

Being there for someone with a terminal illness

Practical and emotional support for carers



Care and support
through terminal illness

Introduction

This booklet is for people caring for someone with a terminal illness.

You'll find information about day-to-day caring and getting support and equipment. There's also information about ways to look after your wellbeing. It may also help to read another Marie Curie booklet, ***Being cared for at home***. This has more information about practical caring tasks and planning ahead.

If you have any questions about the person you're caring for or your own health and wellbeing, speak to your healthcare team.



You can find more information and support on our website at **mariecurie.org.uk/support** or by contacting the Marie Curie Support Line on **0800 090 2309***. You can also order Marie Curie Easy Read booklets for carers on who can help, getting benefits and looking after yourself.

Words we use

We know that the words we use are important. Everyone will have different preferences and we respect people's right to choose their own words.

When we talk about the person you care for in this booklet, we sometimes call them your friend or family member. But it could also be a partner, spouse, civil partner, parent, sibling, family friend, neighbour or anyone else who's important to you.

*Calls are free from landlines and mobiles.
Calls may be recorded for quality and training purposes.

Contents

Becoming a carer	6
What does caring involve?	6
Carer's checklist	7
Where do I start?	8
Your needs as a carer	9
Carer's assessment	9
Home adaptations and getting equipment	10
Benefits and financial support	12
Work and caring	16
Planning for emergencies	18
Respite care and breaks	20
Taking care of yourself	23
Coping with feelings	25
Day to day caring	28
Caring at home	28
The healthcare team	29
End of life care and palliative care	31
Out-of-hours care	32
Managing symptoms, pain and medication	34
Changing where someone is cared for	36
Having conversations	38
When to speak to a professional	40
Speaking with children	40
Preparing for the end of someone's life	43
When caring changes or ends	45
How Marie Curie can help	50
Organisations that can help	53



Becoming a carer

For many people, looking after someone with a terminal illness is “just something they do”. They may not think of themselves as a carer, and everyone’s experience of caring is different. Some people find that they become a carer gradually over time, while for others it happens suddenly. It can last a short time or for months or years.

Looking after someone can be rewarding and challenging at times, and it can be fulfilling to help make their final months and days as comfortable as possible.

Sometimes caring can mean facing new challenges. You may feel unprepared and worry about how you’ll cope – especially if you haven’t cared for someone before. It’s OK to ask for help or decide at any point that you need a break or need to stop.

Recognising your role as a carer can help you access support from the government, NHS and other organisations who may describe you as one.

What does caring involve?

Carers often develop skills like being well organised and good at multitasking. You may help with some or all the following:

- personal care like washing, dressing, and going to the toilet
- food shopping and preparing meals and drinks
- housework
- coordinating care from paid care workers
- appointments and transport
- organising finances

- taking care of children and pets
- listening to worries and providing emotional support
- arranging for family and friends to visit.

Some of these tasks will be done in person. Others can be done even if you’re not living with or near the person you’re caring for. Caring for someone remotely can be just as challenging as caring in person. For example, organising food shopping online, and managing bills and finances.

Carer’s checklist

Becoming a carer can be overwhelming but there’s lots of support available to you. Doing the things on this list can help you to feel better connected and ease some worries so you can focus on caring for the person.

It can help to:

- ask their GP what you can expect as their illness progresses
- keep contact details of their healthcare team in your phone or somewhere easy to find
- know who to contact out of hours for evenings and weekends
- find out if they’ve considered where and how they’d like to be cared for in future
- make a back-up plan to make sure someone else can care for them if you’re no longer able to
- ask for a carer’s assessment from your local social care services
- check what financial support is available to you.

Call our free Support Line on **0800 090 2309*** to speak with our nurses and trained officers if you have questions.

Where do I start?

It can be difficult to know what to do and where to start. This booklet guides you through the basics of caring so you'll feel better prepared to:

- provide personal care safely and respectfully
- look after your own health and wellbeing
- get the right practical, emotional and financial support
- have conversations about the future
- prepare for the end of someone's life
- cope with feelings when caring changes or ends.



Philip Hardman/Marie Curie

Your needs as a carer

It's important to think about your own health and wellbeing, and make sure you access the right support that's available to you. Carers often put their own needs last. When you're looking after someone else, it can be hard to make time to look after yourself too.

Carer's assessment

A carer's assessment is to ask you about your needs and how caring impacts your life. It's not to assess how good you are at caring. You're entitled to a carer's assessment from your local social care services if you live in England, Wales or Northern Ireland. In Scotland, you can have an adult carer support plan or young carers statement.

It's optional, but you may find that you're entitled to:

- equipment or a home adaptation to help you provide care
- help from a paid care worker
- respite so you can take a break from caring
- financial support, such as Carer's Allowance.

Find out more about organising an assessment by visiting:

- In England and Wales
gov.uk/apply-needs-assessment-social-services
- In Northern Ireland
nidirect.gov.uk/articles/assessments-carers
- In Scotland
mygov.scot/browse/health-social-care/care-and-caring

Home adaptations and getting equipment

Home adaptations and specialist equipment can make life easier for you and the person you care for, including:

- mobility equipment like walking aids, a wheelchair or mobility scooter
- structural alterations to the home such as stair rails, widening a doorway or installing a ramp
- equipment to help with personal care like hoists, shower seats and raised toilet seats
- technology like an intercom, key safe or alarm system.

Organising an assessment

The person you care for can have an assessment for home adaptations and equipment. Ask the district nurse or GP or contact your local council or trust to organise one. This is different from a carer's assessment. An assessor will look at their needs and recommend equipment and adaptations they believe will help. They'll start by looking at the smallest change that could make the biggest difference. For example, they may suggest trying a shower seat or rail before making any structural changes like installing a new shower.

The council or trust will organise the home adaptation if they feel it's reasonable and practical.

Your friend or family member may need their landlord's permission to adapt their home if they rent.

Paying for home adaptations and equipment

It might be possible to get equipment for free or on a long-term loan from the NHS. The GP or district nurse can give you information. The council or trust may pay for home adaptations depending whether it's a major or minor adaptation.

Minor adaptations

Minor adaptations could be things like fitting lever taps in the kitchen or hand rails around the home.

England

In England, the council provides equipment and small adaptations costing less than £1,000 free of charge if the person you care for is assessed and eligible.

Northern Ireland

In Northern Ireland, the local trust decides if they'll fund the equipment or minor adaptation or if the person you care for must pay.

Scotland

In Scotland, the local council will normally provide essential equipment or minor adaptations costing less than £1,500 free of charge.

Wales

In Wales, the local council will normally provide essential equipment or minor adaptations costing less than £1,000 free of charge. They can charge for minor adaptations costing more than £1,000. This booklet was published in October 2021. The costs may change over time. For up-to-date information visit mariecurie.org.uk/home-equipment

Major adaptations

In England, Northern Ireland and Wales, the person you care for can apply for a Disabled Facilities Grant to cover the cost of a major adaptation. It depends on their income and savings. If they're eligible, the grant is paid by the local council (or Local Housing Executive in Northern Ireland). The council can also help organise the adaptation.

The occupational therapist helped to adapt my house so I could go home. They arranged for handrails in my home and lent me an electric chair with a reclining back that raises up and down, which helps me with my disability. This means I can be comfortable in my own home.

Willie, living with a terminal illness

In Scotland, the council will pay 80 percent of the total cost if the person you care for is assessed and eligible for a major home adaptation. This is called a Mandatory Grant. You can ask your local council to explain the rules for any extra grant and whether the person you care for qualifies.

Benefits and financial support

You and the person you care for may be entitled to benefits and financial support.

Take 10 minutes to see what benefits you can claim using our online calculator: mariecurie.entitledto.co.uk

Carer's Allowance

Carer's Allowance is a benefit for people who spend 35 hours a week caring for someone. If the person you care for cannot manage everyday tasks without your help, you may be able to get Carer's Allowance.

Carer's Allowance Supplement (Scotland only)

Carer's Allowance Supplement is an additional benefit for people

who live in Scotland and receive Carer's Allowance. You do not need to apply – it's paid to you automatically twice a year if you receive Carer's Allowance. You may still be eligible for it even if the person you are caring for does not live in Scotland.

Carer's Credit

Carer's Credit is a benefit for people whose National Insurance contributions are affected because of their caring role. Caring for someone with a terminal illness might affect whether you're able to work, and therefore if you're able to pay National Insurance contributions. The government can give you Carer's Credit to fill any gaps in your National Insurance record so you can still qualify for benefits like your State Pension.

Carer Premium

The Carer Premium is a benefit that's added onto other benefits you receive as a carer. The government will add on the Carer Premium if you're a carer and get any of the following:

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Housing Benefit
- Council Tax Reduction (called Rate Relief in Northern Ireland).



The Carer Premium is sometimes known as other things. It's called the carer addition when it's added to Pension Credit, and the carer amount or carer element when added to Universal Credit.

Benefits for the person you care for

Your friend or family member may be entitled to benefits too, including:

- Attendance Allowance, a tax-free benefit to help with extra costs for people over State Pension age who need care.
- Employment Support Allowance (ESA) for people under State Pension age whose work is affected by illness or disability.
- Personal Independence Payment (PIP), a tax-free benefit to help with the extra costs of having a health condition or disability.
- Universal Credit, a tax-free means-tested benefit for people who are out of work or on a low income.

There are special rules for people affected by terminal illness. They may have their application fast-tracked and get the benefit at the highest rate if they qualify.

Find out more at mariecurie.org.uk/benefits-entitlements

Changes to benefits in Scotland

From Spring 2022, some of the benefits in Scotland will be changing.

For up-to-date information, visit mariecurie.org.uk/benefits

Help with energy bills

You might be able to get help with energy bills while you care for someone at home, including:

- Winter Fuel Payment, a one-off payment to help you pay for heating during winter.
- Cold Weather Payments, for when the weather drops below a certain temperature and you already receive certain benefits.
- Warm Home Discount, a one-off discount taken directly off your energy bill.

You could try lowering your energy bills by switching provider or changing to energy-saving light bulbs. Ask your energy provider about discounts, or contact:

- Energy Saving Trust – energysavingtrust.org.uk
- Action for Warm Homes (England, Northern Ireland and Wales) – nea.org.uk
- Energy Action Scotland – eas.org.uk

Grants for people affected by terminal illness

There are grants available for people living with a terminal illness and the people who care for them. Unlike a loan, a grant doesn't have to be repaid. Search for grants through:

- Turn2Us – turn2us.org.uk
- Disability Grants – disability-grants.org
- Carers UK – carersuk.org

Help with money

You can get help to apply for benefits and check what financial support is available to you through:

- Benefits calculator – mariecurie.entitledto.co.uk
- Citizens Advice – citizensadvice.org.uk
- Carers UK – carersuk.org
- Entitledto – entitledto.co.uk
- MoneyHelper – moneyhelper.org.uk/en

Work and caring

Working is important to some carers, giving them an income and some normality. Others find that it becomes too much and give up work completely.

It can be a difficult decision to make. You could see if you have the option for flexible working or reducing your hours to fit with your caring responsibilities. Check your staff handbook or with your manager or HR team about their policies.

Flexible working

You have the right to ask for flexible work if you've been working for the same employer continuously for 26 weeks. This could include:

- part time work
- job sharing
- flexible start and finish times
- working from home
- compressed hours, where you work the same number of hours each week but spread across fewer days
- annualised hours, where you work a set number of hours each month or year but vary how you work those hours.

You'll need to apply for flexible work in writing. Your employer will consider the impact on the business before agreeing.

Find out how to apply for flexible work at **GOV.UK/flexible-working**

Time off for emergencies

You're allowed a 'reasonable' amount of time off work because of unexpected emergencies. Your employer will decide what is reasonable. There's no limit to how many times you take time off for an emergency involving someone you care for.

This is sometimes called 'time off for family or dependents'.

You may want to let your employer know that you may need time off if there's an emergency. How much detail you give is up to you.

Compassionate or bereavement leave

Your employer may offer compassionate leave. This means they'll grant you paid or unpaid leave if your friend or family member is very ill or when they die.

Discrimination and harassment at work

People with a terminal illness count as 'disabled' by law. As their carer, the law says your employer cannot use your friend or family member's condition as a reason to discriminate against you. For example, if they refuse you a promotion because they feel that you're less reliable due to caring.

You're protected from discrimination under the Equality Act 2010 in England, Scotland and Wales. In Northern Ireland, you're protected under the Disability Discrimination Act 1995.

You can complain if you're being discriminated against or harassed. Consider telling your manager, or check your contract or with your HR team about your employer's complaints policy. You should follow this in the first instance. If it's difficult to resolve, you can get support from:

- the Equality Advisory Support Service (EASS) on **0808 800 0082**
- Acas for advice if you live in England, Scotland or Wales – **acas.org.uk**
- The Labour Relations Agency in Northern Ireland – **lra.org.uk**

Planning for emergencies

It's important to think about who will care for your friend or family member if something happens to you. Having a plan in place can give you peace of mind if you become ill or go into hospital.

Having a back-up carer

Another family member or friend may be willing to be a back-up carer. Check that the person you care for is comfortable with this. You can then:

- discuss what they would need to do
- give them copies of any documents or emergency plans
- let the GP or district nurse know who the back-up carer is
- ask the GP or district nurse if you have any questions.

Making an emergency plan

Write down key things about your friend or family member's health and care so that other people will know what to do if you're unable to care for them. You could include:

- their contact details, next of kin and healthcare team details
- their back-up carer's contact details
- their condition and healthcare needs
- how they communicate
- their routine
- how they get comfortable in their room or home
- any allergies they have
- what medication they take, and where it's stored
- what they need at mealtimes and any dietary requirements
- if they have an advance care plan or made wishes for their future care
- if they have a Power of Attorney.

You could also include information about how to get into their home, who has spare keys, and how to use things like the central heating.

Give a copy to your back-up carer, the GP or district nurse, and anyone else involved in their care. And leave a copy somewhere obvious, for example on the fridge or next to the front door.



iStock

Telling the council and your GP you're a carer

Your council may ask you about arrangements for emergencies when you have a carer's assessment.

You could also speak with the GP or district nurse to see if there's a rapid response service in your area. This means arranging temporary nursing care at home at short notice.

If something then happened to you, the council, GP or district nurse might arrange:

- a paid carer worker to go into your friend or family member's home
- for them to go into a hospice or nursing home.

Carer's emergency card schemes

Check with your local council or trust if they have a carer's emergency card scheme.

You're given a card or keyring with a unique identification number and the scheme's phone number to carry around with you. If something happens that means you're unable to return home and make your own arrangements, emergency and health services will call the scheme's phone number. They'll then make arrangements for the person you care for.

Respite care and breaks

Looking after someone can be demanding, and it can be hard to make time for yourself. You may feel unable to leave the person you care for or guilty for taking a break. But taking a break can help you avoid burning out and be able to carry on providing care.

A respite break (sometimes just called 'respite') is a temporary break from caring where someone else looks after your friend or family member. There may be different types of respite care available where you live, including:

- having a paid care worker coming into the home
- overnight care from a Marie Curie Nurse organised by the GP
- day centres at hospitals or hospices that the person you care for can attend
- a short stay at a care home, nursing home or hospice.

How long you take is up to you and the person you care for. Some carers like to have a few hours' break every week. Others like longer but less frequent breaks or holidays. Having some time to yourself can help you relax and feel better, especially if you're tired and your sleep is interrupted.

Arranging a respite break

Start by talking to the person you care for about taking a break and decide what arrangement would work best for you both.

Depending on your needs, you can then:

- speak with their GP or district nurse about organising respite care
- contact your local social care services to find out what's available in your area
- find services near you by searching online or through the Carers Trust at **carers.org**

If you organise respite through your local social care services, they'll assess your needs and those of the person you care for. They'll ask you about the type of respite break you'd like and let you know what's available in your area.

When you arrange a respite break, you'll have a chance to talk about how and when you wish to be contacted while you're having a break.

Paying for respite care

Your council or trust may organise a financial assessment to decide if they will pay for replacement care while you take a break and if the person you care for needs to contribute.

You may choose to pay for respite yourself if your council or trust will not cover the costs. If the person you care for receives benefits like Personal Independence Payment (PIP) and Attendance Allowance, they could use these to cover the cost.

Check if there are grants available for respite breaks through the Carers Trust and Turn2Us.

Asking friends and family

If the person you care for is comfortable with it, you could speak with friends and family to see if they can help.

If they cannot help with personal care, they may be able to do other things, like shopping, cleaning, cooking or looking after pets.

Overnight nursing care from Marie Curie

Marie Curie specialises in care for people living with a terminal illness. An experienced Marie Curie Healthcare Assistant or Nurse can visit to take care of your friend or family member. They can help by giving medication, emotional support and a chance for you to get some rest. This kind of care is usually organised in advance.

Your district nurse or GP can arrange care from Marie Curie nursing services. For more information, go to **mariecurie.org.uk/help**

Caring one day at a time

Becoming a carer can feel overwhelming. You may have to learn how to do things you have not done before. Carers have told Marie Curie that it can help to take each day at a time.

Taking care of yourself

Looking after someone can be physically and emotionally demanding. Other people may give you advice to look after yourself, but you may not have the time or energy. Everyone finds their own way of coping when life gets hard. Try to do what you can, when you can.

Thinking about your needs

You may feel that there's not enough hours in the day when you're juggling things like care, work, family life and other commitments. It can help to acknowledge your feelings when you're tired and stressed and think about how you're coping.

Write a list of the support the person you're caring for needs. This can help you to work out:

- what you can help them with
- what things you need support with
- how to tell when things become too much for you to cope with.

Asking for help

Caring can include all kinds of challenges, and it can help to think who might be able to support you in your circle of family and friends. Sometimes carers get help from their extended family, friends, and even neighbours or volunteers.

Think about ways other people could help you and let them know. People usually want to help but may not know the best way to do it. For example, if someone in your support network cannot help with

practical care, you could suggest that they help with other tasks like:

- making phone calls to organise appointments
- writing and sending letters or emails
- keeping family and friends updated
- filling in forms, posting letters or other admin tasks
- picking up shopping or cleaning.

Coordinating tasks can be time-consuming, so you may want to think about simple ways to keep in touch with your support network and delegate things. You could coordinate this using:

- a private group on WhatsApp or Facebook to keep each other updated
- the Jointly app from Carers UK which is free and helps you plan and manage someone's care.

Making your health a priority

Your own medical appointments may not seem like a priority. But delaying seeing your GP or dentist could cause problems later. Speak with your GP if you're worried about anything.

When you're feeling stressed, tired or low in energy, you may find it helps to:

- get outside for some fresh air
- eat something healthy
- take a nap or a bath
- try a relaxation or breathing technique.

Get more tips for coping with stress at [nhs.uk/every-mind-matters](https://www.nhs.uk/every-mind-matters)

Making some time for normal life

Some carers find that caring gradually takes over their life and they lose their interests, hobbies and contact with friends and family.

Try building some time for yourself into your day, even if it's just 10 minutes. You might relax with a magazine, enjoy a hot bath, call a friend – whatever makes you feel good.

Coping with feelings

Everyone's experience of caring for someone is different and can involve dealing with a mix of feelings. At times, it can be difficult and upsetting. Other times, it may feel rewarding and bring you closer to the person you care for. There's no right or wrong way to feel. Some carers talk about feeling:

- anxious and stressed
- sad, depressed and even helpless
- lonely
- guilty or ashamed
- frustrated, resentful or angry.

Managing resentment and loneliness

Even when you look after someone 24/7, caring can be a lonely experience. This is especially true when you feel that other family and friends do not understand what you're going through.

This sometimes leads to feelings of resentment towards the person you care for, or towards others who you believe could be doing more to help.

While it can be difficult, there are some things you can do to try to deal with these feelings and get the support you need.

Delegating tasks

Think about ways other people could help you and let them know. People usually want to help but may not know how. Get ideas for how they can help on pages 23 and 24.

Keeping in touch with friends and family

Caring can take up a lot of your time and put pressure on relationships. Staying in touch with friends can help but you may find there's less time for socialising. You may have to change or cancel plans, and friends and family may contact you less because they think you're busy.

They may also worry about saying the wrong thing, but you could just ask them to listen. It can be hard to make the time for a chat but keeping in touch with others can help you feel less lonely.

Speaking with others in similar situations

There may be times when you feel that those closest to you do not understand what you're going through. It can help to speak with others who are in similar situations to you. You could try online forums and chats like:

- Carers UK – carersuk.org/forum
- Sue Ryder – community.sueryder.org
- Marie Curie – community.mariecurie.org.uk
- The Mix group chat for young carers – themix.org.uk/get-support/group-chat
- Alzheimer's Society memory cafes – alzheimers.org.uk/find-support-near-you

Talking about feelings

Sometimes the difficult emotions of caring and grief can feel like or change into depression. Common symptoms of depression like feeling tired, forgetful and losing your appetite could be caused by the extra demands of caring. It can help to talk about how you feel.

Try talking to someone you trust, your GP or the Samaritans on **116 123**.

Or call our free support line on **0800 090 2309***.

Professional counselling

Counselling is a talking therapy that is sometimes free at hospices, hospitals or through your GP. Ask your doctor or nurse if you feel it's something that may help you. They'll help you decide the best treatment and know what's available locally.

You can also pay for private counselling. It's important to find a qualified counsellor who specialises in dealing with situations like yours. Find qualified counsellors near you through your doctor or the British Association of Counselling and Psychotherapy at **bacp.co.uk/search/Therapists**

The hospice staff were very honest in what was happening to Mum, which I appreciated. Not everyone wants to know how long is left, but I did, I wanted to be prepared, or at least as much as I could be.

Rebecca, Carer

Day to day caring

Caring at home

You may need to help with daily living tasks and personal care if you're looking after someone at home, including:

- reminding or helping them to take their medication
- helping them to stand, walk and move around the home
- washing, dressing, shaving and brushing their hair
- helping them use the toilet, bed pan or urinal
- helping them in and out of bed and making them comfortable
- preparing meals and helping them eat and drink.

Helping someone with personal care can be challenging. Speak with them, and anyone else involved in their care to find a way that works for you all and maintains their dignity and privacy.



You can find guides for helping someone with personal care at mariecurie.org.uk/being-there

Safety first

You shouldn't try to lift someone on your own. You risk injuring yourself and them.

It can help to talk to the GP, district nurse or occupational therapist first. They'll talk you through how to help them move safely and may suggest aids or equipment if they have complex needs. Do not be afraid to ask if you're not sure how to do something – the GP is there to help.

If they refuse your help or you're unable to help

It can be frustrating if your friend or family member refuses help, or you're unable to help them as you would like. If it becomes a

problem, try speaking with the GP or district nurse. They can help guide the conversation so that everyone is heard and find a solution that works.

Feelings and worries

As your friend or family member becomes more unwell, they might need more support from you. This can bring about lots of different feelings for both of you. You might find some of the tasks physically and emotionally difficult. The person you care for might feel a loss of control and confidence. And they may be worried about losing their dignity and privacy.

If either of you have concerns or do not feel comfortable, speak to the GP or district nurse. They can talk you through the options and organise for someone to help with your friend or family member's personal care. You could also ask for a professional to be there to support you the first time you carry out a care task. If they're not able to be there in person, they might be able to give you support over the phone.

The healthcare team

It's likely that there will be different healthcare professionals involved in your friend or family member's care as they approach the end of life.

GP

The GP should be your main point of contact, and can help:

- prescribe medication
- coordinate support from other healthcare professionals
- give you information about the support available to you.

District nurse or other nurses

The district nurse can help organise care services from community nurses, healthcare assistants, care workers, Marie Curie Nurses, clinical nurse specialists like Macmillan nurses, and other care agencies.

They can also:

- do practical things like giving injections and changing dressings
- advise on eating and drinking
- support with moving and handling
- provide bowel and bladder care
- help with emotional support.

Social worker

You might have a social worker if you or the person you care for has had a needs assessment through social services. They can help organise non-medical support like:

- having meals delivered
- getting your home adapted
- organising respite care.

Care workers

The district nurse may organise for care workers to help your friend or family member with personal care, especially if they have complex needs. This could include helping with eating and drinking, washing and dressing, and going to the toilet.

Palliative care team

A palliative care team can involve doctors, nurses, occupational therapists, physiotherapists, pharmacists, counsellors and social workers. They can help manage your friend or family member's pain and other distressing symptoms, and offer emotional, spiritual and psychological support to you all.

Carers support officers

Some local councils and trusts have a carers support service with staff who can offer information and support.

End of life care and palliative care

You may hear or read the terms 'palliative care' and 'end of life care'. Speak with the GP about how palliative or end of life care might help and how you can access it.

Palliative care

Palliative care is about managing pain and other physical symptoms. It's about helping someone feel as comfortable as possible, and looking after their emotional, social or spiritual needs. You may hear it called 'supportive care'.

Palliative care helps when someone has a complex illness or one that cannot be cured. A person can have palliative care at any time during their illness. But it's a particularly key part of end of life care (care in the last 12 months).

GPs, district nurses and community nurses provide palliative care, as well as specialist palliative care teams.

End of life care

End of life care is usually for people who are likely to die within 12 months. It's difficult to predict how long someone might live, and a person having end of life care might live longer than this.

End of life care aims to help people live as well as possible and die with dignity. It's based on what the person wants and needs. The healthcare professionals caring for your friend or family member can work with them to develop a plan for their care. The plan will include

palliative care to manage physical symptoms and give emotional and spiritual support.

End of life care also includes practical and emotional support for families and carers.

Out-of-hours care

Out-of-hours care is for people who need medical attention or nursing care outside their healthcare team's regular working hours. This includes evenings, nights, weekends and public holidays. Ask the GP and district nurse about support that's available outside normal surgery hours.

When to call 999

Call 999 for an ambulance if there's an emergency at any time. This includes medical emergencies like:

- chest pain
- breathing difficulties
- severe allergic reactions
- severe bleeding that cannot be stopped
- loss of consciousness
- fits that are not stopping.

We really wanted to look after Mum at home but she initially wanted to go back into a hospice - I suppose she didn't want to burden us. I found that really hard because the only control we had as a family was over how Mum was cared for.

Natalie, Carer

When to contact out-of-hours care

Contact out-of-hours services if your friend or family member has symptoms you cannot manage like pain or agitation, and it's too late or early to contact their doctor or nurse. The service is there to help, and you can also get in touch if you're worried and want reassurance.

How to contact out-of-hours care

In England or Scotland, call **111** if your surgery is closed. This helpline is open 24 hours a day, seven days a week. They'll connect you to a nurse or GP as necessary. Some areas of the UK have a 24-hour district nurse service.

In Northern Ireland, call your GP surgery. You'll be directed to an out-of-hours service if they're closed.

In Wales, call NHS Direct Wales on **0845 46 47** or **111** depending on where you live.

What to expect when you call out-of-hours

You'll be asked questions by an adviser so they can direct your call. It can be frustrating to be asked a lot of questions if the person you care for is distressed. Try to stay calm and give the adviser all the detail that you can. They may ask for the address, details of any medication, and what has happened.

They'll decide who to put you in touch with and can:

- arrange a call back or home visit from a doctor, nurse or other health worker
- advise you to go to a local NHS walk-in centre, urgent care centre, or accident and emergency department (A&E)
- send an ambulance if needed.

If your friend or family member needs specialist care, they may need to go into hospital.

Make their wishes clear to their healthcare professionals if they want to be cared for at home. It's important to think about your own needs too, and the care you're able to provide.

Marie Curie rapid response service

In some areas, Marie Curie has a rapid response service where our registered nurses and senior healthcare assistants can provide care at short notice. This includes care of the patient at home, and over-the-phone advice for families and carers.



Your district nurse or GP can arrange care from Marie Curie nursing services. For more information, go to **mariecurie.org.uk/help**

Managing symptoms, pain and medication

Everyone's experience of pain is different, and pain can vary depending on the person, their condition and treatment. Nobody should have to put up with pain. With the right treatment and support, pain can usually be managed.

Good pain management is an important part of palliative care, which helps people have the best quality of life when their illness cannot be cured. A doctor, specialist nurse or palliative care team will assess the person's pain. They'll ask questions and may do a physical examination.

Everyone feels pain in their own way. To help your friend or family member explain what the pain is like, they could try keeping a pain diary and write down:

- when they feel the pain and what seems to bring it on
- what it's like and where the pain is located
- if anything eases it, for example taking pain killers
- a score of how bad the pain is from 0 to 10.

Signs someone's in pain

Often people can tell you if they're in pain. But if the person you're caring for has difficulty communicating, ask the nurse or doctor for other ways to tell if they're in pain. They might suggest a visual chart or picture cards if the person cannot speak. If they cannot communicate at all, there are signs to look out for, including:

- frowning or grimacing
- changes in mood, agitation or distress
- pointing at or rubbing an area on their body
- changes in routine like refusing food
- changes in posture like drawing up their knees
- withdrawal or refusal to make eye contact
- changes in breathing.

Speak to their healthcare team if you're worried or notice any signs.

Medicines at home

The healthcare team will aim to manage symptoms and medicines well at home. This can help reduce the chances of your friend or family member needing to go into hospital.

If your friend or family member is taking medication, they may need a steady flow of medicine to manage their symptoms. Sometimes a syringe driver is best for doing this. It's a small battery-powered pump that delivers medication at a constant rate through a very fine needle or plastic tube under the skin.

A doctor or specialist nurse can also prescribe 'just in case' medicines for people being cared for at home. They include medications for injection. If the person becomes suddenly more unwell, a district nurse can come to the person's home and give the medicine. Just in case medicines may be used for things like vomiting

and nausea, agitation, pain and too much fluid in the throat (chest secretions).

Sometimes people may want to try methods of pain relief that do not involve drugs. These include heat and cold, TENS machines, relaxation, and complementary therapies.

Check with the GP before using any complementary therapies to make sure they're suitable for the person you care for.

Changing where someone is cared for

There may come a time when your friend or family member needs different care and support. They may move into a care home, hospital or hospice for more care. This could be their preference or because they need more care than can be given at home. This can be especially difficult if you've been caring for them at home.

Talking through the options

Ask them if they have thought about where they would like to be cared for and discuss their preferences.

Their healthcare team will try to support their wishes about where they want to be cared for. They'll have a conversation with you about their needs, including symptoms, pain and comfort. But it's not always possible to provide the care they need in the place that they would like.

It may help to prepare some questions before speaking with their healthcare team, such as:

- What are the costs?
- Who will arrange transport and moving?
- What will they need to take with them?

- How can you still be involved in their care?
- Are there any restrictions on visiting?
- What happens in emergencies?

Check if they have plans in place

Your friend or family member may have made plans for their future, including how they want to be cared for and who should manage their money. They might have an advanced care plan or set up a Power of Attorney.

Check that the staff at the home, hospital or hospice have a copy of these and any other relevant documents. Make sure they also have up-to-date contact details for you and anyone else involved in their care.

Transport and arrangements

Your friend or family member's healthcare team will usually make arrangements to move them into a home, hospital or hospice. They'll advise if they're too unwell to be moved and talk you through the options.

If they're moving to a hospice, their healthcare team will arrange this as soon as there's an available bed.

Coping when your situation changes

Looking after your friend or family member might have become a big part of your life. You may have mixed feelings if your role in their care changes or ends.

Even if they need to be somewhere where they can receive more specialist care, you've still played an important part in their care which can continue by visiting, keeping them company, and looking after their affairs.

Having conversations

Not everyone wants to talk when they have a terminal illness. It can take time to find ways of coping with the news, and there may be moments when they do not want to accept what's happening. It's a common response and often part of the acceptance process.

It can be difficult to deal with someone's decision if they do not want to talk, and you may think of it as a sign of denial. But it's important not to pressure them into talking or make them feel judged. Instead, there are things you can do to listen and support them as their feelings change, and ways to get support yourself.

Why someone may not want to talk about dying

Coping with a terminal diagnosis can cause all sorts of feelings for everyone involved. There's no right or wrong way to feel. It's important to remember that there could be lots of reasons they choose not to talk, including:

- feeling scared about dying or denying it as a way to cope
- being concerned about how their family and friends will cope
- protecting you from being upset
- questioning their beliefs and the meaning of life
- worrying about where they'll live and be cared for as their illness progresses
- how they'll get support with things like finances.

Listen without judgement

Listen to your family member or friend as much as possible. Try not to judge, interrupt or pressure them into talking about subjects they're avoiding. It can take time to come to terms with a diagnosis, and you may find that their attitude changes and they become more open as their illness progresses.

Tips for starting conversations

It can help to understand what matters most to the person you care for. If you want to start the conversation, you could:

- listen for cues, for example if they start talking about the future or acknowledge they're not getting better
- choose a time where you will not be interrupted
- make a list of the things you want to talk about, as it's unlikely you'll discuss them all in one conversation.

It might be helpful to ask questions like:

- If you were to become more unwell, what would be important to you?
- Have you thought about what you would want to happen at your funeral?
- If you were to become more unwell, who would you want to be around you?

It's OK if you do not know what to say. Reassure them that while you may not know the right words to say, you're there to listen. Or tell them that sitting in silence is fine – you do not have to talk.

Check how they feel after having the conversation – for example you could say: "That was a lot of information, how are you feeling about it?" If they ended the conversation or avoided certain topics, it might be best to come back to it another time.

Ask if they want to speak with someone else

You could ask if there's someone they're more comfortable speaking with. Some people hide their feelings from those closest to them because they worry about being a burden. They might talk more openly about their diagnosis with someone other than their family and friends, like their GP or district nurse. Or perhaps it would help them to speak with a counsellor or therapist.

When to speak to a professional

There are times when avoiding feelings or worries can cause people to act in ways that may impact them and you. It may be reassuring to speak with the person's GP or healthcare team if you feel that they:

- want to talk, but cannot have conversations with you or others close to them
- refuse pain medication or hide their symptoms
- talk about recoveries or cures when their doctor has told them that they will die from their illness
- have ways of coping that worry you
- avoid the reality of their situation and need to deal with practical matters like their finances.

Speaking with children

You may need to speak with children about your friend or family member's illness or tell them that the person is going to die. This can be incredibly difficult, and you may feel that you're protecting them by not mentioning it.

But children are likely to notice that something's wrong and may feel anxious and confused. They may prefer to know what's happening even if it's sad, rather than cope with uncertainty.

How do I break bad news to a child?

Sad news is better coming from an adult the child knows and trusts. Try taking your cues from them – for example, when they talk about the person. Or pick a time and place when you're undisturbed and relaxed.

You can tell the child you have some important news. It's best to be gentle but honest. You can tell the child that your friend or family member is seriously ill. Sadly, they will not get better from their

illness and they're going to die.

Children can be very literal and terms like 'slipping away' could be confusing. Try to use plain language.

They may ask direct questions or some that seem random or unconnected. Listen carefully to what they say and try to answer their questions in a comforting and reassuring way. It's OK to say that you do not know the answer.



How children might react

Children react to sad news differently. It may take them time to process or find words to express how they're feeling. Reassure them that they can talk when they're ready, and it's better than keeping their worries to themselves. Children may:

- come back to the subject and ask you the same questions several times
- not talk about the person if they think it upsets you
- have 'magical thinking', which is believing their own thoughts can influence events
- be clingy because they're worried you could die too
- have unexplained stomach aches or headaches due to stress
- be uncooperative because they're upset and anxious
- try to be especially well-behaved for you.

In difficult situations, children need to feel safe. They'll value the reassurance of a routine and spending time with adults they know and trust. Spending time with them can help them to feel secure and loved.

It may help to keep the child's teacher, school and clubs updated too. You could ask them to let you know how the child is coping. They may be able to arrange one-to-one support for the child. Read more about supporting children when someone has a terminal illness at mariecurie.org.uk/support

Preparing for the end of someone's life

It's not easy to say exactly what will happen as your friend or family member approaches the end of their life. But in the last weeks and days before death, it's common for people to experience certain changes. They may:

- lose weight and muscle
- need to sleep more than usual
- eat and drink less



- feel breathless or sick
- become confused or feel disorientated
- have changes in mood or feel agitated or restless if they have a sense they're dying.

Learning about these changes may make the future seem less frightening. You can ask the GP or district nurse what to expect and how best to prepare.

If it's possible, you could ask your friend or family member about their wishes. Do they want to stay at home towards the end of their life? Would they prefer to be in a hospice or hospital? Knowing this can help you to arrange their care so their wishes can be met. Decisions about care must be guided by what the person wants. As their carer, you need to be involved so you can prepare if they want to die at home.



For more information about preparing for the end of life, visit mariecurie.org.uk/support. You can also order a Marie Curie leaflet ***What to expect at the end of someone's life*** on the website or by calling **0800 090 2309***.

Spiritual and philosophical support

Not everyone wants spiritual support at the end of life, but some find comfort in it. It's an opportunity to talk about life and death with someone who's used to talking about these things. You can access this support even if you do not have a religion. It's part of a faith leader's role to support people who are dying and those close to them. They can support you before and after the person has died. Ask your healthcare team or hospice to put you in touch with a faith leader. There are also other philosophies offering spiritual comfort to people at the end of life, such as Humanists UK - humanists.uk

When caring changes or ends

When your role as a carer changes or the person you care for dies, you may be surprised at how big an adjustment it can be. Carers often feel a range of emotions over months or years that follow, including:

- loneliness because they've put their social life on hold
- sadness and grief for the person they cared for
- exhaustion and in poor health after putting their own health last
- emptiness or numbness
- guilt or regret if they can no longer care for the person
- lacking in purpose
- resentful for the things they've missed out on while caring
- relief or calmness when they no longer have care responsibilities.

There's no wrong or right way to feel. Whatever your feelings are, they are valid and important.

Coping with grief

Grief is a natural response to losing someone you care about. There's no right or wrong way to grieve. Everyone's experiences of grief are individual. At times it may feel overwhelming and difficult to do everyday things. But the grief and pain will lessen and there will come a time when you can adjust and cope without the person who has died. The important thing is to do what feels right for you and be gentle with yourself.

Read more about grief at mariecurie.org.uk/support

Bereavement support from Marie Curie

You do not have to go through bereavement alone. There are lots of ways to get support, whether you prefer to talk to someone in person or join an online community. If you would like to speak to someone about your feelings, contact the Marie Curie Support Line on **0800 090 2309***.

We also have trained bereavement support volunteers who can offer up to six sessions of support in the form of a weekly phone call – **mariecurie.org.uk/help/support/bereavement**

Adjusting to a new routine

When you've had a regular routine, it can seem strange when you no longer need to be home at a certain time or get up in the middle of the night.

It can take time to adjust physically and mentally. You may find you experience:

- tiredness and problems with your sleeping pattern
- a lack of motivation and difficulty finding a new routine
- changes to your appetite.

Speak with your GP if you feel unwell or find it difficult to eat or sleep.

Being gentle with yourself

Be gentle and give yourself some time to adjust. Try to focus on the people and things that make you feel good.

Sometimes carers find they no longer have the same interest in activities they used to enjoy, or that they rush into lots of new activities and social groups too quickly. You might still feel isolated, even within a group.

Reflecting and looking back

Some people find that it helps to reflect and look back on their experiences as a carer. You may be surprised at how well you coped, the skills you developed, and the good times you had even when things were tough.

It's likely you'll have shared experiences with the person you were caring for that no one else knows about. Looking at photos or writing down your memories can help bring those times to life again. Talking with other people who knew them well can also help to keep memories alive.

Finding a new focus

Caring for someone can become a big part of your identity. It's natural to feel a sense of loss when it changes or ends. It can help to think about your needs and what you would like to do with your time when you're ready. You do not need to rush into things or put pressure on yourself.



You may want to return to the life you had before caring or decide on a fresh start. You could think about:

- joining a club or taking part in a new social activity
- learning a new skill
- going travelling
- starting a new job or returning to your old one
- volunteering.

Carers often find they've developed lot of new skills, like:

- being well-organised
- problem-solving
- coping under pressure
- multitasking.

Take time to reflect on your skills and if there could be opportunities for you to make use of them. Ask your family and friends for ideas if you're not sure what skills you have or how you'd like to use your time.

Taking the next step

When you're ready to find a new focus, there are plenty of organisations and free online resources that can help you.

Paid work

If you plan to go back to work, you could try:

- the National Careers Service - **nationalcareersservice.direct.gov.uk**
- your local Jobcentre Plus - **find-your-nearest-jobcentre.dwp.gov.uk/search.php**
- GOV.UK business support - **gov.uk/business-support-helpline**
- searching for grants through Turn2Us - **grants-search.turn2us.org.uk**



Phil Hardman/Marie Curie

Volunteering

You could try looking for voluntary roles through:

- your local volunteering centre
- Do it - **doit.life**
- Marie Curie's volunteering opportunities - **mariecurie.org.uk/get-involved**

Leisure time

Now could be a good time to make new friends, try new things or travel. You could try meeting people through organised events or finding organised trips. Or learning something new through:

- the Open University - **open.ac.uk**
- the University of the Third Age - **u3a.org.uk**

How Marie Curie can help

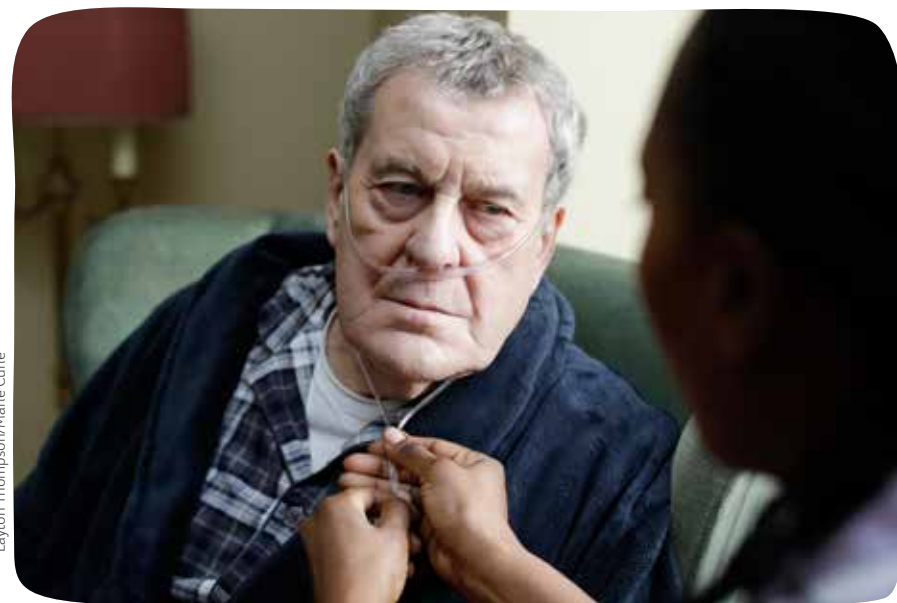
We help everyone affected by a terminal illness get the care and support they need, whether you have an illness yourself or you're a family member or friend.

Marie Curie Support Line

0800 090 2309*

Whatever your question, we're here to help with practical information and support on all aspects of life with terminal illness, dying and bereavement. Whether you need trusted information or to talk to someone, you can call us for free. For Support Line opening times, visit **mariecurie.org.uk/support**

*Your call may be recorded for training and monitoring purposes.



Layton Thompson/Marie Curie

Marie Curie Online Chat

If you prefer, you can talk to our trained staff and get information and support via our online chat service. **mariecurie.org.uk/support**

Marie Curie Information

We have a range of free information available to view online or to order as printed booklets. **mariecurie.org.uk/support**

Ongoing support from a bereavement volunteer

The Marie Curie Bereavement Service is for people who might want to have ongoing support, from the same person, over the phone. You can access up to six telephone sessions of 45 minutes.

When you start using the service, you'll be matched with a specially trained volunteer who'll give you regular bereavement support. They'll provide a safe space where you can talk openly about your grief and how you're feeling.

For more information call the Support Line or visit **mariecurie.org.uk/support**

Check-in and Chat

If you, or someone close to you, is terminally ill, and looking for regular emotional support our Check-in and Chat service may be for you. Check-in and Chat is our call-back service where you'll be matched with one of our volunteers. They will be able to give ongoing support and be a friendly ear when you need to talk. For more information call the Support Line or visit **mariecurie.org.uk/support**

Marie Curie Community

Our online Community is a space for you to share thoughts, feelings and experiences. The Marie Curie Support Line team moderates all posts and is there to help with any questions you may have.

community.mariecurie.org.uk

Marie Curie Hospices

Marie Curie Hospices offer the reassurance of specialist care and support, in a friendly, welcoming environment, for people living with a terminal illness and their loved ones – whether you're staying in the hospice or coming in for the day. In these difficult times, we've found innovative new ways to be there on the front line for our communities.

mariecurie.org.uk/hospices

Marie Curie Nursing Services

Marie Curie Nurses and Healthcare Assistants work on the front line, night and day, in people's homes across the UK, providing hands-on care and vital emotional support. If you're living with a terminal illness, our nurses will help you to feel safe, supported and cared-for in the place where you're most comfortable.

mariecurie.org.uk/nurses

Marie Curie Helper Volunteers

The little things can make a big difference when you're living with a terminal illness. Marie Curie's trained Helper volunteers can visit you regularly to have a chat to over a cup of tea, help you get to an appointment or just listen when you need a friendly ear.

mariecurie.org.uk/helper

Organisations that can help

General support

Age UK

0800 678 1602

ageuk.org.uk

A charity with a network of local branches that aims to help older people make the most out of life. It has a befriending service and sometimes loans out wheelchairs. It also has national branches:

Age Scotland

0800 12 44 222

ageuk.org.uk/scotland

Age Cymru (Wales)

0300 303 44 98

ageuk.org.uk/cymru

Age NI

0808 808 7575

ageuk.org.uk/northern-ireland

Carers Trust

0300 772 9600

carers.org

Provides support and information for carers through its network of carers centres.

Carers Trust Northern Ireland

07826 930508

carers.org/northern-ireland

Carers Trust Scotland

0300 772 7701

carers.org/scotland**Carers Trust Wales / Cymru**

0300 772 9702

carers.org/wales**Carers UK**

0808 808 7777

carersuk.org

Provides expert advice, information and support to carers. There are links to its national services from the website homepage.

Crossroads Care NI

028 9181 4455

crossroadscare.co.uk

Crossroads provides support for carers in Northern Ireland who care for an older, frail, ill or disabled friend or family member.

Crossroads Caring Scotlandcrossroads-scotland.co.uk

Provides support services to help people live independently at home. You can find your local service on its website.

Hospice UKhospiceuk.org

Has a tool to help you find a local hospice.

Bereavement support

Bereavement Advice Centre

0800 634 9494

bereavementadvice.org

Offers a free helpline for people who are bereaved and for professionals. It also has information on its website about practical matters and coping with grief.

Child Bereavement UK

0800 02 888 40

childbereavementuk.org

Offers support when a child is facing bereavement.

Cruse Bereavement Care

0808 808 1677

cruse.org.uk

Provides bereavement support, either face-to-face or over the phone, from trained volunteers around the UK. There are links to local Cruse services from the website homepage.

Sue Ryder

0808 164 4572

sueyder.org

A charity offering palliative care and bereavement support. It has an online bereavement forum.

Winston's Wish

08088 020 021

winstonswish.org.uk

A child bereavement charity with a free helpline that offers specialist practical support and guidance to bereaved children, their families and professionals.

Financial, employment and legal support

ACAS

0300 123 1100

[acas.org.uk](https://www.acas.org.uk)

Offers information on employment subjects such as working hours, redundancy and discrimination.

Benefits Adviser Line (Northern Ireland)

0800 232 1271

nidirect.gov.uk/campaigns/unclaimed-benefits

Contact for information about benefits and services in Northern Ireland.

Citizens Advice

0800 144 8848 (England) / 0800 702 2020 (Wales)

citizensadvice.org.uk

Provides information on benefits, housing and employment, debt, consumer and legal issues. You can find your local citizens advice centre from the home page.

Department for Work and Pensions (England, Wales and Scotland)

The DWP deals with most benefits. For help and to apply for specific benefits, use the contact numbers below or visit GOV.UK.

Attendance Allowance:

0800 731 0122 (textphone 0800 731 0317)

Carer's Allowance:

0800 731 0297(textphone 0800 731 0317)

Disability Living Allowance:

If you were born before 8 April 1948

0800 121 4600 (textphone 0800 121 4523).

If you were born on or after 8 April 1948

0800 121 4523 (textphone 0800 731 0317).

Employment and Support Allowance contact centre:

0800 328 5644 option 3 (textphone 0800 328 1344 option 3)

or Welsh language line 0800 328 1744

Personal Independence Payment:

0800 121 4433 (textphone 0800 121 4493)

Disability and Carers Service (Northern Ireland)

0800 587 0912

nidirect.gov.uk/disability-and-carers-service

Administers Disability Living Allowance, Attendance Allowance, Carers Allowance and Carers Credit.

Equality Advisory & Support Service

0808 800 0082 (textphone 0808 800 0084)

equalityadvisoryservice.com

Supports people with equality and human rights issues in England, Wales and Scotland.

Equality Commission for Northern Ireland

028 90 500 600

equalityni.org

Supports people with equality and human rights issues in Northern Ireland.

Labour Relations Agency

03300 555 300

lra.org.uk

A Northern Ireland organisation that provides information about employment practices.

Turn2Us

turn2us.org.uk

A national charity that provides information on finances, benefits and grants.

Emotional support

Befriending Networks

0131 261 8799

befriending.co.uk

Befriending offers supportive, reliable relationships through volunteer befrienders to people who would otherwise be socially isolated.

Counselling

bacp.co.uk/search/Therapists

Find a therapist across the UK.

Samaritans

116 123

samaritans.org

A confidential support line for people struggling to cope.

Equipment, adaptations and occupational therapy

British Red Cross

redcross.org.uk/get-help

Loans wheelchairs and other types of equipment to people around the UK.

Capability Scotland

0131 337 9876 (textphone 0131 346 2529)

capability.scot

Works with disabled people and their carers. It can give you advice on where to find equipment.

Centre for Independent Living NI

028 9064 8546

cilni.org

Has useful fact sheets to help people live independently.

Disability Equipment Service

disabilityequipmentservice.co.uk

Lists second-hand disability equipment available to buy throughout the UK.

Disability Grants

disability-grants.org

Gives information on charities and trusts which provide grants in the UK.

Disabled Living Foundation

0300 999 0004

livingmadeeasy.org.uk

A national charity providing impartial advice, information and training on independent living. It has useful tips for buying equipment and products and a self-help guide called AskSARA at asksara.livingmadeeasy.org.uk/selector

Motability

motability.org.uk

01279 635999

A charity that helps people with disabilities lease a car, scooter or powered wheelchair.

Royal College of Occupational Therapists

rcotss-ip.org.uk/find

A directory of occupational therapists.

Shopmobility

shopmobilityuk.org

A scheme that lends or hires out manual and powered wheelchairs and powered scooters in town and city centres.

Further information

This booklet was produced by Marie Curie's Information and Support team. It has been reviewed by health and social care professionals and people affected by terminal illness.

If you'd like the list of sources used to create this information, please email review@mariecurie.org.uk or call the Marie Curie Support Line on **0800 090 2309***.

Notice

The information in this publication is provided for the benefit and personal use of people with a terminal illness, their families and carers.

This information is provided as general guidance for information purposes only. It should not be considered as medical or clinical advice, or used as a substitute for personalised or specific advice from a qualified medical practitioner. In respect of legal, financial or other matters covered by this information, you should also consider seeking specific professional advice about your personal circumstances.

Whilst we try to ensure that this information is accurate, we do not accept any liability arising from its use. Please refer to our website for our full terms and conditions.

Did you find this information useful?

We would love to hear from you. If you have any feedback about the information in this booklet, please email us at review@mariecurie.org.uk or call the Marie Curie Support Line on **0800 090 2309***.

Notes

Marie Curie

We're here for everyone affected by dying, death and bereavement in the UK. We offer expert care, guidance and support to help people get the most from the time they have left.

Marie Curie Support Line

0800 090 2309*

Got a question? Call our Support Line to speak to someone who can help, including specially trained nurses. To find out more visit **mariecurie.org.uk/support**

Ongoing support

Whatever your situation, you can access regular emotional support over the telephone from our specially trained volunteers through our Check-in and Chat service.

You can also visit **community.mariecurie.org.uk** to share experiences and find support by talking to people in a similar situation.

Bereavement support

We offer a Bereavement Service for people who might want to have ongoing support, from the same person, over the phone. To find out more call free on **0800 090 2309*** or visit **mariecurie.org.uk/support**

We can't do it without you

Our Information and Support service is entirely funded by your generous donations, so the work we do would not be possible without your help. Thanks to you, we can continue to offer people the free information and support they need, when they need it.

mariecurie.org.uk/donate