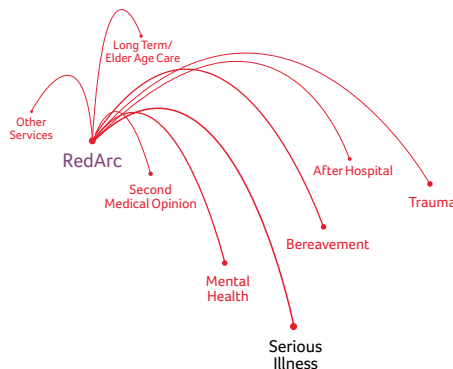


## Serious Illness



Support for people suffering from the effects of serious illness or disability, the Personal Nurse Adviser will tailor their help according to every individual situation.

The same Personal Nurse Adviser is available by telephone on an unlimited, ongoing basis and the ways they can help are many and varied, here are a few examples:

- Help in understanding the condition and all its implications
- Explain options for treatment
- Help to prepare for consultants appointment
- Explain medical terms in simple everyday language
- Help families to cope with consequences of illness
- Find suitable equipment & medical aids
- Clinically review and provide a range of resources e.g. factsheets, books, CD's, DVD's
- Ensuring best use is made of mainstream service e.g. NHS, Macmillan cancer support, British Heart Foundation etc.
- Sign-post to charities and local self help groups
- Ongoing emotional support
- And lots more...

Often, most importantly:

- A listening ear with plenty of time

Integrated services could include a specialist nurse home visit, a course of specialist counselling, speech & language therapy or physiotherapy.

*“At least one in four people living with cancer (over 500,000 in the UK) experience a wide range of long term debilitating conditions caused by their cancer.”*

*Cured – but at what cost? Macmillan, July 2013*

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## Case Study

Mr E was diagnosed with cancer and was feeling shocked and afraid. He does not like hospitals and had delayed getting a diagnosis because he had been reluctant to go to the GP when he first had symptoms.

He was contacted by the RedArc Personal Nurse Adviser and was so relieved to be able to ask her lots of questions, from the security of his own home. He talked about all his fears and feelings of guilt, and found it helpful to have a listening ear.

His nurse sent him information about his condition and arranged for a Specialist Cancer Nurse to provide a series of supportive calls, based around his hospital appointments and the start of treatment.

The support from the RedArc Personal Nurse Adviser will be ongoing and unlimited, and we will also offer support to his immediate family.

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*“I think it is an excellent service. The help and support I have received has been invaluable. I would like to place on record my gratitude to the nurse for being such a vital support, willing to listen to my troubles, making helpful suggestions when it has been necessary. I hope she realises what a vital job she and others like her are doing. It is immeasurable. Many many thanks, you are really appreciated.”*