

## How our service works

Contact us if you'd like support from our Helper volunteers.

Phone: **0800 304 7406**

Email: **[fifehelper@mariecurie.org.uk](mailto:fifehelper@mariecurie.org.uk)**

We can help if you're aged 18 or over with a terminal illness, or if you're looking after someone who is terminally ill.

Our service is free of charge and is available in Fife.

**We'll find out more about you and your situation before matching you with a Helper volunteer who's right for you.**

All our carefully selected volunteers have completed specialised training for their role.

**Once matched, you can arrange with your Helper volunteer when you want to meet and what you'd like to do together.**

Your volunteer can visit you in your home, or talk to you on the phone, for a few hours every week – on any day of the week.

Our service is entirely based around you. You may want a friendly face to turn to, a question answered or help with something practical – how you spend that time with your volunteer is really up to you.

## Marie Curie – what we're here for

The Marie Curie Fife Service offers tailored care and support for terminally ill people and their families. Support that's available includes nursing care, personal care, emotional support and practical information.

Depending on the type of service and on what works best for the person and their family, support can be provided by our team of registered nurses, healthcare assistants, health and personal care assistants, and specially trained volunteers.

**Marie Curie Support Line**  
**0800 090 2309\***

Ask questions and find support.  
Open 9am to 5pm Monday to Friday.

**[mariecurie.org.uk/help](http://mariecurie.org.uk/help)**

You can also visit **[community.mariecurie.org.uk](http://community.mariecurie.org.uk)** to share experiences and find support by talking to people in a similar situation.

\*Calls are free from landlines and mobile phones. Your call may be recorded for quality and training purposes.

**Fife Health  
& Social Care  
Partnership**  
Supporting the people of Fife together



## Marie Curie Fife Service



# Someone who's there to help you

**Support when you need it if you or  
someone you care about is living  
with a terminal illness**

Care and support  
through terminal illness





We know that little things can make a big difference – like having someone to chat to over a cup of tea, help you get to an appointment or run an errand, or just be there to listen when you need a friendly ear. That's where our Marie Curie Helper volunteers come in. We'll match you with a trained, dedicated Helper volunteer who will visit you at home, go out with you somewhere or talk to you over the phone. And that means, for a few hours each week, you can rely on someone to be there for you when you need them.

Helper volunteers are a vital part of the new Marie Curie Fife Service which helps people to be cared for at home, rather than in hospital. Working with district nurses and local services, the Fife service ensures people get the right kind of care and support, at the time they need it.

**It's a very individual service. Having a Marie Curie Helper volunteer is like having an extra friend in the family with the knowledge to help.**

Hilary, a Helper volunteer

## We can help in many ways

It's important to get the right care if you're living with a terminal illness; but it's also essential to get the right support network in place for you and your family.

Our Helper service can offer you regular support from a trained volunteer.

Everyone's different, but the types of support our Helper volunteers give often include:

- **Companionship and emotional support.** Our volunteers provide a friendly ear – someone to talk to about whatever's on your mind.
- **Practical help.** Helper volunteers can come with you to appointments or social events, or help with small everyday tasks.
- **A break for families and carers.** The person looking after you may be able to take a break for a few hours while our volunteer's with you.
- **Information on further support.** Our volunteers can help you look into other support and services that are available in your area.

Our Helper volunteers can also provide support to families for a few months after a bereavement.

While our volunteers can help in many ways, there are a few things that they aren't able to do as part of their role, including:

- nursing or personal care such as assisting with feeding, washing or bathing
- formal counselling or giving advice
- helping regularly with domestic tasks such as cleaning, cooking or food shopping

Janice has got a fantastic network of family and friends. But I think it's nice for her to see someone who isn't a regular family member. She can talk about things with me that she might not want to talk about with people close to her. It also gives her mum, as her carer, a break, with the assurance and knowledge that Janice is fine.

Sandra, a Helper volunteer who's supporting Janice



Janice with her Helper volunteer Sandra

Read more stories about how our Helper volunteers can help at [mariecurie.org.uk/helper](https://mariecurie.org.uk/helper)