

How our service works

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

Phone: **0800 304 7403**

Email: **londonhelper@mariecurie.org.uk**

Boroughs covered: Barnet, Camden, Enfield, Hackney, Haringey, Islington, Newham, Tower Hamlets and Waltham Forest

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 north east London.

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

We're 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.

Our nurses work day and night, 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.

Marie Curie Support Line
0800 500 1210*

Ask questions and find support.
Open 9am to 5pm Monday to Friday,
11am to 5pm Saturday.

mariecurie.org.uk/help

You can also visit **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.

Marie Curie Helper North East London



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



**Marie
Curie**



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 service comes 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.

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