

INTRODUCTION



Welcome to this early summer edition of Treetops Connected.

I would not wish to avoid the fact that for many people the past two months have been somewhat 'bumpy' as the new clinical leadership model has been created, and we see several long-serving and highly respected colleagues leaving Treetops. My thanks go to them for their dedicated service and very best wishes for the next phase of their working life.

This now leaves us to focus on the delivery of the new strategy with the aim of increasing services for patients and families through developing our expertise and reach. Of course, this demands investment in our workforce and raising the funds to ensure that can happen. We are working hard to influence and ensure that the local NHS commissioners see the intent of our strategy and increasingly view Treetops as an essential part of the local health care system. We are already seeing early signs of this traction.

Thank you for the part you play here at Treetops. The respect that we show each other across all disciplines is an underpinning and a core element of the charity's success and future security. I do not think we are one culture but rather several cultures that can work together with mutual regard.

Something to consider every day.

Best wishes

CEO



June 2026

Relationships and Communication

You may have heard me refer to the author Peter Senge, who has had a huge and lasting impact on my efforts to be a decent leader. He poses that

'when everything else is taken away, you'll be left with the strength of your relationships and the quality of your communication.'

Within our organisation, the same challenge and opportunity exists. How often do we consciously consider our own approach to investing in and nurturing our relationship with colleagues? How often do we ponder our own focus and the thought behind a piece of communication?

Isn't it better to invest the time to go and speak face-to-face with a colleague rather than sending an e-mail?

Do we consider the environment in which we hold a conversation – quiet, confidential, calming? And how often do we think about the best time to have that same conversation?

You may already be doing this, and I'm grateful if you do. How much better would our organisation be if we could nurture brilliant relationships and be confident in our communication? It's a fundamental part of work surrounding us every day.

Thanks,

A handwritten signature in dark blue ink that reads "John Knight". The script is fluid and cursive, with the first letters of "John" and "Knight" being capitalized and prominent.

CEO

Forget-me-not Walk

Our first Forget-me-not Walk took place on a bright spring Sunday in late April, with a festival-like atmosphere as activities were set up around the Treetops grounds. The event was created as a memorial walk for children supported by our service over the past year, offering families a gentle space to remember and reflect together. Around 70 people attended, moving in small groups along the trail, taking part in creative activities and sharing memories of their loved ones.

Children signed in by adding their fingerprint to a tree, then received a T-shirt and a map before following the route.

Along the trail were six activity and reflection points. Creative tasks included decorating a bag and making a Forget-me-not stone, while reflection moments invited families to talk about their memories, tie a ribbon to a heart to symbolise ongoing bonds, and listen to the story of the Tree of Hope, encouraging thoughts about growth after loss. Families gave very positive feedback, and we plan to run the event again next year.

A huge thank-you goes to everyone involved in planning and delivering the day. Staff, volunteers, and community supporters contributed in countless ways—from gardening and leaflet design to photography, refreshments, and even dressing as Remy the Robin! Their generosity made the event truly special.



Sarah Cundill
Deputy Therapeutic Services Manager

Dying Matters Week

In May, we explored dying matters in our therapeutic services EDI displays in the Cheetham Centre and The Saplings. People who are facing death or are bereaved are often at a disadvantage due to many reasons, not least because, as a society, we are very poor at talking about death and dying, which leaves most people unprepared and isolated.

Dying Matters Week encourages conversations around death and dying. Have you thought about what you want for yourself when your time comes? Have you been able to have conversations about this with family? Is it something you talk about with friends?

What other parts of your life would you not face without doing a bit of research, exploring your options, and making choices that suit you and those sharing your life?

There are some lovely suggestions for conversation topics on the table and on the [Hospice UK Dying Matters webpage](https://www.dyingmatters.org.uk/).



Dying Matters



Jane Hing
Counsellor



Education Spotlight

We have a star in our midst!

Sharan was a guest on the podcast, 'Conversations about Advance Care Planning' with Clare Fuller.



End-of-life care Myth Busting

We successfully delivered the first of these webinars, offering information, understanding and a safe place to explore common fears and concerns, including:

- Digital ReSPECT
- Syringe Drivers
- Talking About Dying Won't Make It Happen

More sessions coming soon! These are **free** to attend and available to all!

Dying Matters Week (4-10 May)

We held a unique 'Death Café', a relaxed drop-in to reflect on the culture of dying and how we talk about it, and held some really engaging conversations.



Education continued



Resilience Based Reflection

Starting on 1 June. An opportunity to pause, connect and explore practical ways to strengthen resilience.

Everyone is welcome, no matter your role.

Basic Life Support

An essential, life-saving skill set that empowers individuals to respond to emergencies until professional help arrives.

For all staff training and education, view the calendar here: [Training Calendars](#)

For dates, more information, or to book your place on any of these, contact:
education@treetopshospice.org.uk

Shiny Mind

I've come across an app called Shiny Mind, which has been developed with the NHS to help support people's mental health and emotional wellbeing.

They have something to help with navigating a wide range of emotions, including wellbeing tools, 'masterclasses', meditations, daily check-ins, and gratitude journaling.

And the best news is that, as hospice workers, we can use it for free!

You just need to register via this link: [Hospice Registration](#)

For more information, here is the link to their site:
[ShinyMind - Mental Health & Wellbeing App](#)
[co-created with the NHS](#)

Julie Stead

Clinical Education Clerical Assistant





Volunteers' Week!

As we mark Volunteers' Week, I've been reflecting on the contribution our volunteers make to Treetops every day. It's hard to believe I've now been here for two months, and since my very first day, one of the things that has stood out to me most is the skill, knowledge, care and compassion volunteers bring across the whole organisation.

I've seen and heard so many examples of the difference volunteers make, in the support given to patients and families, in the welcome offered to visitors, in the care taken behind the scenes, in our shops, and in the many practical, thoughtful and generous ways they help Treetops run as it does.

What also feels very special is the sense of community volunteers bring. There is a real warmth in the way staff and volunteers work alongside one another, and that mutual respect helps build the relationships that make Treetops feel such a special place to be part of.

I'm still learning, listening and getting to know people, but I already feel very grateful to be here and very grateful for the part everyone plays in making Treetops what it is.

Wendy Hambleton

Director of People and Culture

An update from Volunteer Services

Volunteer social

Our volunteer social event took place on Wednesday 3 June. We welcomed volunteers from across the organisation to thank them for their gift of time. 1 to 7 June marks National Volunteers' Week. Please keep an eye on our social media channels as we say thank you to all our wonderful volunteers.

New starters

We would like to say a warm welcome to our new volunteers who are joining us in the Wellbeing Space, Bereavement Hubs, Reception and within our charity shops.

New volunteer database

We are very busy behind the scenes as we are looking to replace our current volunteer database. Anja Harper did a fantastic job over the last year, sourcing the best fit for our organisational needs. User training and testing have commenced before final sign-off and onto the final stage, which will be implemented.



Anna Bown

Volunteer Support Co-ordinator

A View from the Grounds



After the recent rain, the grasses are growing well. It won't be long before the whole area is filled with colourful wildflowers.

Weeding and mulching around the trees is complete, and the blossoms are looking promising for a good crop of fruit later in the year.



Greenhouse: It's a hive of activity. Seeds sown in early spring are now strong young plants, almost ready to move into the borders and pots.

"Hadrian's Wall": Our miniature version of this historic landmark is blooming beautifully, and the "Tree of Hope" sycamore sapling is thriving and now in full leaf.

The spring flowers are almost over, but early summer blooms are now beginning to take centre stage across the grounds.

Workshop Update: The roof is now on, giving us a brilliant all-weather space for those important mending and building jobs.



Borders and beds: Many are being tidied and prepared, ready to be filled with vibrant summer annuals.

Soon, the many pots around the grounds will be refreshed and replanted with summer-flowering plants.



Rachel Hobbs

Volunteer Gardener

New starters

Hi!

Hi everyone, I'm Natalie, and I joined Treetops at the beginning of May as your new CRM and Supporter Care Lead. It's been a brilliant start, and I've loved meeting so many of you already.

I've spent the last 10 years working in CRM and supporter engagement, getting to know supporters, improving data quality and strengthening communications. I'm really excited to learn all about the Treetops community and the incredible supporters behind it.

Outside work, most of my time is spent with my husband and two boys exploring the Peak District — ideally ending in a cosy pub with a pie and a pint. We also love seaside trips with family, especially Newquay, where we got married. I can highly recommend Cornish pasties and scones as a wedding lunch.

We're big fans of gigs and festivals, and my love of music comes from a childhood in musical theatre. Although I'm no longer treading the boards, I've found a real passion for working with organisations that give back — one of the many reasons Treetops appealed to me.

Thank you for being so welcoming as I settle in post-maternity leave. Please do say hello — and forgive me if I mix up a name or two in these early weeks.

Natalie Gouge

CRM and Supporter Care Lead



New starters

≡Welcome≡



- If I could live anywhere in the world, I would live in Sweden. I lived in Stockholm for a year and would love to go back!
- My favourite place I've been on holiday is the Lofoten Islands in the Arctic Circle.
- I like to spend time with friends, read and go walking.
- I wanted to be an artist when I was growing up.

Alex Knight
Administration Assistant

After 10 years and nearly 800 weddings in the events and hospitality world, I'm incredibly excited to have made the move to Treetops. Stepping into a role I've always dreamed of.

I first learned about the amazing work Treetops does through my previous job and was genuinely inspired. So, when the opportunity came up to join this wonderful charity, I jumped at it. My first few weeks have been fantastic.

Outside of work, you'll usually find me with a book and my cockapoo, Cookie. I love a good staycation, and my favourite place to visit is Bamburgh in Northumberland — though if I could live anywhere, it would probably be Poland. If time travel were an option, I'd head straight to Live Aid to watch Queen perform.

My first key event at Treetops will be the Moonlight Walk, and I'm really enjoying getting stuck into the planning, including launching a brand-new route this year. I hope you'll join us on the night.

Alicja Sankowski
Relationships Manager – Key Events



Reintroductions

I joined Treetops in October 2017, and a lot has changed since then. I've gone from Head of Finance to Director of Finance and Facilities, and while I'm still playing with spreadsheets just like on day one, I now have a more strategic role and oversee our Facilities and IT teams — something I never imagined when I started.

What I enjoy most: Other than thinking of new events to base a sweepstake on, it's the people I get to work with every day. This is my first role in a charity, and while previous colleagues were lovely, there's something about working for an organisation whose primary purpose is to help others that brings out the best qualities in those you spend your working days with. There's a real warmth about working at Treetops. The amount of cake and chocolate that ends up being bought in for us all to share helps as well!

Favourite Treetops memory: One of my favourite memories is the DIY SOS Big Build. The atmosphere was incredible, even in the pouring rain, but the standout moment was directing traffic with a walkie-talkie — completely different from my usual role and absolutely brilliant.

What I do outside work: Aside from the normal watching TV and spending too much time on my phone, it's mainly mumming, swimming, cross-stitching, Lego-ing and, unsurprisingly, messing around with more spreadsheets!

One surprising fact about me: I've been lucky enough to be a match to be able to donate bone marrow twice to a stranger about 15 years ago. Outside of having my son, it's the proudest thing I've ever done. I get evangelical about how there's probably no easier way to save a life (you do nothing more than lie on a bed for five to six hours), so I'd encourage anyone who can to get on that register.

The likelihood is you'll never get called up, but who knows, you could be that person who saves the life of a stranger. What an absolute privilege that is.

Rebecca Bostock
Director of Finance and Facilities



Reintroductions

I joined Treetops just over six years ago, arriving with a three-year marketing and income strategy in my head. That plan had to be squeezed into what felt like a month — I landed just as the world turned upside down and we braced for stormy financial seas.

My role has always been wonderfully full-on, evolving as the world has changed and as the team has grown. I'm fortunate to work with a brilliant group of people I can rely on completely, which now allows me to focus more on strategic direction and developing new income streams. It's an exciting place to be.

What I enjoy most is simple: the cause and the people. After Treetops supported my family through two deaths, the charity became deeply personal to me. The work we do is vital and valued, and the warmth of the people here makes Treetops a truly special place to work.

I never planned a career in the charity sector; I was set to stay in Germany or continue as a General Manager in IT, but life had other ideas. It's not about a commercial salary; it's about knowing you're making a difference.

A proud highlight has been seeing the team increase non-legacy income by almost 50% and raise awareness among tens of thousands more local people. That's 71 dedicated staff and over 500 incredible volunteers all pulling together.

Outside work, life revolves around family, countryside walks and two wonderfully “neuro-spicy” daughters — so unwinding isn't really a thing.

If I could give my younger self one piece of advice, it would be to have the confidence to be yourself, and it's absolutely okay to say no.

Scott Lea

Director of Marketing and Income Generation



Support for you



You can click on the logo to discover more.



Last month (May) was Mental Health Awareness Week.

As an organisation, and as individuals, we must take time to recognise the value of small, meaningful steps that support our mental wellbeing, not just during awareness weeks but throughout the year.

Good mental health isn't about grand gestures. Often, it's the simple, consistent actions that make the biggest difference. If you're unsure where to begin, the [Mental Health Foundation has created an action wheel full of practical ideas and inspiration.](#)

It's a great way to explore small steps you can take to support your own mental health.

Whether it's connecting with others, moving your body, taking a break, or setting boundaries, every action counts. I encourage you to take a moment this week to reflect on what might support you and to try one or two actions that feel achievable.

Along with the resources available via the Mental Health Foundation's website, you're also able to access mental health first aiders at work.

Details of who they are and how to contact them can be found on the next page.

Michael Younger

Mental Health First Aider



Support for you

Your Mental Health First Aiders are



Mary Shore

01159 949 7354

mary@treetops.org.uk



Michael Younger

0115 865 6038

michael@treetops.org.uk

How the Mental Health First Aiders can help you

Mental Health First Aiders are a point of contact if you, or someone you're concerned about, are experiencing a mental health issue or emotional distress.

They're not therapists or psychiatrists, but they can give you initial support and signpost you to appropriate help if required.

If you have any questions about Mental Health First Aid at Treetops, or would like to speak to a Mental Health First Aider, please contact Mary or Michael



Community Relationships

Treetops Easter Egg Hunt – 4 April 2026

Our re-launched Easter Egg Hunt well and truly egg-ceeded expectations!

We welcomed 571 visitors to Treetops, Remy's debut was a huge hit, and our community absolutely egg-celled in their generosity. Donating eggs, raffle prizes, running stalls and volunteering on the day. A huge thank you to everyone who helped make the event such a success.

Shout-outs to our brilliant supporters

- Richmond Villages – supporting us throughout the year as Charity of the Year.
- Easter Fete (2 April 2026) – Rachel and Jules brought fairy-tale sparkle, with Jules creating stunning scenery, including the wishing well, egg cart and mushrooms.
- 30-hour Static Bike Ride (21 May 2026) – coming up with Simon Tranter!
- Jack Coulson and Paul Edwards – Morley Hayes Charity Golf Day (17 April 2026), raising £944.
- Atkins Search – Charity Football Match in memory of Dom Welsh (2 May 2026), Remy's first booking, raising an amazing £2,893.

Upcoming events

- David Storer – charity concert by the Elderly Brothers (26 June 2026).
- Sally Goodwin – Brave the Shave (27 June 2026) in thanks for the support her husband Dave received.



Julie Fearon

Relationship Officer Community Engagement

Marketing update

Increased Visibility and Partnerships

It's been busy within the Marketing Team (*we'd have it no other way*), and we're excited to share some of the standout moments that are helping raise the profile of Treetops across our community.

A New Partnership That Hits for Six

Our brand is now proudly on display at Derbyshire County Cricket Club. This new partnership places a Treetops boundary board in a prime spot at the Central Co-op County Ground, ensuring fantastic visibility throughout matchdays and events. We're also featured on the club's large digital screen, giving us a dynamic presence in front of thousands of supporters.

Even more exciting, we're sponsoring Lara Shaw, a talented batter on the women's team. Lara is known for her sharp technique, calm presence at the crease, and commitment to growing the women's game. She's a brilliant ambassador for the sport, and now, for Treetops too.



Marketing update

Treetops at the Pumps

Throughout May, we took our message directly to the community with a petrol-pump advertising campaign across five stations in our catchment area. It's a simple but powerful way to reach people in their everyday routines.



Impact Report Completed

We've also completed work on our refreshed Impact Report, a key piece that shows the real difference Treetops makes across our community. With this now finalised, we're well-equipped to demonstrate our impact clearly to partners, funders and the wider public.

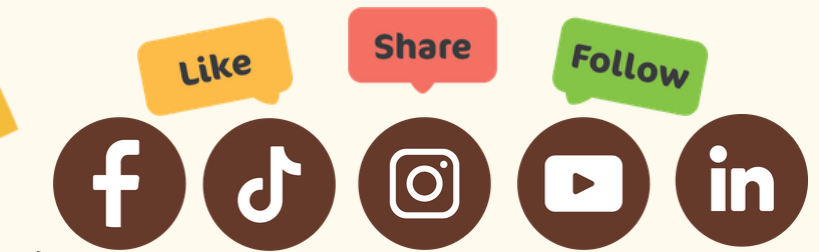
Coming Soon: A Creative Collaboration

Behind the scenes, we've been working with our Wellbeing Team and one of our brilliant Wellbeing Volunteers on a special quilt project. It's shaping up to be something truly meaningful and visually striking. Keep an eye out; more details are on the way.

Michael Younger
Head of Marketing



Social Media



You can click the icons above to discover our social media channels.

A big part of my role, *and one I absolutely love*, is working on our organic social media and paid social media. Organic posts are our everyday, free content that reaches people who follow us or see our posts through likes, comments and shares. Paid social is our advertising, which helps us reach new audiences.

In May, I attended SocialDay, and it was incredible to see social media finally recognised as a skilled, strategic profession. Our engagement is growing, our content is evolving, and we're showing more of the real impact Treetops has in the community. But there's still so much potential.

**One wild stat from the day:
the average person scrolls the height of Big Ben every single day.**

So how do we make people stop? The strongest organisations treat social media as an ecosystem, not a department. Everyone plays a part in how we show up online, and our biggest strength is our people.

It's the everyday moments of humanity across Treetops that make us distinctive. By sharing more authentic stories and perspectives, we can build trust, reflect real hospice care and create content that truly resonates.

If you have ideas or something to share, come chat! I'm buzzing with ideas and would love to work with you!

Joanne Higgins
Marketing Officer



Question

Tone of voice guidelines

Help us improve our Tone of Voice guidance.

Pop us a quick email titled Tone of Voice and tell us (yes or no):

- Do you know where to find the document
- Do you use it when writing anything that goes out from Treetops

No right or wrong answers... we're simply checking how well it's working.



You can click the icon above to email us!

Michael Younger
Head of Marketing

Legacy and In Memory

We've had a strong start to the financial year for legacy giving, with notification of four new gifts. Legacy income can take up to a year to arrive after notification, though some gifts do come through more quickly. From ongoing legacies alone, we've already received over £200,000 this year! A fantastic start, and a reflection of how all of us interact with patients and supporters.

Often, a legacy notification is the first time we learn that someone has chosen to remember Treetops in their Will.

This is why we encourage supporters to tell us when they've left a gift, so we have the chance to thank them personally and keep them connected to our work.

At the beginning of May, we held one of our Wills Clinics, supported by Ellis-Fermor and Negus Solicitors. Eight supporters, staff members and volunteers attended their free 30-minute appointment with solicitor Laura, and all eight said they intend to leave a gift to Treetops.

Knowing this means we can thank them properly and keep them updated on what we're doing now and our plans for the future. Legacy gifts make a profound difference to the care we can provide, and we're incredibly grateful to everyone who chooses to support Treetops in this way.

Jo Musson

Relationships Manager for Legacy and In Memory



Image above: Laura from Ellis-Fermor and Negus Solicitors.



An Update from Facilities

Green News!

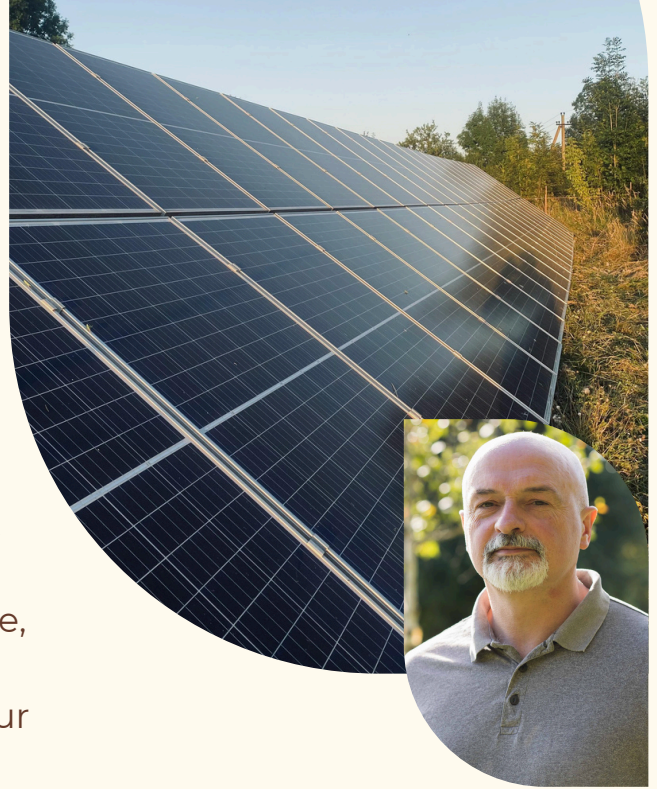
I thought that it would be nice to share some good news about our solar energy generation.

We presently use all the electricity we generate, not exporting any to the grid, but we are reducing our carbon footprint and reducing our bills.

In April, the solar panels on the main building generated enough electricity to **save us £1000** on our electricity bill. Since the system was upgraded last year, **we have saved the equivalent of 7.33 tonnes of CO2 emissions!**

Nigel Lamb

Manager of Operations and Compliance-Facilities



This is a reminder that the first point of contact for all IT-related issues (including computers, laptops, and Teams links) is Wavenet, who can be reached on 0330 107 9511.

If you do not receive a response from Wavenet within four hours, please escalate the issue by contacting the IT team via:

Email: itteam@treetopshospice.org.uk

Phone: 0115 949 6929

Please do not contact Jack or me directly, as we may be unavailable due to working hours or meetings, which could delay your request.

Shaun Byrne

IT Manager

IT Byte Size



I am pleased to introduce a new series of informal IT training sessions called IT Byte Size.

IT Byte Size sessions are short, practical, and designed to fit easily into your day. They provide a relaxed drop-in environment where you can pop in with a question, learn a new skill, or get help with something that's been causing frustration — no booking required. We will be running the sessions at different times and days during the week.

The sessions will cover common and useful topics such as:

- Using Microsoft Teams more effectively
- Booking and managing meetings correctly
- Cyber security awareness, including recognising phishing emails and keeping information safe
- General IT tips, tricks, and best practices
- Answers to everyday “how do I...?” IT questions

Whether you have a specific problem to solve or just want to improve how you work with IT, IT Byte Size is there to help. The focus is on practical, real-world support rather than formal classroom training.

Further details on dates, times, and locations will be shared shortly. If there are particular topics you would like covered, please feel free to let me know, and we will try to come up with an answer.

Dates

Tuesday 30 June 12:00pm - 13:00pm

Friday 3 July 11:00am -12:00pm

Monday 6 July 14:00pm -15:00pm

Thursday 16 July 13:00pm -14:00pm

More dates to be announced soon!

I look forward to seeing you at an IT Byte Size session.

Shaun Byrne

IT Manager

A note from the Editor



Thank you for all your submissions to Connected.

It's wonderful to see our internal communications newsletter thriving!

Connected is a big task I manage, but one I truly believe we need as an organisation.

Ultimately though, it only works if *you* benefit from it.

With that in mind, I'd really love your feedback on Connected. If you can spare two minutes to share what's working (or not), it genuinely helps to know the time and energy going into this is worthwhile.

Next deadline: Tuesday 21 July

Thanks everyone, and I can't wait to hear your thoughts and keep making Connected something we're all proud of.

Joanne Higgins
Marketing Officer



You can click the icon above to email us!



How to submit

Submit your article and images/videos by emailing connected@treetops.org.uk

**Next deadline is
Tuesday 21 July**





In aid of

Treetops
Hospice

CHARITY CONCERT

BY THE ELDERLY BROTHERS



**Taking us to the Rocking 50s
and the Swinging Sixties**

**7.30 pm on Friday 26th June 2026
At West Hallam Methodist Church**

**£7.50 (cash) – ring Roger 07435980659
Including free refreshments**



Treetops
Hospice

BRAVE THE SHAVE

Turning Grief Into Grit

IN LOVING MEMORY OF

Dave

When Dave was terminally ill, his last wish was to be looked after and pass away at home. Treetops Hospice at Home team made that happen.

They were absolutely amazing, providing the dignity, care, love and support to allow us to be together until his last breath. They were my lifeline.

I now want to be there for other families who need that same incredible support.

BETWEEN MARCH 2024
AND JULY 2025, MY LIFE WAS
HIT BY A STORM OF LOSSES.

- ♥ My beautiful Mum
- ♥ My amazing husband Dave
- ♥ Three of our most loyal dogs

Please donate if you can

Every penny helps another family receive compassionate end-of-life care at home.



HOSPICE CARE
WHERE IT MATTERS MOST
AT HOME, WITH DIGNITY,
CARE & LOVE.

Together,
we can be there for
local families when
they need it most.

To honour them all,
I am braving the shave on

**SATURDAY
27TH JUNE 2026
AT 2PM**

I am donating my hair to
Little Princess Trust and raising
vital funds for Treetops Hospice
at Home team.

DAVE RECEIVED

17 NIGHTS
OF HOSPICE AT
HOME CARE

£108

WILL PROVIDE ONE NIGHT
OF ONE-TO-ONE CARE AND
SUPPORT FOR PATIENTS
AND THEIR FAMILIES
AT HOME.



*Please
save
the date!*



JustGiving

SCAN TO
DONATE
TODAY

DONATE ONLINE:
[justgiving.com/
page/sally-goodwin-1](https://justgiving.com/page/sally-goodwin-1)

Thank you

THANK YOU