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CANCER SUPPORT**



Northumbria Healthcare
NHS Foundation Trust

Befriending Service

Issued by Macmillan Support Services at
Northumbria Healthcare NHS Foundation Trust

What is the Befriending Service?

Macmillan Support Services offer befriending support to adults affected by cancer or life limiting illness living in North Tyneside and Northumberland.

Befriending support is delivered by trained and supervised volunteers. It involves matching people with a Macmillan Support Service volunteer who will visit the person at their home or local community venue on a short term basis.

Befriending volunteers can provide support to a person or carer affected by a diagnosis, a poor prognosis or at the end of life. This can be by providing a listening ear for them to share worries or by helping the person achieve an agreed personal goal.

The aim of the service is to provide emotional support. To help build the person's confidence to access activities and gain support by rediscovering old interests or finding new ones.

One to one support is available with agreed visits lasting approximately one hour. We also offer an extensive programme of therapeutic activities for patients and carers.

We cannot subsidise activities financially, though we can support a Macmillan Grant Application if there is a financial barrier to the person's befriending support plan.

What happens?

The assessment will be carried out by a coordinator at the person's home or community venue. The coordinator will discuss the areas of support identified by the patient within a time limited number of sessions, and a plan of support will be agreed e.g. therapeutic listening using counselling skills or cup of tea and a chat somewhere social or at home.

The Befriending Service complements other services including statutory services. It is not a substitute for home care or other on-going support. Volunteer Befrienders are unable to become involved in personal care, domestic tasks, administering medication, financial/legal matters, or to offer formal advice.

The coordinator and the volunteer will agree an approach to providing the support for that person and this will be continually reviewed throughout the therapeutic sessions.

If the coordinator identifies that this is not the most appropriate service they will endeavour to signpost to a more appropriate service or agency or back to the original referrer. Support groups facilitated by the service and/or other agencies are also available.

How to access the service

This is a free service that is available Monday to Friday 9am-5pm and excludes bank holidays. You can be referred by your GP, nurse, social and voluntary sector agencies. Referrals can be accepted via post or fax and we aim to contact people within two weeks of receiving referral.

For further information please contact

Macmillan Support Services

North Tyneside

Macmillan Support Services
North Tyneside General Hospital
Rake Lane
North Shields
NE29 8NH

0191 2934377

macmillan.support@northumbria.nhs.uk

Northumberland

Macmillan Support Services
Nursery Park Primary Care Centre
Nursery Park Road
Ashington
Northumberland
NE63 0HP

01670 855533

macmillan.supportnorthumberland@northumbria.nhs.uk

Alternative Formats

If you would like a copy of this information in large print, another language, audio tape or other format please call the Contact Centre on **03 44 811 8118**.

Other sources of information

NHS Direct 111

NHS Choices

www.nhs.uk/pages/homepage.aspx

NICE (National Institute for Health and Clinical Excellence)

www.nice.org.uk

Patient Advice and Liaison Service (PALS)

Freephone: **0800 032 0202**

Text: **01670 511098**

Email: northoftynepals@nhct.nhs.uk

Northumbria Healthcare NHS Foundation Trust

General Enquiries **03 44 811 8111**

www.northumbria.nhs.uk

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