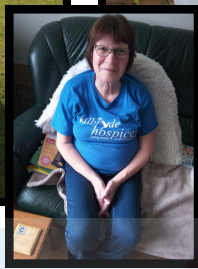


NEWSLETTER

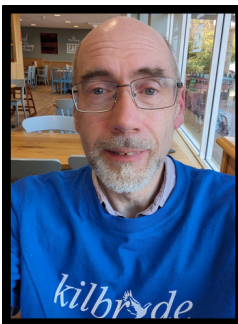


Kilbryde Hospice Volunteer View

SPECIAL EDITION



JUNE 1 → JUNE 7



What is



- It is a UK-wide campaign managed by lead organisations, which for us is Volunteer Scotland.
- Volunteers Week is celebrated in many ways and is a platform to thank volunteers, past and present.
- The celebration and appreciation event was first launched in 1984, undergoing a rebrand in 2024.
- This year's Volunteers Week is from Monday, June 1st up to and including Sunday, June 7th.
- We, as volunteers, are considered by many to be the 'backbone of local communities'.



1st – 7th June
2026

#VolunteersWeek

We would like to invite
you to a party to say
**Thank you for
Volunteering**

Thursday, 9th July : 3pm - 5.30pm
Calderwood Baptist Church
Maxwellton Road, G74 3LW

Volunteers have always been at the very heart of Kilbryde Hospice.

From the very beginning, this hospice has been built not only on professional care and clinical expertise, but on the kindness, generosity and compassion of people who simply want to help others.

Every day across our inpatient unit, café, retail shops, reception, gardens, fundraising events and community activities, our volunteers bring something truly special to the life of the hospice.

Sometimes it's a smile at reception.
Sometimes it's a quiet conversation over a cup of tea.
Sometimes it's simply being present when someone needs it most.

Those moments matter more than we often realise.

The contribution our volunteers make is not only felt emotionally throughout the hospice – it is also measurable in the value it brings to our organisation.

During 2025–2026, the time given by our volunteers represented an estimated value of £325,000 to Kilbryde Hospice.

This reflects thousands of hours freely given in support of our patients, families and community.

But anyone who knows the hospice understands that the real value of volunteering cannot truly be measured in pounds.

I would also like to take this opportunity to recognise our Board of Trustees, who are themselves volunteers.

They give their time, knowledge and experience to strengthen our governance and to support the Senior Management Team in guiding the hospice forward.

Their commitment behind the scenes plays a vital role in ensuring Kilbryde Hospice continues to serve our community with care, responsibility and compassion.

Volunteering at Kilbryde is something that is very close to my own heart. Many of you will know that I began my journey here as a volunteer in 2003, and remained a volunteer until 2016 before becoming Chief Executive



A tribute to our volunteers

By Gordon McHugh,
Chief Executive

One of the greatest honours of my life was becoming a Volunteer Trustee of this hospice.

I have had the privilege of volunteering with other organisations since then, but I can honestly say there is something very special about volunteering for Kilbryde Hospice. Once Kilbryde gets into your heart, it tends to stay there.

“Kilbryde Hospice was built by the people, for the people – and our volunteers are at the very heart of that story.”

So during Volunteers' Week, on behalf of our patients, families, staff and Trustees, I simply want to say thank you.

Thank you for your time.
Thank you for your kindness.
Thank you for the compassion you bring to the hospice every single day.

Kilbryde Hospice continues to be a place where compassion, dignity and community come together to support those who need us most – and that is only possible because of people like you.

We are also grateful to the families, friends and wider community who support our volunteers and help make this work possible.

Happy Volunteers' Week.

With sincere thanks and appreciation,

Gordon McHugh

Around the hospice

WORDS OF APPRECIATION FOR OUR VOLUNTEERS



JULIE
RECEPTION

Our Reception volunteers at Kilbryde Hospice are incredibly valuable because they are often the first point of contact for visitors, patients, or clients.

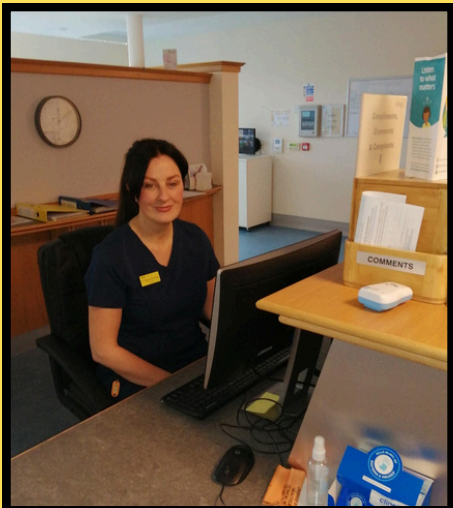
They give a warm welcome, friendly attitude, and willingness to help create a positive first impression and set the tone for the entire experience.

Reception volunteers provide essential support by greeting people, answering questions, giving directions, answering telephone calls, and helping services run smoothly and efficiently.

Their presence allows Julie, Amanda and Maureen to focus on their core duties while knowing visitors are being well cared for.

By giving their skills, and compassion freely, reception volunteers play a vital role in building trust, promoting professionalism, and strengthening the sense of community within Kilbryde Hospice.

We appreciate everything they do for us by giving up their time. All our reception volunteers are fully committed to making the hospice a place where every person that comes through the door feels welcome.



ANN-MAJELLA
IN-PATIENT UNIT

Our volunteers are such a special part of IPU. Staff describe their support as invaluable, a wonderful addition to the IPU Team who make such a difference to our patients and families experience of Kilbryde Hospice care.

Our IPU volunteers offer companionship, a listening ear, or simply a calm presence.

These small acts can reduce loneliness, bring comfort, and help patients and their loved ones feel valued and understood.

Volunteers play a vital role in supporting Kilbryde Hospice IPU Kitchen and in Joe's Bistro, making a meaningful impact through their time, energy, and dedication.

They assist with food preparation, serving meals, maintaining cleanliness, and ensuring smooth daily operations.

Their presence helps reduce staff workload, allowing professionals to focus on quality and efficiency.

Beyond practical support, volunteers often bring warmth and positivity,



JIM
CATERING

enhancing the overall dining experience for customers or patients.

Their willingness to help fosters a sense of community and teamwork.

Ultimately, volunteers contribute significantly to both service quality and morale, proving that even a few hours of support can make a lasting difference.



ANNA
MUSIC THERAPY
CREATIVE ARTS

Over the last year we have been running a project to bring the Creative Arts to people in our local community to help to improve mental health and wellbeing.

In all honesty, there would have been no project at all if we hadn't had our amazing and talented volunteer workshop leaders to run groups, they have been vital to the success of this project.

I also couldn't manage without the community choir volunteers, they make my job so much easier and they are so important to the people who attend the group.

Around the hospice (continued)



MEL
HUMAN RESOURCES

Without the support of volunteers, we would have even longer To-Do lists!

The volunteer support within education is incredible, from attending Governance meetings, writing e-learning modules, to running reports and following up with staff to ensure our KPIs [Key Performance Indicators] are maintained at a high level.

I'd be lost without their help. Thank you for all that you do!

Volunteers with professional backgrounds play a vital role in supporting our values, evaluation, and audit work, helping to strengthen regulation and governance across the services we provide.



FRAN
CLINICAL SERVICES

Our volunteers have such a huge part to play in our service, they support us in every way from the practical tasks of admin and stock management to directly delivering group and 1-1 sessions with our patients.

The fact that we have volunteers to support

our team allows us to be enriched by their skill and life experience that we would not otherwise benefit from, they bring a richness and depth to our team that it just wouldn't be the same without.

We are so grateful to each and every one of you - thank you! ❤️



JANICE
COMPLEMENTARY THERAPY

Quite simply, our department would not be the same without them.

Their time, dedication, and enthusiasm are vital, and we are incredibly grateful for the positive impact they make every day.



LOUISE
CORPORATE SERVICES

I have previously worked in the third sector, where volunteers were the backbone of the organisation, raising vital funds to support the charity.

I was always inspired by their loyalty, enthusiasm, and dedication, and felt incredibly lucky to work alongside such committed people.

When I joined Kilbryde Hospice, I honestly didn't believe it could be the same.

I could not have been more wrong. I have been truly blown away.

As I write this, we are supported by 250 volunteers, and each and every one of them is absolutely amazing.

The hospice is incredibly fortunate to have so many people with such kindness, generosity, and compassion in their hearts.

Your commitment to supporting Kilbryde Hospice is what makes the difference between simply functioning and genuinely making a real difference in the lives of others.

Thank you all, sincerely, for everything you do. ❤️



FIONA
VOLUNTEER SUPPORT OFFICER

Kilbryde Hospice volunteer numbers today

257

**ADMIN
4**

**Art
therapy
5**

**Catering
45**

**Hospice
Board
15**

**Volunteer
Support
Team
7**

**Chaplaincy
4**

**Clinical
Services
4**

**Community
Support
18**

**Complementary
Therapies
7**

**Facilities
12**

**Fundraising
35***

**IPU
4**

**Outpatients
12**

**Reception
14**

**Retail
56**

**Fundraising
/Admin
/Social
Media
6**

**Crafters
9**

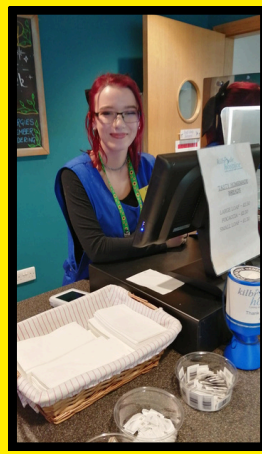
* Including volunteers who help out at fundraising events the total number is 60

BEHIND THE SCENES

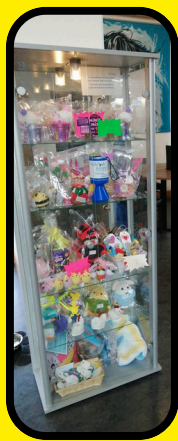
Our Volunteers' Location, Location, Location



FUNDRAISING: From can collecting to helping out at special events and much more



CATERING: From breakfasts, salads and bakes offering a professional full menu



RETAIL : From East Kilbride, Rutherglen and Hamilton with bargains galore and vital funds



GARDEN : Everyone is welcomed by a blaze of botanic colour - created with volunteers' help

Location, Location, Location (continued)



DAY SERVICES



FACILITIES



DROP IN SESSIONS INVOLVING OUR PARTNER AGENCIES



RECEPTION



IPU



VOLUNTEER SUPPORT



CHAIR YOGA



COMMUNITY CHOIR



SUPPORT



JOE'S BISTRO



BREAKFAST WITH A BALLAD

THERAPY PETS



GUESS WHO?



myImpact

My Impact does what it says 'on the tin'. It helps you see what **YOUR IMPACT** is and has been designed to help **YOU** as **YOU** give **YOUR** valuable time to Kilbryde Hospice.

One of its most important functions is [recording the hours you volunteer](#), and here is why -

- It shows how **YOUR IMPACT** enhances Kilbryde Hospice's **community status**.
- As a non-profit charity, applying for **crucial funding** is greatly heightened by providing evidence of **YOUR IMPACT**
- Economic investment or value of volunteering helps an organisation clearly demonstrate impact, sustainability, and return on investment

Volunteer Support take every hour logged in the APP, at the reception desk (via helpful Julie) and signing in and out sheets in retail.

Each hour is given a monetary value which is calculated to produce an economic value.

Hours logged in the first three months of 2026, is

**an amazing
£98,065.15**

Broken down into each month -

January £29,622.46

February £33,829.84

March £34,612.85.

PLEASE LOG YOUR HOURS

“YOU SAID IT” The quarterly Volunteer Newsletter has spoken to so many of our colleagues - here are some of your thoughts and quotes

“At Kilbryde Hospice we put life into people's final days and being part of that is inspiring”

Volunteering in the hospice is a privilege and one that I love - patient care, working with families and palliative care

“Volunteers are able to specialise in a role which they enjoy doing the most”

“I was welcomed by my fellow volunteers when I first came here. I have felt part of a team since I started - it is just so easy going”

#VolunteersWeek

“I loved the whole vibe of the place and the way they talked to me. I had been really isolated and was impressed by their friendliness so I asked for an application form and a few weeks later was walking in the front door at the hospice”

“What we offer is time. Everyone gets the chance to speak. if they don't want to they don't have to. Some sit through a whole session saying nothing”

“I am giving something back and I am happy doing it. It is good to be able to reassure the patients and their families”

“We have a good team here. Many have a personal connection to hospice care and this keeps us all going”

“Because of a friend's experience I know what the hospice provides and I feel I want to give back by doing whatever I can to help out here”

“I know, when people come into the hospice and watch their loved ones receiving palliative care, exactly how they feel as I have been there.”

I feel so humble to be here