

Alexandra Post

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



qahh.org.uk



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LEST WE FORGET

Welcome...



I'm delighted to welcome you to this year's winter edition of the Alexandra Post.

It has been a very successful year so far for QAHH, as we have cared for more residents in the first half of this year than in previous years. There has been an increased need for the

care we provide, especially our award-winning end-of-life care.

All of us here at QAHH were very grateful to HRH Princess Alexandra who came to visit us in September; it's always a special time for the residents who meet her.

The gentleman on the cover of this newsletter is QAHH resident, Nathan Dodsworth. By the time you read this, Nathan will have left QAHH to return to live at home as he has made incredible and life changing progress in his time here. Nathan (pictured at the Battle of the Boar's Head memorial service in June this year) suffered two brain haemorrhages, which left him unable to walk, and he was also diagnosed with Post-Traumatic Stress Disorder (PTSD). Since being at QAHH, Nathan has overcome many challenges,

such as learning to walk again independently, managing regular and debilitating seizures, which have now ceased, and re-learning old skills such as photography and painting. Recently, Nathan has painted some beautiful murals, which have given an additional warmth to the Home and will act as his legacy to QAHH. We shall miss Nathan but are delighted that he is now able to return home to independent living and we wish him well for the future.

As the nights draw in and we prepare to remember the fallen on Remembrance Day, I would like to once again offer my gratitude for your continued support as we care for our Veterans through their difficult times. All that we achieve at QAHH is made possible by the generosity of our supporters.

As we strive to provide the very best care to all our residents, we recognise that many need to stay with us for a number of years, and so your support is vital in ensuring that we can provide this care for as long as it is needed.

Please take time to look at our upcoming events on the back cover of this newsletter, and we hope to see you at one of them.

I wish you a happy festive season.

John Paxman
CEO

A Royal visit to QAHH

>> Residents and staff at QAHH welcomed HRH Princess Alexandra to the Hospital Home on Thursday 22 September. Princess Alexandra, who is President of QAHH, visited the Hospital Home to tour the building and to meet residents, staff and QAHH supporters.



HRH Princess Alexandra is presented with a posy by Ted Bullen

Update on AVF weekend physiotherapy initiative

>> Thanks to funding from The Aged Veterans Fund, we at QAHH have been able to extend our physiotherapy services on Saturdays, free of charge, to non-resident Veterans in the local community.

This service started in July this year, and so far, 24 local Veterans have benefitted from a series of six weeks of physiotherapy, with the service continuing until end of June 2017. Feedback received shows that this has been very beneficial to those who have taken part, and our facilities and physiotherapy staff have been graded as 'excellent' by all the Veterans who have completed their treatment so far.

"The physiotherapy at QAHH has been very worthwhile as it has improved my daily life as I do the exercises shown at home. The Physios treated me with the upmost respect."

"I am extremely grateful for the excellent treatment given to me by the Physiotherapists at QAHH. Very professional and thorough, together with a nice, friendly way of explaining the procedures... the sessions of treatment have been both rewarding and of benefit in my case."

There has been great demand for this service which is booked up until end of January next year. However, we shall have places available after this date, so if you or someone you know is a Veteran, born before 1 January 1950 and in need of physiotherapy, please call **01903 218444** to be booked in for assessment.

"The difference the physiotherapy has made to my mobility and pain is remarkable. The team were polite, cheerful and very professional."

Please note we are promoting this service all over Worthing via a door drop to ensure as many aged Veterans can benefit as possible. If you have received the leaflet through your door recently, as well as this newsletter, please accept our apologies but we were not able to exclude individual homes from the Worthing-wide door drop.

Resident focus: The man who said 'No' to Churchill

>> Born in Fulham, London in 1925, Terence led the 'normal' life of all young boys at this time. He enjoyed going to school, and at the tender age of 12 he used to deliver milk to local areas in order to bring in some more money to the family home in an era of high unemployment.

Early life

When the Second World War started, Terence, like many other children, was evacuated to the countryside to where his school was relocated so that he could continue his studies. He was keen to keep up with his education, but used to ride home on his bicycle at weekends to see his family.

During his studies, Terence learnt to write shorthand and to touch-type. The careers' master at his school advised Terence of clerical jobs available at the Admiralty, so Terence began working there aged 16.

At work one day, while sitting in a crowded lunch room typing out a private letter on a typewriter, Terence caught the attention of the Civilian Head of the Division. He said that Terence might be just the man he was looking for – his Clerical Assistant had recently left her post to join the Navy, and he asked if Terence would like to come work for him. Terence accepted and began working, typing letters and doing general administrative duties.

At the age of 18, Terence signed up to join the Army. In November 1943, he joined the Middlesex Regiment, which specialised in infantry support. He was stationed for some time in Northern Ireland, where the IRA were still very active. He then moved to Chester prior to D Day.

However, due to ill health, Terence was stood down from the Army after 323 days, and returned to his clerical job at The Admiralty. It was here that he drifted into the world of ciphering and encoding – "the majority of the people who worked there were all crossword addicts!", he explains.

'No, Sir'

Terence then moved to work at the Colonial Office at Westminster. It was during his time here, encoding and deciphering messages, that the cipher room received a telephone call from Kingston, Jamaica saying that an earlier encoded message had been received undecipherable. Then Prime Minister, Sir Winston Churchill, was in Jamaica recovering from pneumonia, and he requested that Terence read the message to him over the telephone. Terence knew that the phone line would be tapped and refused to give Mr Churchill the message, so as not to risk the integrity of the British coding system. Terence says: "As far as I know, I'm one of the few people that ignored a direct order from Sir Winston Churchill and who survived to tell the tale!"

Royal appointment

It was also whilst working here that Terence was whisked away for an interview at Buckingham Palace. Following success at the interview, Terence was appointed as The Queen's Personal Code and Cipher Officer. He joined The Queen for one month in Nigeria on Her Majesty's first overseas visit of her reign. Shortly after his service, Her Majesty invited Terence back to Buckingham Palace for a 'private audience' where she personally thanked him for his work, and presented him with an MVO – The Royal Victorian Order, an honour which recognises distinguished personal service to the monarch.

Terence worked at the Colonial Office until 1961, after which, various jobs led him to work for the Foreign Office which is where he stayed for the rest of his career.



QAHH

Following retirement in 1985, Terence and his wife moved to Worthing to be closer to an elderly family member.

It was here that Terence first learned about The Queen Alexandra Hospital Home. One of his neighbours was a supporter of QAHH, and used to have collections to raise money for the charity.

In April 2016, Terence suffered a massive blood loss and found himself in Worthing Hospital, where he was also diagnosed with two inoperable tumours. By this time, Terence's wife had sadly passed away, and he had begun to lose his sight and hearing, so he knew he was unable to look after himself at home.

It was then that his neighbour suggested he consider moving to QAHH.

He explains, "I knew that it was a place for ex-Service people and that was the main attraction for me, as well as the nursing care it provided."

"I'm surprised there's an organisation such as this in Worthing, which, having enjoyed what it has to offer, is not more widely known in the area."

"I go to the physiotherapy department twice a week, and I go to the Social and Recreation room from time to time. I like classical music, and recently a lady came in to play her Paraguayan harp for us. It was absolutely fascinating and I found it breath-taking."

"I'm absolutely amazed at the standard of treatment and care here. It is unbelievable."

"The staff are incredible and I just don't know how they do it, looking after us all day. I can't speak highly enough of them."

Step back in time...

>> In 2019, QAHH will celebrate its centenary, and so in each of the next five newsletters, we will be focusing on 20 years of care at QAHH up to the present day.

1919 - 1939

1. The story of QAHH began at the King George Military Hospital, London. In its early days, Gladys, Marchioness of Ripon (pictured right), worked with untiring energy in the cause of wounded men. Lady Ripon was deeply concerned about the future of the ex-Servicemen once the war ended. She had a vision of a home where the injured men could be cared for. She devoted the remaining days of her life to the welfare of the residents but died before she could see the accomplishment of her long-term dream. Mr J.D. Charrington (of the famous Brewery family), offered to lend Gifford House in Roehampton as a hospital.

2. On 9 July 1919, Her Majesty Queen Alexandra formally opened The Queen Alexandra Hospital Home (pictured below), graciously allowing her name to be attached to it. She also consented to become its first President and commended its dedication to the memory of Lady Ripon.



5. 9 May 1928 - The first visit by the then Duchess of York (later Queen and Queen Mother) who had a long association with QAHH. She always made a point of visiting and talking to as many residents as possible in the time allotted. She also allowed herself to be photographed by residents. A lovely lady whose warmth and caring shone through on every visit she made (pictured right).

6. On the 23 May 1934, when the charity had moved to its new home, HRH the Duchess of York officially opened QAHH at Boundary Road in Worthing (pictured below).



3. On 29 March 1920, their Majesties King George V and Queen Mary paid their first visit to QAHH. They spoke to many of the residents and saw a variety of the activities carried out.

4. On 25 June 1923, HRH the Prince of Wales made an unannounced visit to QAHH. During this brief visit he managed to meet and greet many of the residents there. His visit was much appreciated by all.



7. On 6 May 1935, the nation celebrated the Silver Jubilee of King George V. Amongst the vehicles included in a local parade was this one (pictured below) – supported and manned by QAHH residents and staff.



Special thanks to our volunteer, Brian Coward, for his research into the history of QAHH.

“Permission to fly, John”

>> In June we received a letter from Evelyn Collins, wife of a resident who had passed away at QAHH in May. It simply read: *‘To everyone at The Queen Alexandra Hospital Home who came to my husband’s aid when everyone else seemed to disappear. Your care for John was the best ever and I can’t thank you enough.’*

This is John’s story...



Early life

Born in London in 1925, John Collins joined the RAF in 1942 at just 17 years old. During the war he was parachuted over Germany on a special mission to recover a Hurricane plane, and in 1944 was part of the RAF squad dropping troops in the Netherlands to secure key bridges in the Battle of Arnhem. Thankfully John returned from the War safe and sound and got married but tragedy struck when his wife, just 25 years old, died, leaving him with two very young children. John worked hard to raise his family working in the oil industry, which took him all over the world from the North Sea to the jungles of Sarawak and the Middle East.

In the 1980’s, a friend of John’s set him up on a blind date with Evelyn who recalls “I wasn’t sure about going on a blind date, however my friend persuaded me and John came to pick me up. I got into a very large car but did not see what make it was because it was winter and very dark – I didn’t know it was a Rolls Royce until my neighbour told me the next day!”

In spite of her initial reluctance, John won Evelyn over with his kindness and his adventurous spirit. The couple married in 1990 and John was always busy, not only with his demanding job but also being a Parish Councillor and fundraising for the RNLI.

Sadly, in 2014 John was diagnosed with cancer and that’s when Evelyn’s nightmare began. John spent two years in and out of hospital and each time he was discharged home, Evelyn, who was not well herself, found it more and more difficult to cope, trying her best to look after John in very difficult circumstances. She became exhausted through lack of sleep which affected her health. Evelyn says “It was dreadful. I couldn’t cope and knew that John was not receiving the care he needed. I felt so alone. Then, one day, John told someone that he had been in the RAF and they recommended we contact The Queen Alexandra Hospital Home. I am so pleased we did as from that moment, everything changed.”

In very safe hands

John was initially admitted for three weeks of respite care to give Evelyn a much needed rest. “It was such a relief when John went to QAHH as I could leave him knowing he was in very safe hands and in the most caring environment. I could visit and then come home and get some proper sleep for the first time in years. John was really happy and comfortable there and particularly enjoyed the musical concerts. What’s more the staff also cared about me and how I was coping, which I really appreciated considering everything I had been through.”

At the end of the respite visit, it was clear that John needed end-of-life care and Evelyn was relieved when we extended his stay. “The staff were amazing and gave John the very best of care. They always knew what to do and also what to say. On the day he died one of the nurses approached John and said into his ear ‘Permission to fly, John’ which was the perfect thing to say at such a difficult time and really moved me.”

Looking back, Evelyn says “I had never heard of The Queen Alexandra Hospital Home before John was admitted, but I am so grateful that we found them in time. The care that both John and I received was excellent. I really don’t know what I would have done without them as they made John as pain free and comfortable as possible, right to the end. John was in the very best place when he died and for that I shall be forever grateful.”

Award winning care

At QAHH, we have seen an increase in the number of people being admitted specifically for end-of-life care. These people need specially trained nursing staff and specialised equipment for pain control. We are proud to say that this year, QAHH was awarded Beacon Status by the Gold Standards Framework, the very highest award for end-of-life care in the UK and we are now seen as a centre of excellence in caring for those who are terminally ill.

Please help us care for more people like John

This Christmas, we would ask you to consider making a donation to help us support more people like John in need of end-of-life care. You can donate towards the cost of our specially trained nursing staff or equipment we need like syringe drivers, which provide vital pain control, or specialised air mattresses which keep bed-bound people as comfortable as possible. If you can support us with a one-off or regular donation, please complete the donation form attached. We would be most grateful for your kind support.

The Queen Alexandra Hospital Home 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. 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 award-winning end-of-life care to our residents like John. Please support us if you can.

You can choose how you would like us to spend your donation.

I/we would like my/our donation to fund:

- ☐ end-of-life nursing care at QAHH
- ☐ end-of-life equipment at QAHH
- ☐ general running costs at QAHH

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 back of the card)

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Heroes in our community

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



Maximilian Taylor during the Marathon des Sables

>> In April, brave Maximilian Taylor, 27, took on the Marathon des Sables, a 6 day, 160-mile race across the Sahara Desert, and raised an amazing £18,782 for QAHH, where one of his old school friends, Will, is a resident. Will, aged 31, was knocked off his bike by a car 12 years ago. He sustained a serious brain injury which has left him paralysed down one side and unable to communicate well.

>> The Scallywags MCC Sussex (a Sussex-based Motor Cycle Club), hosted a one-day motorcycle rally in July and raised an incredible £875 for QAHH. The 'Bilge Rat Bash 2', was held at the Crabtree Inn, Lancing, and featured a ride-in bike show, two live bands, a raffle and BBQ.



>> ABF The Soldiers' Charity awarded £50,000 to QAHH to go towards core costs of running the Hospital Home.

>> Emma Chivers and Laura Binns ran the Folkestone Coastal 10km in May and raised £1,550 for QAHH! Laura's father, Chris, was a resident at QAHH but he sadly passed away last year. Emma said, "we wanted to do something in memory of him, and to support the amazing work you at QAHH all do."



>> Seafarers UK kindly awarded QAHH a grant of £8,587 towards residents' outings at the Hospital Home.



Abseilers: QAHH staff (L-R) Matt Dumbleton, Ruth Cherriman, Katie Brown & Jen Fowles with Sussex PCC, Katy Bourne (second from right)

>> In September, 16 brave participants took part in our sponsored abseil down the Peacehaven cliffs, including Sussex Police & Crime Commissioner, Katy Bourne. It was a glorious, sunny day and our abseilers were able to take in the stunning views as they began their descent down the 115ft chalk cliff face. Thanks to all who took part.

>> A big thank you to Barnes & Mullins at Oswestry for their amazing generosity in enabling QAHH to have our own PA system, which will be very well used at our forthcoming events and initiatives. Their kind support is greatly appreciated.

>> Thanks to all of our supporters and their canine companions who took part in our Worthing Walkies sponsored dog walk earlier this year.

>> Thanks also to all who took part in our Make a Will initiative and attended our recent Glitter Ball.

>> QAHH received a grant of £714 from The CiaO Foundation. The Foundation's Primrose Awards are presented to nominated individuals to assist in the process of overcoming, or the recognition of having already overcome, a challenge.



Leave a lasting Legacy

>> Making a Will is one of the most important decisions you can make. Providing for your loved ones is a very important consideration but, having done so, will you consider supporting The Queen Alexandra Hospital Home by leaving a gift in your Will? Thirty-two per cent of donations to QAHH come from legacy giving, making it a vital source of funding for our work.



If you would like to leave a Legacy to QAHH, or if you need further information, you can contact Clare Smith in the Fundraising Team on **01903 218444** or email **clare-smith@qahh.org.uk**

Volunteer focus: Hilary

>> Hilary volunteers at QAHH helping the Fundraising Team at events and initiatives, and also in our Social and Recreation department. Here, Hilary talks about her volunteering role and why she loves it here at QAHH.

"I started volunteering at QAHH earlier this year. I'd recently moved to Worthing from Manchester, so I was keen to get involved with a local charity. I looked at some online, but nothing really appealed to me.

"Then one day I passed by QAHH as I live close by. I popped in and took a leaflet, and then looked at the website when I got home. I saw that there were volunteer roles available, and they were all really varied. I wanted to be out and about and mingling with people, and this sounded perfect. The charity sounded really interesting too, so I thought it would be worth-while.

"I really like the environment here. When I see how happy the residents are, like Renee and Richard, always having a laugh, it makes me smile. The staff and carers make the residents feel good, and I love volunteering here.

"I get to see positive changes in the residents' attitude. There is one younger guy who came to QAHH after I'd started volunteering. At first, he didn't do or say much, and didn't have any motivation. But now, I've seen such a change! He takes part in activities in Social and Recreation and he attends physiotherapy sessions, it's amazing."



Hilary (back left) with QAHH residents on a day trip to Drusilla's

"Everyone is so friendly and helpful here, and that's what it's all about!"

Would you like to become a QAHH volunteer?

>> Our volunteers, like Hilary, play a vital part in what we do and are very important to us. We are always pleased to welcome more and have the following volunteer roles available:

Event volunteers – helping our Fundraising Team with a variety of events throughout the year, including our Summer Fayre, Christmas Bazaar, street collections etc.

Volunteer Receptionist – Greeting visitors and directing them to where they need to be, answering the telephone and transferring calls and everything associated with being the first point of contact for all those visiting QAHH.

Volunteer Ward Clerk – assisting on one of our three busy wards, answering telephones, greeting visitors and general admin duties.

Coffee Shop Assistant – volunteering in our coffee shop, serving drinks, selling snacks and interacting with customers who are staff, residents and visitors.

Garden Volunteers – helping to keep our gardens looking lovely. General planting, weeding and tidying.

Many of our volunteers get a great deal out of volunteering for QAHH and supporting our residents. Appropriate training will be given. If you can spare a few hours a week or volunteer ad hoc at our fundraising events, please contact us on **01903 213458** for more information and an informal chat.

Christmas Cards

We shall be selling our new range of Christmas cards at our Bazaar on 3 December, or you can drop by QAHH and buy them beforehand, or order them over the phone and we'll send them to you. 10 cards/envelopes in each pack. Greeting reads 'With all good wishes for Christmas and the New Year'.



- 1. Festive Pudding £3.50
- 2. Christmas Service £3.00
- 3. Peace, Hope, Joy £3.00
- 4. Skating Penguins £3.50
- 5. Merry Christmas Tree £3.50

Dates for your diary

>> Here's what we have coming up in the next few months - do join us if you can...

2016

Thursday 17 November Quiz Night

6.30pm



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 26 November All Saints Church Christmas Fair

10am - 12pm

This pre-Christmas community event will feature the QAHH pop-up charity shop and a range of Christmas cards and gifts.

Saturday 3 December Christmas Bazaar

1.30pm - 4pm



Come and join in the festivities and solve your Christmas present and decoration dilemmas at our annual Christmas Bazaar. Featuring stalls, Santa in his grotto, food and drink, Christmas gifts and decorations, music and of course, mulled wine and mince pies. Entry by donation.

Buy your real Christmas tree from QAHH

This year we are selling real Christmas trees. Excellent quality Nordman non-drop variety have a fabulous aroma and do not shed their needles. Available in sizes 4ft, 5ft & 6ft. Buy yours at the Bazaar or pre-order by calling **01903 218444**.

Sunday 18 December Christmas Carol Concert

2pm

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

2017

Thursday 2 March QAHH All Seasons Fashion Show

2pm

A fabulous fashion show featuring a range of new, second hand, designer and vintage clothing. All clothing modelled can be bought on the night. Also stalls with items for your spring/summer wardrobe, plus jewellery and make-up. Tickets cost £10 and include a glass of wine and nibbles.

For more information and/or to take part in any of the above, please call the Fundraising Team on **01903 218444** or email fundraising@qahh.org.uk



The Queen Alexandra Hospital Home

Boundary Road
Worthing
West Sussex
BN11 4LJ

Telephone

Switchboard: 01903 213458
Fundraising: 01903 218444

Fax

01903 219151

Email

info@qahh.org.uk
fundraising@qahh.org.uk

Web

www.qahh.org.uk



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