

A photograph showing an adult's hand holding a child's hand. The adult's hand is on the left, wearing a light blue denim jacket. The child's hand is on the right, wearing a red and white striped long-sleeved shirt. The background is a clear blue sky with some bare tree branches visible in the upper right.

Palliative and End of Life Care

Your local service
directory
for adult and children's
services

INTRODUCTION

When you're first diagnosed with a life-limiting condition, it can be difficult to remember all the help and advice offered to you by the various doctors, nurses, therapists, etc. you see.

This booklet aims to give you that information to keep at hand so that you can refer to it as and when you need it. It is one of a series of booklets produced in North Lincolnshire to support patients, families and carers whilst living with a life-limiting condition and after death.

PEOPLE INVOLVED IN YOUR CARE

ROLE	NAME	CONTACT DETAILS

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Adult Services



Scunthorpe General Hospital – The Scunthorpe Macmillan Cancer Information and Support Centre

Who do you provide these services to?

The Macmillan Cancer Information and Support Centre, provides a confidential drop in service for anyone affected by cancer.

The centre is open Monday to Friday 9.30am—4.00pm, Please contact 01724 387878 for more information.

We can help if you;

- need information about cancer
- have a cancer diagnosis
- are carer, relative or friend of someone with cancer
- are living with the consequences of a cancer diagnosis
- have survived cancer
- are looking to reduce the risk of cancer
- need advice on what financial help might be available.

We can guide people to the most appropriate information, either through leaflets, books, DVDs, CDs or through the internet. We offer a counselling service or are just there if you want to talk to a friendly face.

Goole District Hospital

A drop-in service for anyone affected by cancer is available in the outpatients department of Goole District Hospital, where a Health Care Professional is available for information and support. It is held each Friday between 10.00am and 12.00 noon. For any enquiries outside these hours please contact **Tel. 01724 387878**

A self help and social group for people affected by cancer (patients and carers) meets on the last Wednesday of the month at the Courtyard in Goole, between 12.00 and 2.00pm.

Macmillan Helpline Telephone Number:

0808 808 0000

Community Macmillan Nurse Team

Specialist Palliative Care is delivered in the community setting by a team of Macmillan Nurses.

Secretary—Telephone 01724 203780

Monday to Friday 9.00am to 5.00pm excluding bank holidays and weekends.

The nurses can be contacted on 01724 871556 which also has an answering machine facility. The team does not provide an emergency service.

The teams referral criteria is; patients with a poor prognosis and or secondary cancer. The Macmillan Specialist Nursing team aims to provide the highest possible care for patients living with cancer or other life threatening conditions. They are a small team of specialist nurses who are based in Scunthorpe in North Lincolnshire and aim to provide high levels of advice and support to patients and carers that require input.

Not all patients and carers need direct support from the service and very often, the District Nurse will be the key worker within the community nursing support service.

In such instances, the community Macmillan team act as a resource to the professionals already involved.

In most cases following an initial assessment, if referrals are appropriate, team members will arrange further telephone contact with the patient/family or a visit depending on the level of problems encountered. If the patients assigned Macmillan Nurse is not on duty, the rest of the team are available to act as a resource to the patient/family and other professionals involved. However, due to workload, it may not be possible for a home visit by another Macmillan Nurse.

Hospital Macmillan Palliative Care Team

There are no in patient beds allocated for specialist palliative care or any out-patient clinic services in any part of the trust hospitals. The trust does not currently employ a Consultant in Palliative Medicine. Specialist Palliative Care is delivered in the hospital setting by a team of 2 Macmillan Nurses with secretarial support;

Jackie Smith and Michelle Jacklin (Macmillan Specialist Palliative Care Nurse) 01724 282282 ext 2751 . Tracey-ann Turner (Secretary to the Macmillan Nurses) 01724 282282 ext. 2949— The service is available Monday—Friday 9.00-17.00.

Criteria for Referral

- 1.Any patients over the age of 18 with a life-threatening illness who require Specialist Palliative Care at any stage of their illness.
2. Psychological support for patient and carers
- 3.Social and financial support
4. Support with spiritual distress.
5. Staff requiring support in order to continue caring effectively for the above patient groups
6. Assessment for Hospice Care.

The team aims to respond to all referral within 2 working days..

Levels of intervention

Access to the team may be on several different levels depending on the specific needs of the patient, family or carers:

- 1.Advice, information and support may be accessed by professionals direct with the Macmillan nurse. Contact with the patient may not be necessary.
2. Consultative visit to make joint assessment with primary nurse. To act as a resource to assist the primary nurse to plan and implement care/ there will be singular visits unless otherwise requested.
3. Short term interventions with patient or family when specific problems need several visits. The intention is then to withdraw and discharge but further referral may be made later if necessary.
4. To take on to caseload those patients with intractable, multifaceted physical and/or psychological problems. Regular re-assessment on a longer term basis.

Macmillan Social Worker

Heather Nicklin is the Macmillan Social Worker and works across the Hospital, Community and Hospice as an integrated member of the specialist palliative care team.

Contact details:

01724 298000

Aspects of the Macmillan Social Worker role include;

- Provide back up and on-going training to school coordinator for peer support.
- Contributing an expert social worker perspective for the wider team.
- Running the Children and Parents Group (CAPS) for bereaved children and remaining parent monthly.
- Co-working on bereavement groups at Lindsey lodge 5 times per year and provides one to one bereavement support for relatives.
- Bereavement lead for the Specialist Palliative Care Team.

Lindsey Lodge Hospice: In – Patient Facilities

The Hospice has an in-patient unit with 10 beds. The service provides comprehensive medical and nursing assessment. Symptom management and end of life care. Patients also have access to physiotherapy, complementary therapies and spiritual support.

Dr Ann Morris: Medical Director

Karen Andrew: Senior Nurse in-patient unit—01724 270835

Criteria for referral: see below

Visiting times are 2.00pm to 8.00pm but are flexible according to the patients condition and the needs of their family and friends.

Lindsey Lodge Hospice: Day Care Facilities

The Day Care can take up to 14 patients each day. They are offered clinical assessment, emotional support and symptom management,

Other services available include Lymphoedema management, physiotherapy and a comprehensive range of complementary therapies including: hypnotherapy, acupuncture, reiki, massage, relaxation and visualisation.

Bereavement support, Psychological and spiritual support, Social Care planning and Creative and Divisional therapies are all available.

Breathlessness clinics are also hosted by the Hospice but managed by acute trust staff.

Chris Dyer—Senior Nurse (01724) 270835

Day Care services are available 9.00am—5.00pm with patients usually attending 9.30am until 3.30pm.

- Lindsey Lodge Hospice Referral criteria .
- Patients with specialist palliative care needs that cannot be met elsewhere in the health community.
- Patients from hospital or community who need symptom management and emotional support.
- Those at the end of life who are in a steadily deteriorating condition and have specialist palliative needs (in-patient care).
- Patients who need to be transferred from a specialist palliative care team out of are for continuation of care.
- Crisis management can sometimes be provided.

<http://www.lindseylodgehospice.org.uk/>

Breathlessness Service

The breathlessness service is for people who have cancer or a progressive life limiting disease that affects their breathing,

The aim of the service is to offer therapeutic treatments, advise and management to patients in the progressive phase of their illness suffering from breathlessness in order to reduce anxiety, increase tolerance and improve quality of life.

The breathlessness clinics are held at Lindsey Lodge Hospice;

Tuesdays 9.30am -11.45am

Wednesdays 9.30am -5.00pm

Thursdays 9.30am -2.45pm

Patients attend once a week for 1 - 1 ½ hour sessions which are provided by Sally Brownsell, a Senior Respiratory physiotherapist. The sessions include assessment of breathlessness, short term goal setting, breathing control, anxiety management, relaxation techniques and advice on pacing activities and conserving energy. The clinic runs alongside other treatments such as radiotherapy and chemotherapy.

The clinic accepts referrals from GPs, consultant oncologists and chest physicians, the oncology and respiratory Clinical Nurse Specialists and the specialist palliative Care Multidisciplinary Team.

Referral forms should be faxed to Sally Brownsell at LLH on (01724) 854907.

For any further information please contact:

Sally Brownsell, Senior Physiotherapist

Breathlessness Clinic, Lindsey Lodge Hospice

Burringham Road

Scunthorpe

North Lincolnshire,

DN17 2AA

Telephone: (01724) 270835

Email: sally.brownsell@nhs.net

NLAG Discharge Liaison

The Discharge Liaison team play an important role in complex discharges from hospital and are an integral part of the Specialist Palliative care team., The team consists of Gill Hickson, Chris Taylor and Stephanie Parkes. The team provides the professional interface between hospital and community health services, ensuring that GP's and community nurses receive patients who may meet the eligibility criteria for NHS continuing Healthcare.

The team are involved in the assessment and discharge planning of patients with complex nursing needs who require further care in the community. This includes support to both patients and relatives regarding any concerns about returning home or transferring into a care home environment.

The team receives referrals from ward staff, medical staff hospital and community Macmillan teams and district nurses then liaise with the continuing healthcare team over funding and arrange the care that is required for each individual deemed eligible for health funded care (wither by completion of a continuing healthcare checklist or signing of fast track criteria).

NHS Continuing Care

NHS Continuing Care is the name given to a package of care which is arranged and funded solely by the NHS for individuals outside of hospital who have been assessed as having a 'primary health care need'. You can received NHS continuing healthcare in any setting, including your own home or a care home. NHS continuing healthcare is free, unlike help from social services for which a financial charge may be made depending on your income and savings.

In your own home, this means that the NHS will pay for healthcare (e.g. services from a community nurse or specialist therapist) and personal care (e.g. help with bathing, dressing and laundry). In a care home, the NHS also pays for your care home fees, including board and accommodation.

Who is eligible for NHS Continuing Healthcare?

NHS continuing healthcare is a funding stream which is not dependent on a particular disease, diagnosis or condition, nor on who provides the care or where that care is provided. This funding is accessed through an assessment process via which if you are assessed as having a primary care need then you will be eligible for NHS continuing healthcare, your care will then be fully or partially funded by the NHS. However this is not a guaranteed permanent funding arrangement, should your care needs change the funding arrangements may also change. (NHS continuing healthcare and NHS –funded nursing care public information booklet, 2009).

NHS Funded Nursing Care

Registered nursing can involve many different aspects of care. It can include direct nursing tasks as well as the planning, supervision and monitoring of nursing and healthcare tasks to meet your needs.

Who is eligible for NHS Funded Nursing Care?

You should receive NHS funded nursing care if:

- You do not qualify for NHS continuing healthcare but have been assessed as being eligible for Funded Nursing care.
- Such eligibility can only be assessed and decided by a registered nurse who can assess nursing needs.

(NHS continuing healthcare and NHS funded nursing care Public information booklet, 2009)

For a copy of the full leaflet or for more information:-

mail: Nel-ct.CHC-FNCAuthorisationrequests@nhs.net

Telephone: 01472 721325 or 01472 721327

Care Homes

Information on services provided

Palliative End Of Life Care Services can be provided in care homes with both nursing and residential beds. The Care Quality Commission (CQC) is the independent regulator of health and social care in England. Via their website you can view independent reports and quality ratings on all your local care homes, The CQC measures the services against five standards:

- Treating people with respect and involving them in their care
- Providing care, treatment and support which meets peoples' needs
- Caring for people safely and protecting them from harm
- Staffing
- Management

Web: www.cqc.org.uk/

Who do you provide these services to?

There are different types of nursing and residential homes. Some offer nursing care and others support people with a particular need, e.g. learning disabilities, dementia, mental health problems, people aged over 65, substance misuse problems, people who rights are protected under the Mental Health Act, etc.

Social Services

We provide care and support for families, children, older people, people with physical and learning disabilities and mental health needs.

Contact Information

Older People Services—Tel. 01724 297979

Disability Services—Tel. 01724 298000

Mental Health Services—Tel. 01724 275959

Children and Family Service—Tel. 01724 296500

Macmillan Health Care Team

The Macmillan health Care Team offers services to enable you to remain in your own home in the later stages of your illness. The team provides practical care and support for you and your family/carers.

The Macmillan Health care Team consists of advanced health care assistances that are managed by a patch team leader. The team works closely with the Community Macmillan Nurses, District Nurses, Unscheduled care Team and other agencies to ensure you receive the best possible care. We can help and support you as your disease advances, or when your illness reaches its final stages if you wish to stay at home. You and your family may require care and support during the day or night (particularly to enable your carer to have undisturbed sleep).

Referral to Macmillan Health Care Team

The request for support from the Macmillan Health care team may come from any professionals involved in your care—for example your district nurse, GP or Macmillan Nurse. All these professionals will continue to support you at home even when Macmillan Health Care Team are involved.

Please discuss with the team your individual needs, such as whether you would like night or day sits and any other preferences.

Once your referral has been accepted onto the Macmillan Health Care team, a member of the team will visit you to introduce the service and discuss your care needs and provide you with a plan of visits. Night and day sits will be discussed and offered and we will make every effort to meet your requirements.

If at any point your preferences or needs change then please inform us and we will do our best to accommodate these changes.

District Nurses

District Nurses and their teams work with patients and families to maximise their health, wellbeing recovery from illness, independence and end of life care. District Nurses lead, influence and champion care in their local community through caring for people in or near their own home environment. District Nurses play a crucial role in ensuring patient health and social care needs are met using a coordinated, integrated approach to access available services that meet their needs.

District Nurses in North Lincolnshire are part of the integrated health and social care teams based in 5 localities, The Isle, Scunthorpe North, Scunthorpe South, Brigg and Barton working closely with health and social care teams. They provide a service for predominantly housebound adults over the age of 18 years with a physical health care need., The service promotes healthier lifestyles, physical, psychological and social well being and supports and encourages people with disability and long term conditions to live independent lives.

The District Nurse treats patients in their own homes or care home environment, preventing avoidable hospital admission and supporting early hospital discharge. They provide for example, wound care management, advice on nutrition, help to avoid falls or to manage medicines, advice on assistive technology, such as telehealth and telecare, working with patients and their families to help them care for themselves. .

They provide Palliative Care input at end of life, delivering a range of palliative care to patients with cancer and other terminal illnesses

Care of this nature is often very intensive and includes all aspects of physical care for patients and psychological support for patients and their families. In addition, District nurses working collaboratively with GPs and Macmillan Nurses who are involved in symptom control—including assessment, recommending medication review and the administration of medicines.

District nursing services are provided 24 hours per day, 7 days a week. The core service is currently provided between the hours of 7.15am and 7.15pm Monday to Friday. The service operates with a reduced staffing level at weekends and bank holiday's and out of hours when appropriate visits are offered.

The District Nursing service strives to deliver:-

Care— Working in partnership with patients and their families to ensure joint decision making and high quality care in their home.

Compassion— Using their skills and specialist knowledge and clinical judgement to provide care to meet patients needs.

Communication— using specialist skills and local knowledge and clinical judgement to provide care to meet patients needs.

Courage—Ensuring patient's best interests are at the centre of service delivery and providing challenge to others when services are not meeting patients needs.

Commitment—Ensuring there is high quality on going support available to

Unscheduled Care team

Information on services provided

UNSCHEDULED Care Practitioners (Comprising of Autonomous Practitioners and Emergency Care practitioners)

Hours of work—07.15—21.15—7 days a week

District nurses

Hours of work—21.00—07.30—7 nights a week

Aim of the service

The UCT will See & Treat clients in their home environment with either minor illness or injury to prevent unnecessary hospital admission or A&E attendance.

The UCT also provide a See & Keep service which allows clients to be monitored in their home environment for a period of up to ten days up to four daily visits.

Who do we provide this service for? - Any client group over the age of 18 years

How do we access this service? - 01724 331111

Who do we provide this service for?

Any patient who is residing within North Lincolnshire's boundaries and they are registered with a North Lincolnshire GP.

How do we access this service?

Patients who are known to the District Nurse, Macmillan Nurse or Community Matron will be provided with the relevant telephone number for direct access to the service. All other referrals will come from other Health Care professionals such as GP's or nurses, via care homes, the ambulance service, social services or via the national 111 helpline.

Information of the Service provided

The Unscheduled Care team (UCT) is a 24 hour service that is designed to assist patients to remain in their own home or care home, if safe to do so, during an episode of acute illness. During the hours of 7.15am and 21.15pm the UCT comprises of autonomous practitioners from nursing or paramedic background that have undergone extensive training enabling them to assess, diagnose and treat certain medical illnesses or injuries (e.g chest infections, urinary tract infections, assessments following a fall).

If medications, such as antibiotics are required the practitioner will either prescribe them themselves or if outside of their remit they will liaise with the GP for the necessary prescription. The UCT practitioners are also supported by a team of Health Care Assistants who can provide some of the treatment options and assist in observing the patients on-going condition.

The UCT has the ability to see the same patient up to 4 times a day if required, to ensure their condition is responding to the treatment. However, if patient's condition is deteriorating the practitioner will liaise directly with the relevant specialist department within the hospital and arrange an admission if necessary. The UCT can continue to see patients for up to 10 days if required. Some patients will not require on-going monitoring and will just receive a one off visit from the practitioner.

From 7pm to 7.30am the UCT also comprises of a mixture of District Nurses, Community Staff Nurses and Health Care Assistants who provide the Out of Hours cover for those patients who are on a District Nurse or Macmillan nurse caseload. This typically involves responding to issues relating to catheter care, wound management or palliative care concerns.

Mental Health Services

Rotherham Doncaster and South Humber NHS Foundation Trust

- Older People's Mental Health and Memory Services.
- Huntington's Disease Service.

Who do you provide these services to?

- Adults over 65 years of age with a functional mental illness such as depression, psychosis or anxiety.
- Adults over 18 years with an organic problem such as memory impairment or dementia.
- People of any age with Huntington's Disease.

Older People's Mental health Service provides five main service types:

- Liaison psychiatry to the general hospital and care homes.
- Memory services such as clinics for assessment, diagnosis and prescribing.
- Community mental health team assessment and evidenced interventions.
- Rehabilitative and rehabilitation services for older people with mental health needs.
- Advice, assessment and support for those with Huntington's Disease.

How can we access services?

A General practitioner can refer to older people's mental Health services.

Contact Details

(1724)270363

Goole mental Health single point of access: 01482 617560

NHS PRESCRIPTIONS

“You can currently get **free NHS prescriptions** if, at the time the prescription is dispensed, you:

- are 60 or over
- are under 16
- are 16-18 and in full-time education
- are pregnant or have had a baby in the previous 12 months and have a valid maternity exemption certificate (MatEx)
- have a specified medical condition and have a valid medical exemption certificate (MedEx)
- have a continuing physical disability that prevents you from going out without help from another person and have a valid MedEx
- hold a valid war pension exemption certificate and the prescription is for your accepted disability
- are an NHS inpatient

You are also entitled to free prescriptions if you or your partner (including civil partners) are named on, or are entitled to, an NHS tax credit exemption certificate or a valid HC2 certificate (full help with health costs), or you receive either:

- Income Support
- Income-based Jobseeker’s Allowance
- Income-related Employment and Support Allowance, or Pension Credit Guarantee Credit

“**Medical exemption (MedEx) certificates** are issued on application to people who have:

- a permanent fistula (for example caecostomy, colostomy, laryngostomy or ileostomy) requiring an appliance or continuous surgical dressing
- a form of hypoadrenalism (for example Addison's disease) for which specific substitution therapy is needed
- diabetes insipidus or other forms of hypopituitarism
- diabetes mellitus, except where treatment is by diet alone
- hypoparathyroidism
- myasthenia gravis
- myxoedema (hypothyroidism requiring thyroid hormone replacement)
- epilepsy requiring continuous anticonvulsive therapy
- continuing physical disability that prevents the person from going out without help from another person. Temporary disabilities do not count even if they last for several months

You are also issued with a MedEx if you are undergoing treatment for cancer. This includes treatment for the effects of cancer or for the effects of cancer treatments. To apply for a MedEx certificate ask your doctor for an FP92A form. Your GP, hospital or service doctor will sign the form to confirm that your statement is correct. At your GP's discretion, a member of the practice who has access to your medical records can also sign the form.

Your certificate will be valid from one month before the date that the **NHS Business Services Authority** receives the application form.

The MedEx lasts for five years and then needs to be renewed. You may receive a reminder that your certificate needs to be renewed. If you don't receive a reminder, it is your responsibility to ensure that it is renewed.

Prepayment Certificates

- A three month PPC costs £29.10 and will save you money if you need four or more items in the three months
- A 12 month PPC costs £104.00 and will save you money if you need more than 14 items in a year"

Source: www.nhs.uk—Help with NHS health costs

How much can I save?

- If you need two items each month you can save around £70 with a 12 month PPC
- If you need three items each month you can save around £160 with a 12 month PPC
- If you need four items each month you can save around £250 with a 12 month PPC

There are several payment options available. If you choose the 12 month PPC, you can pay for this by 10 monthly direct debit instalments.

You can buy your

Online at <https://apps.nhsbsa.nhs.uk/ppcwebsales/>

Post: NHS Help with Health Costs
PPC Issue Office



Children's Services



LOCAL ORGANISATIONS

St Andrew's Children's Hospice

As a children's hospice we exist to provide specialist care and support for children and young people with life-limiting conditions as well as their families from the moment of diagnosis onwards.

We provide specialist respite care, short stays for the child or for the whole family together as well as daycare. We also provide symptom control, emergency and end of life care as well as rehabilitation, specialist advice and expertise, practical help and information.

The care is provided in a friendly home from home environment with highly trained staff who help the children and their families with the challenges that having a life-limiting condition can bring for many months and years. The staff are committed to the philosophy of providing quality of life for the child/young person and family.

Children and their families will have access to a wide range of services whilst under the care of the hospice including family support, complementary therapy, creative therapy, physiotherapy, spiritual and religious care

There are a number of support groups both for parents and siblings of children/young people accessing our service.

Who do you provide these services to?

Children with a wide range of conditions or illnesses can access care at St Andrews Children's Hospice. These are children or young people (birth to 25 years of age) with progressive life-limiting or life threatening conditions or a distinct vulnerability that may affect their life. These children fall within four groups of classification.

How can we access them?

Anyone can refer to our service, parents, family members, friends or experts such as doctors, nurse and other professionals – anyone who knows the child/young person.

Referral can be made in writing by telephone or in person.

We ask that the child and family are made aware that a referral is being made to the hospice prior to it taking place

Contact details

St Andrews Children's Hospice
Peaks Lane
GRIMSBY
DN32 9RP Tel: 01472 350908

School Nurses

The school nurses are always available to support young people, families and children in any aspect of bereavement, or on-going support during a child's illness. They are now based at Monarch House.

Contact details

Monarch House
Arkwright Way
Queensway Industrial Estate
Scunthorpe
DN16 1AL
Tel: 07920821447

CAPS

CAPS (Children and Parents Support) is held at Keadby Children's Centre once a month on the 1st Monday of each month. It was set up in 2006 and is an established support group for the remaining parent and children to attend together. They can have been bereaved by any condition / incident it is an independently run group although Heather Nicklin Macmillan Specialist palliative Care Social Worker helps lead the group with two volunteers. Contact number is 01724 29800, the group has a Facebook page and Website.

TEEN SUPPORT GROUP

The teen support group is for young people who are affected by either the death of or someone who is living with a life threatening disease. The group is aimed at young people from 12—18 years and held on the last Tuesday of each month at Lindsey lodge Hospice 01724 270835.



Children's Continuing Health Care

Information on services provided

Following assessment and meeting eligibility criteria, Children's Continuing Health will coordinate a service which is an equitable, transparent, timely, bespoke package of health support for young people under 18 years who have significant complex health issues; where their needs arise from disability, illness or accident and needs are not supported by universal or specialist services. All packages are designed with the child and family and are designed to accommodate their individual needs and will be commissioned from a range of available providers.

Who do you provide these services to?

Children & young people under 18 years of age who are assessed and meet the criteria with evidenced high level clinical/health needs

How can we access them?

Following assessment and meeting criteria of Children's Continuing Health Care.

Contact Details

Head of service, Children's Continuing Health and Palliative Care.

Tel: 01652 251026.

When You Wish Upon a Star

Information on services provided

When you wish upon a Star is a small charity whose primary aim is to grant the Wishes of children suffering from life threatening illnesses. They “make magical memories for a Wish child and their family to remember for a lifetime. By granting a Wish, this enables the family to have a truly amazing time forgetting about hospital routines, doctor's appointments and the gruelling treatments that have become a daily occurrence and allowing the whole family to smile, laugh and enjoy life!”

Who do you provide these services to?

Children between 2 and 16 years of age with a life threatening or terminal illness. • Children who have not had a Wish granted by another charity.

How can we access them?

When You Wish Upon A Star are happy to receive initial enquires from Parents/Guardian and Medical Professionals.

“When You Wish Upon A Star will make direct contact with the Parent/Guardian to send a Wish Form and Medical Authorisation for completion and in some instances, this may incorporate a visit from our Wish Fairy.”

Contact Details

01472 827100 / 821186

www.whenyouwishuponastar.org.uk

National Children's Organisations

Together for Short Lives

Together for Short Lives is the leading UK wide charity working for all young children with life-threatening and life-limiting conditions and all those who support, love and care for them. We support families, professionals and services, including children's hospices.

Helpline 0845 108 2201

Web: <http://www.togetherforshortlives.org.uk/>

The Transition Information Network (TIN)

An alliance of organisations and individuals who come together to improve disabled young people's experience of transition to adulthood

Email: tin@ncb.org.uk

Tel: 020 7843 6006

Web: <http://www.transitioninfonetwork.org.uk/home1.aspx>

Association for all Speech Impaired Children (Afacic)

UK charity that helps children and young adults affected by the hidden disability of speech, language and communication impairments, their families and the professionals working with them.

Helpline: 08453 555577

Open 10:30 am—2:30 pm Monday—Friday

Web: <http://www.afasicengland.org.uk/>

I CAN

I CAN works to support children's development of speech, language and communication skills.

Central Office Contacts

Tel: (9:00am - 5:00pm Monday - Friday):

Switchboard: 0845 225 4071 or 020 7843 2510

Information: 0845 225 4073 or 020 7843 2552

Web: <http://www.ican.org.uk/>

Family Support

Contact a family for families with disabled children
The UK-wide charity providing advice, information and support to the parents of all disabled children.

Helpline: 0808 808 3555

Web: www.cafamily.org.uk/

Sibs

Support for siblings who are growing up with or who have grown up with a brother or sister with a disability, long term chronic illness, or life limiting condition.

Tel: 01535 645456

Email: info@sibs.org.uk

Web: www.sibs.org.uk/

Website/forum/chat room for young siblings: www.youngsibs.org.uk

Grants for equipment

Family Fund

The Family Fund gives grants for things that make life easier and more enjoyable for disabled children, young people and their families.

Web: www.familyfund.org.uk/

Email info@familyfund.org.uk

Tel 08449 744 099

Textphone 01904 658085

Whizz-Kidz

A charity that provides disabled children with mobility equipment, training, advice and life skills so they have the independence to be themselves.

Tel: 020 7233 6600

Web: www.whizz-kidz.org.uk

Wish Granting

Rays of Sunshine

Charity that grants the wishes of children aged 3-18 living with serious or life-threatening illnesses in the United Kingdom.

Tel: 020 8782 1171

Web: www.raysofsunshine.org.uk

Willow Foundation

A national charity that provides special days for seriously ill 16 – 40 year-olds.

Tel: 01707 259777

Email: info@willowfoundation.org.uk

Web: www.willowfoundation.org.uk/Home

Dreams Come True

National charity that aims to bring joy to children who are terminally or seriously ill by making their dreams come true.

Tel: 01428 726330

Freephone: 0800 018 6013

Email: info@dctc.org.uk

Web: www.dctc.org.uk/index.php

Winston's Wish

Is a leading childhood bereavement charity and the largest provider of services to bereaved children , young people and their families in the UK.

USEFUL CONTACTS

Advice / Information

Organisation	Services Offered	Contact details
AgeUK	<p>Advice on benefits, health and wellbeing, travel and lifestyle, insurance, care homes and fees etc.</p> <p>50+ Benefits advice</p> <p>If you are unsure about the benefits you might be entitled to, we can provide information on pension Credit and other benefits that are available.</p>	<p>Tel: (01652) 636208</p> <p>Email: info@ageuknorthlincs.org.uk</p>
Befriending Service	<p>Befriending, good neighbour and telephone befriending services are available to older people in the North Lincolnshire area.</p>	<p>Tel: (01652) 636208</p> <p>Email: info@ageuknorthlincs.org.uk</p>
Handy Man Service	<p>Age UK North Lincolnshire offer two gardening services to older people living in the area. We can provide a one off gardening service or regular gardening.</p>	<p>There are many other general tasks that can be carried out by the team—no job is too small.</p>
Handy Van Scheme	<p>Making older people's homes more safe and secure. Free home security checks and security upgrades for the over 60's. Also able to fit grab rails etc.</p>	<p>Tel: (0845) 026 1055</p> <p>handyvan@ageuk.co.uk</p> <p>www.ageuk.org.uk/handyvan</p>

<p>Home Safety Tasks</p> <p>Security Fitting tasks</p> <p>Decorating</p>	<p>Carbon monoxide detectors can be supplied and fitted at a nominal charge.</p> <p>Window locks, Key Safes, Door Chains, Spy holes. Please let us know if your property belongs to North Lincolnshire Homes as there may be restrictions in what we are bale to do.</p> <p>Emulsion, Painting, Paper Stripping, Wallpaper hanging.</p>	<p>A nominal charge applies to Home Maintenance Scheme. All handyman work is carried out by staff and our team of trained volunteers who are all CRB checked.</p> <p>If you are interested in volunteering to become a handyman, please visit our volunteering page.. If the task is beyond the remit of our team, we are able to recommend tradespeople from the North Lincolnshire Council Home Services Directory vetted by Trading Standards.</p> <p>Tel: (01652) 636208 Email: info@ageuknorthlincs.org.uk</p>
<p>Citizens Advice Bureau 4 Town Hall Street, Grimsby, DN31 1HN</p>	<p>Provides advice to anyone about virtually anything, including debt, rights, employment, benefits and housing. Free, confidential and totally independent. Home visits for benefits advice for the over 60's</p>	<p>Tel: (01724) 878090 www.adviceguide.org.uk</p>
<p>NHS services</p>	<p>Website holding information about what the NHS has to offer and how to access services.</p>	<p>www.nhs.uk</p>

Finances / Benefits

Organisation	Services Offered	Contact details
<p>www.direct.gov.uk</p>	<p>Estimate of DWP benefits which may be payable – Google search = ‘Benefits advisor service: directgov-Do it online’</p>	
<p>Direct Payments</p>	<p>These are payments made direct to you so that you can pay for the support you need, based on a Social Service assessment. You decide who is going to give you that support and how they will do it. You’ll need to sign an agreement with Social Services.</p>	<p>Useful websites www.direct.gov.uk www.ageconcern.org.uk Contact for chasing up direct payment applications. www.heroes.org.uk www.carers.gov.uk www.help.the-aged.org</p>
<p>Medical Exemption Certificates</p>		<p>www.nhs.uk/NHSEngland/Healthcosts/Pages/Prescriptioncosts.aspx</p>

<p>Benefits</p>	<p>Tax credits ...do I qualify? Tax credit helpline Telephone for a tax credit application form or follow up an application for tax credits. Applicants are considered disabled if they receive DLA and/ or are on long term incapacity benefits. Check with the tax credit helpline if in doubt.</p>	<ul style="list-style-type: none"> • Benefit Enquiry Line Tel: 0800 882200 / 08456 088546 Mon-Fri 8.30am-6.30pm, Sat 9am-1pm • Jobseekers Direct Tel: 0845 6060 234 Mon-Fri 8am-6pm, Sat 9am-1pm • Income Support Tel: 0800 0556688 Mon-Fri 8am-6pm • Tax Credits Tel: 0845 3003900 Mon-Sun 8am-8pm www.taxcredits.hmrc.gov.uk • Tax credit overpayment Tel: 08453021429 • Access to Work Tel: 08456021358 and 01419505327. • Disability Living Allowance Tel: 08457 123456 <p>Email: dcpu.customerServices@dwp.gsi.gov.uk dwp.gsi.gov.uk Mon-Fri 7.30am-6.30pm</p> <ul style="list-style-type: none"> • Pension Credit Tel: 0845606060
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Return to work credit	If a service user is starting work over 16 hours and earning under £15,000 and have been on benefits over 6 months they may be entitled to a £40:00 per week tax free payment for 52 weeks, or as long as the job lasts up to a year.	Tel: 01709343446
Job grant /Housing benefit/ Council Tax Benefit run on	When someone informs the Jobcentre of starting work and they have had unbroken benefits for over 6 months the Jobcentre should check to see whether a one off payment of £100.00 is due as a job grant and inform the local authority to stop housing benefit/council tax benefit. The local authority should also check if the job seeker has been on unbroken benefits for 6 months and if so allow a full run on of housing and council tax benefit for one month.	
Access to work	Government Employment Scheme – Assist with special aids, adjustments to premises, support workers, Assisted Fares to Work etc.)	Tel: 08456021358
Own Business	Business advice, training in business, financial planning, etc. for self-employment	E-Factor- www.e-factor.co.uk/ Tel: 0800 952 0181 Able4Enterprise, Chase (BM) Limited, Alexandra Dock Business Centre, Fisherman's Wharf, Grimsby, DN31 1UL

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Organisation	Services Offered	Contact details
Citizens Advice Bureau	Advice on various areas – debt management, employment law & redundancy	Tel: 08701202427
Social Fund	Help for those on low income in an emergency.	Tel: 01142590635

Employment	Disability employment advice	<p>Tina Jennings, Jobcentre contact for Positive About Disabled Symbol, Tel: 01482 312669 Not available Fridays.</p> <p>Debbie Easton, DEA with Jobcentre, does a day at Immingham: Email: debbie.easton@jobcentreplus.gsi.gov.uk</p>
Education and Training	DKM is a training enterprise specialising in construction trades. Courses have to be paid for and main clientele are excluded young people.	

<p>Job Centre Plus Bridge House Grimsby</p>	<p>Provide services primarily to those attempting to find employment and to those requiring the issuing of a financial provision due in the first case to lack of employment.</p>	<p>Tel: 01472 245400</p>
<p>Job seeker Direct</p>	<p>To enquire about job vacancies</p>	<p>Tel: 08456 060234</p>
<p>Job Ads</p>		<p>www.jobcentreplus.gov.uk</p>
<p>Employability Scheme</p>	<p>The Employability programme offers future jobs fund opportunities, apprenticeships, Intermediate Labour Market opportunities and Employability placements</p>	<p>Amanda Grimshaw, NHS Employability, Tel: 01724 282282 ext 2743</p>
<p>Macmillan Financial Support</p>	<p>For advice and support for patients affected by cancer. Financial Support Debt management advice Welfare benefits</p>	<p>0808 808 0000</p>

<p>Universal Credit</p>	<p>Universal Credit is a new single payment for people who are looking for work or on a low income.</p> <p>Universal Credit will help claimants and their families to become more independent and will simplify the benefits system by bringing together a range of working-age benefits into a single streamlined payment. The new Universal Credit system aims to:</p> <ul style="list-style-type: none"> • improve work incentives • smooth the transitions into and out of work, supporting a dynamic labour market • simplify the system, making it easier for people to understand, and easier and cheaper for staff to administer • reduce in-work poverty • cut back on fraud and error. <p>It will be launched in 2013 and will replace:</p> <ul style="list-style-type: none"> • income-based Jobseeker’s Allowance • income-related Employment and Support Allowance • Income Support • Child Tax Credits • Working Tax Credits • Housing Benefit 	<p>The main differences between Universal Credit and the current welfare system are:</p> <ul style="list-style-type: none"> • Universal Credit will be available to people who are in work and on a low income, as well as to those who are out of work • most people will apply online and manage their claim through an online account • Universal Credit will be responsive, as people on low incomes move in and out of work, they’ll get on-going support – giving people more incentive to work for any period of time that is available • most claimants on low incomes will still be paid Universal Credit when they first start a new job or increase their part-time hours • claimants will receive just one monthly payment, paid into a bank account in the same way as a monthly salary • support with housing costs will go direct to the claimant as part of their monthly payment <p>To find out more visit: www.dwp.gov.uk/policy/welfare-reform/universal-credit/</p>
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<p>Volunteering</p>	<p>Central source for volunteer work around North East Lincolnshire</p> <p>Offer placements and apprenticeships in media</p>	<p>Voluntary Action North East Lincolnshire (VANEL) Email: info@vanel.org.uk Tel: (01472) 231123</p> <p>Vox Magazine for 16-25 years, , Vox Magazine, c/o CPO Media, 80 Cleethorpes Road, Grimsby, DN31 3EH, Tel: 01472 372276 Mob: 0779 4539713</p> <p>Women's Centre Tel: 01472 240295</p> <p>Your Place Tel: 01472 322557 www.do-it.org.uk</p>
<p>Own Business</p>	<p>Business advice, training in business, financial planning, etc. for self-employment</p>	<p>E-Factor- www.e-factor.co.uk/ Tel: 0800 952 0181</p> <p>Able4Enterprise, Chase (BM) Limited, Alexandra Dock Business Centre, Fisherman's Wharf, Grimsby, DN31 1UL</p>

Advice / Information

Organisation	Services Offered	Contact details
Protected Future	An information service, for people with existing health problems, on how to obtain travel insurance. This is a free service	Tel: (0845) 3707181 www.protectedfuture.co.uk Email: info@protectedfuture.co.uk
PALS (Patient Advice & Liaison Service)	The PALS Team is an impartial, confidential service who can advise and help to resolve health & adult social care enquiries. PALS is about listening, learning and working with you to improve your health and social care services.	Tel: 0300 3000 500 (please note calls Local no: 01724 290132 charged at local rate) Email: Nel-ct.askus@nhs.net
Care Aware PO Box 8 MANCHESTER, M30 9NY	For fast, friendly and free advice on funding issues of long term care for older people.	Tel: (0161) 707 1107 Fax (0161) 787 8560 Email: enquiries@careaware.co.uk
Carers Support Centre	Free information, advice and support for carers.	01652 650585
Carers Direct	Information, advice and support for carers	Freephone: (0808) 8020202 7 days a week www.nhs.uk/carersdirect

<p>Message in a Bottle (Lions)</p>	<p>A voluntary scheme for anyone living at home who might be reassured to know that essential information would be readily available to Emergency services should they suffer sudden illness or an accident. Vital information such as illnesses, allergies, medication and contact addresses. Information is stored in a bottle in your fridge.</p>	<p>Contact AgeUk on (01472) 344976. Please ask for Claire Margraves to arrange collection of a bottle/s.</p>
<p>Penderels Trust</p>	<p>“Penderels Trust offers advice, guidance and practical solutions to enable people with disabilities and older people to live independently in their own homes, to achieve their goals in life and to help them play an active part in their community”.</p>	<p>Tel: 01472 500335 - Covers Scunthorpe</p>

Home / Safety Aids

Organisation	Services Offered	Contact details
<p>Humberside Fire & Rescue Service</p>	<p>Humberside Fire & Rescue Service offer free home fire safety checks to identify any fire hazards in our home and offer advice on how to improve fire safety.</p> <p>They can also provide smoke alarms for the hearing impaired.</p>	<p>Tel: (01724) 295900</p>
<p>First Call Red Cross</p>	<p>The overall aim is to offer a quality service, providing help, support and information to people within their own homes. Services include dropping off and picking up prescriptions, assisting with shopping, escorting to social groups to build confidence etc. The service aims to support vulnerable adults over the short term to help individuals through a difficult time.</p>	<p>Operates from 9 a.m. – 7 p. m.</p> <p>To make a referral ring (01724) 270304 between 9 a.m. – 5 p.m.</p>

<p>Medic Alert</p>	<p>The MedicAlert Foundation provides a life-saving identification scheme for people with hidden medical conditions and allergies. MedicAlert members wear a bracelet/necklet or watch (known as an emblem) engraved with a personal identification number, main medical condition/s and Medic Alert's emergency telephone number. In emergency medical personnel have immediate access to vital information on the back of the disc and by phoning the emergency</p>	<p>Freephone (0800) 581 420 www.medicalert.org.uk Tel: (020) 7833 3034 Fax: (020) 7278 0647 Email info@medicalert.org.uk</p>
<p>Key Safes</p>	<p>Keysafe offer arrangements where keys need to be accessed by different health & social care staff to facilitate entry into homes where a person has a problem which restricts their ability to answer the door.</p> <p>Keysafes are free of charge and are installed on behalf of the Directorate of Community Care. Assessment may be required, if not eligible will advise where to purchase privately</p>	
<p>The Cinnamon Trust 10 Market Square Hayle Cornwall TR27 4HE</p>	<p>Cinnamon Trust is a specialist national charity which seeks to relieve the anxieties, problems and sometimes injustices faced by the elderly and terminally ill people and their pets. They offer a home for life for pets and dog walking services.</p>	<p>Tel: (01736) 757900 Fax: 01736 757010 e-mail: admin@cinnamon.org.uk www.cinnamon.org.uk</p>

Organisation	Services Offered	Contact details
<p>Trading Standards Home Services Directory</p>	<p>If you need a job doing in the home or garden The Home Services Directory lists trades people who have been vetted by Trading Standards and the Police. To access the directory type in Trading Standards North East Lincolnshire into your search engine. Once on the home page click on Home Services Directory icon.</p>	<p>www.tradingstandards.gov.uk</p>
<p>Wiltshire Farm Foods Lincoln House, Gibson Road Caenby Corner Estate, Hemswell Cliff Lincolnshire DN21 5TL</p>	<p>Delicious dishes hand delivered to your door. Mouth-watering menu. Can be ordered by phone, website, post or with the driver. They are frozen ready meals that can be heated straight from the freezer in the oven or microwave.</p>	<p>Tel: (01472) 666130 e-mail: Lincolnshire@wiltshirefarmfoods.co.uk www.wiltshirefarmfoods.com</p>

Legal Services

In terms of planning for your future care you may wish to consider what you would like to happen if you become unable to make decisions, writing or updating a will. For some things you will need legal advice from a solicitor. A list of local solicitors can be found in the local yellow pages.

See page 48-51 of the 'End of Life—The Facts' booklet included in this information pack.

Out and About

Organisation	Services Offered	Contact details
<p>DisabledGo</p>	<p>Here you can find detailed information about the access to all kinds of places - hotels, restaurants, colleges, tourist attractions, libraries, hospitals, leisure centres - the list goes on! All access information has been collected in person by DisabledGo's team of surveyors.</p> <p>You can also use DisabledGo to find a job, catch up on the latest disability news, advertise events, post articles and join discussions on our forum. The website has been designed in constant consultation with disabled people and we would welcome your feedback and ideas so please get in touch.</p>	<ul style="list-style-type: none"> • www.disabledgo.com
<p>Fast Cabs</p>	<p>Door to door transport for the disabled. Wheelchair accessible. Very competitive rates. 3-4 days advance booking.</p>	<p>Tel: (01721) 855555</p>

Organisation	Services Offered	Contact details
<p>Blue Badge Scheme</p>	<p>The aim of the Blue badge scheme is to help people with severe mobility to access goods and services, nu allowing them to park closer to their destination. The scheme operates throughout the UK and is managed by local authorities, who deal with the applications.</p> <p>People who are either in receipt of the High Rate Mobility component of Disability Living Allowance, 8 or more points in Activity level 12 of personal independence payment, registered blind or are in receipt of War pensioners Mobility Supplement will have an automatic entitlement. Normally issued to those with a permanent disability, i.e. likely to last more than three years, however, if you receive support from a Macmillan Nurse, she/he can fax a referral form to expedite the issuing of a Blue Badge.</p> <p>You can access information local to you from Gov.uk and find Blue Badge parking bays on the interactive map at www.gov.uk/blueBadgemap</p>	<p>For further information, an application form or an on line application can be obtained from your local authority.</p> <p>Tel: 01724 298180 Fax: 01652 636632 www.gov.uk/disability</p>

<p>Holidays - funding</p> <p>Blitz Holiday Funding, 120 Bond Street, Blackpool, FY4 1HG</p>	<p>Online application forms are available at blitz@bondhotel.co.uk or can be downloaded and sent to address opposite. This scheme subsidises short breaks in Blackpool and St Anne's.</p>	<p>Blitz Holiday Funding Grants</p> <p>For more information:</p> <p>Tel: (01253) 341218</p> <p>Email: blitz@bondhotel.co.uk</p>
<p>Driving Assessment Centres</p>	<p>The Mobility Service provides impartial and independent advice for disabled people of all ages who wish to learn to drive after illness, injury or period of abstinence. A fee may be involved.</p> <p>Also have a driving centre in Hull and various cities e.g. Birmingham.</p>	<p>William Merritt</p> <p>St Mary's Hospital, Greenhill Road, Armley, Leeds, LS12 3QE</p> <p>Tel: (0113) 305288</p> <p>Fax (0113) 2319291</p> <p>Email: Mobility.service@nhs.net</p> <p>www.williammerrittleeds.org</p>
<p>Radar Toilet Keys</p>	<p>Keys cost around £3.00. Proof of Disability required e.g. Doctors Letter, blue badge etc.</p> <p>Provides a map showing all the Radar toilets in Grimsby & Cleethorpes. This is a national scheme giving access to RADAR toilets throughout the country.</p>	<p>Ashby Link</p> <p>Ashby High Street</p> <p>Scunthorpe</p> <p>North Lincolnshire</p> <p>DN16 2RY</p> <p>Tel: (01724) 281376</p> <p>Fax: (01724) 278004</p> <p>www.northlincs.gov.uk</p>

Stagecoach	Bus timetables	www.stagecoachbus.com
Wheels to Work	50 cc scooter hire for people geographically isolated to access employment, education or training.	Tel: 01652 662016 Email: robin.bradshaw@hwrcc.org.uk

Religious Support

For some people religious support will be an important part of planning your future care. Religious support is available at Lindsey Lodge Hospice and the hospital. Across North Lincolnshire there are churches for all denominations.

Hospital Chaplaincy Support	<p>Chaplains are employed by North Lincolnshire and Goole NHS Foundation Trust and work alongside other members of the clinical teams to ensure that a person's stay in hospital is as positive as possible.</p> <p>Chaplains are available to patients (and their family or carers) who are in patients at the hospital, whether they hold a faith or not. Chaplains are committed to helping meet their spiritual needs as well as any specific religious needs that they may have.</p> <p>Anyone who is in hospital can ask to see a Chaplain.</p>	<p>Contact Chaplaincy via the Hospital Switchboard, 01724 282282 extension 2489, or ask switchboard to contact the on-call Chaplain.</p> <p>Or 07772 682036 direct dial.</p> <p>Ask ward staff to contact the Chaplain on your behalf.</p>
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	<p>How can Chaplains Help?</p> <p>Chaplains provide:</p> <ul style="list-style-type: none"> ● A confidential listening ear. ● The opportunity for prayer and worship, either in the hospital chapel or at the bedside. ● Contact with other faiths wherever possible. ● Sacramental care and pastoral support at the end of life. ● Training, information and support for staff in helping them to care for the spiritual and religious needs of patients in their care. ● An out of hours service for emergencies. <p>Worship in the hospital</p> <p>The hospital has a chapel that is open throughout the day for anyone to visit for prayer or to simply enjoy a quiet, peaceful, space. A multi-faith prayer room is also available.</p>	<p>Contact Details</p> <p>Trust Lead Chaplain, The Chaplaincy Office, Scunthorpe General Hospital, Cliff Gardens, Scunthorpe, North Lincolnshire, DN15 7BH.</p>
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Support Groups

There are many groups available around health conditions. To find out more about your health condition and any support groups available visit www.nhs.uk

Organisation	Services Offered	Contact details
<p>Motor Neurone Disease</p>	<p>The MND Association offers support to all those in the area affected by motor neurone disease. This includes people with MND, carers, partners, relatives, friends - in fact anyone who has been touched by the disease.</p> <p>The branch is run entirely by volunteers, many of whom have personal experience of MND. We welcome contact from anyone affected by MND and we offer opportunities to meet others affected locally through support meetings and social events.</p> <p>We also organise a number of fundraising events and activities throughout the year and are always delighted to hear from people who would like to join us and support us.</p>	<p>Regional care Development Adviser Tel: 01142 585235 Email: jane.evans@mndassociation.org</p> <p>The National helpline is MND Connect Tel: 08457 626262</p>
<p>Hearing Concern</p>		<p>Scunthorpe Regional Hearing Service 10 Laneham Street, Scunthorpe, DN15 6LJ 01724 869553 Freephone: 0800 612 2962</p>

Organisation	Services Offered	Contact details
<p>Carers Support Centre</p>	<p>Relaxation and gentle exercise group 10am—12pm. Art Therapy group Wednesdays 1pm –2.30pm Relaxation and Therapy Room—appointments booked via telephone.</p>	<p>01652 650585 info@carerssupportcentre.com www.carerssupportcentre.com</p>
<p>Odyssey Centre</p>	<p>We provide complimentary therapies, counselling and bereavement support for those with a diagnosis of cancer and their carers. Self referrals can be made by telephoning or just 'dropping in'.</p>	<p>The Odyssey Canter, Nightingdale House Westfield Road Barton upon Humber DN18 5RQ 01652 633150 www.theodysseycentre.co.uk</p>
<p>Relationship Support Relate—The relationship [people Goole</p>	<p>Counselling Service—Appointments are made over the phone. Opening hours Monday to Friday 9.30am—4.00pm and 6.00pm—9.00pm Saturday 10.00am—1.00pm</p>	<p>01724 279992 relate@relate.karoo.co.uk</p>

Brigg & District breast cancer Support	3rd Tuesday of every month	Michelle Munday 07955770995 The Angel Suite Market Place Brigg info@breastcancersupport-brigg.org.uk www.breastcancersupport-brigg.org.uk
The Gynaecology Cancer Support Group	Meets on the second Monday of every month	Robert Holme Hall Church Lane Scunthorpe General Hospital Scunthorpe DN15 7BH 01724 282282
Rip Rap	12—16 year olds who have a parent with cancer	www.riprap.org.uk
Iron Will Support Group	The group meets on the last Tuesday of every month 7.30pm—9.30pm.	07751886646

Well-Being		Services Offered	Contact details
Organisation			
Chemotherapy CNS's/ANP	Alopecia with Chemotherapy Provide copies of the MacMillan booklet 'On coping with Hair Loss' and contact details, address and telephone number of local providers. Patients are also offered wigs via the NHS provider via a referral from the CNS's/ANP to Orthotics with an NHS Prescription charge if patient is not in receipt of qualifying benefits. The NHS hairdresser visits Scunthorpe General Hospital.		
Look Good ... Feel Better	The Cancer support charity that helps women manage the visible side effects of cancer treatment		<ul style="list-style-type: none"> www.lookgoodfeelbetter.co.uk
Relate	Professional Counselling Service Opening hours; Wednesday & Thursday 3.30pm—7.15pm		01724 270700 enquiries@relate-lincs.org.uk Ashby High Street, Scunthorpe, DN16 2RY

Organisation	Services Offered	Contact details
<p>The Headway Salon</p>	<p>The 'Making Headway' Salon is a service for all patients who have experienced hair loss. For the majority of patients, hair loss will be due to cytotoxic chemotherapy or radiotherapy cancer treatment but there are also patients who experience hair loss as a result of an underlying medical condition. These conditions can be physiological or psychological.</p> <p>Whatever the cause, hair loss can be devastating. Patients feel embarrassed and sometimes ashamed of the way they look and any service providing help and support for this patient group needs to ensure it is undertaken with care and sensitivity.</p> <p>The salon established at Scunthorpe general hospital provides a pleasant and relaxing environment where the wig fitter and a team of volunteers will take time to ensure every patient feels safe and comfortable. Patients should leave the salon feeling satisfied with their wig, pleased with the care and support they have received and provided with other options for covering their heads; hats and scarves for example.</p>	<p>Wigs are provided free on the NHS for some groups of patients or for a set prescription fee for others (Currently £63.35)</p> <p>Scunthorpe general Hospital (01724) 282282</p>

Northern Lincolnshire and Goole 
NHS Foundation Trust



This booklet has been produced by:
North Lincolnshire Specialist Palliative Care
and End of Life implementation Group