

Ref no: 325290121
From: Public
Date: 29/01/21
Subject: Family members of patients being treated for cancer

REQUEST

- 1) What support do you offer for the family members of patients being treated for cancer within your NHS Trust? (Support can include anything that would contribute to the emotional well-being of an individual, such as support groups, counselling or advice).
- 2) Does your NHS Trust provide any tailored support specifically for young people (under 25s) who have family members being treated for cancer?
- 3) If so, please could you provide details.
- 4) Are services actively offered to patients' family members, or do they have to approach the Trust themselves to request support?

RESPONSE

1. The Macmillan Information Centre provides support to family members of patients. Cancer specialist staff provides emotional support and a range of written information is available for service users to take away. Centre staff can refer family members for counselling and signpost to other organisations/support groups. Family members who are carers may be eligible for a 'Carers Passport' which gives them certain benefits such as reduced price parking, discounts at the restaurant and longer visiting times (pre-covid). Carers can also be signposted/referred to the Carers Centre who can provide them with information and advice, holistic therapies, benefits advice, a Carer's Emergency Card, support to access education and employment, counselling and details of social groups. Holistic therapies and counselling are all available through our in house volunteer services on the chemotherapy unit.
2. Yes.

3. Young Carers are recognised within the 'Carers Passport', staff work to support and recognise the role they play in the health of patients. The Macmillan Information Centre staff are available to provide support. The Centre stocks booklets which provide cancer information to young people such as 'A Guide for Young People – Looking After Someone with Cancer' and 'the Cancer Guide for Young People'. Online resources such as 'Rip-Rap' and the Macmillan website are also recommended to people under the age of 25.
4. Services are offered proactively during the Holistic Needs Assessment, within which support at home and family are discussed. The Macmillan Information Centre is accessible to anyone affected by cancer, they offer a drop-in service and have a dedicated email address. Information packs are given to patients which contain contact details of the centre should family wish to contact them from home for support and advice. Patients under the age of 25 are linked into the regional Teenage and Young Adults (TYA) MDT which is based within the specialist cancer centre. As part of the MDT and holistic needs assessments, patients and their families can access a range of support services and support groups such as the Teenage Cancer Trust.