

Referring patients to our services

We welcome referrals from any health or social care professional.

Our regional offices

Learn more about our services in your area, our referral criteria and how to refer patients to us by contacting your regional office. For contact details, visit mariecurie.org.uk/referrers

Referring patients to our nursing service

**Phone the Marie Curie Referral Centre: 08450 567 899
(8am - 10pm, open daily)**

Before you contact us, please check with your regional office if our nursing service is available in your area.

In some areas in the UK, how you book our nursing care depends on arrangements agreed with our local service partners, not through our referral centre. Ask your regional office for details.

Referring patients to our hospices

We have nine hospices located across the UK: Belfast, Bradford, Cardiff and the Vale (in Penarth), Edinburgh, Glasgow, Hampstead (in London), Liverpool, Newcastle and the West Midlands (in Solihull).

For more information visit mariecurie.org.uk/hospices



Marie Curie is here for people living with any terminal illness, and their families. We offer expert care, guidance and support to help them get the most from the time they have left.

mariecurie.org.uk

Charity reg no. 207994 (England & Wales), SC038731 (Scotland) A270



We care for people living with a terminal illness and their families

Find out how our range of services across the UK can help you give the right care at the right time



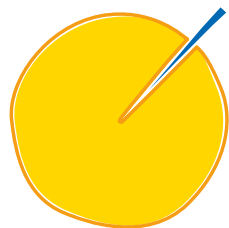
The right care and support at the right time can make all the difference

Marie Curie is here for people living with any terminal illness, and their families. Whether it's terminal cancer or any other illness, we want people to be able to get the most from the time they have left.

Our nurses and healthcare assistants work night and day, in people's homes across the UK, providing hands-on care and vital emotional support.

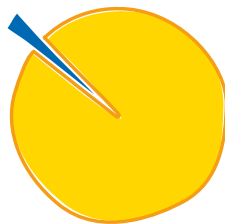
Our hospices offer specialist round-the-clock care. And we support people throughout their illness by giving practical information, support from trained volunteers and being there when someone wants to talk.

Our surveys of patients and families consistently show high levels of satisfaction with Marie Curie's home nursing and hospice care.*



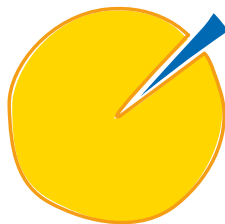
99%

rated their overall experience of Marie Curie's care as 'good' or 'very good'



98%

would recommend Marie Curie services to friends and family if they needed similar care



97%

said that they were always treated with dignity and respect

* The survey results above were based on more than 450 interviews with Marie Curie patients and families between January and March 2015.



How we're reaching more people

Over the last 60 years, we've helped hundreds of thousands of people and families. But our aging population means more people are living longer, and more of them are living with a terminal illness.

As most of these people will need care and support, we're doing more now, for more of the people who need us.

- **We've now launched our free information and support services** to help everyone affected by a terminal illness and we'll grow these services over the next few years.
- **We're expanding our volunteer Helper service** so it will be available in more areas and more people can get emotional and practical support in the earlier stages of their illness.
- **We're working closely with the NHS and local partners across the UK** to make sure our nursing and hospice care are meeting local needs.

Nursing care in people's homes

Around 2,000 Marie Curie Nurses and Healthcare Assistants work in communities across the UK to care for people in the comfort of their own homes. Our nursing staff are skilled in giving hands-on care and emotional support, helping people to remain at home when it matters most.

Depending on our service agreement with the local NHS, the type of nursing services we provide vary from one area to another. Sometimes we partner with local providers so we can all work together to ensure people get the care they need, wherever they live.

- In many parts of the UK, our nurses and healthcare assistants provide **care that's been arranged in advance**, offering half an hour to nine hours of nursing care.
- In some areas, our nurses and healthcare assistants respond to **urgent requests for care, usually provided at very short notice**, so people don't have to go into hospital unnecessarily when they can be given the support they need at home.
- In a growing number of areas, our nurses and healthcare assistants provide a **supported discharge service** where they help people to be discharged home quickly from hospital.

“The nurses allowed us to spend quality time with Dad as we were feeling less tired and more able to cope with what lay ahead. As well as that, they supported us emotionally and gave us an idea of what was to come.

Diane Dunn, whose father was cared for at home by Marie Curie Nurses



Specialist care at our hospices

Marie Curie Hospices offer the reassurance of specialist care and support, in a friendly, welcoming environment.

Our hospice teams of doctors, nurses, therapists, social workers, chaplains and counsellors work together to help people achieve the best possible quality of life. They will offer all the support they can to meet people's individual needs, whether it's helping to relieve someone's symptoms, supporting them and their loved ones at a difficult time or giving advice on practical issues.

People may stay in one of our nine hospices for expert care, or they may just come in for the day to attend regular sessions that can help them improve their wellbeing. Many of our hospices also have community specialist nurses who visit people at home to give them support and advice.

Information and support services

We've launched our new information and support services that people can access in three different ways, whether they have an illness themselves or they're a family member or friend.

Marie Curie Support Line

0800 090 2309* (9am to 5pm, Monday to Friday)

Ask questions and find support from our dedicated line staffed by trained advisers.

Marie Curie's website and information leaflets

We're providing clear, practical information about living with a terminal illness, including:

- the impact on day-to-day living
 - financial information and legal issues
 - planning ahead for the future
 - looking after someone's wellbeing and care needs
 - useful links to other organisations that can help
- mariecurie.org.uk/help**

Marie Curie Community

Our online community is where people can come together to share their experiences with others in a similar situation, any time, any day of the week.

community.mariecurie.org.uk

*Calls from landlines are free, but there may be a charge if you're calling from a mobile. Check with your mobile provider for details. Calls from any type of phone will be free from 1 July 2015. Your call may be recorded for quality and training purposes.



Companionship and support from trained Helper volunteers

We know that little things can make a big difference to people living with a terminal illness – like having someone to chat to over a cup of tea or help with an errand. That's where our trained Helper volunteers come in. For a few hours each week, they can visit people in their homes, go out somewhere with them or talk to them over the phone.

We're expanding our Helper service to many more areas, so check our website to see if we're launching one near you at **mariecurie.org.uk/helper**

Improving care, now and in the future

We're a leader in research into better ways of caring for people living with a terminal illness. We're doubling our investment in research so we can always improve the care that we provide, and those provided by others.

Through our work with parliamentarians, policymakers, the NHS and other charities, we're actively campaigning for better care on behalf of people living with a terminal illness across the UK.