

Morecambe Bay Cancer Information Guide



There is a wealth of advice and support available in the Morecambe Bay area and this booklet aims to help you find what you need.

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Welcome

Being diagnosed with cancer can have a huge impact on everyone's life, but there is help and support available.

The issues that you may struggle with will vary from person to person but they are not all about the treatment.

This booklet aims to help signpost people affected by cancer to services or information which can help you at this difficult time.

This Information Guide has been kindly sponsored by the Rosemere Cancer Foundation



Some of the information in this booklet may well have changed since we went to press. Please let us know if you see anything that is incorrect in this booklet so that we may address this.

If you can't find what you're looking for in this booklet, or require further information around cancer services, please contact the Cancer Partnership Group.

Cancer Partnership Group



A group of people affected by cancer and healthcare staff working together to improve cancer services.



01772 647045



Jeanette Smalley, Lancashire and South Cumbria Cancer Network, Room 144, Preston Business Centre, Watling Street Road, Fulwood, Preston, PR2 8DY



jeanette.smalley@lscn.nhs.uk



www.cancerlancashire.org.uk
www.cancercumbria.org.uk



Key of Symbols



Information



Telephone Number



Postal Address



Email Address



Website Address



Availability / Open Times

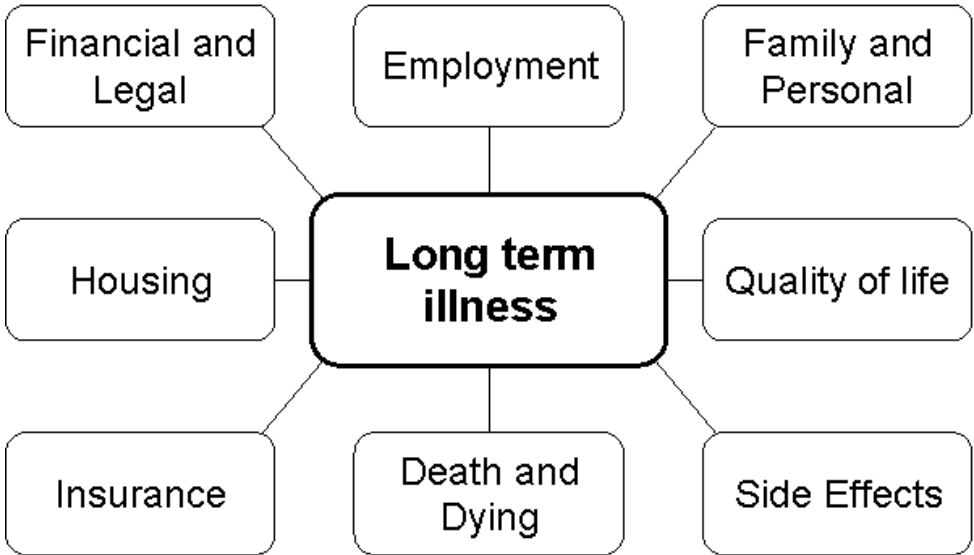


Time and Dates of open meetings and drop in sessions.

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 haven't 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 / investments
- Policies
- Welfare benefits

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; Age UK, Welfare Rights to name but two.

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

Another potentially helpful contact might be:

Community Legal Advice



Provides a free and confidential advice service paid for by legal aid.



0845 345 4345

Calls from 4p/min or they can call you back



www.communitylegaladvice.org.uk



Monday to Friday

9:00 am – 8:00 pm

Saturday

9:00 am – 12:30 pm

Insurance

This can include:

- Credit Cards
- Holiday
- Inpatient / 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:

- Adaptation for disability
- 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 who 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 illnesses in dealing with their employment situation. But your first contact should be with your employer / human resources department.

One organisation that can help with pension advice is:

Pensions Advisory Service



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



0845 601 2923
0845 600 0806
0845 602 7021

Pensions Helpline
Women Helpline
Self Employed Helpline



11 Belgrave Road, London, SW1V 1RB



www.pensionadvisoryservice.org.uk

Quality of life

This can mean:

- Aids and adaptations
- Blue Badge scheme
- Communication
- Equipment (Occupational Therapy / appliances)
- Holiday / convalescence
- Loss of speech
- Motability Scheme
- National Key Scheme
- Respite care
- Support Groups
- Treats

Support for you and your carer, partner or loved ones can be provided by a number of different organisations. To find out about what's available please contact the medical team supporting you.

Family and Personal

This can include:

- Child care
- Dependant parents
- Diet
- Exercise
- Friends
- Helping children cope
- Intimacy
- Partner / spouse
- Pets
- Relationships
- Sexuality
- Work colleagues

Speak to the medical team who are supporting you to find out more.

Side effects

This can 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

Speak to the medical team who are supporting you to find out more.

Death and Dying

You may find the Bereavement Services section within this booklet of interest.

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 to ease your worries around your 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 caring for you at the hospital.

A copy of the guidance explaining what is covered by these “exemption certificates” is available from the Prescription Pricing Agency (PPA):



0845 610 1171 (local rate call)



PrescriptionPricingHelpdesk@ppa.nhs.uk



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 be able to qualify for free transport. Please speak to the team that are responsible for your care.

For further information on patient transport, please contact your local Booking and Choice Centre on:-



01253 651297	North Lancashire residents
0845 6583131	South Cumbria residents

Car parking

You may be able to park your car for free or at a reduced rate whilst accessing treatment at any NHS Hospital.

It's recommend that you ask your healthcare team to see whether this is available to you and your loved ones.

Maps for NHS, health and cancer services Hospitals

There is information available on each of the websites around car parking, public transport, visiting times as well as a mapping out your route to the hospital from your home.

Furness General Hospital



01229 870870



Dalton Lane, Barrow-In-Furness, Cumbria, LA14 4LF



trusthq@mbht.nhs.uk



www.mbht.nhs.uk



Royal Lancaster Infirmary



01524 65944



Ashton Road, Lancaster, LA1 4RP



trusthq@mbht.nhs.uk



www.mbht.nhs.uk



Westmorland General Hospital



01539 732288



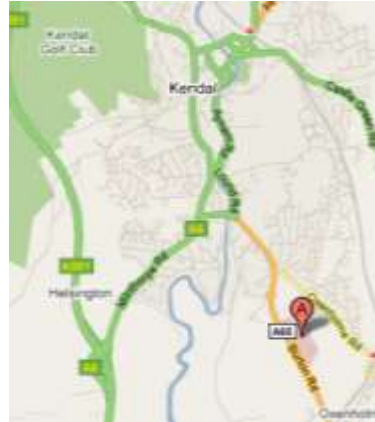
Burton Road, Kendal,
Cumbria, LA9 7RG



trusthq@mbht.nhs.uk



www.mbht.nhs.uk



Rosemere Cancer Foundation



01772 522913



Radiotherapy
Department,
Royal Preston Hospital,
Sharoe Green Lane,
Preston, PR2 9HH



info@rosemere.org.uk



www.rosemere.org.uk



Hospices

Brian House Children's Hospice



01253 358881



Low Moor Road,
Bispham, FY2 0BG



trinity.enquiries@trinityhospice.co.uk



www.trinityhospice.co.uk



Derian House Children's Hospice



01257 233300



Chancery Road, Astley
Village, Chorley,
PR7 1DH



info@derianhouse.co.uk



www.derianhouse.co.uk



Eden House Children's Hospice



01228 817630



Durdar Road, Carlisle,
C42 4SD



edenhouse@edenvalley
hospice.co.uk



www.jigsawappeal.org



St John's Hospice



01524 382538



Slyne Road, Lancaster,
LA2 6ST



www.sjhospice.org.uk



St Mary's Hospice



01229 580305



Ford Park, Ulverston,
LA12 7JP



info@stmaryshospice.
org.uk



Cancer Support organisations

CancerCare, Lancaster



01524 381820



Slynedales,
Slyne Road, Lancaster,
LA2 6ST



admin@cancercare.org.uk



www.cancercare.org.uk



CancerCare, Kendal



01539 735800



Lakes Centre, Blackhall
Road, Kendal,
LA9 4BT



admin@cancercare.org.uk



www.cancercare.org.uk



Croston House, Cancer Help



01995 606469



113 Croston Road,
Garstang, Preston,
PR3 1HB



info@cancerhelp
preston.co.uk



www.cancerhelppreston
.co.uk



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 for you.

These multi-disciplinary teams include Clinical Nurse Specialists who are available 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 University Hospitals of Morecambe Bay NHS Trust has nurses who specialise in the following types of cancer:

Bladder	Bowel	Breast	Cervical
Head	Leukaemia	Liver	Lung
Lymphoma	Myeloma	Neck	Oesophagus
Ovarian	Pancreas	Prostate	Skin
Stomach	Testicular	Thyroid	Womb

The Nurse Specialists work alongside other healthcare workers, for example consultants, GPs, district and hospital nurses, physiotherapists, pharmacists and dieticians. If you have not already seen a Specialist Nurse and would like to, please ask one of the healthcare team looking after you.

Not all patients have a Clinical Nurse Specialist. If you have a type of cancer not mentioned above, please do not hesitate to ask your hospital doctor, nurse or GP for further advice and support.

Macmillan Specialist Palliative Care Nurses

As well as nurses who specialise in a particular cancer type, 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.

Contacts details:

Furness team



01229 615613



2 Fairfield Lane, Barrow, LA13 9AH

Lancaster team



01524 382538



St John's Hospice, Slyne Road, Lancaster,
LA2 6ST

South Lakes team



01539 738650



Weaver's Court, Westmorland General
Hospital, Burton Road, Kendal, LA9 7RG

Local cancer support organisations

Rosemere Cancer Foundation



Is the charity attached to the Cancer Centre in Preston and offers funding to assist with additional facilities and equipment for patients being treated at the Cancer Centre in Preston and the local Cancer units throughout Lancashire and South Cumbria.



01772 522913



Radiotherapy Department,
Royal Preston Hospital, Sharoe Green Lane,
Preston, PR2 9HH



info@rosemere.org.uk



www.rosemere.org.uk

CancerCare North Lancashire and South Lakeland



Is a local charity dedicated to the support of cancer patients, their families and carers, and those bereaved by cancer throughout North Lancashire and South Lakeland.



admin@cancercare.org.uk



www.cancercare.org.uk

CancerCare, Lancaster



01524 381820



Slynedales, Slyne Road, Lancaster, LA2 6ST

CancerCare, Kendal



01539 735800



Lakes Centre, Blackhall Road, Kendal,
LA9 4BT

Services provided at both centres:

CancerCare offers a range of therapies, provided by highly trained practitioners, which encourage and support each person to adapt to their new situation. CancerCare provides local support free of charge to people facing cancer at all stages of their cancer journey.

Friendship Groups (Drop-ins):



Offers a friendly point of contact for anyone wishing to know more about CancerCare and its services. Anyone facing cancer, as a patient, carer or bereaved person can pop in for a chat and a cup of coffee. Drop-ins are held weekly at:

Ambleside



Kelsick Centre, St Mary's Lane, Ambleside,
LA22 9DG



Weekly
Monday

2:00 pm – 4:00 pm

Lancaster



Trinity URC, Bowerham Road, Lancaster



Weekly
Tuesday

10:00 am – 12 noon

Morecambe



Bare Institute, Bare Lane, Morecambe,
LA4 6DF



Weekly
Tuesday

2:00 pm – 4:00 pm

Kendal



Kirkland Hall, Kirkland, Kendal, LA9 5AF



Weekly
Thursday

10:00 am – 12 noon

Croston House, Cancer Help



Is a local charity offering free and confidential support to the cancer patient and his / her carer from the time of diagnosis.



01995 606469



113 Croston Road, Garstang, Preston,
PR3 1HB



info@cancerhelppreston.co.uk



www.cancerhelppreston.co.uk

Cancer Help offers free, confidential help and advice for all those affected by cancer – including patients, carers, friends and family – through their two bases: Vine House in Preston and Croston House in Garstang.

From the time of diagnosis, fully trained staff can provide help and advice on all aspects of cancer. The aim is to improve the quality of life for patients and their carers by offering emotional, physical and social support. All services are free of charge and available to anyone regardless of age or race. Confidentiality is assured.

Macmillan / Citizens Advice Bureau Benefits Project

This service is available to South Cumbria residents and advises people affected by cancer, their families and carers on the full range of both means tested and non-means tested benefits, and tax credits. (By means tested we mean taking into account someone's income and savings in making a decision about whether they qualify for benefits.)

The adviser can assist with form filling, revisions and appeals and may be able to represent clients at tribunals. There is usually a higher success rate for claims being successful when a Benefits Advisor has been involved with the paperwork. The service is delivered to people in their homes, at the bureau, or in a healthcare setting, whichever is convenient for them.

Windermere Citizens Advice Bureau



015394 46464

07854 157822

Sharon Addison



crcabmac@googlemail.com



Monday to Friday

9:00 am – 5:00 pm

Barrow Citizens Advice Bureau



01229 830367

Paul Phillips



macbarrow@googlemail.com



www.barrowcitizensadvice.org.uk



Monday to Friday

10:00 am – 4:00 pm

South Lakeland Citizens Advice Bureau



01229 585585

07968 934147

Helen Forrest



helen.forrest@hotmail.co.uk



www.cabsouthlakeland.org.uk



Monday to Friday

9:00 am – 5:00 pm

South Lakeland Citizens Advice Bureau



01539 728892

0781 6570968

Jeff Eamon



jeff.eamon@cabsouthlakeland.org.uk



www.cabsouthlakeland.org.uk



Monday to Friday

9:00 am – 5:00 pm

Local cancer support groups

Barrow Asbestos Related Diseases



01229 580305



Lesser Kings Hall, Hartington Street,
Barrow-in-Furness, LA14 5SR



Monthly

3rd Monday

2:00 pm – 4:00 pm

Furness Breast Cancer Support Group



01229 822306

Dorothy Dawes

01229 822470

Margaret Watkins



Forum 28, Duke Street, Barrow-in-Furness,
LA14 1HH

Monthly

1st Monday

2:00 pm – 4:00 pm

(except bank holidays, on 2nd Monday)



Look after yourself exercise

3rd Wednesday

7:00 pm – 9:00 pm

Furness Cancer Support Group



01229 471650

Anne Beattie

01229 834016

Elaine Lewis



Lesser Kings Hall, Hartington Street,
Barrow-in-Furness, LA14 5SR



Weekly

Every Wednesday

2:00 pm – 4:00 pm

Furness Prostate Cancer Support Group



01229 889768

Paul Booth

01229 471650

Anne Beattie



Lesser Kings Hall, Hartington Street,
Barrow-in-Furness, LA14 5SR



Monthly

2nd Monday

7:00 pm

Grange-Over-Sands Cancer Support Drop-in

Please call in for a chat and “cuppa”.



01539 533 279



St. Paul’s Parish Hall, Kents Bank Road,
Grange-Over-Sands, LA11 7EY



Every Friday

2:00 pm – 4:00 pm

Head and Neck Cancer Support Group



01524 583 537

Isabel Quinn



St Mary’s Hospice, Ford Park, Ulverston,
LA12 7JP



Monthly

3rd Friday

1:00 pm – 3:00 pm

Lancaster Breast Care Group



01524 65766

Dorothy Loxam

01524 751531

Denyse Jackson

01524 702533

Sheila Suthers



CancerCare, Slynedales, Slyne Road,
Lancaster, LA2 6ST



Monthly

2nd Tuesday

2:00 pm – 4:00 pm

“Lary’s” Lancaster & District Laryngectomy Group



01524 583 537

Isabel Quinn



CancerCare, Slynedales, Slyne Road,
Lancaster, LA2 6ST



Monthly

Last Friday

2:00 pm

Lunesdale Head and Neck Cancer Support Group



07840 694 265

Roger Nevinson



CancerCare, Slynedales, Slyne Road,
Lancaster, LA2 6ST



Monthly

Last Wednesday

6:00 pm

Paddlers for Life



Paddlers for Life is a charity which aims to improve the health and well being of anyone who has an experience of cancer, especially breast cancer, through physical activity and the sport of dragon boating on Lake Windermere. Once treatment is finished, we offer support and friendship in Cumbria and Lancashire, together with family and friends.



01257 792 957

07951 791 926

Sue Cogley



62 Longworth Avenue, Coppull, Chorley,
PR7 4PL



enquiries@paddlersforlife.co.uk



www.paddlersforlife.co.uk

South Lakeland Breast Care Support Group



For further information please contact Helen Parkin, Sue Chapman or CancerCare (Kendal).

Monthly meetings



01539 824227

Helen Parkin

01539 735800

CancerCare, Kendal



CancerCare, Lakes Centre, Blackhall Road,
Kendal, LA9 4BT



Monthly

1st Thursday

2:00 pm – 4:00 pm

Weekly drop-ins



01539 731803

Sue Chapman

01539 735800

CancerCare, Kendal



CancerCare, Lakes Centre, Blackhall Road,
Kendal, LA9 4BT

Aquacise sessions (ladies only)



01539 731803

Sue Chapman

01539 735800

CancerCare, Kendal



Alternate Wednesday 7:30 pm – 8:30 pm

Benefits Chart

This is in the centre of the book for you to remove should you need it.

If you would like a further copy, please either visit Lancashire and South Cumbria Cancer Network's website or contact them for a hard copy to be posted to you.



01772 647045



Room 144, Preston Business Centre,
Watling Street Road, Preston, PR2 8DY



Jeanette.Smalley@lscn.nhs.uk



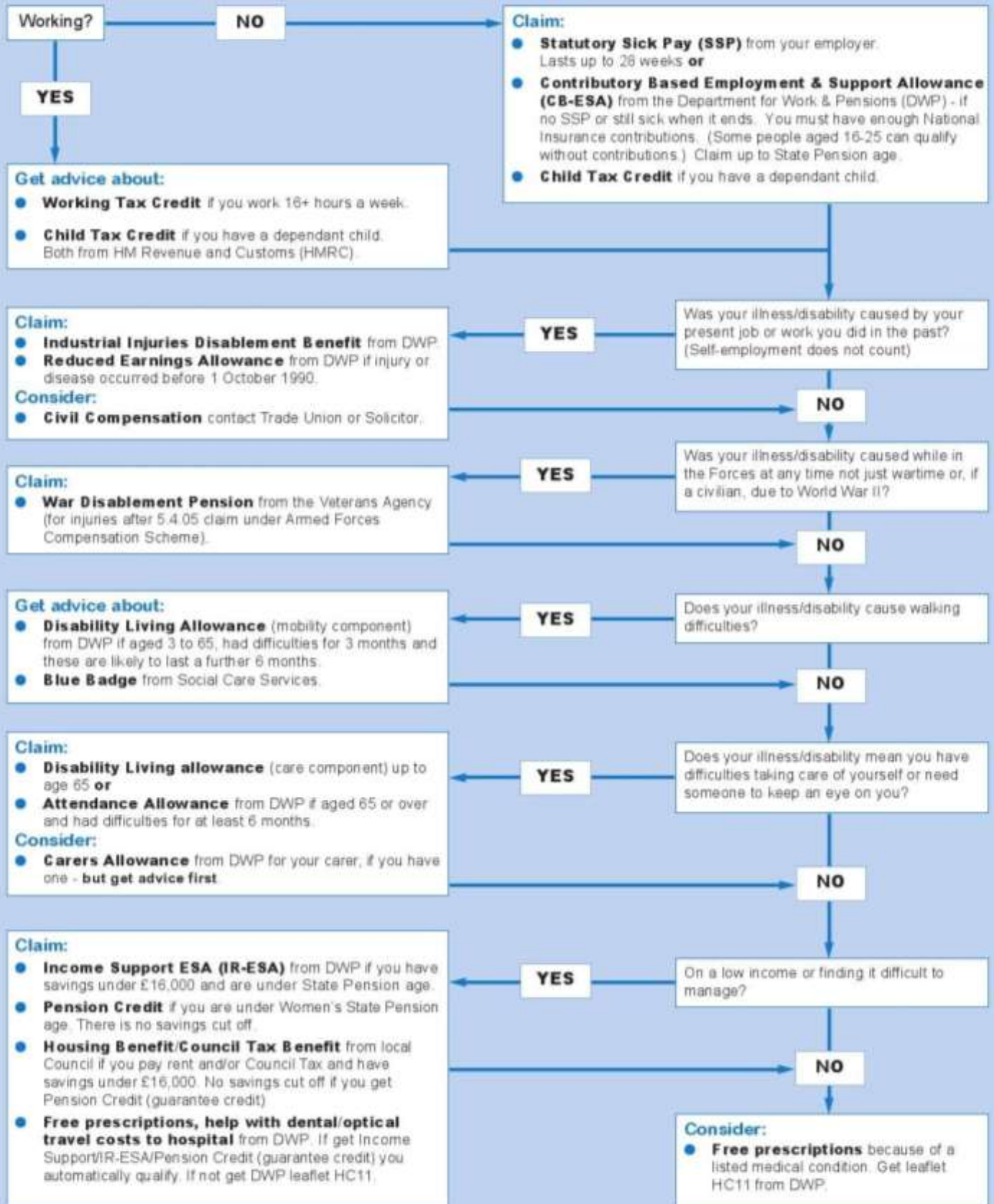
www.cancerlancashire.org.uk
www.cancercumbria.org.uk

Benefits if you are sick or disabled

The following pages are a summary of the benefits that can be claimed. The rules are complicated so it is always best to get advice (see page 36).

Benefits if you are sick or disabled

This is a summary of the benefits that can be claimed. The rules are complicated so it is always best to get advice.



For help and advice on the benefits mentioned contact your local Welfare Rights Office.
 For their details ring 0845 0530013 or write to: Welfare Rights Service, Freepost, Preston PR1 8BR.
 Or visit www.lancashire.gov.uk/welfarerights



For help and advice on the benefits mentioned contact your local Welfare Rights Office.

For their details ring 0845 0530013 or write to: Welfare Rights Service, Freepost, Preston PR1 8BR.

Or visit www.lancashire.gov.uk/welfarerights

Lancashire County Council Welfare Rights Service January 2010

The Bay Prostate Cancer Support Group



01524 32736 George
01524 381820 CancerCare



CancerCare, Slynedales, Slyne Road,
Lancaster, LA2 6ST



gniven@edencote.fsnet.co.uk



Monthly
2nd Tuesday 7:30 pm
(except July & August)

Thyroid Cancer Support Group



01524 583 537 Isabel Quinn



CancerCare, Slynedales, Slyne Road,
Lancaster, LA2 6ST



Monthly
2nd Friday 2:00 pm

Rosemere Support Group Development Manager



This post holder is working to increase the number of support groups in this area. Should you be interested in setting up a support group or are wondering if there is a support group in your area, please contact Donna Sheridan.



01772 647062

07508 375679

Donna Sheridan



LSCCN, Room 144, Preston Business Centre,
Watling Street Road, Preston, PR2 8DY



Donna.Sheridan@lscn.nhs.uk



www.cancercumbria.org.uk

www.cancerlancashire.org.uk

A Support Group Directory is available online.

Macmillan and Age Concern Community Support

Providing services for people over 50 years of age who have been affected by cancer.

The Macmillan Community Solutions Officers are based in Age UK offices in Barrow and South Lakeland. The Officers take individual referrals and link people to existing services, as well as developing new services. They work with voluntary and statutory organisations, community groups and individuals.

Age Concern, Barrow and District



01229 831425



The Lakeland House, Abbey Road, Barrow,
LA13 OPA



info@acbarrow.org.uk



Monday to Friday 9:00 am – 4:00 pm

Age Concern, South Lakeland



01539 728180



17 Finkle Street, Kendal, LA9 4AB



helpline@ageconcernsl.org.uk



Monday to Friday 9:30 am – 4:00 pm

Hospice services

Hospices for Children

Brian House Children's Hospice



Provides care and a 'home from home' environment for children and young adults who have life threatening and / or life limiting conditions.



01253 358881



Low Moor Road, Bispham, FY2 0BG



trinity.enquiries@trinityhospice.co.uk



www.trinityhospice.co.uk

Derian House Children's Hospice



Offers specialist palliative respite and terminal care for children.



01257 233300



Chancery Road, Astley Village, Chorley,
PR7 1DH



info@derianhouse.co.uk



www.derianhouse.co.uk

Eden House Children's Hospice



Provides family centered care for children with life threatening or terminal illness e.g. respite care, holidays for families with children etc.



01228 817630



Durdar Road, Carlisle, C42 4SD



edenhouse@edenvallyhospice.co.uk



www.jigsawappeal.org

Hospices for Adults

St John's Hospice, Lancaster



Provides welfare and spiritual support, bereavement support and visiting. In-patient services, day care and outpatients' clinic (two days per week) can be available as well.



01524 382538



Slyne Road, Lancaster, LA2 6ST



www.sjhospice.org.uk

St Mary's Hospice, Ulverston



Provides welfare advice, spiritual support and bereavement visiting. In-patient services and complementary therapies are also available.

Hospice@Home provides home-based services to many in the community who prefer to remain in familiar surroundings. They currently offer a service 8:00 am - 8:00 pm daily, with rapid response when needed.



01229 580305



Ford Park, Ulverston, LA12 7JP



info@stmaryshospice.org.uk

Other support organisations

British Red Cross

Red Cross, Lancaster & Morecambe



Offers short-term loan of wheelchairs and aids and a Home from Hospital service.



01524 425571



30 Albert Road, Morecambe, LA4 4HB



Monday to Saturday 9:30 am – 4:30 pm

Red Cross, Cumbria Branch



Provides the services below and also arranges transport to hospitals, doctors and dentists etc by volunteers' for a fixed mileage charge.



01539 721504



Unit 3, Riverside Business Park, Natland Road, Kendal, LA9 7SX



Monday to Friday 10:00 am – 1:00 pm

Medical Loan Equipment



01539 734289

Therapeutic care and skin camouflage



01539 721504

Carers Groups

Age UK, Lancashire



Provides “Meals on Wheels” service, advice and information, voluntary visiting, trips and excursions.



01524 63961



7-11 Chapel Street, Lancaster, LA1 1NZ



lancasteroffice@ageconcernlancs.org.uk



Monday to Friday 9:00 am – 5:00 pm

Lonsdale Carers



Offers carers support from Morecambe Bay, Lancaster and surrounding areas.



01524 418278 01524 833456



44 Cartmel Centre, Euston Road, Morecambe,
LA4 5NR



www.lonsdalecarers.co.uk



Monday	10.30 am – 4:00 pm
Tuesday	10:30 am – 12:45 pm
Wednesday	10:30 am – 4:00 pm
Thursday	10:30 am – 12:45 pm
Friday	1:00 pm – 4:00 pm

South Lakeland Carers Association



Provides a carers support group, carers assessments, social outings and events, plus volunteer services.



01539 815970



5 Castle Street, Kendal, LA9 7AD



Monday to Friday 8:30 am – 4:30 pm

Disability groups

Access Group, Lancaster



Promotes better access for disabled people and parents with young children to public buildings and facilities.



01524 410571



10 Fairfield Grove, Heysham, LA3 1JT



Monday to Friday 9:00 am – 5:00 pm

Barrow & District Disability Association



Offers disability information and an advice shop.



01229 432599



71 - 77 School St, Barrow-in-Furness,
LA14 1EJ



info@bdda.org.uk



www.bdda.org.uk



Monday to Friday 9:00 am – 5:00 pm

Disability Action, Kendal



Offers welfare rights information, advice and advocacy.



0845 1299957



92 Stricklandgate, Kendal, LA9 4PU



Info@disability-action.org.uk



Monday to Friday 10:00 am – 4:00 pm

Information Services

Councils for Voluntary Services

There are two Councils for Voluntary Services in the Morecambe Bay area which provide support, training and advice to voluntary and community groups. They also signpost to voluntary and statutory organisations.

Lancaster Council for Voluntary Services



01524 555900



Trinity Community Centre, Middle Street,
Lancaster, LA1 1JZ



info@lancastercvs.org.uk



www.lancastercvs.org.uk



Tuesday to Friday 9:30 am – 4:30 pm

Cumbria Council for Voluntary Services



01229 823155



72 - 74 Scott Street, Barrow-in-Furness,
LA14 1QE



carlisle@cumbriacvs.org.uk



www.thirdsectorcumbria.org.uk

Patient Advice & Liaison Service (PALS)

PALS provides 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.

Morecambe Bay PALS Centre



01539 795497



University Hospitals of Morecambe Bay NHS Trust, Royal Lancaster Infirmary, Ashton Road, Lancaster, LA1 4RP



pals@mbht.nhs.uk



www.uhmb.nhs.uk



Monday to Friday 10:00 am – 3:00 pm

Macmillan Information Library Service,

Barrow-in-Furness



Provides information, leaflets and other booklets for people affected by cancer.



01229 407370

Social Care Services

They will work with and on behalf of citizens and in partnership with others to ensure people:

- are able to make a positive contribution to life in Morecambe Bay;
- can exercise informed choice and control over their lives as well as ;
- can live independently and safely in their own homes for as long as possible;
- live free from discrimination and harassment; and
- have access to the information, advice and support they need.

Social Services can be contacted across the Morecambe Bay area through either Cumbria or Lancashire County Council. Contact details are below:

Cumbria



01539 713377



Cumbria County Council Social Services
Directorate, Kendal County Offices, Kendal,
Cumbria, LA9 4RQ



information@cumbriacc.gov.uk



www.cumbria.gov.uk



Monday to Thursday 9:00 am – 5:00 pm
Friday 9:00 am – 4:30 pm

Out of Hours Emergency



01228 526690

Lancashire



01524 66246



Lancashire County Council, Adult & Community
Services Directorate, White Cross,
South Road, Lancaster, LA1 4XQ



enquiries@lancashire.gov.uk



www.lancashire.gov.uk



Monday to Friday 8:45 am – 5:00 pm

Red Rose Hub



0845 053 0009

All of Lancashire

Out of Hours Emergency



0845 602 1043

Welfare Advice Agencies

Citizens Advice



www.citizensadvice.org.uk

Barrow-in-Furness



0844 499 4132

01229 830367

General advice

01229 840299

Welfare benefits

01229 831715

Money advice



Ramsden Hall, Abbey Road,
Barrow-in-Furness, LA14 5QW

Grange-over-Sands



01539 533100



Hampsfell Road, Grange-over-Sands,
LA11 6BE

Kendal



01539 738772



Citizens Advice Bureau, Blackhall Road,
Kendal, LA9 4BT



Monday

10:00 am – 4:00 pm

Wednesday

9:30 am – 2:00 pm

Thursday

10:00 am – 4:00 pm

Lancaster



01524 66529



87 King Street, Lancaster, LA1 3EJ



Monday	10:00 am – 4:00 pm
Tuesday	1:00 pm – 4:00 pm
Wednesday	10:00 am – 4:00 pm
Thursday to Friday	10:00 am – 1:00 pm

Morecambe



01524 400405

0844 499 4197 Advice line



Oban House, 87-89 Queen Street, Morecambe,
LA4 5EN



Tuesday and Friday 10:00 am – 4:00 pm



Weekly

Monday and Thursday 10:00 am – 4:00 pm

Ulverston



01229 585585



Town Hall Annexe, Theatre Street, Ulverston,
LA12 6AQ

Windermere



01539 446464



Ellerthwaite Road, Windermere, LA23 2AJ

Welfare Rights (Lancashire only)



Provides information on the benefits which can be claimed.



01772 533504



Welfare Rights Service, Freepost, Preston,
PR1 8BR



www.lancswelfarerights.com

See benefits chart in the middle of this booklet.

Assistance with Benefit Claims

Lancaster 0845 604 3719

Kendal 0845 604 3719

Barrow 01229 840299

National Help Lines

Benefits Enquiry Line 0800 882 200

Child Benefit Enquiry Line 0870 155 5540

Child Support Agency Helpline 0845 713 3133

Free legal helpline for carers 0800 013 0313

Disabled Person Tax Credit 0845 605 5858

Disability Living Allowance 0845 712 3456

Macmillan Helpline 0808 808 0000

National Organisations

NHS Direct



Provides information and guidance on a range of medical conditions through a number of services including a telephone advice line and web resources.



0845 46 47



www.nhsdirect.nhs.uk

Breast Cancer Care



Provides information and support to patients, families and professionals.



0808 800 6000



5 - 13 Great Suffolk Street, London, SE1 0NS



www.breastcancercare.org.uk



Monday to Friday 10:00 am – 5:00 pm
Saturday 10:00 am – 2:00 pm
(except public holidays)

Bowel Cancer UK



Aims to provide practical support and advice for people affected by bowel cancer. It also aims to save lives by raising awareness of bowel cancer and campaigning for best treatment and care.



0800 840 3540



7 Rickett Street, London, SW6 1RU



advisory@bowelcanceruk.org.uk



www.bowelcanceruk.org.uk

Cancer Research UK



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



0207 242 0200



www.cancerresearchuk.org

Changing Faces



Supports and represents people who have disfigurements to the face, hand or body from any cause.



0845 4500 275



Changing Faces, The Squire Centre,
33-37 University, London, WC1E 6JN



info@changingfaces.org.uk



www.changingfaces.org.uk

Colostomy Association



Represents the interests of people with a colostomy (a colostomy is a surgical procedure in which your colon is cut and brought to the outside through the abdominal wall to create an artificial opening or "stoma"). They also provide support, reassurance and practical information to anyone who has, or is about to have, a colostomy.



0800 328 4257 (24 hour)



cass@colostomyassociation.org.uk



www.colostomyassociation.org.uk

Heads2gether



Provides information and support for patients with head and neck cancer, their carers, relatives and friends.



0794 325 1125



www.heads2gether.net

Lymphoedema Support Network (LSN)



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



0207 351 4480



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



www.lymphoedema.org

Lymphoma Association



Provides information and support for people with Hodgkin's and non-Hodgkin's Disease; has "buddy scheme" and local self-help groups.



0808 808 5555 Free phone



P.O Box 386, Aylesbury, HP20 2GA



www.lymphomas.org.uk



Monday to Thursday 9:00 am – 6:00 pm
Friday 9:00 am – 5:00 pm

Macmillan Cancer Support



Aims to improve the lives of people affected by cancer. They are a source of support providing practical, medical, emotional and financial support.



0808 808 0000 Free phone



89 Albert Embankment, London, SE1 7UQ



cancerline@macmillan.org.uk



www.macmillan.org.uk



Monday to Friday 9:00 am – 9:00 pm

Marie Curie



Provides care to around 25,000 terminally ill patients in the community and in their hospices, along with support for families. They mainly care for people with cancer but also care for people with other life limiting illnesses. Their services are always free of charge to patients and their families.



0207 599 7777



www.mariecurie.org.uk

Mesothelioma Help Line



Provides advice and information regarding Mesothelioma including guidance on benefits and compensation claims.



0113 213 10 10




www.asbestos-action.org.uk



Every Tuesday 10:00 am – 4:00 pm

The National Association of Laryngectomy Clubs

 Offers support through clubs that provide the sort of non-medical help and information that can only come from the experience of living with a laryngectomy. The Association has almost 100 clubs nationwide and offers a range of services to Laryngectomees and their families and carers.



0207 730 8585




Lower Ground Floor, Buckingham,
Palace Road, London, SW1W 9TR



www.laryngectomy.org.uk

My New Hair

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



01798 812 547



info@mynewhair.org



www.mynewhair.org/Home

Ovarian Cancer “Ovacome”



Provides support for women with ovarian cancer, their families, friends and carers; has a “phone friends” network.



0207 380 9589
0845 371 0554

Helpline



P.O Box 6294, London, W1A 7WJ



ovacome@ovacome.org



Monday to Friday 9:00 am – 4:00 pm

Penny Brohn Cancer Care



Offers healing and positive healthcare to people affected by cancer. They practice, teach, research and develop the holistic approach as an integral part of cancer care.



0845 123 23 10



Chapel Pill Lane, Pill, Bristol, BS20 0HH



helpline@pennybrohn.org



www.pennybrohncancercare.org

Prostate Cancer Charity



Provides information and support and research activities around prostate cancer.



0800 0748 383



1st Floor Cambridge House,
100 Cambridge Grove, Hammersmith, London,
W6 0LE



info@prostate-cancer.org



www.prostate-cancer.org.uk



Monday to Friday 10:00 am – 4:00 pm
Wednesday 7:00 pm – 9:00 pm

Rainbow Trust Children's Charity



Provides practical and emotional support to families who have a child with life threatening or terminal illness. Support workers join the family in their own home and are there to provide practical support.



0161 336 4767



North West Office, 6 Cleeve Court,
Cleeve Road, Leatherhead, KT22 7UD



www.rainbowtrust.org.uk



24 hour telephone line

Riprap



Offers a website that is developed especially for teenagers who have a parent with cancer.



0114 262 0174



www.riprap.org.uk



Monday to Friday 9:00 am – 5:00 pm

Roy Castle Lung Foundation



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



0151 254 7200



The Roy Castle Centre, 4 - 6 Enterprise Way,
Wavertree Tech Park, Liverpool, L13 1FB



www.roycastle.org



Monday to Friday 9:00 am – 5:00 pm

Online information services

There are millions of websites with information about cancer, but not all of it is useful or safe.

Please exercise caution when viewing information on the internet. As a starting point you may find the ones listed below useful:

www.cancerhelp.org.uk

CancerHelp UK is the patient information website of Cancer Research UK. They provide a free information service about cancer and cancer care for people with cancer and their families.

www.cancercumbria.org

The Lancashire and South Cumbria Cancer Network works closely with patients, carers, health professionals, charities, voluntary organisations and managers to implement the NHS Cancer Plan and the NHS Cancer Reform Strategy.

www.macmillan.org

Aims to improve the lives of people affected by cancer. They are a source of support providing practical, medical, emotional and financial support.

Additionally there are other websites highlighted earlier in this document.

Bereavement Services

Lancashire and South Cumbria Cancer Network has developed a Directory of Bereavement Support Services for the Morecambe Bay area.

To request a hard copy or to download your own electronic version, please contact Lancashire and South Cumbria Cancer Network:



01772 647045



Room 144, Preston Business Centre,
Watling Street Road, Preston, PR2 8DY



Jeanette.Smalley@lscn.nhs.uk



www.cancerlancashire.org.uk
www.cancercumbria.org.uk



Partnership

This leaflet has been developed jointly with NHS North Lancashire, NHS Cumbria, University Hospitals of Morecambe Bay NHS Trust, Rosemere Cancer Foundation and the Morecambe Bay Cancer Partnership Group. We would like to thank all the patients, carers and other organisations who have helped put this information together.

Other formats

If you would like to receive this information in an alternative format, then please do not hesitate to contact 01524 519333.

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