walk as well as he used to.

Michael is a former Royal Navy psychiatrist. He joined the Royal Navy in 1965 where he began his medical training.

He explains: "I was based at the Royal Victoria Hospital on the coast, near Southampton. Its purpose was to train army nurses and doctors, and to treat military patients. It was an amazing facility. Huge liners, including the Queen Mary and QE2, used to pass by the hospital and you could watch

them as if it was at the bottom of your garden. I can't tell you how magnificent a sight it was."

Following his time in the Royal Navy, Michael continued his career in psychiatry.

"I completed my training at Wessex Regional School, then went on to St George's Hospital in Tooting. I carried on well after I left the RN, and achieved consultant status."

QAHH was recommended to Michael when his condition



Michael in the Social and Recreation department

had worsened and he needed additional support.

"The physiotherapy sessions are very helpful. I am toning up the muscles in my arms and legs, and try to walk when I can. The therapists are very encouraging, and they measure any improvement. I enjoy it."

He also likes to go on some of the day trips, which are arranged by QAHH.

"If it weren't for QAHH, I wouldn't get the regular physio sessions that I need, or be able to go on day trips out. The staff here are wonderful; they take good care of me."

Open day 2016

>> Join residents, staff and volunteers of QAHH for our annual Open Day on Saturday 9 July at 1.30pm, when the Hospital Home opens its doors to a host of stallholders, military exhibits, live music, entertainment and games. Each year hundreds of local people attend this popular community event, with something for everyone, in the QAHH grounds.

We'd love to see you on 9 July but if you would like to help further by baking a cake, donating tombola items, running your own stall or helping out on the day, please contact Samantha at samantha-stokes@qahh.org.uk or call 01903 218444.

THE 2016 GRAND PRIZE DRAW

In this edition of our newsletter, we have included a book of Grand Prize Draw tickets. To be in with a chance of winning one of the five fabulous prizes, please return the ticket stubs and £1 for every ticket you wish to buy by Friday 8 July. The prizes available are:

- 1st Prize:** An overnight stay for two, including dinner & breakfast at The Hilton Avisford Park Hotel, Arundel, donated by The Hilton Avisford Park Hotel
- 2nd Prize:** A Casio Electric Keyboard and Stand, donated by Casio
- 3rd Prize:** A piece of Silver Jewellery, donated by Frost Bros Jewellers
- 4th Prize:** A Case of Wine, donated by Pianoroom Portsmouth
- 5th Prize:** Afternoon tea for two at Amberley Castle, donated by Amberley Castle

A huge thanks to all the companies who have donated prizes. For more tickets please contact Samantha on 01903 218444, or email samantha-stokes@qahh.org.uk. The Grand Prize Draw will be drawn at Open Day on Saturday 9 July.



QAHH achieves top marks for end-of-life care

>> We are delighted to announce that QAHH has been awarded the Quality Hallmark Award at Beacon status by the Gold Standards Framework (GSF) for our end-of-life care.

The GSF is about 'giving the right person the right care, in the right place at the right time, every time' and determines excellence in end-of-life care provision. Beacon status is their very highest award and is not given often, so is a real achievement for QAHH – furthermore we earned 50 out of 50 total credit points available!

The process involved us producing a portfolio of information, followed by an inspection by a GSF representative then a review by an independent panel who made the final decision.



Pauline Wylie, our Senior Staff Nurse who leads our end-of-life care programme, said: "I was at home on my day off when I heard the news and I did a victory dance around my kitchen! Although the process was challenging at times, it all paid off as receiving top marks and Beacon Status is evidence that we are doing a really good job. I'd like to thank all the staff who contributed to the work in order for us to achieve this brilliant result, and who provide such excellent end-of-life care for our residents."

The award was presented to Pauline and Director of Nursing and Operations, Valerie Walker, at the Bi-Annual GSFCH Award Ceremony in Birmingham last month, and is being displayed with pride in our reception.

RECYCLE TO RAISE MONEY FOR QAHH

>> You can now help to raise money for QAHH while helping the environment too!

QAHH supporters, Sue Welfare and her husband, John, run a recycling scheme in connection with Terracycle, collecting items from local collection points and donating the money raised to their chosen charities.

Sue said, "We are passionate about recycling and reducing filling precious land with waste. I found out about Terracycle and that the funds have to go to a charity, youth group or something similar. We like to support local charities as the waste for recycling comes from local people. As at December 2014, the people of Lancing and parts of Worthing have helped to raise over £2,680 for local charities and reduced landfill!"

The majority of the items collected by Terracycle are things that currently cannot be recycled via the local councils.



You can find a full list of items and where to drop them on our website: www.qahh.org.uk/recycling

You and your data are safe with QAHH

>> You may have seen some of the very negative publicity over the last year regarding aggressive fundraising techniques of certain charities, and the data of their donors not being treated with the care it should be.

We at QAHH want to reassure all our supporters that we oppose this type of fundraising and that your details are safe with us.

Please note that:

- We respect the wishes of our donors with regards to how they are contacted and how often.
- We do NOT share data with other charities nor do we purchase mailing lists.
- We do NOT employ fundraising agencies to contact our supporters so you will not be bothered by multiple mailings or annoying telephone calls from such agencies.
- We keep up-to-date with, and adhere to, the fundraising directives and best practice as laid down by the Fundraising Standards Board.

If at any time you wish to change how we communicate with you, just call Clare Smith on 01903 218444 or email clare-smith@qahh.org.uk. Therefore, please rest assured that your personal data is safe with QAHH and that our fundraising techniques are legal and ethical. We are most grateful for all the donations we receive, be they large or small, and appreciate all our supporters who so kindly enable us to raise the money we need to continue our care.



QAHH to open charity shop

>> This year we have to raise over £1.3 million and in order to diversify our fundraising income, we are hoping to open a charity shop in the near future.

Could you help with any of the following:

- Stock – can you donate any unwanted, good quality clothing, books, bric-a-brac, jewellery and accessories?
- Shop Manager – do you know anyone with retail management experience, preferably in a charity shop?
- Volunteers – are you able to give half a day per week or more to work in our shop?

To help with any of these, please contact the Fundraising team on 01903 218444 – we would be very grateful for any support you could give.

KEEP CALM
AND
CHARITY SHOP

Will you help heroes like Pat to achieve their **small victories**?

>> At QAHH, we celebrate each small victory on the road to our residents' rehabilitation. These are the little tasks which may seem simple, like walking unaided, undertaking a much loved hobby, or even making a cup of tea – but step by step they help transform the quality of lives. Thanks to individually tailored occupational therapy, physiotherapy and speech therapy, progress is made via little steps over a period of time and one of our residents, Pat, is a shining example of how small victories make an incredible difference.

Pat's story

Pat was 20 years old in 1940 when he left his home town of Leicester and joined the Army during World War II. Pat was a Stone Mason, a gifted footballer and had just become a father. He was shot in the leg whilst fighting in Tunis, captured and then imprisoned in Stalag 344 Prisoner of War camp in Poland. Like many who fought for our country, his story is one of courage and resilience. Pat says that his strong faith got him through the war and that he was 'one of the lucky ones'.



Later life

Unfortunately, in his 90s, a bout of ill health severely affected Pat's mobility and he went from having freedom of movement to having to be fully hoisted in and out of his bed and dependent on others. He spent most of his time in his room and become socially isolated. Thankfully, in 2015 due to specially tailored care at QAHH, his health improved and Pat became more mobile and able to start rehabilitation. His first small victory was being able to transfer to and from his wheelchair independently using a Zimmer-frame rather than being hoisted. Pat attended physiotherapy sessions and gradually his strength and mobility improved and was soon well enough to start moving around the Hospital Home independently, joining in the social activities.

Hobbies

After the war, injured service personnel were encouraged to develop hobbies, so Pat chose to paint which became his favourite pastime. Pat is an extremely talented artist and when his health improved he started painting again at QAHH. He has his regular spot in the Social and Recreation room and even helps to teach other residents to paint. Pat says, "I'm just glad that the ability I have is helping others; art keeps the mind going and the therapeutic effects are just as good as tablets and medicines. Painting is my therapy and they give me everything I need here." Pat is happiest when at his easel, often serenading the staff with a song whilst he paints. Thanks to the dedicated staff here at QAHH enabling small victories along the way, Pat is now able to have the quality of life he richly deserves.



How you can help people like Pat

All our therapies enable our veterans to achieve their small victories that enrich their lives. Would you be able to make a one-off donation or set up a small monthly donation to QAHH to ensure we can continue to deliver our vital services to people like Pat? A monthly donation provides us with more reliable income, which really adds up over the course of a year. Also, if you are a UK taxpayer and Gift Aid your donation, it will be worth an extra 25% at no cost to you.

Your support would help fund physiotherapy to help a resident to walk again, speech therapy to help someone learn to communicate again after a brain injury or stroke, or fund a day trip allowing residents to integrate more in the local community and practice their communication skills – all small victories on the road to their rehabilitation. Every penny counts – just like every small victory counts – so if you could make a one-off or regular donation to QAHH we would be most grateful. Thank you.



The Queen Alexandra Hospital Home Small Victories Appeal **Donation Form**

>> Every donation is important to us but regular gifts are especially valuable as they provide us with more reliable income, allowing us to plan more effectively. Regular donations may be small, but have a mighty impact over time – just like our residents' small victories. It is easy to set up a standing order and you can change the amount you donate to us at any time. Just fill in the form below or turn over to give a one-off donation and return in the Freepost envelope provided. Thank you!

Yes, I/we would like to give a **regular donation** of £_____ To be paid every: Month ☐ Quarter ☐ Year ☐ Date donations to commence: ____/____/____

Title: _____ Full name: _____ Address: _____ Postcode: _____ Telephone no: _____ Email: _____

To the Manager of _____ Bank/Building Society Branch address: _____ Postcode: _____

Please debit my bank account number: _____ Sort code: _____ - _____ Please pay to:

Account name: The Queen Alexandra Hospital Home **Sort code:** 20-98-74 **Account number:** 10093912 **Branch address:** Barclays Bank plc, 1 Chapel Road, Worthing, West Sussex, BN11 1EX Signed: _____ Date: ____/____/____

Boost your donation by 25p of Gift Aid on every £1 you donate

Gift Aid is reclaimed by QAHH from the tax you pay for the current tax year. Your address (as detailed above) is needed to identify you as a current UK taxpayer. ☐ I want to Gift Aid my donation of £_____ and any donations I make in the future or have made in the past four years to The Queen Alexandra Hospital Home.

I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on my donations in that tax year, it is my responsibility to pay the difference ☐ (please tick) Signed: _____ Date: ____/____/____

Please notify QAHH if you wish to cancel this declaration, change your name or home address or no longer pay sufficient tax on your income and/or capital gains.

The Queen Alexandra Hospital Home will keep your details on our fundraising database for our records, and we will **not** pass your details onto external organisations. We would like to keep you informed about the difference we make to veterans. Please tick if you **do not** wish to receive any future mailings from QAHH ☐

>> Any donation, no matter how large or small, will help us to deliver care to our residents, improving the quality of their lives.

Yes, I/we would like to give a **one-off donation of:**
£ _____

Title: _____ Full name: _____
Address: _____
Postcode: _____
Telephone no: _____
Email: _____

Method of payment

☐ I enclose a cheque made payable to The Queen Alexandra Hospital Home, **OR**
☐ Please debit my VISA/MasterCard/CAF/Maestro card with the amount specified above
Card no: _____
Start date: ____ / ____ / ____ Expiry date: ____ / ____ / ____
Security no: _____ (The last three digits on the reverse of the card)

Boost your donation by 25p of Gift Aid on every £1 you donate

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Signed: _____ Date: ____ / ____ / ____

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Join Team QAHH at the Bright10 on Sunday 16 October

>> On 16 October, seven members of QAHH staff will be participating in the Bright10 and are looking for more recruits to join 'Team QAHH' to raise money for our veterans.



Team QAHH with QAHH resident, Michael

Pictured with our resident Michael, are Stewart, Clare and Elizabeth from Fundraising, Liz from Physio, and Christina from Support Services.

Now in its second year, the Bright10 is a 10-mile road race, along the Brighton & Hove seafront. We'll provide all our runners with a QAHH running vest, training advice and fundraising hints and tips. We'll also have cheerers to cheer you on around the course and a dedicated QAHH area at the finish where you'll enjoy refreshments, and both individual and team photos will be taken.

We have more places available if you would like to join Team QAHH which cost £25. We ask each runner to try to raise £175 in sponsorship if possible. To book your place or for more information, please contact Samantha on **01903 218444**, or email samantha-stokes@qahh.org.uk

If you are not able to take part but would like to support the QAHH staff runners, you can sponsor them on their Just Giving site at <https://campaign.justgiving.com/charity/qahh/teamqahh> or send your sponsorship in the post to us, marking your donation as Bright10 sponsorship.

Heroes in our community

>> We are very grateful at QAHH to have fantastic support from a variety of individuals and groups from our local community. Here are just a few examples of that support...

- Lyndhurst Primary School, Worthing raised £500 from their on-going fundraising including Pyjama Day and Christmas production.
- Year 6 at Townhill Junior School, Southampton raised £386.83 for QAHH through organising their own WWII museum.
- Arundel Charity Rock band The Alternatives, who perform to raise money for local charities donated £1,000. The cheque was presented to resident Rob Podsiadly, who was the lead singer of Rocky Sharpe and the Replays in the 1970s.

- Stewart Gillespie, a member of QAHH staff, ran the Brighton Marathon, raising a fantastic sum of £800.
- Long-term QAHH supporter Staff Sgt Vance Walker and 20 colleagues from the 12th Regiment Royal Artillery at Thorney Island, cycled the 838 miles from John O'Groats to Lands' End on static bicycles in the Tesco store at Havant. They achieved this in a very impressive nine hours and raised an amazing £3,597. Thanks to Staff Sgt Walker, all the participants and all at Tesco, Havant.



SSgt Walker (centre), some of the participating soldiers and Tesco staff

Thank you!

>> Thank you to Seafarers UK, who donated £25,000 towards physiotherapy for our seafaring residents.



>> QAHH was awarded a Greenwich Hospital grant of £40,000 through the Royal Navy and Royal Marines Charity (RNRMC). The grant is towards the costs of delivering a tailored rehabilitation programme to disabled Royal Navy and Royal Marines Veterans and their dependants.



>> The Royal Air Force Benevolent Fund donated £20,000 towards the nursing and rehabilitation of members of the RAF Family.





I've made a Will and know my family will be provided for

I've made a Will so I won't leave problems for my loved ones

I've made a Will and know I'm leaving a lasting legacy to the charities I care about

I made a Will. It was so easy and it put my mind at rest



It's never too early to make your Will and ensure that your wishes are taken care of with our

MAKE A WILL FORTNIGHT

in support of The Queen Alexandra Hospital Home

An opportunity to make or update your Will and support disabled veterans

About Wills: Having a professionally written Will is the best way to ensure that your final wishes are carried out, protecting those you love and remembering the causes that you care about most. We should all make or update our Wills following life events such as marriage, having children, divorce or retirement, but it needn't be daunting or expensive. Furthermore, it will give you peace of mind.

About the Scheme: In June, The Queen Alexandra Hospital Home (QAHH) is teaming up with three local Solicitors who have kindly waived their usual Will writing fees in exchange for a donation to the Hospital Home. The minimum suggested donations are: **£70 to update a Codicil, £120 for a Single Standard Will or £200 for a Double Will**—all cheaper than you would usually pay and 100% of which will go towards supporting disabled veterans at QAHH.

Appointments: There are a limited number of appointments available, allocated on a first come, first served basis. Bookings will be taken between 9 May and 13 June, with a view of appointments taking place between 20 and 30 June.

Participating Solicitors:

Gema West
Bennett Griffin
11 Sea Lane
Ferring, BN12 5DR
T: 01903 706985

Tim Parsons
Green Wright Chalton Annis
13-14 Liverpool Terrace
Worthing, BN11 1TQ
T: 01903 234064

Robert Simon
Robert Simon & Co.
St Mary's Road
Shoreham by Sea
BN43 5ZA
T: 01273 452333

Don't put off making or amending your Will. For more information on how to book an appointment with one of our local Solicitors, please contact Clare Smith on: **01903 218444**, clare-smith@qahh.org.uk or visit www.qahh.org.uk/makeawillfortnight

20 - 30 June 2016
Book 9 May to 13 June
£70 Codicil
£120 Single Will
£200 Double Will

Dates for your diary

>> Whether you are intrepid and looking for a challenge, a bookworm who likes to show off their knowledge, a family looking for fun entertainment, or you simply like being wined and dined and having a fabulous time, we have something for everyone this year...

2016

Thursday 9 June
6.30pm

Quiz Night

Put your knowledge to the test at our fun and lively quiz! £10 pp includes a buffet supper, 8 rounds of questions and a trophy and prize for the winning team. Teams up to 6 people. Cash bar.

Saturday 25 and Sunday 26 June

Armed Forces Weekend

QAHH joins other Worthing-based forces charities on Saturday 25 June, at the annual celebration event at Steyne Gardens, Worthing to show support for our service personnel.

Sunday 3 July
11am

Worthing Walkies - sponsored dog walk

Take the fundraising lead with your canine friend and join our sponsored dog walk along Worthing seafront! Registration is £5 per dog and all dogs will receive a certificate and a doggie goodie bag for taking part.

Saturday 9 July
1.30pm - 4pm

Open Day and Summer Fête

Fun for all the family at our annual summer Open Day, including market stalls, live music and entertainment, food and drink, children's entertainment and military memorabilia. Entry by donation.

Sunday 11 September
10am

Peacehaven Heights Abseil

How about doing something intrepid and incredible by taking part in our Abseil - 115ft down the spectacular chalk cliff face of Peacehaven Heights, onto the seafront below. Registration fee £25 per person.

Saturday 8 October

The Glitter Ball

Join us at the Hilton Avisford Park Hotel, Arundel for a glittering and glamorous evening. Tickets cost £55 per person and include reception drinks, a sumptuous three-course dinner, half a bottle of wine per person, live band and fun entertainment. Transport available from and to Worthing.

Sunday 16 October

Bright10

Get fit and lean whilst supporting QAHH with this 10-mile run along Brighton & Hove seafront. Join Team QAHH consisting of staff, supporters and soldiers. Registration fee £25 per person.

Thursday 17 November
6.30pm

Quiz Night

Put your knowledge to the test at our fun and lively quiz ! £10 pp includes a buffet supper, 8 rounds of questions and a trophy and prize for the winning team. Teams up to 6 people. Cash bar.

Saturday 3 December
1.30pm - 4pm

Christmas Bazaar

Come and join the festivities and solve your Christmas present dilemmas at our annual Christmas Bazaar, with market stalls, live entertainment, food and drink, and Santa's Grotto. We'll also be selling real Christmas trees and fabulous Christmas decorations. Entry by donation.

Sunday 18 December
2pm

Christmas Carol Concert

Annual event held at the stunning Lancing College Chapel. Now in its 11th year, the concert consistently sells out! Tickets cost £6.50.



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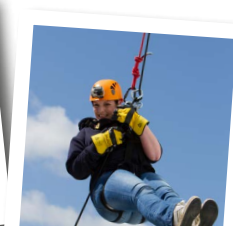
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Registered Charity Number: 1072334
A Company limited by guarantee
Registered in England No. 3646570



For more information, or to take part in any of these events, please contact Samantha in our Fundraising team on 01903 218444 or email samantha-stokes@qahh.org.uk