

January 2017

# our house

Living for today, creating positive memories for tomorrow



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## New charity shop

Shop till you drop at our new shop in Barking



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## Festive fun!

Families had a blast at the annual Christmas party



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## Meet Henrique

Find out what Richard House means to young Henrique and his family



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## Return of the Waddle

150 penguins waddled across the city for Richard House!

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Cover image: Young Henrique Buzio with a nurse at Richard House. Read his story on page 5.

## A message from Peter



**Happy New Year and thank you for taking the time to read Our House. As we look to see what 2017 has in store I've been thinking back on the year that was.**

It was an incredibly busy year at the hospice as we provided specialist care for children, young people and their families.

I want to take this opportunity to thank you for your support during 2016. Whether you donated money, volunteered, took part in an event or contributed in another way, your time and money made a huge difference to the families we support.

However, we have a very challenging year ahead. As with many charitable organisations we are currently operating within a tough economic climate as we try to raise the £2million in voluntary income that we need. In addition, the number of children with life-limiting and life-threatening illnesses is growing - as is the complexity of their conditions and subsequently the cost of caring for them.

Over the past few months we have had to review and rationalise our services to ensure that Richard House will continue to be a life-line for seriously ill children young people and their families.

We are excited for all that 2017 will bring Richard House and we will continue to rely on your help and support as we support families and develop our services.

Together we can ensure the longevity of Richard House to be there for families, today, tomorrow and for the future.

With my very best wishes to you for 2017.

Kind regards,

**Peter Ellis**  
**Chief Executive**  
**Richard House**  
**Children's Hospice**



# New charity shop opens

**Richard House has opened its seventh charity shop at the Vicarage Field Shopping Centre in Barking.**

A good crowd turned out for the grand opening in December before grabbing a bargain from the range of good quality used clothing, household items, books, toys and games.

The shop was opened by Murad Shaikh who is one of the young adults in Richard House's care. Seventeen-year-old Murad is a new volunteer at the shop and will be supporting the retail team. Murad, from East Ham, was born with a series of life-threatening conditions, and has been using the services at Richard House since 1999.

"I've been involved with Richard House for such a long time and I really wanted to give something back," he said of his motivation to join the team. "I enjoy speaking about the positive work that Richard House does and I also enjoy fundraising so I'm really looking forward to this role. I also want to encourage more people to come and volunteer for Richard House and help raise funds to support the important work that the charity does."



## West Ham footballers visit



*West Ham players enjoying an afternoon with families including young Elijah Cariazo*

Stars of West Ham United brought some festive spirit to the young people at Richard House when they paid the hospice a visit in December.

Mark Noble, Andy Carroll, Darren Randolph, Sam Byram, Havard Nordtveit, Raphael Spiegel and Alvaro Arbeloa spent the afternoon chatting with families as they made Christmas cards and played computer games with the children. They even brought festive goodies for families to enjoy.

Noble is a patron at the hospice and the club has been an active supporter of the charity since 2000. Players from the club have been making the annual Christmas visit to Richard House for many years.

# Shrek's Adventure

Merlin's Events ran a special Shrek-themed activity day for our children and families in September. Everyone went on a trip to Far Far Away where they had the chance to meet Shrek and his other fairy tale friends! Children enjoyed trying Donkey's favourite food – waffles, visiting Dora for mocktails at the Poison Apple Pub and enjoying tasty cakes from the Muffin Man! The magical bus ride was a hit too, taking everyone on a sensory journey.



# Under 5's fun

Since the summer we've been running fun-time sessions for children under the age of five.

This is a fantastic chance for our younger children to make new friends and find new play mates as well as for the parents to be able to get out of the house and socialise with other families. Get in touch to find out more.



# Summerfest

**Richard House was buzzing with excitement when we celebrated Summerfest 2016 and welcomed our families, volunteers and community to the hospice.**

There was plenty of entertainment including drama workshops, bouncy castle, face painting,

# 10 years for Living Films

**We rolled out the red carpet and turned up the glamour in October for our annual Oscars, and for good reason!**

2016 marked ten years of the Richard House Living Films clubs. Through the clubs, young people write, direct and act in films thought up by them, made by them and viewed by their families. They work tirelessly throughout the year to create their masterpieces which are showcased at the annual Oscars awards ceremony.



Over the years the Living Films club has become a milestone for our siblings and young people, not only as a means for improving their film-making skills, but it also has given them an opportunity to make new friends.

This year's theme was "Going to the Movies" with a focus on celebrity and glamour which included a special performance by actor/musician Diane Horan-Hill. Each movie was shown on the big screen to proud families and Richard House staff. The work of many new members of the clubs was showcased, and they were well supported by older members.

Thanks to the generous support of Genesis cinema, for the first time the ceremony took place off the hospice premises, making it more accessible to our friends and supporters.

This all couldn't have happened without the staff and volunteers behind the scenes as well as community supporters.

**You can view many of the films by film club members on the Richard House YouTube Channel**

arts and crafts and performances by musical acts including Citi, Singology and Sounds of Liberty choirs.

A big thank you to all of the volunteers, colleagues and friends who made the day possible and so very special and helped us raise £1700 for the hospice!

# Festive fun for families

Last month we held a festive party for all the families who use the services of Richard House. There was lots of fun to be had including face painting, card-making, music, a visit to Santa's grotto and a visit from none other than Minnie Mouse!



## Celebrating Diwali

In October we held our very own Diwali celebration for children and their families. This included a dance performance from the wonderful ladies of the Shri Nathji Sanatan Hindu Mandir temple, as well as some very enthusiastic attempts to learn the dance moves from the keen spectators.

It has become tradition for Richard House to celebrate the many diverse holidays across the world, teaching us about the different cultures and worldly customs.



## Hospice care week



Richard House joined forces with around 200 other hospices across the UK during Hospice Care Week to help raise awareness and challenge perceptions about just what hospice care is and what it can mean to children and young people with life-limiting conditions and their families.

We asked everyone to join Richard House staff and volunteers in sharing what it means to them, their families and the community. The aim of the week was to show everyone how hospice care can be anything from pain relief to fun days out with other children and families.

# Meet the Buzios

**Henrique Buzio is a lively toddler who likes playing with his building blocks and games of hide and seek with his big brother Duarte, who is four. He was born with a cystic hygroma, which is a lymphatic lesion that causes excess fluid and swelling around his neck. He also has brocheo-tracheal malacia, an immaturity of the cartilage in the bronchial tubes and the trachea.**

Henrique's condition was no surprise to his mother Andreia, as abnormalities came up during his 20 week scan, but the magnitude of his disabilities set in when he came into the world barely able to breathe or feed. He needed special care 24 hours a day, seven days a week and was fed via a tube into his stomach.

However through all of his disabilities and a long list of procedures and operations, Henrique has barely stopped smiling, and Andreia could not be more proud of him.

A consultant at a hospital suggested referring Henrique to a children's hospice when he was just a few months old. "I asked – why to a hospice? He's not about to die! Or will our son die soon? At that point I didn't realise what a hospice could offer, and now I am so thankful that we were referred," she says.

Henrique had come home from hospital traumatised and very sensitive to touch. His first trip to Richard House was for sessions to help him recover from this. These sessions really helped and he went on to have music therapy, which helped him connect with his voice and experience sounds in different ways. "Here was a child who physically couldn't say anything, but music therapy really worked for him and now he can say a few words."

"Richard House helps us to live our lives as a family and as individuals. When we come here we don't have to explain ourselves to anyone because the staff know what we are going through. We feel like we can be ourselves here, and we know no one will say 'what a strange looking child'. Coming to Richard House is just

like coming home," she says. Andreia makes the most of regular pamper sessions that Richard House puts on for mums, where the women are treated to facials, massages and other treats while sharing experiences. "Sometimes it's easier to relate to people who have been through the stresses of hospitals. We bounce ideas off each other on how to deal with living with a disabled child. You need to rest and keep healthy to look after a child with a disability, so things like this are wonderful," she says.

Henrique's feeding tube was removed recently and he can now be spoon fed, which is a huge milestone. "We take it day by day – if we didn't we would go crazy. Richard House has helped us to get back on our feet and give him a better chance in life. We feel positive about the future."

**"When we come here we don't have to explain ourselves to anyone"**



Henrique and his mum Andreia enjoying a break at Richard House

# Tour de Wharf

**A Tour with a difference took place in November, raising an incredible £20,000 for the hospice.**

Twelve corporate teams from companies including Clifford Chance, Ashurst, Citi, Credit Suisse, Rosenblatt and Saxo Bank took on a static cycling challenge in the Canary Wharf Mall.

Each team of six cyclists covered the 146km of stage 19 of the Tour de France. Credit Suisse proved to be the fastest team, while Citi

Compliance won the prize for the team who raised the most in favour of Richard House with a fantastic £3,267 fundraising target.

The fastest male and female cyclists were: Marcus Fink (Ashurst team) who covered 24 km in 32:23.09 min and Charlotte Woodward (Rosenblatt) who did it in 38:19.94. Congratulations to you both!

As well as being a lot of fun,

the event was a real success in terms of fundraising. A huge thanks to all who took part.



# The return of the Waddle

**Central London was abuzz with black and white back in November as over 150 people dressed as penguins and waddled across the city one evening to raise money for Richard House.**

The event began in trendy Paternoster Square with a performance from the famous Singology choir and hosted by fashionista vlogger Josh



Newis-Smith who kept the crowd entertained in the shadow of St Paul's Cathedral.

The penguins then went on their 'waddle', passing many of central London's most famous landmarks including The Globe Theatre and HMS Belfast before finishing up at the penguin party at The Scoop, near Tower Bridge.

Despite the rain, the penguins danced the night away to great music whilst sipping 'Penguin Punch' mocktails.

# London City Airport staff raise over £10,000!

Twenty-eight staff from London City Airport set off on a 185-mile bike ride to Lille in support of Richard House back in September. The route took the team from London City Airport through Kent, into Calais and through parts of

Belgium and France. They had to battle through torrential rain and a series of steep hills from the very beginning, before finally arriving in the centre of Lille after more than 20 hours of cycling.



## Community support

As usual our local community have taken part in a host of activities recently to help raise funds for Richard House! Schools have walked, churches have baked and scout groups have packed bags in aid of our hospice so a big thank you to you.

The support we receive from the local community is vital in helping us continue our work at Richard House, and there are lots of different ways groups can get involved. Please contact Tom at [tomm@richardhouse.org.uk](mailto:tomm@richardhouse.org.uk) for more information.

## Dedication award

Richard House has received An Award of Excellence as part of the City Giving Day that took place in September.

The award, for exemplary commitment and outstanding dedication to the community, was awarded from corporate partner Association for Financial Markets in Europe (AFME).

AFME have been Richard House's corporate partner since 2012 and the award was presented by Chief Executive Simon Lewis.

# An evening with Richard House

Actors and Richard House patrons Jim Carter and Imelda Staunton defied their busy schedules in November to host 'an Evening with Richard House' in the iconic Canary Wharf tower.



Friends, existing and new, were invited to find out more about the vital work of Richard House and hear about the newly launched Premium Partners scheme to encourage companies to get involved and support the hospice.

Ruksana and Humaira Hussain, mother and sister of Haider,

a child at the hospice, gave a moving account of their experiences at Richard House followed by Clifford Chance partner Michael Crossan, the hospice's founding Premium Partner, who explained the benefits of his firm being in partnership with the charity.

## Can your office help us?

Could your office, local shop or pub collect for Richard House? The collection tins we place in businesses in the community can raise £35,000 a year for Richard House, proving that every penny really does make a difference.

All we need is your permission to place the box and we will organise the rest!

If you can take a collection tin, please get in touch with Shauna on 020 7540 0253 or email [shaunac@richardhouse.org.uk](mailto:shaunac@richardhouse.org.uk)



## CHUCKLE FOR CHILDREN!

Grab your ticket now for an evening of comedy and help us raise vital funds to support children and families

7.30pm **16 February 2017**

at The Great Hall, One Moorgate Place

For tickets and more information please visit [www.richardhouse.org.uk/chuckle-for-children](http://www.richardhouse.org.uk/chuckle-for-children)

## Volunteer profile: Mahbuba

**Mahbuba first heard about Richard House when she was offered an internship at the charity as part of her studies at Coventry University. After completing the internship she was so impressed by the work the hospice that she decided to stay on as a volunteer receptionist.**

### What is your role at Richard House?

I work as a receptionist. I get to greet people, answer phone calls and enquiries as well as assist with general admin duties.

### Can you describe what a regular volunteering day looks like?

Being at Richard House means constantly being surrounded by positive and happy people who make you feel very much at home.

I really enjoy being a part of a team that's very multicultural and from different backgrounds. There is always someone to offer you a helping hand and explain things if anything is unclear.

I have yet to have a bad day at Richard House!

### What do you enjoy most about volunteering at the hospice?

When volunteering for Richard House you get to witness all the fun activities and celebrations taking place to support the children and young people. You get to see first hand what a difference these make to the lives of the families which makes me feel very valuable for my little contribution.



## Volunteer for Richard House

**There are a wide range of ways which you can volunteer to help Richard House and it doesn't have to take too much of your time!**

### Van driver

We are urgently looking for someone to drive our hospice van, collecting and delivering small items of furniture and other items donated to the hospice shops.

### Distribution assistant

We are looking for someone to assist our volunteer van drivers with collecting and delivering items donated to the hospice shops. Full training will be given but you need to be physically capable of lifting items of furniture.

### Retail assistant

Richard House has seven charity shops across North and East London. Working in a charity shop for just a few hours each week is a great way to meet new people while gaining retail experience. We welcome people from all walks of life and no previous experience is necessary.

### Care and transition administrator

We are looking for someone to support our care and transition team. Your duties would include answering calls and emails and other admin tasks.

For more information and to apply visit [www.richardhouse.org.uk/volunteer](http://www.richardhouse.org.uk/volunteer) or for an informal discussion please call Trish on **0207 540 0221** or email her at [trishm@richardhouse.org.uk](mailto:trishm@richardhouse.org.uk)

## Spare bags?

Our charity shops no longer provide new carrier bags for customers when they make a purchase. This helps us keep our costs down and also helps to protect our environment.

If you have carrier bags at home we would gladly accept them to use at any of our seven shops. Find your nearest at [richardhouse.org.uk/ourshops](http://richardhouse.org.uk/ourshops)



## Get tagging

Have you followed Richard House on Instagram yet?

You can get the latest from our shops at [@richardhousecharityshop](https://www.instagram.com/richardhousecharityshop) and from the hospice at [@richardhousech](https://www.instagram.com/richardhousech) #Thanks!

# Hitting new heights

**Sixty daredevils participated in the 2016 Richard House Abseil, freefalling down the tallest sculpture in the UK – the ArcelorMittal Orbit at Queen Elizabeth Olympic Park!**



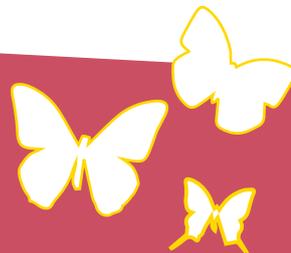
The event was a huge success raising over £20,000 for Richard House, a contribution that will make a huge difference. We are so grateful to our sponsors Baker & McKenzie, Debono Foods and Gallions Reach Shopping Park.

Congratulations to all those who took on the challenge this year and did all you could to raise sponsorship from friends and family, we are already looking forward to an even bigger challenge for our Abseil 2017 – watch this space!



*Nancie Haley from TSB Holborn makes her way down (top) and some of the team from Baker and McKenzie prepare for the big ascent.*

# Remember Richard House in your will



Leave a legacy today and create positive memories for the children and families of Richard House tomorrow.

Legacies are a vital source of income for Richard House. Each gift in a will, however large or small, helps to secure our future to help the children and families who need our services.

It is also a great way to show your support for Richard House if you are not able to donate at

this time. To show our appreciation of gifts promised, legacy pledgers will be invited to an annual event and will receive our Legacy Pledgers' update.

When it comes to writing your will we will help you every step of the way.

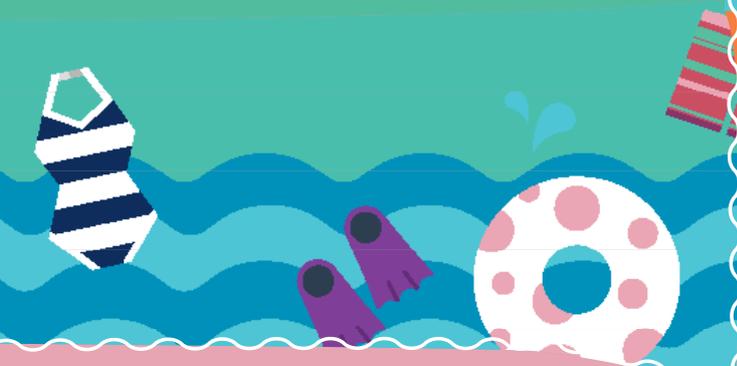
Please call us on **0207 540 0241** or visit [richardhouse.org.uk/leave-a-gift-in-your-will](http://richardhouse.org.uk/leave-a-gift-in-your-will) to find out more

# Richard House Swimathon

**24 & 25 February**

Kick-off the New Year the healthy way and sign up to Richard House's first Swimathon! We're inviting individuals and teams to pick a challenging distance for themselves and swim to raise funds for their local children's hospice at Stratford's Olympic pool!

Registration is just £20 for over-18s, £10 for under-18s. Minimum sponsorship applies.



# Bubble Rush

**21 May**

This year we are teaming up with hospices from surrounding communities to bring you Bubble Rush London, a fantastic fun run taking place in Queen Elizabeth Olympic Park!

Bubble Rush is the fun run with a twist as it has four Bubble Stations around the course, each ready to blast you with different coloured bubbles! Run, walk or dance this fun-filled event with friends and family.

Register your interest today!



# Silverstone Half Marathon

**12 March 2017**

Take on the home of British motor racing on foot in this fast and flat half marathon! A great way to get a personal best and raise money for Richard House Children's Hospice.

As part of Team Richard House you'll receive a personalised Richard House running vest and support to help you reach your fundraising target.

Register for this event for just £1 when you commit to raising £200 in sponsorship!



# Help us bucket collect

**ONGOING**

Throughout the year we hold bucket collections in busy locations around London – but we need your help! Bucket collections alone raise over £12,000 each year for the hospice, which makes a real difference.



Whether you would like to volunteer regularly or just give a couple hours of your time, without volunteers Richard House would not be able to provide care and support to children with life limiting and life threatening illnesses.

For more information and to sign up for anything here please visit [richardhouse.org.uk](http://richardhouse.org.uk) or contact Rachel: 020 7540 0230, [rachelg@richardhouse.org.uk](mailto:rachelg@richardhouse.org.uk)

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