



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

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Date: 25 February 2021

Re: Freedom of Information Request
Ref: 31-2021

Thank you for your email dated the 29th January 2021, requesting information in relation to support services for family members.

The information that you require is as follows:

I would like to request information under the Freedom of Information Act. Please could you provide the following information:

- 1) What support do you offer for the family members of patients being treated for cancer within your NHS Trust? (Support can include anything that would contribute to the emotional well-being of an individual, such as support groups, counselling or advice).**

The Clatterbridge Cancer Centre offers various support services for patients and their family members:

Haemato-Oncology Support:

- In addition to the Clinical Nurse Specialist (CNS) team. The Haemato-oncology counsellor supports Haemato-oncology patients and families including bereaved families and also runs a monthly support group.**

Solid Tumour Support:

- Patients can be referred to a tumour specific CNS team. The CNS team offers support to patients and their families. The CNS can provide information to families with the patient's permission.**
- Cancer Support Workers (CSW) undertake Holistic Needs Assessment (HNA) and care plans with the patient and any concerns raised by the patient or family are signposted to the appropriate service either within the hospital or their locality.**

- Some tumour groups have support groups run by CNS with the help of Maggie's, however face to face groups are on hold at present due to COVID-19
- Patients and family members can be referred for psychological support by any staff member to the Trust's psychological medicine team. The team will triage referrals and pick up or sign post as appropriate.
- The Cancer Information Centre can be accessed by patients or relatives. The centre provides verbal and written information regarding support services for both patients and families.

The Trust also has in place:

- Relatives Rooms
- Safeguarding practitioners
- Learning Disability Champions

The Trust is also currently in the recruitment process for a Family Support Worker.

2) Does your NHS Trust provide any tailored support specifically for young people (under 25s) who have family members being treated for cancer?

No, however, if the patient is in the age group of 16-24 years and has relatives in this age group such as partners or siblings, our Teenage & Young Adult Team (TYA) have various team members who can offer support such as a TYA psychologist to support psychological needs such as coping with a cancer diagnosis or life after cancer. We also have young people's social workers who work to support the patient and their wider family with issues such as financial support, employment support and emotional support. Our TYA team work with the young patient first and then identify key relationships to the patient as a result of these conversations.

3) If so, please could you provide details.

Please see above, answer to Question 2

4) Are services actively offered to patients' family members, or do they have to approach the Trust themselves to request support?

Please see above, answer to Question 2

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>