

You Said – Using the Comment Form:

April '19

Visitor said

In the Iona café pastries donated from M&S. It seemed to me that when I bought one, ate it stale and cost £1.30 so not impressed that they were for sale to consume.

We said

We were advised how we could use the donated food but we have reviewed this and going forward will not be selling it in the café. Certain products will continue to be used by the kitchen and were this not possible will be made available for staff at meal times and for use at home.

Member of staff said:

I have worked here around 6 weeks now and have been made very welcome by all staff who have gone the extra mile to help me settle into my new roles and support me in my duties. (Pharmacy and wards). I feel very privileged to be part of this team. Also praise to the domestic team who keep the Hospice spotless. Everyone is so dedicated and great teamwork is very clear to see.

Member of staff said

A patient told me they did not buzz because they could hear other buzzers and felt others were more in need of nurses. He ended up waiting until staff went into his room by which time his pain has escalated. Please can we silence buzzers?

We said:

We are sorry to hear this feedback and encourage all patients and staff to use bells as needed. We are currently exploring any developments to our call bells to support reduced noise from the system.

Patient said:

The breakfast trays on Easter Sunday were beautifully decorated and a really lovely touch. Many thanks for brightening up the morning.

May '19

Member of staff

A patient and his wife were alarmed to see the digital clocks moving during the night. Patient very concerned that his medication caused him to see this and didn't say anything until his wife did.

We said;

The types of clock we have were chosen as they automatically update so meaning that they all will show the correct time. This means we don't have to manually change the clocks resulting in them, such as at change to BS, showing slightly different times. We have had previous comments and over this period have found some clocks faulty. About a year and a half ago we changed suppliers [...] and have not been aware of any further problems.

Members of staff said:

Missing the floral arrangements in the public areas of the wards. Areas now feel cold and cheerless i.e. reception and family kitchen – more clinical. Wards appeared more welcoming when the floral arrangements were on display – for everyone to enjoy – patients, families, friends and staff alike.

We said:

Thank you for your feedback about the floral arrangements on the Wards. The decision to move away from floral arrangements was not made lightly, but was driven by several factors. [...] We found that [large plants] provided greater impact, as they lasted considerably longer than flowers, having more plants within the Hospice would provide as much impact [...] New plants for the public areas have arrived at the Hospice, and we intend to start putting plants in place on Friday 14th June.

Family member said:

Soft background music. Classical.

We Said:

Thank you for suggesting soft background classical, music in the DTS lounge. We do sometimes have music on in the background, but for those who attend DTS with speech or hearing problems, it can make it more difficult for them to communicate if there is background noise. We are very happy for the quiet lounge to be used throughout the day and music can be played there if people wish to listen to something of their choice or relax. I will make sure that everyone who comes is aware of this.

Patient said:

When I came into the Hospice I was nearly broken, I was depressed and so sad till I met Maureen and Lorna - two of your nurses. They made me laugh so much and cheered me up all the time. They are so kind and funny I want to take them home with me L.O.L. You have a couple of angels in your group. I had forgotten how kind people can be. The other nurse are lovely but Maureen and Lorna are special. I got to meet George the chef, he has the same interest as myself he loves the history of the area and is a very kind person and makes the best scrambled egg and cheese.

All I wish to say is you have so many talented people, Suzie the Chaplain, Maggie the volunteer and loads more - what more can I ask for. It's such a happy and lovely place to be in and I am so proud of all of you. No matter what they do I will go home a very happy man.

Thank you.

Patient said August 19:

The omelette she received was "Absolutely Delicious, best she has every had"

Well done George.

Outpatient Said July 19:

"Like the no uniform rule. Safe, supportive environment, where there is time to discuss issues, socialise and have time to engage with activities. Length of the session is ideal. I really look forward to Day Hospice and think there is a lovely atmosphere in the Hospice".

We said:

Thank you for your lovely comments about Day Therapies. The staff and Volunteers work very hard to try to make the atmosphere and environment nice for patients and I am pleased to hear that you feel it is a safe place to discuss issues.

Outpatient Said July 19:

It would be useful to have Val's exercise on a sheet to take home, showing participant seated on chair.

Sketches or photos could illustrate her descriptions and appropriate music suggested.

I mention this as I am on 24/7 oxygen and pulmonary fibrosis, also I am currently on 4l/min O2.

I like the Day Therapies Staff in their own clothes for their comfort. I think it is more important that they wear a badge. I would like it to display their first name more clearly. I would like a small indication that someone is staff when they walk away from me so I can identify them as staff from behind.

We said:

Thank you about your comments about staff non-uniform. We are trialling this for three months and are appreciative of all feedback. This Hospice is reviewing our name badges to ensure that they have the appropriate information on them.

Regarding your feedback on exercise sheets, we have a selection of exercise sheets that the physio team can tailor for you. These have pictures and text on them and we can recommend how often and how many to do.

Perhaps you could discuss the exercises and get a sheet from Val when you come to the class?

Outpatient Said July 19:

Re: uniforms for staff. I like the uniforms as it looks more professional

Maybe a game of bingo in day centre would be good. Play for a packet of biscuits or sweets.

Would be nice to hear day residents in a sing-song.

We said:

Thank you for your comments about your preference of staff being in uniform. We will review all feedback at the end of the three months trial so your view is very important.

We continually review the different groups that we offer at Day Therapies and as there is now the new 'Friends at the Hub' group running, I will suggest your idea of bingo to them.

We have recently finished a block of 'singing for health/singing for breath' group run in conjunction with The Cheyne Gang, and Edinburgh based singing for breath charity.

If you would be interested in joining a singing group, I can recommend The Cheyne Gang as it is run specifically for people with long-term breathing conditions.

All their details are on their website and they have different classes throughout Edinburgh.

Anonymous Said July 19:

Please remove/relocate the brown sign blocking the sea view at the end of the Cedar main corridor. It is both unnecessary and a total eyesore.

We said:

We are sorry your feel this way. The sign was introduced as we received feedback regarding people being unaware of Columba Room and to support dementia friendly environment.

The colour and font were chosen to minimise disruption to the view.

Outpatient Said September 19:

Strongly feel that our lovely 'staff' ladies should wear a uniform to make them distinctive (especially important for new members of our group) and to emphasise their professional status – gives confidence.

Wearing ordinary clothes blurs the boundaries and in this setup the distinctiveness of a uniform complements the high standard of their care.

We said:

Thank you for your comments regarding whether or not Day Therapies staff should wear a uniform. This has been a trial period not in uniform and as we come to the end of this, we value everyone's feedback and will take it into consideration when deciding our way forward.

Outpatient Said September 19:

Please could we have mince and tatties in Day Therapies?

We said:

Thanks you for your comments about how you would like to see mince and tatties on the Day Therapies menu at lunchtime. I will discuss this with the kitchen as we like to provide a wide range of meals to people who come. Mince and tatties is a particularly nice meal if you find swallowing hard or chewing tiring so we will have a talk about it.

Family Said October 19

Wonderful treatment from all staff, respectful, dignified and very understanding. You treated all the patient's families as though they were you own which is so comforting in a happy atmosphere. Cannot thank you enough.

Patient Said October 19

Always appreciate the work of the flower ladies – but disappointed that 2 gifts of flowers were removed and substituted for others, not like golden roses, golden lilies and calla lilies – a gift were substituted and more carnations and mixed carnations were substituted for gerberas. My gift flowers in left in them had sentimental value, value would very much had liked them back. Please replace gifts. Intend to mark gift flowers in future to avoid disappointment.

Response

Patient followed up at home by CNS and patient wanted no follow up to this and no further action.

Patient Said October 19

A great big thank you to all levels of staff, from domestic, kitchen staff, reception – all volunteers and to ward staff – Dr's, nurses, N.A's, etc. My stay was made much more pleasant due to your humour, chats and professional manner. It is no secret I was totally worried re admission, but you all made my stay. I know you can't single staff out so all staff Cedar Ward. Xxx

Inpatient Said October 19

Why is it every morning the toast is so hard? I've got false teeth and its sore on my gums, can we please have soft warm toast? Thank you

We did:

Toast for our inpatients is freshly made and send up as quickly as possible from our kitchen. We are where necessary, able to prepare toast if there is a requirement to enable the toast to be softer and easier to eat for any patients who have specific needs.

Volunteer Said November 19

It is much too long since we have been able to offer hairdressing – it gives people such a boost when lives are often sad and depressing. How has this situation been allowed to go on? Can't you employ someone on a sessional basis – many are willing to pay??

We said:

Thank you for your comment about the complementary therapy service; we value all feedback. As you know we have been able to offer a very limited hairdressing service for a few hours each week. Unfortunately owing to staff sickness we have been unable to provide this service for some months now. We realise that the few people accessing the service really appreciated it, and are very much hoping to be able to resume the service. Anyone on the inpatient unit is welcome to have their hairdresser come to them, several people have. We provide a growing complementary therapy service because we recognise the benefit of it. While we have not had hairdressing available, all the other services have been working together with the whole of clinical services to ensure that people in our care are well supported.

Patient Said November 19

When it was first mentioned to me to come to hospice I cried for a day and told my family and friends the "H" place. How wrong I was. I cannot praise the staff enough from reception to nursing to cleaning staff – everyone takes time to chat and ask how you are. They never make you feel anything other than special. The cleanliness and food are also of the highest quality so for me 5 STAR & ALL ROUND THANK YOU.

Patient Said November 19

We used to see such lovely flowers in/and around the hospice. I understand a cost saving but it's a real shame.

We said:

Thank you for passing on your feedback about the flower arrangements on the Wards.

The decision to move away from flower arrangements was not made lightly, but was driven by several factors. The morning flower team placed flowers in many areas across the Hospice, including main Reception, the Wards Receptions, family kitchens, family lounges, as well as the Iona Café, the Hub, Outpatients and Day Therapy Services. The budget for flowers was becoming very stretched, and we were constantly using donated flowers in the arrangements which faded very quickly, and needed constantly replenishing. As soon as we had gaps on the flower arranging rotas, we found that we had wilted and faded flowers in public areas across the Hospice – and no flower team members to remove them. We wanted to find a more cost-effective and practical way of enhancing the ward areas, and experimented with the 'look' of large plants. We found that these provided greater impact. As they lasted considerably longer than flowers, having more plants within the Hospice would provide as much impact, but at a lower cost. It was also part of the original vision for the new Hospice to have plants rather than flower arrangements in public areas.

Staff Said December 19

I would like to take this opportunity to thank one of our Hospice volunteers called Stuart Laird. When serving in our staff canteen he is always in good humour, prepares a wonderful breakfast on a plate i.e. scrambled eggs with toast cut into triangles. He listens to your day with his big smile and nothing is a problem to him. Well done Stuart.

We said:

Thank you for taking the time to share such wonderful feedback about Stuart Laird, in the staff canteen. It's great to know that he is making such a difference to your day, and in such a simple way. We will share this feedback with him, which will make his smile even bigger, I am sure! We know that our volunteers make a difference, but not everyone takes the time to tell us about this. Thank you for making the time to do this.

Family Said January 2020

Contactless Donations – Would this be a good idea at the till in the café?

We Did

We will look at placing a second contactless unit at the till in the Iona Café, alongside the one that is in place at the reception area.

You Said - In Other Feedback Received:

A card to Day Therapy

Thank you for your perceptive understanding of my needs that facilitate my recent life giving admission to the ward.

I am more grateful than you can imagine.

With warmest good wishes

<name>

A card to everyone at the Day Therapy:

You're brilliant!

Can't thank you enough.

Thank you all for your kindness. I shall miss you all.

<name>

A card to Michelle

Thank you for everything you have done for me.

If I had a flower

For every time I

Thought of you ...

I could walk forever

Through my garden.

Lots of love

<name>

April Email to Fundraising

The purpose of my fundraising is in lieu of birthday cards for my birthday this week, my first birthday without my mum. On Christmas Eve last year, my mother was transferred to your team in Edinburgh and she passed away three days later 27.12.18, after a sudden onset of symptoms of breast cancer. She was unaware she was unwell and died within 38 days of becoming symptomatic. It was absolutely devastating and traumatic for us all, but I cannot thank the team for everything that they did not only to make her comfortable, but to make me feel supported too (I stayed with her 24/7 whilst in the hospice).

One memory that will never leave me was on Christmas night, one of the nurses insisted she gave me a bed to enable me to get out of sleeping on a chair and continue to hold my mums hand. I cannot express what this meant and will always mean for my memory of those long hard nights. I know my mother would have appreciated it too and if she did hear, would have been so pleased that I (her baby girl – doesn't matter how old you are!) was being looked after.

Never forget it's the little things that mean the most. I am a nurse myself and obviously can evaluate the care my mother and I got... there is absolutely nothing I could report negatively. She was definitely in the best place and the support I got despite their busy full wards, was second to none. I will never forget support staff that would happily sit hold my hand and let me cry with them, the bed being brought for me on Christmas night and the willingness of staff to sit with my mum so I knew she was not alone whilst I went to make a coffee. They even monitored that I was eating and tried to encourage me whilst I was in my little bubble of grief. All these things meant the world, and will be part of my memories forever.

To all of them, Thank you!

April: a letter from following a fundraising event:

St Columba's Hospice was chosen as the charity for Fresher's Week 2018 by a committee of student officers in acknowledgement of the wonderful work that you do, but also in recognition of the personal connection I have with the Hospice. Last spring you cared for my mum, <name>, throughout the last 12 weeks of her life and I am immensely grateful to all of your staff and volunteers for your kindness, care and compassion through what was an immensely hard time. Not only did your team ensure my mum was well cared for, the staff and volunteers also went out of their way to look after me and our extended family. Despite how difficult the period was, I have so many wonderful memories of the time with my mum while she was at St Columba's, and so many of these memories of your team who truly went above and beyond. I cannot state how grateful I am to your team for their support in helping us create new and happy memories, even at the very end.

June: A letter to the Chief Executive

I write to reiterate the heartfelt gratitude my family and I have for everyone who cared for my father, <name>, during his short stay at St Columba's.

I thought that the team who looked after him might like to know that we held a wonderful memorial service. I made specific mention of the wonderful care my father had received from your team in my eulogy. I have included a copy of my words below. I would be grateful if you could please pass this on to your team. I have also enclosed a copy of the order of service for their interest.

"I would like to take this opportunity to sincerely thank the team at St Columba's hospice for their care and compassion during this period. As a family, we are truly grateful to everyone that played their part in caring for him. They did everything possible to ensure he was comfortable and that his final moments were as peaceful as possible. The standard of care they provided was second to none. Despite the upsetting swiftness in the deterioration of his condition their kindness and compassion were an immense comfort to my Father and also to us. We will always remember St Columba's and the team who cared for him during his final weeks"

Once again, my sincere thanks.

<name>

[June: A letter to the Hospice:](#)

Dear all;

I write to you all – Doctors, Nurses, Carers, Catering Staff, Iona café, Chaplain, Cleaners and Volunteers and I hope I have not omitted or demoted anyone

My reason for writing is to thank you for caring for my late wife,

She enjoyed the Hospice. The equipment and facilities were excellent. The furniture for visitors and staff were well chosen. The site with a view of Fife and the Firth of Forth could not be bettered. The fact that visitors could visit their loved ones on a 24 hour basis was a bonus.

When she was able, she could be hoisted onto a wheelchair and taken on a tour of the grounds. She loved the breath of fresh air on her face. Being taken to the Iona Café for a coffee and cake was a welcomed treat. Other events which gave pleasure were musicians who played outside the café on occasions and we were delighted when they gave an impromptu rendition of "Danny Boy.

She was a lovely woman who appreciated all that was done for her with courtesy and a smile. The nurses recognised this and, in my opinion, humoured her with chat and smiles which created a healthy and sympathetic bond.

Thank you.

[June: E-mail to Day Hospice:](#)

Hello Yvonne,

...

<name> has so much enjoyed coming to St. Columba's on a number of levels and one specific thing which your wonderful people encouraged her to do more of (colouring in drawings) now regularly occupies her for one or two hours of intensely concentrated work at the kitchen table straight after breakfast. The results of her handiwork are lovely, and it makes for a creative and energising alternative to watching daytime television!

I propose to sing the praises of the day therapy experience at our PSP support group meeting Hub on May 29 - perfect timing since it will be immediately after <name> series of weekly visits comes to an

end. Maybe Michelle or Val could pop by sometime after three o'clock to say a bit more about the programme and answer any questions.

I'll have a chat with <name> to see if she has any suggestions for making the day therapy sessions even more attractive. Your idea of follow-up monthly visits for her to have an appointment with day therapies staff could be very positive. For the day therapy scheme as a whole, I sort of wonder whether it might be better to have fortnightly rather than weekly day therapy sessions of the kind <name> is now enjoying as would spin out a 12-session entitlement to six months rather than three. I say that simply because attendees must so often fall in love with the whole routine, so that would give them six months of pleasurable anticipation to look forward to. A sudden stop must be a bit difficult for some people to cope with, especially if their social outlets are very limited.

Thanks from both of us to you and your team for all your loving care and ingenuity

Regards,

<name>

June: Email to the Hospice: from Chris Stewart Group:

The Chris Stewart Group are delighted to have donated to such a worthy cause. Our colleague, <name> is very sadly missed, but the support him and his family received from the hospice I know was invaluable so thank you.

June: Email to Hospice:

I would also like to express my thanks and gratitude to all of the staff at St Columba's for their care, compassion and support towards the end of <name>'s illness. I must admit that this was my first ever experience of visiting a Hospice and despite my first reservations, I found it to be a welcoming place of peace, tranquillity and compassion - over the 7 weeks that you cared for <name>. I was also stunned to learn that you have to generate charitable donations to exist, and therefore his friends and family are thrilled that the fundraising went so well and for such a deserving cause.

I would also add the following feedback:

- All of your staff were exemplary and took the time and trouble to realise when family visitors needed either space to come to terms with events, or words of advice or encouragement. Just offering the chance to talk and ask questions about the journey were hugely comforting, even from non-medical staff (who were brilliant).
- We appreciated that in the final weeks and days, <name> was semi-conscious and that it was impossible for a member of staff to be with him 24/7. We were very appreciative that we could help feed and water him and were never made to feel that we were getting in the way and this was very helpful to come to terms with the predicament and for <name> to know that we were there.
- I don't know if it was deliberate, but in the final two weeks, the simple act of leaving out the sponge lollipops gave a subtle signal that <name> was about to enter the final stage of his life. No words were needed, but this was a very helpful indication that his condition was likely to advance and we could/should start preparing.
- <name>'s stay coincided with the Christmas period and the muted and subtle decorations were spot-on – just enough to acknowledge the time of year but not too much to intrude.

June: From a family's Just Giving pages:

'St Columba's Hospice provided immeasurable support, care and compassion to <name> throughout his illness and particularly during the last seven weeks of his life, when he stayed at the hospice. The incredible team of doctors, nurses, carers, physiotherapists and other staff ensured that he maintained his independence for as long as possible and always retained his dignity. They are quite simply a unique set of people providing amazing care at a time when people need it the most.

'The whole family will be eternally grateful for what they did for <name> and for us all, we don't know what we would have done without them at such a difficult time. We are therefore keen to support the Hospice in continuing its amazing work and to help others diagnosed with terminal illnesses in such an important way.'

[one of <name>'s family members that helped organise a lot of the fundraising) also said: '<name>'s wife and my family would very much like the staff on the ward and the physios and OTs at the hospice to know that we have done this fundraising and how much we raised as we see it as a way of saying thank you for all the compassion and kindness they showed <name>'

Unknown Date – Letter to Chief Executive

Dear Ms Stone

I would like to record the sincere thanks of my family and I for the Palliative Care Package arranged for my wife <name> end of life journey. She sadly passed away at home on 3rd December 2018 with me by her side which had been her expressed wish. All this could not have come about had it not been for the excellent help and co-ordination provided by Clinical Nurse Specialist Lesley Shiels and Occupational Therapist Marion Bowen who interfaced/arranged with local doctors, district nurses, care teams and equipment providers all the care and assistance she required. Their help was greatly appreciated in making her last months at home as comfortable as possible, especially in her latter days.

My Family and I had the opportunity of attending the Light a Light ceremony in Charlotte Square Gardens organised by the Hospice and found it a greatly comforting and beneficial experience.

In closing thank you for everything you and your organisation do for patients and families in our situation. Please pass on our grateful thanks again to Lesley and Marion whose help to me and my wife was invaluable.

[Unknown Date letter to A Wonderful Team](#)

I am writing to thank you for the exceptional care given to my husband.

His first encounter with the hospice was as a visitor and he always said what a beautiful environment you have created.

He was invited to take part in the Energy Trial, led Dr Charlie Hall in September 2018.

He recently enjoyed his Wednesday visits to see Jane, Val and Honor. They and the lovely volunteers, were helpful, kind and fun. We had joy and laughter doing his exercises at home.

As his condition deteriorated in early January, we were introduced to Hilary and Jen, both of whom were greatly supportive.

Jen organised, as if by magic, all the equipment he needed for comfort and ease – including the bed that enabled him to be at home. The staff from Edinburgh City Council who delivered everything on 17/01 were so good – efficient, discreet and kind. That could have been a bad experience, but it was not, thanks to them.

Hilary was gentle and honest with me and his daughter's thank you they got it just right.

He was able to be back at home to the end. He died in his 80th Year with no regrets and everything in order. I only have happy memories you have played a key part in this.

Sincere thanks.

[September 19 Letter to Fundraising](#)

It's certainly a worthy cause. My husband could not have had better care in the Hospice

[From Facebook October 2019](#)

You said: I have attended "Time for Remembrance" in the past and, although very emotional, I found being surrounded by other people who had lost a loved one, almost a comfort, helpful and reassuring because we were all there for the same reason, we understood and respected each others' tears, so much so, that it was actually like being part of a caring family. ❤️

Thank you Suzie, I just wish we could have even more of these non-religious/religious services. 🙏

We did: It is wonderful to hear that the 'Time of Remembrance' events have brought comfort and reassurance, and we are delighted that you have told us about your experience on Facebook. As you know, Suzie Stark is our chaplain and together with the wider bereavement team, offers support and encouragement for people at a difficult time, and the TOR events are a key part of this. We are in the process of extending our bereavement support services and as part of that we will also consider the regularity of these events too.

[Card to Day Therapies Nov 19](#)

Dear Yvonne

Thank you so much for giving me so much of your time and care on Thursday. What an amazing place the Hospice is, the peace just radiates from everywhere. I look forward to coming again on Thursday 7th November and spending time getting to know even more about your work and benefiting from it too.

Warm Regards

<name>

[Card to Day Therapies Nov 19](#)

My Thursdays won't be the same. I will miss you all so much.

Thank you

<name>

[Card to Day Therapies Nov 19](#)

Hi Girls

This is my final day of my 12 weeks. I looked forward to coming here every week. The staff were excellent, including the volunteers, as well as drivers who picked me up, and dropped my back home.

Best wishes to everyone at Hospice, thanks again

<name>

[Card to Day Therapies Nov 19](#)

Dear Nicola

I write to thank you and all the day therapies team for all you did to make <name> last few weeks enjoyable.

He always arrived home very animated and chatted about his day.

The service that is offered is exceptional.

I wasn't prepared for <name> to die so suddenly.

Bless him, he is at peace now.

Very sorely missed.

Once again thank you.

With Kindest Regards

<name>

[Email received November 19 to Volunteer Services](#)

Dear Claire

Thank you all in volunteer services for so kindly sending me a birthday card.

It's a lovely gesture and very much appreciated.

Thank you.

Best wishes

[Feedback to Day Therapies Nov 19](#)

Just wanted to share with you some lovely feedback that I had from a man's daughter just now. She came for the first time with her dad last week and said how safe she felt bringing her dad in to the hospice as it was so clean and it was obvious how much care we take in our surroundings. She wanted to pass on a big well done to your team Marjorie!

[Letter Received Nov 19](#)

Dear All

I would like to express my appreciation for the treatment and care given to my mother in the last four weeks of her life. Not only were all involved kind, caring, with a happy demeanour and compassion but also genuinely keen to be of help to patient and family in the final process.

The family are extremely satisfied with the way our mother was looked after and we are grateful for all that nursing staff, ancillary personnel and volunteers did for both her and ourselves.

Again our heartfelt thanks for all you do.

Best wishes.

<name>

[Card received to Fundraising Nov 19](#)

To Jordan, Richard and Moira

Thank you so much for showing us around the hospice and answering our questions.

Very many thanks

[Post on Instagram from Volunteer Gift Wrapper Dec 19](#)

Showing the person advising they were gift wrapping at Ocean Terminal for the Hospice today.

[Response](#) – Thank You

[Then Back](#) – Our pleasure. The Hospice and the work you do means a lot to my family so happy to be able to help in any little way. ❤️❤️

[Response](#) – We really appreciate you help

[Letter from previous Carer Said November 19](#)

I write to you today to thank you for having my husband in your care. This is the 14th Anniversary of his death <name>. I wish that you had accommodation for people at the end of their days. I am now 85 years old and had a stroke 3 years ago and live alone with carers to help me. I was a volunteer there and did enjoy being with the residents and their family and other visitors. Again many thanks for all the care you give.

My best wishes

[We said in letter back to them:](#)

I'm writing to thank you for your letter about the time your husband spent in our care. We are always keen to hear about people's experience, and we take all feedback very seriously.

It is lovely to hear that you were thinking of us on this 14th anniversary, and I am so glad to hear how much you enjoyed being with the people here and their families when you volunteered. You are part of a great legacy for volunteering – you may be surprised to hear that we now have over 600 volunteers spread across all the different teams at the Hospice. Now, as when you volunteered with us, we wouldn't be able to run without their dedication and generosity.

As you'll know from working with us, we are always looking for ways to improve and provide the best possible support. There are so many people that would benefit from the service you suggest, but unfortunately we only offer admission to our wards for short episodes in order to control challenging symptoms. We understand how hard it can be to navigate the health and social care system, and how much more is needed. It is good to hear that you have carers to help you at home, and I trust they are a great support to you.

It's so special for us to hear when the hospice has had a lasting impact from families. Thank you for your letter, and all your volunteering support.

With best wishes.

[Email received Dec 19](#)

Dear All

The tutor conducting my VIVA today expressed how impressed she was by the support I have had from St Columba's with my ANP training and role development. It was suggested that the successful engagement of student and organisation to introduce and develop this new role could be presented as a model of good practice at an NHS Lothian event in June 2020.

Thank you for your support.

[Card to Hospice Dec 19](#)

Dear Mandy

I just wanted to send you a personal thank you for looking after mum and managing her pain. In the short time we got to meet with you, you've not only helped mum but also myself. You would have liked our mum, she was cheeky, witty, stood for nonsense but very loveable.

The service you gave was wonderful and you did a wonderful job. In the end mum was calm, pain free and beautiful.

Take care with love <name>

Card to Hospice Dec 19

Fiona & Yvonne

<name> and I were very pleased and very relieved to meet you both last Friday. Thank you so much for spending so much time with us; showing us around St Columba's Hospice and explaining things. We feel very reassured and comforted to know you and the Hospice team are close by and happy to offer such a wide range of support.

We hope you both have a very Happy Christmas and best wishes for 2020

<names>

Email received from patient's family Jan 20

I am sending this email to say thank you to each and every member of staff for the outstanding care my mum received during her 3 and a half weeks in your hospice.

The family are so grateful as it made what is a very difficult time, bearable and the gentle support shown to every family member and friend who visited did not go unnoticed.

Email received from Volunteer re Induction Feb 20

Dear Maggie

I know you will be asking me to give feedback on the Induction Day which I attended yesterday.

Maggie I just have to let you know it was one of the best Induction Days ever.

It was a very full, informative, great day.

I am so looking forward to getting started.

Thank you Maggie.

Best Wishes.

Card received from Volunteer re Induction Feb 20

Dear Karen, Becky & Maggie

Just a not to thank you for such an excellent "Induction Day" on 10/02/20 at the Education and Research Centre. The organisation pre the actual day was great and the day itself was so helpful. All the speakers were not only interesting but also, they appeared so committed to their roles within the Hospice Thank you very much for sharing your knowledge and expertise.

I don't know the name of the chef who provided our lovely lunch Perhaps you would be kind enough to pass on my thanks. We were very well looked after.

With very best wishes and thanks

<name>