

# HOPETIMES X

Christmas Edition 2021



WE

WISH YOU



*berry*  
CHRISTMAS

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HAPPY NEW YEAR



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**Website:**

[www.hopestreettrust.com](http://www.hopestreettrust.com)



**HopeStreetTrust**



**@HopeStGrimsby**

Please send your stories and photos or leave your feedback on our Facebook page

# HOPETIMES

## Edition 12

Merry Christmas everyone,

Well it has been another challenging year as we went straight into one of the toughest lockdowns soon after the festive period, since then we've had vaccines, variants of concern, long covid, covid passes and covid boosters.

March 2020 seems like a long time ago now, although we have had some kind of normality these past months we are not out of the woods yet.

We can only hope that 2022 will bring more positivity and we are looking forward to being back in the gym and offices so we can do what we do best, improving health and wellbeing to our patients and community users.



From everybody at the Hope Specialist Service and Hope Street Trust, we wish you a safe and enjoyable Christmas and New Year.

**Oh no!** Our Christmas elf has gone missing again! See if you can find where he's hiding in the newsletter!



# PARTY TIME!!!



Under what used to be normal circumstances, we liked nothing more than to invite everyone to party central, whether that was old Hope Street , the Memorial Hall, or the Val Waterhouse Centre, for our annual Christmas bash. Unfortunately, for the second year running, we haven't been able to do that, but nothing short of a total internet blackout was going to

stop us having a good time.

Sadly Pam was unable to deliver her speech due to a bad case of laryngitis, but we had none other than Queen Victoria there to give voice to Pam's words. Some may have been surprised to discover that the Empress of India has a Sheffield accent, but there you go.

Next up we had a fine rendition of [Rudolph the Red-nosed Reindeer](#) from our Hope Choir member Don , which did something to soften the blow of the awful mess that followed as we collectively murdered [Santa Claus is Coming to Town](#)



Her Majesty presented a Victorian themed quiz and later did her best to coax everyone into doing some chair-based exercise, although some were more willing than others.

Irene popped in to say au revoir (read more on page 8) and it was especially nice that we managed to get Shirley Gage, one of our longest standing volunteers online to say her goodbyes to Irene. We've been trying to get Shirley on to the Hope Social for ages and she missed her own 90th birthday party at the start of 2021 due to technical issues, so it was great to finally get her on Zoom thanks to the loan of one of the tablets that the Hope Street Trust got funding for last year.



The raffle was drawn, with 26 lovely prizes up for grabs. You'll find a list of the prize winners on page 5 and you can see what they won in [our Facebook photo album](#).

# CHRISTMAS RAFFLE - THE RESULTS



Thanks so much to all of you who purchased tickets for the Hope Christmas raffle, the second that we have run entirely online. Once again, it's worked really well and we're not just saying that because we haven't had to tear up all those little cloakroom tickets and worry about a freak gust of wind blowing them out of the bucket!

This year we sold £407 worth of tickets and, after costs, we've made a profit of £260, which is brilliant. As you'll appreciate, we've been missing out on our lot of our day-to-day income since March 2020, so it's great that we can raise some money this way.

Here's a list of the winners:

- 1 Keith Taylor (230)
- 2 Jane Hyldon-King (396)
- 3 Jeet Toohill (375)
- 4 Pam Farbrace (20)
- 5 Linda Green (316)
- 6 Sylvia Fischer (327)
- 7 Pam Farbrace (35)
- 8 Tracey Owen (381)
- 9 Julie Todd (383)
- 10 Mick Grant (269)
- 11 Chris Cross (296)
- 12 Rolly Arliss (129)
- 13 Albie Lewis (65)
- 14 Albie Lewis (63)
- 15 Jenny Smith (348)
- 16 Chris Cross (304)
- 17 Julie Todd (386)
- 18 Sylvia Fischer (344)
- 19 Jackie Kirk (156)
- 20 Martin Branson (192)
- 21 Fred Stamp (217)
- 22 Don Williamson (407)
- 23 Martin Branson (188)
- 24 Julie Todd (385)
- 25 Keith Taylor (74)
- 26 Sylvia Leary (283)



We are aiming to get prizes dropped to the lucky winners during w/c 20th December.

# Fighting Fire with Good Advice



We were very pleased to have Nicky from Humberside Fire and Rescue as our guest speaker on the Hope Social. She gave us lots of advice and useful information about how to prevent fires in the home and how to be prepared in case the worst happens.

One thing most of us didn't know is that the emergency services now use the what3words app as a means of getting an accurate location for people in need of help, so it's useful to have it on your mobile, especially as some satnavs can be a bit dodgy and lead you up the garden path. It's bad enough when a parcel goes missing, but you certainly wouldn't want the police or fire brigade going to the wrong address when your life is in danger.

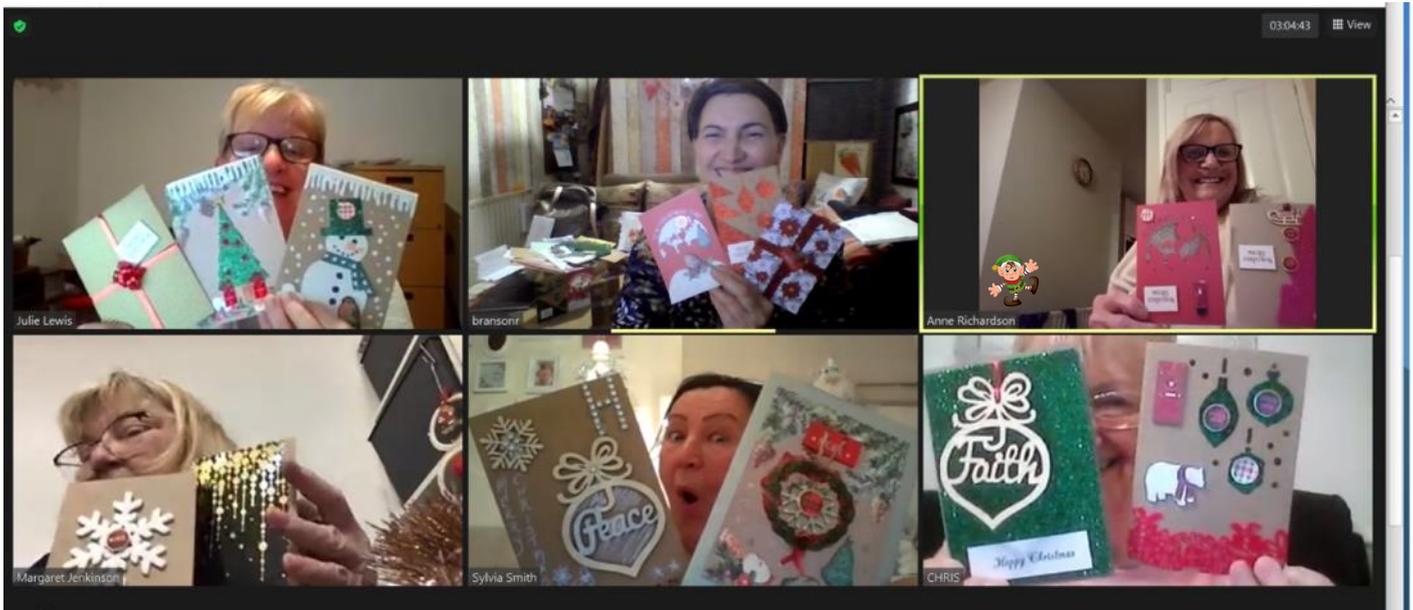
Nicky is talking... 00:20:51 View

## Conclusion

- Ensure you have working smoke alarms and that you test them regularly #testittuesday
- Plan and share your escape route with everyone in your home
- Download the What3words app onto your mobile phone
- Visit [www.humbersidefire.gov.uk](http://www.humbersidefire.gov.uk) for further safety advice or to check whether you are eligible for a Safe and Well visit

The slide also features an image of a firefighter in full gear on the left and a vertical grid of five participant video feeds on the right, including Eimer Fischer, Martin Daly, Jacqueline Kirk, and Sylvia Smith.

# Getting Crafty for Christmas



Last year's Christmas arts and crafts session went so well that we decided to have two this year. Our first took place on Wednesday 8th December and it was all about making Christmas cards and a small gift for our Hope volunteers.

Each person in the session was delivered a bag containing the same supplies, but it was fascinating to see how differently they used them to create some really cracking cards. In a way, being in different rooms fosters creativity and diversity, because you're not looking at the person's work next to you and thinking that you should do the same as them.

If you're feeling stressed, doing some arts and crafts really does help you relax and it's amazing how quiet everyone goes when they're concentrating on being creative...even Sylv!

Although we're on Zoom, we're still able to share tips and support each other if things don't quite go to plan. Sometimes you can actually end up with a better finished product when things go wrong because what you do to put it right was a far better idea than the one you had in the first place.

We'll be having our second Christmas session on Monday 20th December, when the group will be making wreaths. Once again, they've all been delivered the same bag of delights, so we'll let you know what they come up with in our next newsletter.

The handmade cards and gifts are now being gathered in and will be delivered to our volunteers during the week before Christmas.

Both of our Christmas sessions have been paid for out of the funding we received from North East Lincolnshire Council for supporting clinically vulnerable people and we very much appreciate this.

We'd love to welcome a few new members to the group, so if you'd like to join us for arts and crafts in 2022, please get in touch and don't worry if you think you're not creative or that you'll be no good at it. Last Christmas Anne joined the group for the first time and wasn't sure it was for her, but we've now created a bit of an arts and crafts monster!

# Hope News Round-up

## We say goodbye to Irene



In our weekly team meeting, we said farewell to our friend and Senior Physiotherapist Irene Grainger, who came to Hope on a six month rotation more than a dozen years ago and we just never let her leave.

Irene is off to take up a new role with Navigo and will be continuing to work with people with Dementia, which she is particularly passionate about. If you think she looks excited in the photo, it's because she'd just been told that her leaving present was lots of lovely vouchers for a well-known Lincolnshire spa.

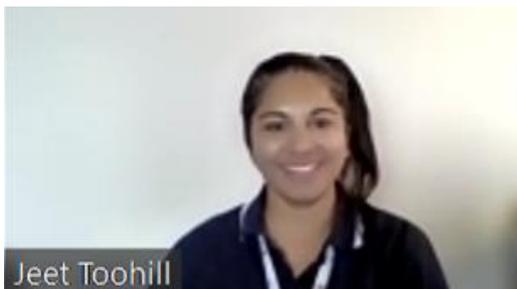


Irene will be greatly missed by us, but has played a big part in bringing through the next generation of senior therapists, who will now step into her shoes at Hope.

Of course, Hope is like the Hotel California so, as Irene says, she's not leaving, just moving offices.

Just in case Irene's forgotten the old days, here's a photo of her from 2009, together with a certain young Rehab Assistant who has now risen to the heights of Senior Specialist Physiotherapist with the support of amazing mentors and role models like Irene.

# NEW MEMBERS OF STAFF WHO JOINED HOPE IN 2021



We were pleased to welcome Jeet, who has been a Technical Instructor for many years



Welcome to Kayla, who joined the Hope team as a Apprentice Rehab Assistant



Welcome to Luke, who joined the Hope team as a Rehab Assistant through the Kickstart programme



Welcome to Jess, who joined the Hope team as an Apprentice Rehab Assistant



We welcomed Holly, who joined the Hope team as a Rehab Assistant in September and not only runs the Hope choir but is now also a Hope Street Trust staff trustee



We were delighted to welcome back Vicky to the Hope team in September. Vicky joined the Cambridge Park team as a Senior Occupational Therapist and now returns to us in the same role.



# My Conversion on the road to Virtual Rehab.

By Jim Finney

Pulmonary Rehab Buddy and Social Group co-ordinator  
(well I think so, as I started it)

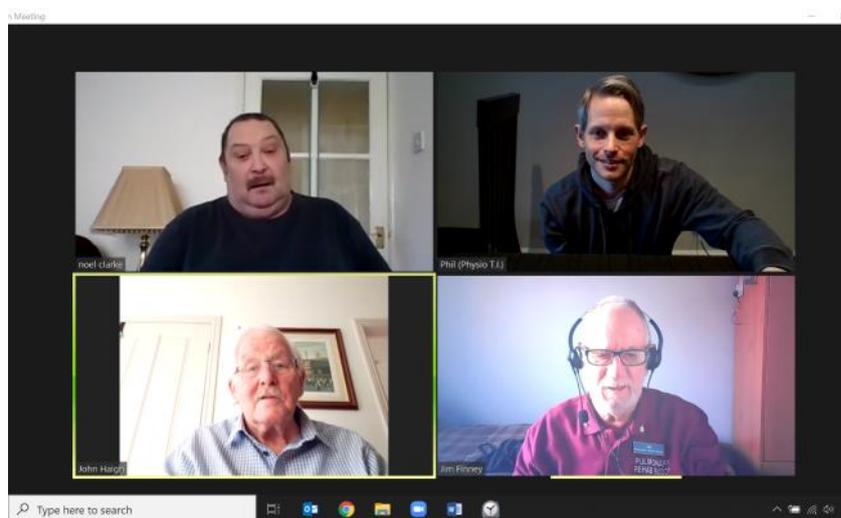
Way back when, when we first started rehab sessions online, I was invited to be a buddy on the programme. I had no preconceptions or views in any way as to what to expect. After a week or so I just could not see how this could be successful. Progress seemed slow and I thought this idea to be doomed to failure, there seemed to be little purpose in the activities and I remained unconvinced, so I took a break until the next programme and the difference was obvious and within a few days I was convinced about the progress we were making and by the end of that course I was totally committed to the whole idea of virtual rehab. Gone was the hesitancy and the unsure approach to exercise and replaced by a new more positive attitude that convinced me of success for what we were doing.

The reasons for my change of heart are many and varied.

After 12 years of buddying I believe that a large part of our approach to all new patients must be to make them feel comfortable and secure, in what we are doing. To

instil confidence in and acceptance of our approach, we need to show a friendly side to the clinical expertise we employ.

Imagine that you are a new patient with no real idea of what our courses actually expect of them. On arrival at Kent Street you are faced with a melee of patients and staff in varying colours of uniform. What do they all do? With lots of reassuring smiles you are given a stick on name badge and a clipboard. How do I manage this with my walking stick/



walking frame?

After another reassuring talk you are introduced to staff and buddies, then there is an introductory talk on the course and what to expect. You are introduced to the gym, there to be confronted by a large array of state-of-the-art equipment that must seem very daunting to a novice (and remember the average age of the patients). Everything looks very technical and demanding, with doubts about whether or not you can actually master it all, surrounded by strangers bringing feelings of apprehension and anxiety.

So this may seem to be a very negative and not encouraging view of things, but if we are honest not too far from reality. I agree that these feelings are quickly dispelled by our friendly and supportive staff that realise patients original anxieties. Progress is gradual but many patients expect results to show immediate benefits. They can experience doubts that they are not always ready to share with us and initial interest begins to wane.

Compare attendance figures as the weather gets colder. For patients using their own transport the journey to the clinic may become more tedious and there is not always certainty of a place to park. Even those patients that we transport in may have a long journey as we pick up patients en route and they may be cold and tired even before they arrive.

Thought for the future – should we not have a buddy escort on that very first bus trip to help to introduce people and put them at ease?

I have always looked upon the buddy as a non-professional but knowledgeable person with a less constrained and structured approach towards patients.

Now compare this experience with the virtual rehab sessions.

The patient is working in the comfort and familiar surroundings of their own home. The equipment provided is easy to manage and use, yet still provides for all needs, with nothing to cause any misgivings or anxiety. In addition, everything is explained in detail before any training begins.

With the patient at ease the training can progress quickly and the one-to-one aspect allows much closer observation of the patient and can quickly

suggest changes to approach or technique which brings immediate improvements.

The more direct contact also allows much closer observation by instructors and buddies and can show changes in demeanour of the patient, allowing adaptations to be made quickly if needed. In addition a rapport is quickly built up allowing a much more relaxed atmosphere. Indeed, sometimes this may extend to family members within the home, which can be very valuable, especially if the family members notice things that we are not always aware of. Patients tend to discuss training and exercise content with the family, who they may bring it to our notice, allowing us to further benefit the patient.

Indeed in some cases we can be made aware of other problems or worries that a patient might have, which can affect training.

For instance, our knowledge has helped us to advise one patient on obtaining funding for a mobility scooter that would greatly improve their quality of life; we have also been able to suggest other services readily available in the community that can have a positive impact on them.

Having seen the more than positive results of virtual rehab from post testing surveys I have been amazed at what we have been able to achieve and am now convinced in the value of our online rehab training.

I agree that it is not for everyone and many people will respond to face-to-face rehab in an equally or more positive way, as they have done in the past- we have been doing this for too long not to be successful at what we do.

Nevertheless I am now convinced that online rehab has a valuable and positive role to play in the future of our work within the collaborative and I certainly would love to remain a part of the programme and will continue to actively support in any way that I am able.

This has been a short observation of my personal views but I hope that you accept they are genuine, even though you may not agree with the whole content.

# SYLV SERVES UP FESTIVE CHEER FOR CLASSES



Our buffet queen Sylv served up a treat for her Scartho Tai Chi class members when they had their Christmas party at Scartho Community Hub on 30th November.

All attendees did a lateral flow test before attending, wore masks until seated and the buffet was individually plated up. It was a great success, even though Sylv was fit to drop by the end of it.

Of course that didn't stop her doing it all again on 6th December when her Immingham classes met up to celebrate the season at the Civic Centre. As well as another top buffet served up by our Sylv, a raffle and of course some very good company, the guests were entertained by the Nukuleles Ukelele Band, who you can learn more about by visiting [their Facebook page](#).

A hot bath and an early night were the order of the day for Sylv after a 4.30am start, but she's probably already planning for next year.





## THE NEXT VOLUNTEER WORKSHOP

WILL BE IN

FEBRUARY 2022

AT

11am - 1pm

**Hope to see you there!**

If you would like to attend these workshops on Zoom, please email Sylvia  
([sylvia.leary@nhs.net](mailto:sylvia.leary@nhs.net)).





Guidance

# COVID-19 Response: Autumn and Winter Plan 2021

Updated 9 November 2021

## Safer Behaviours and Actions



Let fresh air in if you meet indoors. Meeting outdoors is safer



Wear a face covering in crowded and enclosed settings where you come into contact with people you do not normally meet



Get tested, and self isolate if required



Try to stay at home if you are feeling unwell



Wash your hands



Download and use the NHS COVID-19 app

<https://www.gov.uk/government/publications/covid-19-response-autumn-and-winter-plan-2021/covid-19-response-autumn-and-winter-plan-2021>

**Latest Updates in  
North East Lincolnshire  
and Other Useful Information**

North East Lincolnshire Council

**COVID-19  
Update**



**COVID-19:  
Guidance and support in  
N.E. Lincolnshire**

<https://www.nelincs.gov.uk/coronavirus/>

# HOPE LONG COVID GROUP

## COMPLETES FIRST COURSE

In the first week in December we completed our first Long Covid rehabilitation programme with patients who have been suffering from a variety of post-COVID symptoms ranging from fatigue, breathlessness, memory and concentration issues, reduced taste and smell leading to reduced appetite, sleeping disorders and many other debilitating health problems.



The course lasted for 12 sessions and our aim was to give them advice and show them management techniques to help them get back on track and take action to improve their health.

The main messages throughout the course were the 3 Ps - learning to pace, plan and prioritise daily activities to help with saving energy and managing energy levels, breathing techniques, sleep and nutrition.

We also included low level exercises which over the sessions increased as the patients' health improved.

The results at the end of the course were really impressive and there were some very noticeable improvements between pre testing and post testing.

The feedback we received from our first patients was also really positive - here are some of the comments from those who completed the course.

*"The 3 Ps is for me massive. Planning Pace Prioritise is my mantra and does help my day to day activities"*

*"The staff were supporting and encouraging in every way."*

*"Exercise more, no matter how different or difficult the actions are. Remember to go slowly, Plan Pace Prioritise."*

*"Fantastic experience, a very knowledgeable team. You should all be very proud of yourselves, thank you. i just want to keep in touch and keep up the physio Phil has done with me and keep doing the Rehab Plus course if possible?"*

# Reasons to be grateful part 1



IRENE

Well for me I'd have to say I'm grateful for my health and blessed to have spent over a decade working with this amazing team! You will be incredibly successful in 2022, I have no doubt. As I move to Navigo remember - I'm not leaving, just moving offices



JULIE B

I am grateful as always for my health, my home and the love and support I have for me and my gorgeous baby girl. I thank the amazing NHS in helping me bring her safely into the crazy world of lockdown. I am grateful for being able to work at home and be closer to my supply of Kinder Bueno :-)



RACH

I am grateful that many moons ago, before we were even called Hope, Pam and Kylie thought it would be a great idea to put patients and volunteers at the heart of everything we do at a time when this was a very unfashionable and radical idea.

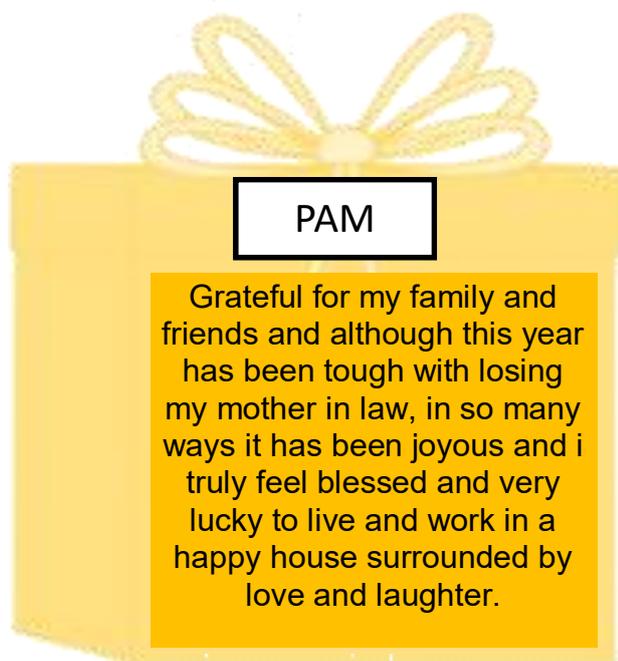
Our volunteers have made us the Hope we are today by inspiring us, challenging us, making us laugh and finally making us cry when they leave us before we are ready to let them go. Some, like our first PR Buddy Pat Neville, are only with us for a few years - but what a few years! They burn bright and they leave their mark, so that we never forget them. They are the gift that keeps on giving.



JOOLS L

I am grateful every day for the health of me and my loved ones. I truly appreciate that over the last couple of years I have been able to work from the safety of my own home and have learnt new skills and found new strengths. I feel truly blessed that fate brought me to Hope and to have the support of my work family and be part of a team that care so much about the service they deliver and the people they deliver it to. I also feel compelled to say how much I have appreciated our drivers and how they have gone above and beyond for many people throughout this uncertain time.

# Reasons to be grateful part 2



PAM

Grateful for my family and friends and although this year has been tough with losing my mother in law, in so many ways it has been joyous and i truly feel blessed and very lucky to live and work in a happy house surrounded by love and laughter.



PHIL

Grateful to be able to spend quality time with my family, some of whom have come back into my life after a good 25 years or so.

I am also grateful to work with people who care so passionately about their work and want to support each other through challenging times.

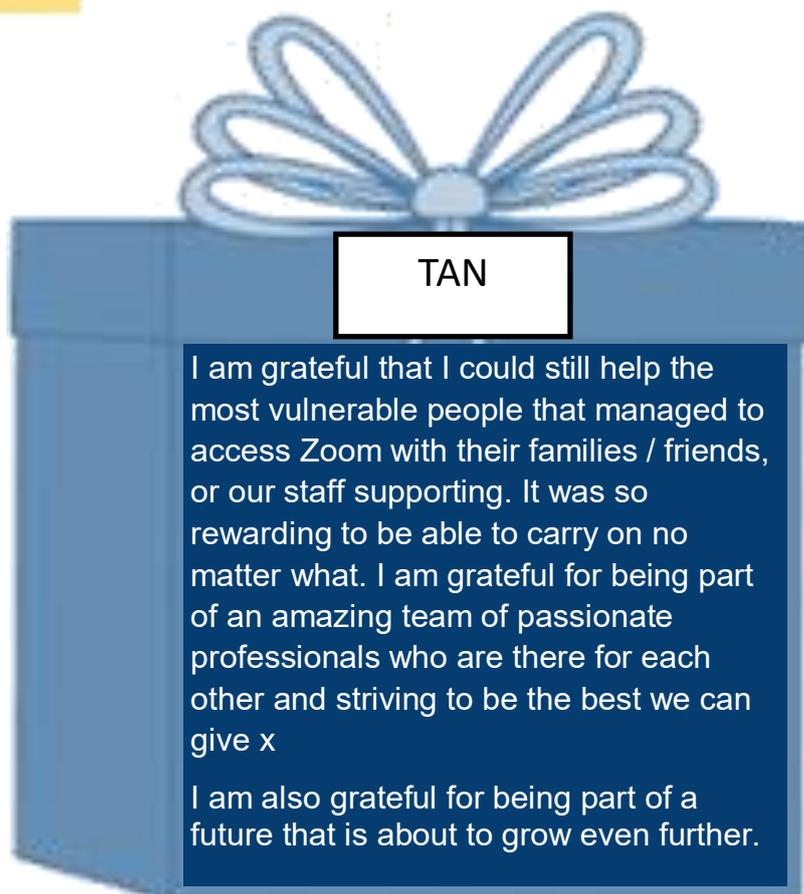
This isn't just a job. X



JO

I am very grateful to be back working with my Hope team after being redeployed.

Also looking forward to the safe return of face to face groups in the new year.



TAN

I am grateful that I could still help the most vulnerable people that managed to access Zoom with their families / friends, or our staff supporting. It was so rewarding to be able to carry on no matter what. I am grateful for being part of an amazing team of passionate professionals who are there for each other and striving to be the best we can give x

I am also grateful for being part of a future that is about to grow even further.

# Reasons to be grateful part 3



JESS

A year ago today, I would never have thought I would have a new career surrounded by an amazing team. I can't wait to see what 2022 brings both personally and professionally.



HOLLY

I am grateful for my health and that all my family and friends are well and also having a new job with a staff team that has welcomed me with open arms



JULIE T

I'm thankful for being able to work from home throughout lockdown, but now being able to return to face to face clinics and rehab if it's all still going ahead.



SYLV

2021 was a year that made me realise how we can't take life for granted, it encouraged me to be brave and take measured risks, I realised that our elderly people suffered so much in 2020 and knew I had to try hard and help them recondition and improve their health and wellbeing. The opening up of my classes did some very simple that we take for granted, it made me smile! Seeing our service users feel like they are living life again was nothing short of rewarding to see, 2021 also had it's challenges with my health, but thankfully I came through it, but doing my Christmas parties face to face was the icing on the cake for me



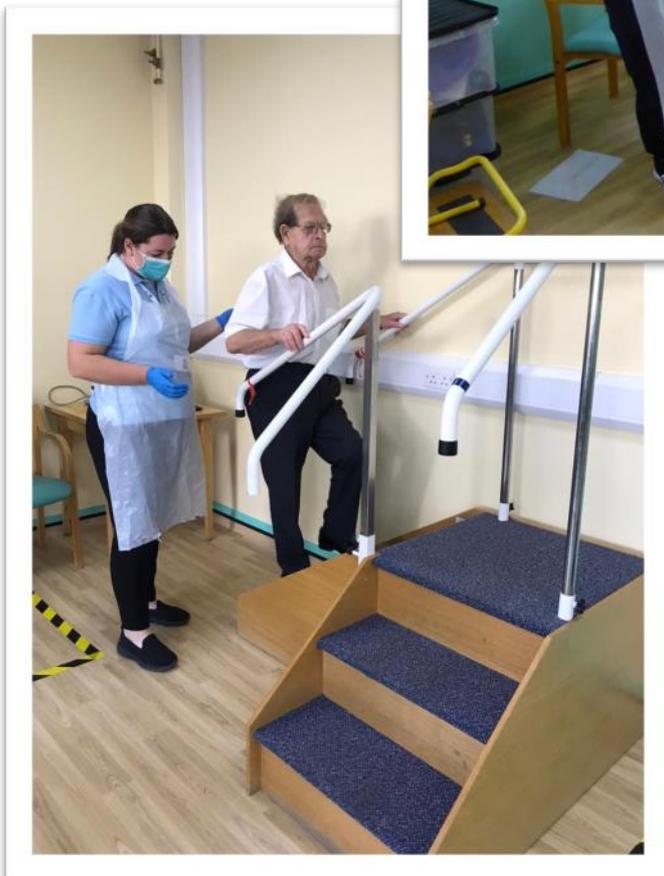
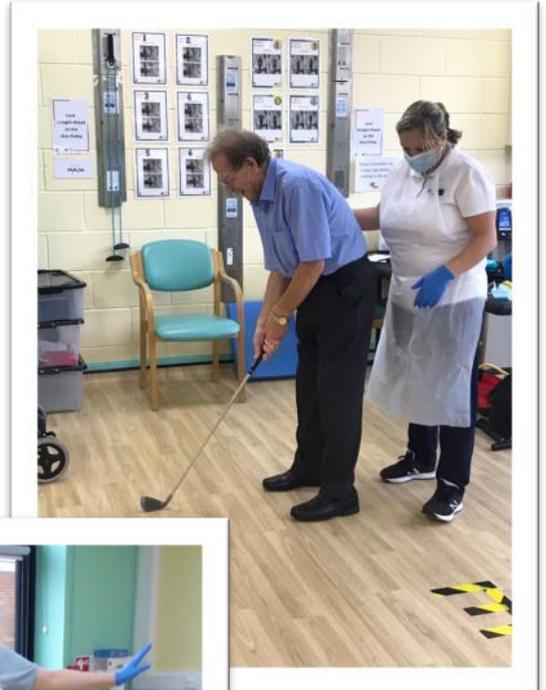
GEMMA

I'm thankful that my family and friends are all well. I am thankful that Freddie is able to be around his family and friends to know how loved he is and I am very grateful to be able to see him go to school without having to do virtual learning.

I really am grateful for a lot of things and one of the biggest achievements was leading a fab team through a troubling couple of years and to gain a new position to help the team grow even more

# BACK IN THE GYM

Regardless of the masks, aprons and hazard tape, it has been fantastic for our team to be able to get back into the gym after so long in exile. Here are some photos from our first and last face-to-face Falls Rehab group in 2021. (Patients have given their consent for these photos to be reproduced)



# Something in the Air? - Not anymore!

The Hope Specialist Service has recently taken delivery of air purifier units, after the Hope Street Trust Board of Trustees voted unanimously to spend just over £4700 on them, so that they can be sited in all of our patient areas at the Val Waterhouse Centre and also used out in community settings, such as Immingham Civic Centre and Scartho Community Hub where Sylvia has been running her Tai Chi and Chair-based Exercise classes.

When we returned to the Val Waterhouse Centre in September, we had to look at options as our air management system was not fit for use in this new COVID world because it recirculates the air. We met with the CPG Estates team and contractors to discuss options, such as converting the current system and extending it, but the contractor decided that they couldn't do the job.

Whilst having the windows wide open for ventilation is recommended, it's not really practical or healthy in the depths of Winter and without another option we were facing the reality of having to have lengthy gaps between groups to allow for air exchange. Thankfully, the wonderful Lucy from Estates looked at other options and obtained quotes for both air sterilisation and air purifying units, which have the benefit of being either portable or relatively easy to re-site, rather than being permanently fixed into the building.

Pam cast her expert eye over both options and whilst the air sterilisers are extremely effective at killing off all sorts of viruses in the air, they do so using Ozone. Recent trials in schools with air sterilisers had to be suspended because the levels of Ozone were making people ill, so Pam didn't think this was a good option, especially for our respiratory patients.

The T100 air purifier units work differently though, with a hospital grade 13 HEPA filter and UV lamp, so they will be much safer for our patients, whilst still effectively neutralising airborne viruses, including COVID. By investing in these units, we will make it both safer and easier to run our activities, whether that is in the time of COVID, or beyond, as better air quality should reduce the risk from other viruses, as well as making the environment better for people with allergies. The units should also enable us to increase patient numbers whilst still operating safely.

We would like to thank the amazing Lucy Welbourne and Nikki Cook from the CPG Estates team for all their help and a big thank you to anyone who has contributed to the Hope Street Trust over the years, because those contributions, both large and small, mean the Trust is able to step forward and make a difference at times like this when it is really needed.



## Immingham Classes do their bit for Children in Need

Sylvia's Tai Chi and chair-based exercise classes in Immingham were very busy last month, raising money for Children In Need. They raffled off a large Christmas cake that was made for them, held a table top sale, collected donations and did a name card and managed to raise a grand total of £250.

Pictured are Jenny, Carroll and Brenda with the paying in slip. Well done to everyone involved. Sir Terry would be chuffed to bits with the lot of you :-)

# Christmas Puzzles



Can you spot 10 differences

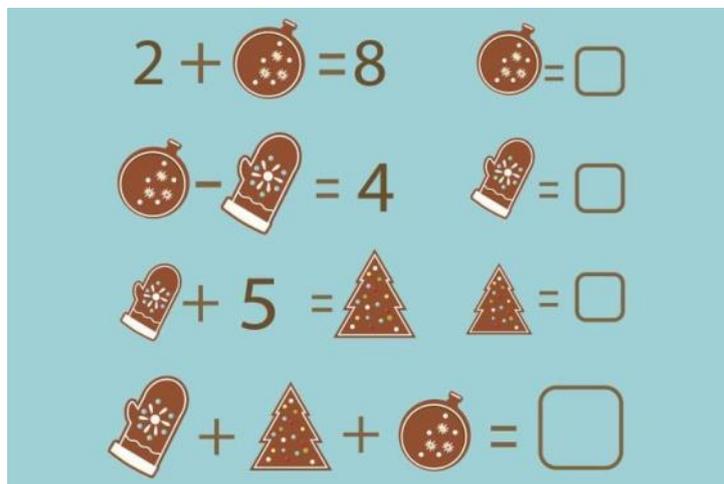


Figure out what numbers the mitten, ornament, and tree represent



Find the puzzle piece that perfectly fits in the empty spot.

Answers on Page 30



# Christmas Brain Teasers



1. This is a Christmas carol that has no sound or music. What is it?
2. I hang around for spreading happiness during Christmas. What am I?
3. I like to rhyme, and I have 12 larger than life gifts that you would get around the Christmas season. What am I?
4. You will buy me to eat, but you will never eat me. Not even on Christmas. What am I?
5. If people are scared of Santa Claus, what would their fear be called?

Answers on Page 31

# Christmas Puzzles answers



$$2 + \text{ornament} = 8 \quad \text{ornament} = 6$$
$$\text{ornament} - \text{mittens} = 4 \quad \text{mittens} = 2$$
$$\text{mittens} + 5 = \text{tree} \quad \text{tree} = 7$$
$$\text{mittens} + \text{tree} + \text{ornament} = 15$$



# Christmas Brain Teasers answers

1. Silent Night.
2. A wreath.
3. The famous Christmas carol that is named, '12 days of Christmas'.
4. The cutlery.
5. Claus-trophobia.



The Hope Times isolation newsletter has been produced by the Hope Hive

Editorial team: Gary Dean and Rachel Branson

If you would like to send us stories, photos or feedback, please email  
[rachel.branson@nhs.net](mailto:rachel.branson@nhs.net) or [gary.dean1@nhs.net](mailto:gary.dean1@nhs.net)