











CANCER INFORMATION DIRECTORY FOR EAST LANCASHIRE AND BLACKBURN WITH DARWEN

Contents

Introduction	3
Things to consider	4 – 7
Financial support for accessing NHS services	8
Local hospitals and hospices	9 – 10
Cancer support organisations	11 – 14
NHS services	15 – 16
Specialist Palliative Care Nurses	17
Local cancer support groups	18 – 22
Counselling and psychological support	23 – 24
Lymphoedema Services	25
Prosthetics and Wigs Service	26
Other support organisations	27 – 28
Carers services	29
Information Services	30
Macmillan Information and Support Services	31 – 35
Healthy Lifestyle Service	36 – 38
Activities	39 – 40
Social Care Services	41
Welfare Rights and Advice Agencies	42 – 44
Assistance with benefits claims	45 – 47
National Organisations	48 – 54
Fundraising	55
Bereavement Services	56 – 59
Headscarves	60
Employment	61
Boots Macmillan Information Pharmacist	62
Civil Contingencies Service	63
Macmillan Cancer Improvement Partnership	64

Introduction

Being diagnosed with cancer is a huge shock and can have an impact on all areas of a person's life as well as affecting those close to them.

The purpose of this directory is to provide comprehensive, but not exhaustive, information about local and national sources of information and support that are available to people, affected by cancer, in East Lancashire and Blackburn with Darwen.

Disclaimer

This directory is intended to inform patients, carers, professionals and the public about what services are available locally and nationally. It is in no way an endorsement of any particular service or approach.

We would strongly advise individuals to check with their clinician whether the service or treatment is suitable for them prior to making any appointments. The producers of this directory are not responsible for the quality of the services included. This is the responsibility of the service provider.

Things to Consider

Increasingly, cancer is considered a long-term illness and therefore there are issues and aspects you may have to think about or even things you have not thought were important, which may be.

You may want to consider the options, support and information available to you around the following areas:

Financial and legal

This can include:

- Credit arrangements
- Joint property investment
- Welfare benefits
- Policies

We recommend that you or the person you are supporting should consider getting a benefit review done, as you may be entitled to financial payments. Irrespective of your financial situation these monies can be very helpful. There are organisations able to provide this service free of charge including Age UK and Welfare Rights

Some payments are not means tested, so this means that no matter what your income or savings, if you qualify for these entitlements, they will be paid

For further information contact:

Civil Legal Advice

 Get free and confidential legal advice in England and Wales if you are eligible for legal aid

Tel: 0345 345 4345 Minicom 0345 609 6677 Free call back, text "legalaid" and your name to 80010

Web: www.gov.uk/civil-legal-advice

Opening Times: Monday to Friday, 9am – 8pm, Saturday 9am – 12:30pm

Address: Bridge House, 152 Pilgrim Street, Newcastle Upon Tyne, NE1 6SN

Insurance

This can include:

- Credit cards
- Holidays
- Impatient / day patient

- Life
- Loans
- Mortgage
- Medical costs

Advice and information on insurance can be provided by Macmillan Cancer Support and Cancer Research UK

Housing

This can mean:

- · Adaptions for disabilities
- Council tax
- Gardening
- · Going into residential care
- Household bills
- Insurance
- Maintenance
- Mortgage arrears
- Re-housing
- Rent arrears

Your local council will be able to help you or direct you to organisations that can help you with any of the above and more

Employment

This can mean:

- Contract of employment
- Death in service pay
- Discrimination
- Industrial disease
- Occupational Pension
- Reduction of hours / phased return
- Self-employment
- Statutory sick pay
- Tax rebate
- Terminate employment
- Time off
- Unfair dismissal

There are organisations that specialise in supporting people with long-term illness in dealing with their employment situation. However, your first contact should be with your employer / human resources department

For information on pensions advice contact:

Pensions Advisory Service

i. Provides free information, advice and guidance on the whole spectrum of company, personal and stakeholder schemes

Tel: Pensions Helpline – 0300 123 1047 Women Helpline – 0345 600 0806 Self-employed Helpline – 0345 602 7021

Web: www.pensionadvisoryservice.org.uk

Opening Times: Monday to Friday, 9am – 5pm, Tuesday, 7pm – 9pm

Quality of life

This can include:

- Aids and adaptations
- Blue Badge scheme
- Communication Aids
- Occupational Therapy appliances
- Holidays / convalescence
- Loss of speech
- Motability
- National Key Scheme
- Respite care
- Support groups

Please speak to your Clinical Nurse Specialist for more information

Family and Personal

This can include:

- Childcare
- Dependent parents
- Diet and Exercise
- Friends
- Helping children to cope
- Intimacy
- Partner / spouse
- Pets
- Relationships
- Sexuality
- Work colleagues

Please speak to your Clinical Nurse Specialist for more information

Side effects

These may include:

- Body image
- Depression
- Difficulty swallowing
- Difficulty writing
- Feeling cold
- Hair loss
- Incontinence
- Loss of speech
- Pain
- Risk of infection
- Sickness
- Tiredness
- Weight gain / weight loss

Please speak to the medical team who are looking after you

Financial Support for Accessing NHS Services

This may be a stressful time for you or your loved ones but there are benefits which may help you to ease your worries about finances

Prescription charges

Prescription charges will be met for people with cancer who are receiving treatment for:

- Cancer
- The effects of cancer or
- The effects of current or previous cancer treatment

Information should be available from your GP practice or the team looking after you at the hospital

Further information is available from:

Tel: 0300 330 1341 0191 279 0563

Web: www.nhsbsa.nhs.uk

Free transport - Am I eligible?

You may be eligible for free transport to and from your place of care. However, there are certain conditions that need to apply for you to qualify for free transport. Please speak to the team who are looking after you

For further information on free transport, please contact:

Tel: 0845 053 9078

Car Parking

You may be able to park your car for free or at a reduced rate whilst accessing treatment at an NHS hospital. It is recommended that you ask your Clinical Nurse Specialist if this is available to you

Local Hospitals and Hospices

Royal Blackburn Hospital

Tel: 01254 263555

Web: www.elht.nhs.uk

Email: contact@elht.nhs.uk

Address: Haslingden Road, Blackburn, BB2 3HH

Burnley General Hospital

Tel: 01282 425071

Web: www.elht.nhs.uk

Email: contact@elht.nhs.uk

Address: Casterton Avenue, Burnley, BB10 2PQ

Clitheroe Community Hospital

Tel: 01254 263555

Web: www.elht.nhs.uk

Address: Chatburn Road, Clitheroe, BB7 4JX

Pendle Community Hospital

Tel: 01282 425071

Web: www.elht.nhs.uk

Email: contact@elht.nhs.uk

Address: Leeds Road, Nelson, BB9 9SZ

Hospices

Derian House (Children's Hospice)

Tel: 01257 233300

Web: www.derianhouse.co.uk

Email: info@derianhouse.co.uk

Address: Chancery Road, Astley Village, Chorley, Lancashire, PR7 1DH

East Lancashire Hospice

Tel: 01254 733400

Web: www.eastlancshospice.org.uk

Email: info@eastlancshospice.org.uk

Address: Park Lee Road, Blackburn, BB2 3NY

Pendleside Hospice

i. Runs the MOSAIC peer support group

Tel: 01282 440100

Web: www.pendleside.org.uk

Email: info@pendleside.org.uk

Address: Colne Road, Reedley, Burnley, BB10 2LW

Rossendale Hospice

i. Run the MOVING ON Group

Tel: 01706 252633

Web: www.rossendalehospice.org

Email: admin@rossendalehospice.org

Address: New Cribden House, Rossendale Primary Health Care Centre, 161

Bacup Road, Rawtenstall, BB4 7PL

St Ann's Hospice

Address: St Ann's Hospice (Heald Green), St Ann's Road North, Heald Green,

Cheadle, Cheshire, SK8 3SZ

Tel: 0161 437 8163

Address: St Ann's Hospice (Little Hulton), Peel Lane, Little Hulton, Worsley,

Manchester, M28 0FE

Tel: 0161 702 8181

Cancer Support Organisations

Macmillan Cancer Support

Tel: 0808 808 00 00

Web: www.macmillan.org.uk

Address: 89 Albert Embankment, London, SE1 7UQ

Opening Times: Monday to Friday, 9am – 8pm

Cancer Research UK

i. Provides an information service for cancer patients, their families, the general public and healthcare professionals. It is working to improve the understanding of cancer and develop better ways to prevent, diagnose and treat the disease

Tel: 0800 800 40 40 (Cancer Information Nurses)

Web: www.cancerresearchuk.org

Opening Times: Monday to Friday, 9am – 5pm (except public holidays)

Marie Curie Cancer Care Nursing Team

i. Provides end of life support to terminally ill patients and their families either at home or in a Marie Curie Hospice setting

Tel: 01254 855010

Free call that provides free confidential support and practical information on all aspects of terminal illness 0800 090 2309 Monday to Friday, 9am – 5pm

Address: Pendleview, Brindle Mill, Bournes Row, Houghton, Preston, PR5 0DR

Prostate Cancer UK Helpline - 020 3310 7000

Sarcoma UK – Support Line – 0808 801 0401 supportline@sarcoma.org.uk

Cancer Help

i. Aims to support cancer patients, their families and carers through the impact of cancer diagnosis, the effects of the disease and the side effects of its treatment

Web: www.cancerhelppreston.co.uk

Email: info@cancerhelppreston.co.uk

Vine House, Preston

Tel: 01772 793344

Address: 22 Cromwell Road, Ribbleton, Preston, PR2 6YB

Croston House, Garstang

Tel: 01995 606469

Address: 113 Croston Road, Garstang, Preston, PR3 1HQ

Gentle Approach to Cancer – Charity attached to the Cancer Centre in Preston

i. Offers funding to assist with additional facilities and equipment for patients being treated at the Cancer Centre in Preston and the local cancer units

Tel: 01772 522913

Web: www.rosemere.org.uk

Email: info@rosemere.org.uk

Address: Radiotherapy Department, Royal Preston Hospital, Sharoe Green Lane,

Preston, PR2 9HH

Rossendale Hospice - Drop in session

i. Provides specialist advice, information and support; Citizens Advice Bureau offering advice on financial matters, housing, employment, etc; complementary therapy taster sessions; Family Support Coordinator offering support to family / carers; and advice on other services available

No appointment necessary, every Wednesday 12:30 – 3:30pm

Tel: 01706 253633 – ask for the day therapy department

Address: Rossendale Hospice, 161 Bacup Road, Rawtenstall, BB4 7PL

Bowel Cancer UK

i. Provides information and support about bowel cancer

Tel: 020 7940 1760

Web: www.bowelcanceruk.org.uk

Email: admin@bowelcanceruk.org

Address: Wilcox House, 140 – 148 Borough High Street, London, SE1 1LB

Breast Cancer Care

i. Provides information and support to patients, families and professionals

Tel: 0808 800 6000

Web: www.breastcancercare.org.uk

Address: 5 – 13 Great Suffolk Street, London, SE1 0NS

Opening Times: Mon to Fri, 9am – 5pm (except public holidays) Sat, 10am – 2pm

- Specialist lingerie shops, chains or department stores usually have experienced bra fitters. An experienced fitter has often had specialist training and seen women who have had or going to have breast surgery
- Link with some useful information <u>www.breastcancercare.org.uk/information-support/facing-breast-cancer/living-beyond-breast-cancer/your-body/breast-prostheses/finding-suitable-bra</u>

Heads2gether

 Provide information and support for head and neck cancer patients, their carers, relatives and friends

Tel: 0800 0234 550

Web: www.heads2gether.net

Bloodwise

i. UK charity dedicated to research into the various aspects of blood cancer

Tel: 020 7504 550

Web: www.bloodwise.org.uk

Email: info@bloodwise.org.uk

Address: 39 – 40 Eagle Street, London, WC1R 4TH

Opening Times: Monday to Friday, 9am – 5pm

Look Good, Feel Better

i. A cancer charity aiming to help women undergoing cancer treatment to regain their self-confidence and self-esteem

Organise two-hour skincare and make-up workshops every week, fortnight or month, depending on hospital requirements in each area

Tel: 01253 655710

Web: www.lookgoodfeelbetter.co.uk

Email: info@lgfb.co.uk

Address: Macmillan Information and Support Centre, Macmillan Windmill Unit,

Whinney Heys Road, Blackpool, FY3 8NR

Lymphoedema Support Network (LSN)

i. Provides information and support to people with lymphoedema and those at risk of developing lymphoedema following surgery / treatment for cancer

Tel: 0207 351 4480

Web: www.lymphoedema.org

Email: admin@lsn.org.uk

Address: St Luke's Crypt, Sydney Street, London, SW3 6NH

Lymphoma Association

i. Provides emotional support and medical information, free of charge, to anyone affected by lymphatic cancer

Tel: 0808 808 5555

Web: www.lymphomas.org.uk

Email: information@lymphomas.org.uk

Opening Times: Monday to Friday, 9am – 6pm, Monday to Friday, 9am – 5pm

Jo's Trust (Cervical Cancer)

Tel: 0808 802 8000

Web: www.jostrust.org.uk

VACO (Vulval Cancer)

Tel: 0161 747 5911 (urgent helpline)

Web: www.vaco.co.uk

Email: vacouk@yahoo.com

Rosemere Cancer Foundation

Rosemere also have a local fundraising group for each geographical area and provide grants to support services

Tel: 01772 522923 - Cancer Centre

Web: <u>www.rosemere.org.uk</u>

Email: info@rosemere.org.uk

Address: Royal Preston Hospital, Sharoe Green Lane, Preston, PR2 9HT

NHS Services

NHS cancer care is delivered in a multi-disciplinary team approach. This means with healthcare staff, in all areas, working together to reach a diagnosis, agree a treatment plan and deliver appropriate care that meets your needs

These multi-disciplinary teams include Clinical Nurse Specialists who are able to provide information and support to patients and their carers. Nurses can be based at the hospital and / or in the community and provide a link between patients, carers and other healthcare workers

Cancer Clinical Nurse Specialists

The East Lancashire Teaching Hospitals has nurses who specialise in the following types of cancer:

- Acute oncology
- Breast
- Clinical Trials
- Colorectal
- Gynaecology
- Haematology
- Head and Neck
- HPB
- Lung
- Skin
- Teenage and Young Adults
- Upper GI
- Urology

The nurse specialists work alongside other healthcare workers, for example, consultants, GP's, district and hospital nurses, physiotherapists, pharmacists and dieticians. If you have not already seen a Clinical Nurse Specialist and would like to, please ask one of the health care team too looking after you

The contact details of the Clinical Nurse Specialists are detailed below:

Acute Oncology Nurse Specialists

Tel: 01254 732782 Bleep 269

Breast Care Nurse Specialists

Tel: 01282 804779

Clinical Trials Nurses

Tel: 01254 732972 (RBH) 01282 805245 (BGH)

Colorectal Nurse Specialists

Tel: 01254 732781 colorectal.nurses@elht.nhs.uk

Gynaecology Nurse Specialist

Tel: 01282 803123

Haematology Nurse Specialists

Tel: 01254 733301

Head and Neck Nurse Specialists

Tel: 01254 734755 (Bleep) 041

Lung Nurse Specialist

Tel: 01282 804951 (PCH) 01254 732450 (RBH)

Skin Nurse Specialist

Tel: 01282 803089

Teenage and Young Adult Nurse Specialist

Tel: 01772 528536 (Lancs Teaching Hospital)

Upper GI Clinical Nurse Specialist

Tel: RBH: 01254 732763 01254 734159 01254 734967

Urology Clinical Nurse Specialists

North West Ambulance Service – Patient Transport Service

i. The service provides transportation for appointments

Tel: 0800 0323 240 – For booking and general enquiries 0800 0289 224 – For haemodialysis and cancer patients

Web: www.patienttransport.nwas.nhs.uk

Email: pts@nwas.nhs.uk

Specialist Palliative Care Nurses

Specialist Palliative Care Nurses offer holistic care to patients with advanced or progressing illness. This includes management of pain and other symptoms and provision of psychological, social and spiritual support. The aim of palliative care is to achieve the best quality of life for patients and their families

Hospital Team

Covering all of East Lancashire Teaching Hospitals

Tel: 01254 732652

Address: Royal Blackburn Hospital, Haslingden Road, Blackburn, BB2 3HH

Community Teams

Burnley, Pendle, Rossendale, Hyndburn, Ribble Valley

Tel: 01254 770070

Address: Petre Court, Clayton Business Park, Clayton-Le-Woods, Accrington,

BB5 5HY

Blackburn and Darwen

Tel: 01254 733400

Address: East Lancashire Hospice, Park Lee Road, Blackburn, BB2 3NY

Local Cancer Support Groups

Blackburn with Darwen

Blackburn and East Lancashire Breast Cancer Support Group

Tel: 01254 262234 01254 54991

Email: ruth.loft@btinternet.com

Web: www.breastcancereastlancs.org

Address: The Beardwood Hospital, Preston New Road, Blackburn, BB2 7AE

Opening Times: 1st Tuesday of each month, 7pm – 9pm

Blackburn Myeloma Support Group

i. Myeloma specific support group which aims to provide information and support

Tel: 07879 343468

Email: pippa-o@hotmail.co.uk geraldine.greenwood@live.com

Address: Seigleman House (in the grounds of East Lancashire Hospice) Park Lee

Road, Blackburn, Lancashire, BB2 3NY

Opening Times: One Monday each month, 12pm – 1:30pm

Leukaemia & Lymphoma Research – Blackburn & District Branch

i. A small group that meets daily as a committee, organises events, and gets involved with fundraising for the Leukaemia and Lymphoma Research charity

Tel: 01254 580780

Email: dpatefield@aol.com

Blackburn with Darwen LGB&T Social and Support Group

i. The group is open to anyone over the age of 18 that identifies as lesbian, gay, bisexual and trans (LGB&T)

Tel: 07875 355390

Email: awest@druglinelancs.co.uk

Address: 1st Floor, Meeting Room 2, Blackburn Central Library, Town Hall Street,

BB2 1AG

Opening Times: Third Thursday of every month, 6:30pm – 8:30pm

Accrington

(Head and Neck) Good Vibrations Club - East Lancs Laryngectomee Club

Tel: 01254 734755

Address: Hyndburn Community Fire Station, Hyndburn Road, Church, Accrington,

BB5 4EQ

Opening Times: 1st Saturday of each month, 2pm – 4pm

Lung Cancer Support Group

Tel: Clinical Nurse Specialists 01254 732450 01282 804591

Address: Dining Room, Accrington Victoria Community Hospital, Haywood Road,

Accrington, BB5 6AS

Opening Times: 2nd Wednesday of each month, 2pm to 4pm

Preston

Gentle Approach to Cancer

 Offers advice and counselling for cancer patients and their families such as advice on diet, lifestyle, positive thinking, stress control and relaxation as well as a range of complementary therapies

Tel: 01539 725394

Web: www.gentleapproach.org.uk

Address: Ribblebank Resource Centre, Gerrard Street, Preston, PR1 8NQ

Opening Times: 2nd Saturday of each month, 10am – 3:30pm

Forget Me Not – Brain Tumour Support Group

Tel: 07717 175236

Address: Vine House, Cromwell Road, Preston, PR2 6YB

Opening Times: 1st Wednesday of each month, 1pm – 3pm

Liver and Pancreas Support Group

Tel: 07516 181542 – Welfare Officer 01254 734967 01254 734159

Address: Vine House, Cromwell Road, Preston, PR2 6YB

Email: Joanne.Thomas@elht.nhs.uk Elaine.Atkinson@elht.nhs.uk

Opening Times: 3rd Thursday of each month, 10am – 12pm

Burnley

Bowel / Colorectal – Colorectal Cancer Support Group (ELBOW)

Tel: 01282 619085 or 07988 140279

Address: Pendleside Hospice, Colne Road, Reedley, Burnley, BB10 2LW

Opening Times: 2nd Monday of each month

Support Group for early diagnosis / curative patients

i. For therapies and psychological support, also interactive programme of events

Tel: 01282 440110

Address: Pendleside Hospice, Colne Road, Reedley, Burnley, BB10 2LW

Opening Times: Last Wednesday of each month, 4:30pm – 6:30pm

East Lancashire Prostate Cancer Support Group

i. Offer information and support to men affected by prostate cancer

Tel: 07548 033930

Web: elpcsg.com

Email: riley.d7@sky.com; stumar12@aol.com

Address: Mackenzie Medical Centre, Grounds of Burnley General Hospital,

Casterton Avenue, Burnley, BB10 2PQ

Opening Times: 1st Thursday of each month, 2pm – 4pm

Burnley Gynaecology Cancer Support Group (Gyn & Tonic)

i. This is a group for ladies who have had gynaecological cancer

Tel: 01282 803123

Address: Coal Clough Community Centre, 2 Pasturegate Avenue, Burnley, BB11

4UU

Opening Times: Second Tuesday of each month, 7pm – 9pm

Haematology Support Group (run by Lymphoma Association)

Tel: 01254 733301

Address: Community Room, Asda Colne, Unit 1, Swinden Retail Park,

Corporation Street, Colne, BB8 8LU

Opening Times: Last Wednesday of each month, 6pm – 7:30pm

Pendle and Ribble Valley

Barnoldswick and Earby Bosom Friends General Cancer Support Group

 Supporting cancer sufferers and their families in the Pendle, Ribble Valley and Craven areas

Tel: 01282 814917 or 07415 618 843

Email: help@bebosomfriends.org.uk

Web: www.bebosomfriends.org.uk

Address: St Joseph's Parish Centre, Barnoldswick, BB18 5HA

Opening Times: Last Wednesday of each month, 7.30pm – 9pm

Peer Support / Self-Help Meetings - Pendle and Ribble Valley Cancer Support

 Self-help group that provides emotional, psychological and moral support for people affected by cancer

Tel: 07779 732738 07591 040862 07790 478197

Address: Trent Restaurant, Rolls-Royce Leisure, Skipton Road, Barnoldswick,

BB18 6HJ

Opening Times: 2nd Wednesday of every month, 7pm – 9pm

Leukaemia & Lymphoma Research – Pendle Branch

i. A small group that meets daily as a committee, organises events, and gets involved with fundraising for the Leukaemia and Lymphoma Research charity

Email: grange502@btinternet.com

Rossendale

Moving On Group

i. A self-help group for people in Rossendale and the surrounding area who have been affected by cancer

Tel: 01706 253633

Address: Rossendale Primary Health Care Centre, 161 Bacup Road, Rawtenstall, Lancashire, BB4 7PL

Opening Times: 1st Friday of each month, 6:30pm – 8:30pm

Lancashire and South Cumbria

Lancashire and South Cumbria Kidney Patients Association Support Groups

i. A service that provides patients and their families with help, information and support, including social events and trips

Tel: 01282 777548 01254 240643

Address: The Stark Hotel, Whalley Road, Simonstone, Lancashire, BB12 7NZ

Email: jfleming@lsckpa.org.uk kohara@lsckpa.org.uk

Web: www.lsckpa.org.uk

Opening Times: Last Thursday of every month, 12pm

Online Support Groups

Womb Cancer Support UK

Web: <u>www.wombcancersupport.weebly.com</u>

Page: www.facebook.com/wombcancersupportuk

The Teal Ladies

Facebook Group (support people with Gynae Cancer / pre-cancerous cells)

Counselling and Psychological Support

Cancer Help, Preston

i. Offer a wide range of services to cancer patients, their families and carers, including counselling, support groups and complementary therapies

Tel: Croston House - 01995 606469 Vine House - 01772 793344

Email: info@cancerhelppreston.co.uk

Address: 113 Croston Road, Garstang, Preston, PR3 1HQ

22 Cromwell Road, Ribbleton, Preston, PR2 6YP

Don't Suffer Alone

i. Lancashire Care NHS Foundation Trust's mental health helpline, for residents across East Lancashire and Blackburn with Darwen, offers an out of hours advice service, offering confidential, emotional support and information to people who feel low or distressed and want someone to talk

Tel: 0500 639000

Web: www.lancs-mentalhealthhelpline.nhs.uk

Opening Times: Monday to Friday, 7pm – 11pm (365 days a year)

Saturday to Sunday, 12pm – 12am (365 days a year)

East Lancashire Teaching Hospitals – Dr Ailyn Garley (Clinical Psychologist)

i. Provides a clinical psychology service which patients can access through referral by a CNS or Consultant

Tel: 01282 803049

Address: Cancer Services, Jackson Offices, Level 6, Edith Watson Unit, Burnley

General Hospital, Casterton Avenue, Burnley, BB10 2PQ

Opening Times: Monday, Wednesday and Thursday, 8:30am – 4:30pm

Macmillan Cancer Support

i. Offers practical, emotional and financial support to people affected by cancer

Tel: 0808 808 0000

Address: 89 Albert Embankment, London, SE1 7UQ

Opening Times: Monday to Friday, 9am – 8pm

SHARE - Psychosexual Service

i. Offer a confidential, specialist sexual health and relationship enhancement service

Tel: 01254 283333

Email: share@lancashirecare.nhs.uk

Address: Acorns Health Care Centre, 421 Blackburn Road, Accrington, BB5 1RT

Mindsmatter Service

i. Mindsmatter service provide psychological interventions such as self-help materials, groups, workshops and 1:1 therapy

Tel: 01282 657927 (Monday – Friday, 9am – 5pm)

Web: www.lancashirecare.nhs.uk/Mindsmatter

Address: Mindsmatter Pendle, Lancashire Care NHS Trust, Leeds Road, Nelson,

BB9 9TG

The Wellbeing and Mental Health Helpline

Freephone: 0300 222 5931 Monday - Friday 7pm - 11pm, weekends 12pm - 12am

All hospices offer counselling services, please contact the individual hospice for further information

Lymphoedema Service

Blackburn with Darwen Lymphoedema Service

i. A nurse led service which provides assessment and treatment for patients with a BwD GP. The service delivers support and education to patients in a clinic setting, or at home if patients are housebound and also in a hospice setting if appropriate. They also offer support via a telephone clinic. We provide MLD, (Casley Smith trained) along with various other treatments

Tel: 01254 663361

Email: lorraine.towers@lancashirecare.nhs.uk

Address: Spring Bank Court, Spring Bank Terrace, Mill Hill, Blackburn, BB2 4GU

Opening Times: Monday to Thursday, 9am – 12pm, Friday, 1pm – 4pm

East Lancashire Lymphoedema Service

i. The Lymphoedema Service in East Lancashire provides assessment and treatment for adults with Lymphoedema due to cancer and non-cancer causes. The Lymphoedema service provides support and education for patients in the clinic setting, at home if housebound, via telephone, and in the hospice setting if appropriate. Referrals are accepted for patients who are registered with a GP in East Lancashire

Tel: 01254 282566

Email: margaret.hall@elht.nhs.uk or lindsey.gawthorp@elht.nhs.uk

Address: Acorn Primary Health Care Centre, 421 Blackburn Road, Accrington,

Lancashire, BB5 1RT

Northern Lymphology Ltd

i. A private service offering a broad range of treatments to manage lymphedema as an outpatient or with a residential option

Tel: 01200 446739

Web: www.northernlymphology.com

Email: info@northernlymphology.com

Address: The Forest of Bowland Treatment Centre, Dunnow Hall, Newton Road,

Slaidburn, Clitheroe, Lancashire, BB7 3AD

Prosthetics and Wigs Service

Breast Prosthetics Service

 Offers a breast prosthesis fitting service provided by a member of the local breast care nursing team

Tel: 01282 804204

Address: Primrose Suite, Burnley General Hospital, Casterton Avenue, Burnley, Lancashire, BB10 2PQ

Wigs Service

i. Offer a fitting and provision of wigs service for patients. Wig clinics are run monthly at both Royal Blackburn Hospital and Burnley General Hospital

Royal Blackburn Hospital

Tel: 01254 734040

Address: Orthotic Department, Level 1, Royal Blackburn Hospital, Haslingden Road, Blackburn, Lancashire, BB2 3HH

Burnley General Hospital

Tel: 01282 804602

Address: Orthotic Department, Rehab Level, Area 7, Burnley General Hospital, Casterton Avenue, Burnley, Lancashire, BB10 2PQ

Other Support Organisations

British Red Cross

i. Provides therapeutic care and short term loans of mobility aids to people in need, including wheelchairs, commodes, walking sticks and frames

Tel: 01772 707300

Web: www.redcross.org.uk

Address: Pittman Court, Pittman Way, Preston, PR2 9ZG

ICANN (Independent Community Advocacy Network North)

i. Provides 121 advocacy support, help and advice for anyone aged 50+ affected by cancer, in Preston, Chorley, South Ribble or West Lancs

Tel: 01772 900253

Web: www.i-cann.org.uk

Email: admin@i-cann.org.uk

Address: 15 Victoria Road, Fulwood, Preston, PR2 8PS

Opening Times: Monday to Friday, 9am – 5pm

Blackburn with Darwen District without Abuse

Local Helpline: 01254 260465 National Helpline: 0808 2000 247

Web: www.bddwa.org.uk/

Address: Wish Centre, 43 King Street, Blackburn, BB2 2DH

Community Circles - EachStep Blackburn

Tel: 07979 331745

Web: www.community-circles.co.uk

Email: cath@community-circles.co.uk

Lancashire Women's Centre

i. The centres provide a safe non-judgemental and professional environment, which is female only between 10am – 3pm, for whatever your needs are

Web: www.womenscentre.org

Email: enquiries@womenscentre.org

Blackburn

Tel: 01254 583032

Address: 25 Wellington Street (St John's) Blackburn, BB1 8AF

Accrington

Tel: 01254 871771

Address: 21 – 23 Blackburn Road, Accrington, Lancashire, BB5 1HF

Preston

Tel: 01772 259211

Address: 31 Fishergate Hill, Preston, Lancashire, PR1 8DN

Burnley

Tel: 01282 42672

Address: 4 Nicholas Street, Burnley, Lancashire, BB11 2EU

Nelson

Tel: 01282 507200

Address: 39 – 41 Back Scotland Road, Nelson, Lancashire, BB9 7UT

Blackpool

Tel: 01253 290007

Address: 162 Church Street, Blackpool, Lancashire, FY1 3PS

Support for people affected by someone else's drug or alcohol use (Blackburn with Darwen Carers Service) 18+

Offers 1:1 support from our Drug and Alcohol Advisor, support group every other week, monthly coffee and chat drop-in at Café Hub in Darwen (first Wednesday of every month), learning workshops about addiction and relevant topics, opportunities to relax and de-stress, social activities, chance to focus on your own wellbeing, and also support to manage the situation

Tel: 01254 688440

Carers Groups

Carers Direct

Tel: 0300 123 1053

Opening Times: Monday to Friday, 9am – 8pm Saturday, 11am – 4pm

Blackburn with Darwen Carers Service

Tel: 01254 688440

Web: www.bwdcarers.org

Email: office@bwdcarers.org.uk

Address: Greenhurst Place, Blackburn, Lancashire, BB2 1NA

East Lancashire Carers (Carers Link Lancashire)

Tel: 0345 688 7113

Web: www.eastlancscarers.org.uk

Email: info@carerslink.net

Address: Melbourne House, Eastgate, Accrington, BB5 6PW / Lodge House, Cow

Lane, Burnley, BB11 1NN

British Red Cross – Ribble Valley Carers Support Service (older people)

i. Offers practical and emotional support for carers (60+) and the person they care for to help improve their independence and wellbeing

Tel: 01282 694557 or 07894 802808

Web: www.redcross.org.uk

Email: RibbleValleyLandRover@redcross.org.uk

Address: 5 – 6 Cromwell Terrace, Barrowford, Nelson, BB9 8PT

Information Services

Councils for Voluntary Services

i. There are two Councils for Voluntary Services (CVS), in the local area, which provide support, training and advice to voluntary and community groups. They also signpost to voluntary and statutory services

Burnley, Pendle and Rossendale CVS

Tel: 01282 433740

Web: www.bprcvs.co.uk

Address: East Lancashire Voluntary Sector Resource Centre, Rachael-Kay

Shuttleworth Building, 62 – 64 Yorkshire Street, Burnley, BB11 3BT

Opening Times: Monday to Friday, 9am – 5pm

Blackburn with Darwen CVS

Tel: 01254 583957

Web: www.bwdcvs.org.uk

Email: office@bwdcvs.org.uk

Address: Boulevard Resource Centre, 45 Railway Road, Blackburn, BB1 1EZ

Opening Times: Monday to Friday, 9am - 5pm

Patient Advice and Liaison Service (PALS)

i. Provide confidential advice and support to families and their carers, information on the NHS and health related matters and confidential assistance in resolving problems and concerns. They explain the complaints process and how to make contact with someone who can help. The service also offers information on how you can get more involved in your health care

Tel: 0800 587 2586

Web: www.elht.nhs.uk

Email: pals@elht.nhs.uk

Address: PALS service, East Lancashire Teaching Hospitals, Royal Blackburn

Hospital, Haslingden Road, Blackburn, Lancashire, BB3 3HH

Opening Times: Monday to Friday, 8:30am – 4:30pm

Shelter – Lancashire Housing Aid Centre

Tel: 0344 515 1831

Macmillan Information and Support Services

Blackburn with Darwen

Barbara Castle Way Health Centre

Address: Barbara Castle Way Health Centre, Simmons Street, Blackburn,

Lancashire, BB2 1AX

Tel: 01254 617100

Your Support Your Choice

Address: Your Support Your Choice, 9a Town Hall Street, Blackburn, BB1 7DY

Tel: 01254 292620

Boots

Address: Boots, The Mall, 2 Cobden Court, Blackburn, Lancashire, BB1 7JJ

Tel: 01254 580115

Boots

Address: Boots, Townsmoor Retail Park, Great Bolton Street, Blackburn,

Lancashire, BB2 3PX

Tel: 01254 696620

Royal Blackburn Hospital

Address: Royal Blackburn Hospital, Haslingden Road, Blackburn, BB2 3HH

Tel: 01254 263555

Darwen Health Centre

Address: Darwen Health Centre, 1 James Street West, Darwen, BB3 1PY

Tel: 01254 226691

East Lancashire

Rossendale Primary Health Care Centre

Address: Rossendale Health Care Centre, Bacup Road, Rawtenstall, BB4 7PL

Tel: 01706 253500

Bacup Primary Health Care Centre

Address: Bacup Primary Health Care Centre, Irwell Mill, Rochdale Road, Bacup,

0L13 9NR

Tel: 01282 628252

Acorn Primary Health Care Centre

Address: Acorn Primary Health Care Centre, 421 Blackburn Road, Accrington,

Lancashire, BB5 1RT

Tel: 01254 736219

Accrington Pals Primary Health Care Centre

Address: Accrington Pals Health Care Centre, 1 Paradise Street, Accrington,

Lancashire, BB5 2EJ

Tel: 01254 736013

St Peters Centre

Address: St Peters Centre, Church Street, Burnley, Lancashire, BB11 2DL

Tel: 01282 413120

Calico

Address: Calico, Centenary Court, Croft Street, Burnley, Lancashire, BB11 2ED

Tel: 0800 169 2407

Boots

Address: Boots, 51 St James Street, Burnley, Lancashire, BB11 1QL

Tel: 01282 421934

Burnley General Hospital

Address: Burnley General Hospital, Casterton Avenue, Burnley, BB10 2PQ

Tel: 01282 425071

Pendleside Hospice

Address: Pendleside Hospice, Colne Road, Reedley, Burnley, Lancashire, BB10

2LW

Tel: 01282 440100

Coine Health Centre

Address: Colne Health Centre, Craddock Road, Colne, BB8 0JZ

Tel: 01282 805834

Yarnspinners Primary Health Care Centre

Address: Yarnspinners Primary Health Care Centre, Carr Road, Nelson, BB9 7SR

Tel: 01282 657600

Clitheroe Library

Address: Clitheroe Library, Church Street, Clitheroe, BB7 2DG

Tel: 0300 123 6703

Whalley Library

Address: Whalley Library, Abbey Road, Whalley, Clitheroe, BB7 9RS

Tel: 01254 822446

Local Macmillan Information Services

Macmillan Cancer Information and Support Service (Burnley)

Address: Macmillan Information Point, Area 1, Level 2, Burnley General Hospital,

Casterton Avenue, Burnley, BB10 2PQ

Tel: 01282 803116

Opening Times: Monday to Friday 9:30am – 4pm

Macmillan Cancer Information and Support Service (Bolton)

Macmillan Cancer Information Service, Giles House, 43 Chorley New Road, Bolton, BL1 4QR

Tel: 01204 663059

Email: boltoncancerinfo@nhs.net

Macmillan Cancer Information and Support Centre (South Manchester)

Address: Macmillan Cancer Information & Support Centre, Whythenshawe Hospital (Main Entrance 3), Southmoor Road, Manchester, M23 9LT

Tel: 0161 291 4876

Email: macmillan.info@uhsm.nhs.uk

Macmillan Cancer Information and Support Centre (Wigan)

Address: Royal Albert Edward Infirmary, Wigan Lane, Wigan, WN1 2NN

Tel: 01942 822760

Email: ann-marie.kelly@wwl.nhs.uk

Macmillan Cancer Information and Support Centre (Blackpool)

Address: Windmill Unit, Blackpool Victoria Hospital, Whinney Heys Road,

Blackpool, Lancashire, FY3 8NR

Tel: 01253 655710

Macmillan Cancer Information and Support Centre at North Manchester General Hospital

Address: Delaunays Road, Manchester, M8 5RB

Tel: 0161 604 5244

Email: macmillan.infocentre@pat.nhs.uk

Opening Times: Monday to Friday, 10am – 3pm (except bank and public holidays)

Macmillan Cancer Information and Support Centre (Salford)

Tel: 0161 206 1455

Email: salfordcancerinfo@srft.nhs.uk; info@salfordcancersupport.org.uk

Opening Times: Monday to Friday 10am – 4pm

Macmillan Cancer Information and Support Service (Bolton)

Address: Royal Bolton Hospital, Minerva Road, Farnworth, Bolton, BL4 0JR

Tel: 01204 390390

Opening Times: Monday to Friday 9am – 4:30pm (excluding bank holidays)

Macmillan Cancer Information and Support Service at Royal Preston Hospital

Address: Sharoe Green Lane, Fulwood, Preston, PR2 9HT

Tel: Rachel Glascott on 01772 523709

Email: cancerinfocentre@lthtr.nhs.uk

Opening Times: Monday to Friday, 10am – 4pm

Macmillan Cancer Information and Support Service at Chorley and South Ribble District General Hospital

Tel: Outpatient appointments – 01772 524555

Web: www.lancsteachinghospitals.nhs.uk

Chorley and South Ribble Hospital

Address: Preston Road, Chorley, PR7 1PP

Tel: 01257 261222

Healthy Lifestyle Services

Blackburn with Darwen Wellbeing Service

Re: Fresh

i. Brings together a range of services into one single access point, offering support to help you make changes to improve your health, providing access to a range of helpful, free services and offering information, guidance and advice

Tel: 01254 682037

Web: www.refreshbwd.com/change.html

Email: wellbeing@blackburn.gov.uk

Burnley

Healthy Lifestyles

 Provide a wide range of physical activity programmes to encourage positive lifestyle changes through increasing physical activity, healthy eating and relaxation

Tel: 01282 477134

Web: www.burnley.gov.uk/residents/healthy-lifestyles

Email: healthylifestyles@burnley.gov.uk

Active Spaces Burnley

 Walking, cycling and triking programmes for all abilities with ladies only sessions

Tel: 07595 778327 07545 734361

Web: www.walkingforhealth.org.uk/walkfinder/north-west/burnley-active-spaces

Email: jane.ingham@newground.co.uk james.kenyon@newground.co.uk

Hyndburn (and Central / West Lancashire)

Healthy Lifestyles Fit Squad

i. Run free weight management and physical activity programmes across central, West Lancashire and Hyndburn. These schemes are aimed at patients who require weight management advice and support with increasing their levels of physical activity within their everyday lives. In Hyndburn only, cardiac rehabilitation, exercise and pregnancy and stepping out session are also run Tel: 01254 283340

Web: www.lancashirecare.nhs.uk/Services/Adult-Community/Healthy-Lifestyle

Email: healthylifestylereferrals@lancashirecare.nhs.uk

Hyndburn Leisure Trust Health and Wellbeing Services

 Provides exercise classes for those who have completed a 12 week healthy lifestyle programme, people with mobility problems, wheelchair users or anyone looking for low intensity exercise

Tel: 01254 385945

Web: www.hyndburnleisure.co.uk

Email: casey.dean@hyndburnleisure.co.uk

Pendle

Healthy Lifestyles

 Provides a range of specialist physical activity and weight management services for adults

Tel: 01282 661226

Web: www.pendleleisuretrust.co.uk

Email: healthylifestyleteam@pendleleisuretrust.co.uk

Up and Active

i. A one stop shop for all information about any physical activity opportunities across East Lancashire

Tel: 01282 661226

Web: www.upandactive.co.uk

Email: healthylifestyleteam@pendleleisuretrust.co.uk

Ribble Valley

Healthy Lifestyles Team

i. Provides a range of specialist physical activity and weight management programmes for adults

Helps people become more physically active, especially after a medical condition or treatment

Tel: 01200 414484

Web: www.ribblevalley.gov.uk/info/200368/healthy_lifestyles

Email: <u>healthy.lifestyles@ribblevalley.gov.uk</u>

Rossendale

Healthy Lifestyles

 Offers exercise sessions including weight management programmes, cardiac rehabilitation and fall prevention sessions as well as gym and swimming sessions

Tel: 01706 226850 or 01706 227016

Web: www.rltrust.co.uk

Email: bryan.sunderland@rltrust.co.uk ; julie.kelly@rltrust.co.uk

Activities

East Lancashire

Up and Active

Tel: 01282 661226

Web: www.upandactive.co.uk

Email: healthylifestyleteam@pendleleisuretrust.co.uk

- Short health walks (meeting points):
 - Mondays 10am, Yarnspinners Primary Health Care Centre, Nelson
 - Tuesdays 11am, Swinden Playing Fields changing Pavilion, off Cravendale Avenue, Nelson (BB9 8SJ)
- Thursdays 12:30pm, Reedyford Health Care (Barrowford Clinic), Lee Street, Barrowford (BB9 8NR)
- Fridays 11:30am, Alkincoates Park, Colne (car park)
- Mondays 1:30pm, Pendle Leisure Centre, Colne
- Guided cycle rides and tuition (Stephen Burke Cycle Hub, off Cravendale Avenue, Nelson, BB9 8SJ) – Bike Hire including helmet is £2:
 - Tuesday Beginners Cycling 11am 12:30pm
 - Tuesday Adaptive Cycling 1pm 3pm
 - Wednesday Intermediate Cycling 1:15pm 4:15pm

Blackburn with Darwen

Walking For Health – Blackburn with Darwen Health Walks (Walk This Way)

(Physical Activity Specialist Instructor)

Tel: 01254 682037

Email: nick.burton@blackburn.gov.uk

Tel: 01254 682037

Email: tember.walsh@blackburn.gov.uk

- Monday
- Progression Walk Moderate Pace Walk 10:30am
- Health Walk First Step Blackburn 1:30pm
- Tuesday
 - Health Walk Bank Top Community Walk 10:30am
 - Health Walk First Steps Darwen 10:30am
 - Health Walk Town Centre Lunchtime Walk 12:30pm

Wednesday

Health Walk – Bangor Street Community Walk 10am (ladies only)

Thursday

- Health Walk Motivate Project Walk 10:30am
- Health Walk Age UK Sunnyhurst Woods Walk 11am
- Health Walk Town Centre Lunchtime Walk 12:30pm
- Health Walk Witton Weekly Wander 2pm

Friday

- Health Walk Easy Pace Walk 10:30am
- Health Walk Shadsworth Community Walk 10:30am
- Health Walk Motivate Project Walk 12:45pm

Saturday

Progression Walk – Saturday Ramble 10:30am

Friends for Life

Tel: 01254 291275

Address: Energy Zone, Newfield Drive, Blackburn, BB2 3UA

Web: www.refreshbwd.com/activities/

- Archery Mondays 10 12pm
- Bingo Thursdays 12 2pm
- Breakfast Thursdays 10 11am
- Crafts Tuesdays 1 3pm
- Creative Crafts Mondays 10 3pm
- Creative Sewing Wednesdays 1 3pm
- Dance Fit Mondays 1 3pm
- Dress Making Thursdays 1 3pm
- Family Tracing Thursdays 1 3pm
- Gentle Exercise Fridays 12 1pm
- Green Fingers Wednesdays 11 3pm
- Knit and Natter Tuesdays 11 1pm
- Self-sewing Wednesdays 10 12pm
- Tai Chi Mondays 12:30 1:30pm
- Walk and Talk Wednesdays 11am
- Willow Weaving Fridays 1 3pm
- Woodwork Tuesdays 1 3pm
- Writing for Pleasure Fridays 10 12pm
- Yoga Mondays 10:30 11:30am

Social Care Services

 Provides support for people needing practical or emotional care and support to lead an active life whist maintain their independence and dignity

Social Services can be contacted via the details below:

Lancashire

Tel: 0300 123 6701 (all of Lancashire) 0300 123 6720 (out of hours emergency)

Web: www.lancashire.gov.uk

Email: enquiries@lancashire.gov.uk

Address: Lancashire County Council, PO Box 78, County Hall, Fishergate,

Preston, PR1 8XJ

Opening Times: Monday to Friday, 9am - 5pm

Blackburn with Darwen

Tel: 01254 292620

Web: www.yoursupportyourchoice.org.uk

Address: Your Support Your Choice, 9a Town Hall Street, Blackburn, BB1 7DY

Opening Times: Monday to Friday, 9am – 5pm

Adults

Tel: 01254 587547

Out of hours emergency 01254 666400

Web: clo@blackburn.gov.uk

Address: Adult Social Services, Blackburn with Darwen Borough Council, Town

Hall, King William Street, Blackburn, BB1 7DY

Children

Tel: 01254 587547

Out of hours emergency 01254 666400

Email: cypreferrals@blackburn.gov.uk

Address: Children's Services Department, Room West 4A, The Exchange,

Ainsworth Street, Blackburn, Lancashire, BB1 6AD

Welfare Rights and Advice Agencies

Welfare Advice Agencies

Blackburn with Darwen

Advice For All

i. Offers general advice and help with form filling, letter writing, negotiating with third parties and free legal consultation with a solicitor. For the over 50s they offer advice and casework on welfare rights, housing and community care issues. There is specialist help with debt advice, welfare benefit appeals, housing and specialist employment advice. There is also budgeting advice, tax help, pensions and retirement planning, savings and investment advice

Tel: Adviceline 03444 889 622 or Age UK 01254 266620

Web: www.adviceforallbwd.org.uk

Address: Advice For All, Blackburn Central Library, Town Hall Street, BB2 1AG

Opening Times: Drop In Sessions Monday to Friday 10am – 4pm

Citizens Advice

i. Help people resolve their legal, money and other problems by providing free, independent and confidential advice

Web: www.citizensadvice.org.uk

Barnoldswick

Tel: 01282 814814

Address: 10, Rainhall Road, Barnoldswick, Lancashire, BB18 5AF

Opening Times: Tuesday and Thursday 10am – 3pm

Burnley

Tel: 01282 450535

Address: Suite A3, A4 and A5, Lodge House, Cow Lane, Burnley, Lancashire,

BB11 1NN

Opening Times: Monday to Friday, 9am – 12pm – Gateway interviews only

Monday to Thursday, 1pm – 4pm – Appointments only

Friday, 1pm – 3pm – Benefits enquiries and appointments only

Colne

Tel: 01282 867188

Address: Town Hall, Albert Road, Colne, Lancashire, BB8 0AQ

Opening Times: Mon, Wed and Fri, 9am – 12pm – Gateway interviews / drop-in

Mon, Wed and Fri, 1pm – 3pm – Appointments only

Hyndburn

Tel: 0844 245 1286

Address: New Era Centre, Paradise Street, Accrington, Lancashire, BB5 1PB

Opening Times: Monday, Wednesday and Friday, 10am - 1pm - Appointments /

referrals made following assessment

Tuesday and Thursday, 10am – 1pm – Telephone only

Pendle

Tel: 01282 616750 (447572 for Welfare Benefits Advice)

Address: 61 – 61 Every Street, Nelson, Lancashire, BB9 7LT

Opening Times: Monday, Tuesday, Thursday, 9am - 12pm and Friday 9am -

12pm - Gateway interviews / drop-in

Monday, Tuesday, Thursday, 1pm – 4pm and Friday 1pm – 3pm – Appointment

only

Ribble Valley

Tel: 01200 428966 01200 427366 (outreach at Longridge Community Hospital)

Address: 19/21 Wesleyan Row, Parson Lane, Clitheroe, Lancashire, BB7 2JY

Opening Times: Monday, Tuesday, Thursday and Friday, 10am – 4pm Thursday, outreach at Longridge Community Hospital, 9:30am – 3:30pm

Rossendale

Tel: 0844 499 4121

Address: 18/18a King Street, Bacup, Lancashire, OL13 0AH

Opening Times: Monday to Thursday, 9:30am – 12:30pm – Appointment only

Burnley and Pendle

Tel: 01282 470570

Address: 19 – 21 Carr Road, Nelson, Lancashire, BB9 7JS

Opening Times: Monday to Thursday, 9:30am – 12:30pm and 1:30pm – 5pm

Closed Tuesday pm

Hyndburn, Ribble Valley and Rossendale

Tel: 01254 301141

Address: 6 – 8 Birch Street, Accrington, Lancashire, BB5 1LG

Lancashire

i. Provides independent and confidential advice and representation on benefits and tax credits for people living in Lancashire

Tel: 0300 123 6739

Web: www.lancashire.gov.uk

Address: Lancashire County Council, Welfare Rights Service, Preston, PR1 8BR

Macmillan Cancer Support Financial Guidance

i. Offers financial support available i.e. insurance, mortgages and benefits

Tel: 0808 808 00 00

Web: www.macmillan.org.uk

Email: financialguidance@macmillan.org.uk

Address: 89 Albert Embankment, London, SE1 7UQ

Opening Times: Monday to Friday, 9am – 8pm

Rossendale

Tel: 0845 053 0013

Bacup

Address: Maden Children's Centre, Rochdale Road, Bacup, 0L12 9NZ

Opening Times: Wednesday (fortnightly), 2pm – 4:30pm – Appointment only

Rawtenstall

Address: Old Fire Station, Burnley Road, Rawtenstall, BB4 8EW

Opening Times: Wednesday (fortnightly), 2pm – 4:30pm – Appointment only

Haslingden

Address: Community Link, Bury Road, Haslingden, BB4 5PG

Opening Times: Wednesday (fortnightly), 2pm – 4:30pm – Appointment only

Assistance with Benefit Claims

Advicenow

i. Offer information which helps service users understand the law and their rights on topics including benefits

Web: www.advicenow.org.uk

Age UK (50+)

 Free, confidential and independent advice on a range of issues including benefits, care, health and housing, and other services to improve health and wellbeing

Blackburn with Darwen

Tel: Blackburn 01254 266620 Darwen 01254 773440

Web: www.ageuk.org.uk/blackburnwithdarwen

Email: enquiries@ageukbwd.org.uk

Address: 4 King Street, Blackburn, BB2 2DH

Darwen Town Hall, Croft Street, Darwen, BB3 1BQ

Opening Times: Blackburn - Monday to Friday, 9am - 5pm

Darwen - Monday to Friday, 9:30am - 1pm

Advice For All

i. Offers general advice and help with form filling, letter writing, negotiating with third parties and free legal consultation with a solicitor. For the over 50s they offer advice and casework on welfare rights, housing and community care issues. There is specialist help with debt advice, welfare benefit appeals, housing and specialist employment advice. There is also budgeting advice, tax help, pensions and retirement planning, savings and investment advice

Tel: Adviceline 03444 889 622 or Age UK (50+) 01254 266620

Web: www.adviceforallbwd.org.uk

Address: Advice For All, Blackburn Central Library, Town Hall Street, BB2 1AG

Opening Times: Drop In Sessions Monday to Friday 10am – 4pm

Lancashire

Tel: 01282 447030

Address: Walton Lane Day Time Support Centre, Leeds Road, Nelson, BB9 8RW

Opening Times: Monday to Friday, 9am – 5pm

Burnley

Tel: 0300 303 1234

Web: www.ageuk.org.uk/lancashire

Email: burnley@ageuklancs.org.uk

Address: 24, Keirby Walk, Burnley, BB11 2DE

Opening Times: Monday to Friday, 9am – 4:30pm

Hyndburn

Tel: 01254 871010

Web: www.ageuk.org.uk/lancashire

Address: 24 – 26 Whalley Road, Accrington, BB5 1AA

Opening Times: Monday to Friday, 9:30am – 4pm

Pendle

Tel: 0300 303 1234

Web: www.ageuk.org.uk/Lancashire

Email: nelsonoffice@ageuklancs.org.uk

Address: Unit 2, Number One Market Street, Nelson, BB9 7LJ

Opening Times: Monday to Friday, 9am – 4:30pm

Ribble Valley

Tel: 0300 303 1234

Web: www.ageuk.org.uk/Lancashire

Email: clitheroe@ageuklancs.org.uk

Address: The Pendle Club, Lowergate, Clitheroe, BB7 1AD

Opening Times: 9:30am – 12:30pm and 1:30pm – 4pm (Wednesday only)

Rossendale

Tel: 0300 303 1234

Web: www.ageuk.org.uk/Lancashire

Email: rawtentstall@ageuklancs.org.uk

Address: 16 Bury Road, Rawtenstall, BB4 6AA

Opening Times: Monday to Friday, 10am – 1pm and 1:30pm – 3pm

Help Direct Lancashire

i. Offers support, advice and information for all adults aged 18 and over

Tel: 0303 333 1111

Web: www.helpdirect.org.uk

Address: Calico, Centenary Court, Croft Street, Burnley, BB11 2ED

National Helplines

0345 605 6055	Monday to Friday, 8am – 6pm
0300 200 3100	
0345 713 3133	
0345 712 3456	Monday to Friday, 8am – 6pm
0808 800 0000	
0345 8503322	Monday to Friday, 8am – 6pm
	0345 713 3133 0345 712 3456 0808 800 0000

Quaker Social Action

Tel: 0208 9835055

British Gas Energy Trust (Charis Grants)

NB Person applying for a grant does not have to be a British Gas customer

Tel: 01733 421060

B-Direct – Blue Badge Application

i. Organise a telephone appointment to go through the application form

Tel: 01254 585585

Email: info@blackburn.gov.uk

Opening Times: Monday to Friday, 8:45am – 5pm

Macmillan Benefits Service - Macmillan Cancer Support

Tel: 0300 123 3233 Option 1

National Organisations

Inspire

i. Offers advice, information and support to adults who are, or who have been affected by someone else's substance misuse. The service includes practical advice and information, a telephone helpline, personalised assessments, counselling, 1 to 1 support, and peer support groups across East Lancashire

Tel: 0800 652 1961 Web: www.cri.org.uk

St Bernard Support - SBS

 Provides support, counselling and information to people who are affected by life limiting illness

Tel: 0800 7720 723

Web: www.s-b-s.org.uk

Email: info@s-b-s.org.uk

British Liver Trust

 National charity offering information and support to those affected by liver disease

Tel: 0800 652 7330

Web: www.britishlivertrust.org.uk

Email: info@britishlivertrust.org.uk

Address: 2, Southampton Road, Ringwood, BH24 1HY

Changing Faces

 Supports and represents people who have conditions or injuries which affect their appearance

Tel: General enquiries – 0845 4500 275 Skin camouflage service – 0300 0120 276 Support service – 0300 0120 275

Web: www.changingfaces.org.uk

Email: info@changingfaces.org.uk

Address: The Squire Centre, 33 – 37 University Street, London, WC1E 6JN

Colostomy Association

i. Provide support, reassurance and practical information to anyone who has, or is about to have, a colostomy

Tel: General enquiries – 0800 328 4257

Web: www.colostomassociation.org.uk

Email: cass@colostomyassociation.org.uk

Address: Enterprise House, 95 London Street, Reading, Berkshire, RG1 4QA

Opening Times: 24 hr helpline

Also provide Swimwear – Stoma / Colostomy

Comfizz

Waistband support wear that can be worn under regular swimwear for that extra layer of security. This is a simple but effective modern support garment offering a flexible solution to many of the common difficulties faced by adults and children living with a stoma

Tel: 0113 266 2096

Email: charlie@comfizz.com
Web: www.comfizz.com

Glitter Beach

Ladies swimwear designed by an Ostomate

Tel: 01505 843306

Email: info@glitterbeach.co.uk Web: www.glitterbeach.co.uk

White Rose Collection

Ladies available in sizes 10 - 22, one piece swimsuits and tankinis in varying designs and colours. Gents available in 32 - 48

Tel: 01202 854634

Email: sales@whiterosecollection.com
Web: www.whiterosecollection.com

OSTOmysecrets

A full line of stylish and functional swimwear and accessories for men and women to support your ostomy pouch

Tel: 0800 834 822

Email: info@ostomysecrets.co.uk
Web: www.ostomysecrets.co.uk

CUI Wear

Ladies available in sizes 8 – 24. Gents (one style only) sizes S – XXL

Tel: 0800 2792 050

Email: admin@cuiwear.com
Web: www.cuiwear.com

Ostosmart

Ladies swimwear available in sizes 10 – 24. Gents available in sizes S – XXL

Tel: 0800 220 300

Email: enquiries@ostosmart.co.uk

Web: www.ostosmart.co.uk

Vanilla Blush

Ladies and Gents underwear and swimwear, also ladies bridal lingerie

Tel: 0141 7630 991 Email: <u>info@vblush.com</u> Web: <u>www.blush.com</u>

Marie Curie

i. Provides high quality care to people with terminal illnesses in their own homes

Tel: 0808 716 146

Web: www.mariecurie.org.uk

Email: supporter.relations@mariecurie.org.uk

Address: 89 Albert Embankment, London, SE1 7UQ

Opening Times: Monday to Friday, 9am – 5pm

Mesothelioma UK

 i. A national resource centre providing free specialist information, support and improved care and treatment

Tel: 0800 169 2409

Web: www.mesothelioma.uk.com

Email: mesothelioma.uk@uhl-tr.nhs.uk

Address: c/o Glenfield Hospital, Groby Road, Leicester, LE3 9QP

Opening Times: Monday to Friday, 8:30am – 4:30pm

Myeloma

i. Provides information and support for patients, carers and family members

Tel: 0800 980 3332

Web: www.myeloma.org.uk

Email: myelomauk@myeloma.org.uk

Address: Broughton House, 31 Dunedin Street, Edinburgh, EH7 4JG

Opening Times: Monday to Friday, 9am – 5pm

National Association of Laryngectomee Clubs

i. Offers support through clubs that provide non-medical help and information

Tel: 020 7730 8585

Web: www.laryngectomy.org.uk

Email: info@laryngectomy.org.uk

Address: Suite 16, Tempo House, 15 Falcon Road, Battersea, SW11 2PJ

Opening Times: Monday to Friday, 9am – 5pm

My New Hair

 Provides public advice and support to a national network of independent salons and professionals who provide a wig styling service for people suffering from cancer and medical hair loss

Web: www.mynewhair.org

Email: info@mynewhair.org

NHS Choices

i. Provides a comprehensive health information service

Web: www.nhs.uk

NHS 111

 A service that enables patients to access local NHS healthcare services in England when non-emergency help is required

Tel: 111

Opening Times: 24 hours a day, 365 days a year

Oesophageal Patients Association

 Supports patients and carers who have experienced oesophageal / gastric cancer Tel: 0121 704 9860

Web: www.opa.org.uk

Email: enquiries@opa.org.uk

Address: 22 Vulcan House, Vulcan Road, Solihull, West Midlands, B91 2JY

Opening Times: Monday to Friday, 9am – 3pm

Target Ovarian Cancer

i. UK's leading ovarian cancer charity. We work to improve early diagnosis, fund life-saving research, and provide support to women with ovarian cancer

Tel: 0207 923 5470

Web: <u>www.targetovariancancer.org.uk</u>

Pancreatic Cancer UK

i. Support for patient and carers affected by pancreatic cancer

Tel: Support Line: 020 3535 7099 General enquiries: 020 3535 7090

Web: www.pancreaticcancer.org.uk

Email: enquiries@pancreatic.org.uk ; support@pancreaticcancer.org.uk

Address: 2nd Floor, Camelford House, 89 Albert Embankment, London, SE1 7TW

Opening Times: Monday to Friday, 9am – 5pm

Penny Brohn Cancer Centre

i. A charity offering a holistic approach to cancer sufferers. Includes information on courses, therapies, support groups and research

Tel: 0845 123 23 10

Web: www.pennybrohncancercare.org

Email: info@pennybrohn.org

Address: Chapel Pill Lane, Pill, Bristol, BS20 0HH Opening Times: Monday to Friday, 9:30am – 5pm

Prostate Cancer UK

i. Prostate Cancer UK is the leading men's health charity supporting people affected by prostate cancer and prostate disease. We have invested millions of pounds into research services and awareness over the last 10 years. We also provide services to men and their families like our specialist Nurses, one to one support and information leaflets. We also lead the way in providing prostate education to medical professionals

Tel: 0800 0748 383

Web: www.prostatecanceruk.org

Email: info@prostatecanceruk.org

Address: 4th floor, The Counting House, 53, Tooley Street, London, SE1 2QN

Opening Times: Monday to Friday, 9am – 6pm, Wednesday 10am – 8pm

Rainbow Trust Children's Charity

i. Provides practical and emotional support to families who have a child with life threatening or terminal illness

Tel: Helpline - 01434 602961 or 0161 633 4684

Web: www.rainbowtrust.org.uk

Email: debra.scanlon@rainbowtrust.org.uk

Address: Chambers Business Centre, Chapel Road, Hollinwood, Oldham, OL8

4QQ

Opening Times: 24 hr helpline

Roy Castle Lung Foundation

i. Provides information, support and advocacy services. It also offers a network of support groups across the country for people affected by lung cancer

Tel: 0333 323 7200 (option 2)

Web: www.roycastle.org

Email: foundation@roycastle.org

Address: The Roy Castle Centre, 4 – 6 Enterprise Way, Wavetree Technology

Park, Liverpool, L13 1FB

Opening Times: Monday to Friday, 9am - 5pm

Ovacome (Ovarian Cancer Support)

i. Provides support for women with ovarian cancer, their families, friends and health professionals

Tel: 0207 299 6654

Web: www.ovacome.org.uk

Email: support@ovacome.org.uk

The Eve Appeal (Five Gynaecological Cancers)

 The Eve Appeal is the only UK national charity raising awareness and funding research in the five gynaecological cancers – ovarian, womb, cervical, vaginal and vulval

Tel: 020 7605 0100

Web: www.eveappeal.org.uk

Fundraising

 i. Macmillan Donations – Hannah Richmond (East Lancashire Fundraising Manager, Macmillan Cancer Support)

Tel: 07809554958

Email: hrichmond@macmillan.org.uk

Address: Macmillan Cancer Support Donations, 89 Albert Embankment, London, SE1 7UQ

- Online at www.macmillan.org.uk/donate
- Over the phone by calling 0300 1000 200 (Monday to Friday, 9am 5pm)
- By sending a cheque to Macmillan Cancer Support, Supporter Donations, 89
 Albert Embankment, London, SE1 7UQ
- By bank transfer Hannah can send account details and a unique reference but will need all of the supporter's details and reason for donation first to track and send an appropriate thank you letter
- Paying in slip Hannah can arrange to send a paying in slip for a supporter to deposit cash and / or cheques at any NatWest or RBS, and will need all of the supporter's details and reason for donation beforehand
- Collection Hannah or a volunteer can pick up donations when they are in the area as that is the least cost effective way for them to process donations, so ideally would only do that for higher value donations or relationships where there is greater potential for fundraising

Bereavement Services

Adults

WAY – Widow and Young National Charity

i. For people aged 50 or under when their partner died. It is a peer support group run by volunteers that provide emotional and practical support to young widowed people, as they adjust to life after the death of their partner

Web: www.widowedandyoung.org.uk/about/what-is-way/

Address: Suite 17, College Business Centre, Uttoexeter Road, Derby, DE22 3WZ

Bereavement Advice Centre – National Organisation

i. Provides guidance on funeral costs, benefit entitlement etc

Tel: 0800 634 9494 (Freephone)

Email: info@bereavementadvice.org

Web: www.bereavementadvice.org

East Lancs Hospice

i. Provide bereavement support and counselling but for adults only (18+) – may be able to signpost to services available for children and young adults

Tel: 01254 733400

Address: East Lancashire Hospice, Park Lee Road, Blackburn, BB2 3NY

Opening Times: 9am – 5pm

Pendleside Hospice

 Support to any bereaved person of any age residing in Burnley and Pendle, irrespective of when they were bereaved, the cause of bereavement, or relationship to the person they have lost

Tel: 01282 440102

Address: Colne Road, Burnley, BB10 2LW

Opening Times: 9am – 5pm

Rossendale Hospice

i. Pre and post bereavement counselling for people of all ages living in the Rossendale Valley who are struggling to cope with their emotions leading up to and following the death of a family member or close friend Tel: 01706 253633

Email: Marion.McCall@rossendalehospice.org

Address: Rossendale Hospice, New Cribden House, Rossendale PHCC, 161

Bacup Road, Rawtenstall, BB4 7PL

Opening Times: 8:30am - 4:30pm

Children

Winston's Wish (Charity for bereaved children) Drop-in Service - East Lancs

Tel: 01242 515157 07867 369886

Web: www.winstonswish.org.uk/supporting-you/drop-in/

Address: Burnley Wood Children's Centre, 33 Brunswick Street, Burnley, BB11

3NY

Opening Times: 2nd Tuesday (monthly) 3:30pm – 5:30pm

Child Bereavement UK - National organisation so telephone support only

i. Provide a support and information helpline

Tel: 01494 568900

Email: support@childbereavementuk.org

Website: www.childbereavement.org.uk

GIFTS (Group Intervention for Therapeutic Support)

i. Offer group support to 7 – 18 year olds; bereavement has taken place 6 months prior to accessing the centre

Tel: 01254 700176 or 07739 083109 – Parent and Family Wellbeing Practitioner

Email: <u>Irobertson@canw.org.uk</u>

Web: www.canw.org.uk

Address: Family Resource Centre, Blackburn or the Sunnyhurst Centre, Salisbury

Road, Darwen, BB3 1HZ

Maundy (The Bridge)

i. Accrington based counselling services for young people aged 11 – 18 year olds

Tel: 01254 233467

Email: thebridgeatmaundy@live.co.uk

Cruse Bereavement Care (Hope Again)

i. Helpline and website where young people (11 – 18) can find help and support following a bereavement

Tel: 0808 808 1677 (Mon – Fri, 9:30 – 5pm)

Email: hopeagain@cruse.org.uk

Web: www.hopeagain.org.uk

Childhood Bereavement Network

i. Enables children, young people and their carers to access local and national information, guidance and support

Tel: 020 7843 6309

Email: cbn@ncb.org.uk

Web: www.childhoodbereavementnetwork.org.uk

ChildLine

 i. Private and confidential service for children and young people up to the age of 19

Helpline: 0800 1111

Muslim Youth Helpline

Freephone from UK landlines: 0808 808 2008

E-mail: Help@myh.org.uk

Website: www.myh.org.uk

National Children's Bureau

i. Online information and support for young people up to the age of 18 – deals with many issues affective young people, including bereavement

Tel: 020 7843 6000

Email: enquiries@ncb.org.uk websupport@ncb.org.uk

Website: www.ncb.org.uk

NHS Choices – Live Well – Children and Bereavement

Information Website – what to do and where to find bereavement support if your child has lost a loved one or has a loved one who is dying

Website: www.nhs.uk/Livewell/bereavement/Pages/children-bereavement.aspx

PAPYRUS (Prevention of Young Suicide)

Tel: 01925 572444

E-mail: admin@papyrus-org.uk

Address: 67 Bewsey Street, Warrington, Cheshire WA2 7JQ

SANDS (Stillbirth and Neonatal Death charity)

i. UK charity providing support for bereaved parents and their families

Tel: 020 7436 5881

Website: www.uk-sands.org

Young Minds

i. Website supporting emotional wellbeing and mental health of children and young people

Parent Helpline: 0808 802 5544

Website: www.youngminds.org.uk

STRIDE - Vine House

i. Pre and post-bereavement support for children and young people (STRIDE)

Tel: 01772 793344

E-mail: vinehouse@cancerhelppreston.co.uk

Website: www.cancerhelppreston.co.uk/stride

Headscarves Services

Bohemia Fashions

 Offers an online shop for comfortable head scarves, hats, turbans and bandanas

Tel: 01582 750083

Website: www.bohemia-fashions.com

Address: 32 Buchanan Drive, Luton, Bedfordshire, LU2 0RT

Hats 4 Heads

i. Supplies a wide range of soft, comfortable hats, sleep hats, scarves, bandanas, turbans, buff / stretchy tubes and other head coverings for those experiencing hair loss through cancer treatments such as chemotherapy, or those with alopecia. Free brochures and telephone ordering available for those without internet access

Tel: 0845 576 4287

Website: www.hats4heads.co.uk

Email: jamie@hats4heads.co.uk

Hats 4 Heads

i. Offers an online shop for hats and scarves for cancer patients

Tel: 07505 028 099

Website: www.4myhead.com

Email: info@4myhead.com

Address: 346a Farnham Road, Slough, SL2 1BT

Employment

Employment Support Service (funded by Rosemere Cancer Foundation) – Patients / Carers / Professional Employment Support Service for people affected by cancer

i. To provide advice and support to enable you to stay in or return to work Offer support in work through advice on employment rights, workplace issues and return to work plans Offer support finding work by discussing options to suit your abilities and interest including retraining if appropriate

Employment Officer

Tel: 07825 99644 / 01772 539238

Email: taiba.amla@lancashire.gov.uk

Website: www.lancashire.gov.uk

Address: Lancashire County Council Employment Support Service, PO Box 100,

County Hall, Preston, PR1 0LD

Boots Macmillan Information Pharmacist (BMIP)

i. Boots Macmillan Information Pharmacist (BMIP)'s are a Boots Pharmacist who has undertaken a comprehensive e-learning package about cancer, developed in partnership between Boots and Macmillan, and are managed by Boots. Their role is to help people understand the types of support they can access locally and nationally

Colne

Boots Macmillan Information Pharmacist

Tel: 01282 863502

Store Address: 64 Market Street, Colne, Lancashire, BB8 0HS

Burnley

Boots Macmillan Information Pharmacist

Tel: 01282 426758

Store Address: 76 Yorkshire Street, Burnley, Lancashire, BB11 3BT

Civil Contingencies Service – Utility suppliers' Priority Service Register for vulnerable people

Utility companies offer a Priority Services Register for customers whom require extra support and additional services (vulnerable people)

You can sign up to this service register if you are:

- a pensioner
- disabled or chronically sick
- have a hearing or visual impairment

When on the register you can get the following support:

- free advice on being more energy-efficient
- protection from cold callers with a password protection scheme for safety
- your meter moved free of charge if it's hard for you to use or read the meter
- · a free quarterly meter reading if you can't read your meter
- bills sent to a relative, carer or friend to help you check them
- your bills and meter readings in a braille, large print, audio tape, textphone or typetalk if you're visually impaired
- advance notice if your supply is going to be interrupted
- priority reconnection if your supply is interrupted
- alternative facilities for cooking and heating if your supply is interrupted
- extra help to use your meter or appliances
- annual gas safety checks

Free gas safety checks

You may also be eligible for a free gas safety check, for this you must own your home and get a means tested benefit such as Pension Credit or Income Support. Also, one of the following must apply:

- you live alone
- you live with other adults who are aged over 60, disabled and or chronically sick
- you live with at least one other child under five

How to sign up to the Priority Services Register:

British Gas - Monday - Saturday, 8am - 8pm, 0800 072 8625 or 0800 294 8604

EON – Monday to Friday, 8am – 8pm, and Saturdays 8am – 6pm, 0333 202 4760 If you're deaf or have hearing loss, and have access to a Minicom text telephone, call us free on 0800 056 6560, or email deaf.contact@eonenergy.com

EDF – Online Priority Services Register form: <u>www.edfenergy.com/for-home/help-support/priority-services-register</u>

Call 0800 269 450 or minicom 0800 096 2929

United Utilities – Online Priority Services Register form: www.unitedutilities.com/priority-services-register-form.aspx

Call us on 0345 072 6093 or webchat: www.unitedutilities.com/Priorityservices.aspx

Macmillan Cancer Improvement Partnership (MCIP)

i. MCIP in East Lancashire and BwD is a pioneering 3 year programme to provide better care and support for cancer patients from the moment of their diagnosis to beyond treatment. It focuses on primary, acute and social / community care

Macmillan Project Facilitator

Tel: 01282 644809 07795 811399

Email: helen.collinge@eastlancsccg.nhs.uk

Macmillan Community Information and Support Service

i. Helping people to access quality information and support

Macmillan Project Manager Macmillan Project Officer

Tel: 01254 585535

Email: cancer.information@blackburn.gov.uk

Macmillan Service User Involvement

i. Working together for better cancer care

Macmillan Service User Involvement and Insight Coordinator

Tel: 01254 585135 07803 203702

Email: nazmun.usman@blackburn.gov.uk

Macmillan Move More Physical Activity Programme

i. Helping people with cancer get active

Macmillan Move More Coordinator Macmillan Move More Practitioner

Tel: 01254 587240 07837 921643 01254 585992

Email: amy.greenhalgh@blackburn.gov.uk kathryn.creech@blackburn.gov.uk

Macmillan Solutions

 Helping people affected by cancer get on with their lives and regain some control

Macmillan Solutions Volunteer Development Officer

Tel: 01254 585580 07702 339336

Email: jane.brown@blackburn.gov.uk