

# East Lancashire Cancer Information Guide



**There is a wealth of advice and support available in the East Lancashire area and this booklet aims to help you find what you need.**

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## Welcome

**Being diagnosed with cancer can have a huge impact on everyone's life, but there is help and support available.**

**The issues that you may struggle with will vary from person to person but they are not all about the treatment.**

**This booklet aims to help signpost people affected by cancer to services or information which can help you at this difficult time.**

This Information Guide has been kindly sponsored by the Rosemere Cancer Foundation



Some of the information in this booklet may well have changed since we went to press. Please let us know if you see anything that is incorrect in this booklet so that we may address this.

If you can't find what you're looking for in this booklet, or require further information around cancer services, please contact the Cancer Partnership Group.

### Cancer Partnership Group



A group of people affected by cancer and healthcare staff working together to improve cancer services.



01772 647045



Jeanette Smalley, Lancashire and South  
Cumbria Cancer Network, Room 144,  
Preston Business Centre, Watling Street Road,  
Fulwood, Preston, PR2 8DY



[jeanette.smalley@lscn.nhs.uk](mailto:jeanette.smalley@lscn.nhs.uk)



[www.cancerlancashire.org.uk](http://www.cancerlancashire.org.uk)  
[www.cancercumbria.org.uk](http://www.cancercumbria.org.uk)



## Key of symbols



Information



Telephone Number



Postal Address



Email Address



Website Address



Availability / Open Times

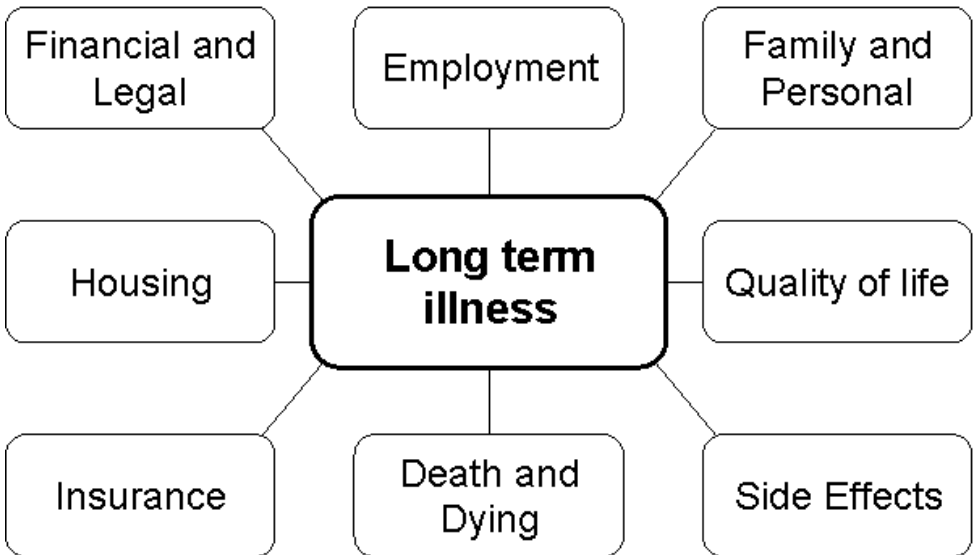


Time and Dates of open meetings and drop in sessions.

## Things to consider

Increasingly, cancer is considered a long term illness and therefore there are issues and aspects you may have to think about or even things you haven't thought were important, which may be.

You may want to consider the options, support and information available to you around the following areas:



## Financial and Legal

This can include:

- Credit arrangements
- Joint property / investments
- Policies
- Welfare benefits

We recommend that you or the person you are supporting should consider getting a benefit review done, as you may be entitled to financial payments. Irrespective of your financial situation these monies can be very helpful. There are organisations able to provide this service free of charge; Age UK, Welfare Rights to name but two.

Some payments are not means tested, so this means that no matter what your income or savings, if you qualify for those entitlements they will be paid.

Another potentially helpful contact might be:

### ***Community Legal Advice***



Provides a free and confidential advice service paid for by legal aid.



0845 345 4345

Calls from 4p/min or they can call you back



[www.communitylegaladvice.org.uk](http://www.communitylegaladvice.org.uk)



Monday to Friday

9.00 am – 8.00 pm

Saturday

9.00 am – 12.30 pm

### Insurance

This can include:

- Credit Cards
- Holiday
- Inpatient / Day patient
- Life
- Loans
- Mortgage
- Medical costs

Advice and information on Insurance can be provided by Macmillan Cancer Support and Cancer Research UK.

### Housing

This can mean:

- Adaptation for disability
- Council tax
- Gardening
- Going into residential care
- Household bills
- Insurance
- Maintenance
- Mortgage – arrears
- Re-housing
- Rent arrears

Your local council will be able to help you or direct you to organisations who can help you with any of the above and more.



## Employment

This can mean:

- Contract of Employment
- Death in service pay
- Discrimination
- Industrial disease
- Occupational Pension
- Reduction of hours / phased return
- Self employment
- Statutory sick pay
- Tax rebate
- Terminate employment
- Time off
- Unfair dismissal

There are organisations that specialise in supporting people with long term illnesses in dealing with their employment situation. But your first contact should be with your employer / human resources department.

One organisation that can help with pension advice is:

### ***Pensions Advisory Service***



Provides free information, advice and guidance on the whole spectrum of pensions, including state, company, personal and stakeholder schemes.



0845 601 2923  
0845 600 0806  
0845 602 7021

Pensions Helpline  
Women Helpline  
Self Employed Helpline



11 Belgrave Road, London, SW1V 1RB



[www.pensionadvisoryservice.org.uk](http://www.pensionadvisoryservice.org.uk)

### Quality of life

This can mean:

- Aids and adaptations
- Blue Badge scheme
- Communication
- Equipment (Occupational Therapy / appliances)
- Holiday / convalescence
- Loss of speech
- Motability Scheme
- National Key Scheme
- Respite care
- Support Groups
- Treats

Support for you and your carer, partner or loved ones can be provided by a number of different organisations. To find out about what's available please contact the medical team supporting you.

### Family and Personal

This can include:

- Child care
- Dependant parents
- Diet
- Exercise
- Friends
- Helping children cope
- Intimacy
- Partner / spouse
- Pets
- Relationships
- Sexuality
- Work colleagues

Speak to the medical team who are supporting you to find out more.

### Side effects

This can include:

- Body image
- Depression
- Difficulty swallowing
- Difficulty writing
- Feeling cold
- Hair loss
- Incontinence
- Loss of speech
- Pain
- Risk of infection
- Sickness
- Tiredness
- Weight gain
- Weight loss

Speak to the medical team who are supporting you to find out more.

### Death and Dying

You may find the Bereavement Services section within this booklet of interest.

## Financial support for accessing NHS services

This may be a stressful time for you or your loved ones but there are benefits which may help to ease your worries around your finances.

### Prescription charges

Prescription charges will be met for people with cancer who are receiving treatment for:

- cancer
- the effects of cancer or
- the effects of current or previous cancer treatment

Information should be available from your GP practice or the team caring for you at the hospital.

A copy of the guidance explaining what is covered by these “exemption certificates” is available from the Prescription Pricing Agency (PPA):



0845 610 1171

Local rate call



PrescriptionPricingHelpdesk@ppa.nhs.uk



[www.nhsbsa.nhs.uk](http://www.nhsbsa.nhs.uk)

### Free transport - am I eligible?

You **may** be eligible for free transport to and from your place of care.

However there are certain conditions that need to apply for you to be able to qualify for free transport. Please speak to the team that are responsible for your care.

For further information on patient transport, please contact your local Booking and Choice Centre on:-



0845 0539078

### Car parking

You may be able to park your car for free or at a reduced rate whilst accessing treatment at any NHS Hospital.

It's recommend that you ask your healthcare team to see whether this is available to you and your loved ones.

## Maps for NHS, health and cancer services Hospitals

There is information available on each of the websites around car parking, public transport, visiting times as well as a mapping out your route to the hospital from your home.

### ***Royal Blackburn Hospital***



01254 263555



Haslingden Road,  
Blackburn, BB2 3HH



contact@elht.nhs.uk



www.elht.nhs.uk



**Burnley General Hospital**



01282 425071



Casterton Avenue,  
Burnley, BB10 2PQ



contact@elht.nhs.uk



www.elht.nhs.uk



**Clitheroe Community Hospital**



01200 427311



Chatburn Road,  
Clitheroe, BB7 4JX



www.eastlancspct.nhs.uk



***Pendle Community Hospital***



01282 425071



Leeds Road, Nelson,  
BB9 9SZ



contact@elht.nhs.uk



www.elht.nhs.uk



**Hospices**

***East Lancashire Hospice***



01254 733400



Park Lee Road,  
Blackburn, BB2 3NY  
jacqueline.lord@eastlan  
cspct.nhs.uk



www.elh.org.uk





### ***Pendleside Hospice***



01282 440100



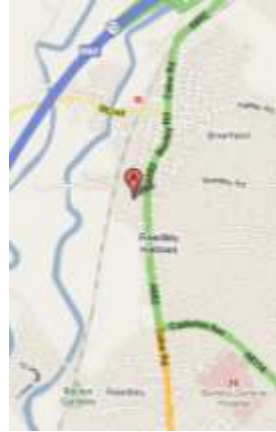
Colne Road, Reedley,  
Burnley, BB10 2LW



info@pendleside.org.uk



www.pendleside.org.uk



### ***Rossendale Hospice***



01706 253633



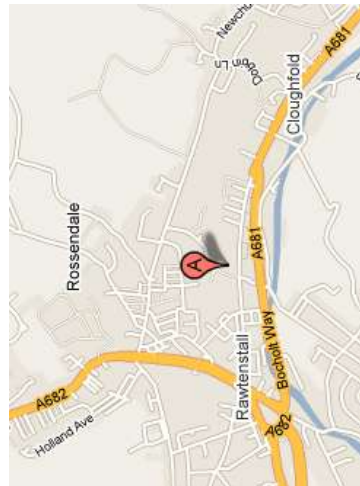
New Cribden House  
Rossendale PHCC,  
161 Bacup Road,  
Rawtenstall, BB4 7PL



admin@rossendalehospice.org



www.rossendalehospice.org



## Cancer support organisations

### Cancer Help



Is a charity that supports cancer patients and carers in the Lancashire area. Their services are provided at two locations: Vine House in Ribbleton, Preston and Croston House in Garstang.



[info@cancerhelppreston.co.uk](mailto:info@cancerhelppreston.co.uk)



[www.cancerhelppreston.co.uk](http://www.cancerhelppreston.co.uk)

### Vine House, Preston



01772 793344



Vine House, 22 Cromwell Road, Ribbleton, Preston, PR2 6YB



### Croston House, Garstang



01995 606469



113 Croston Road, Garstang, Preston, PR3 1HQ



## NHS services

NHS cancer care is delivered in a multi-disciplinary team approach. This means with healthcare staff in all areas working together to reach a diagnosis, agree a treatment plan, and deliver appropriate care for you.

These multi-disciplinary teams include Clinical Nurse Specialists who are available to provide information and support to patients and their carers. Nurses can be based at the hospital and / or in the community and provide a link between patients, carers and other healthcare workers.

## Cancer Clinical Nurse Specialists

The East Lancashire Hospitals NHS Trust has nurses who specialise in the following types of cancer:

Bladder	Bowel	Breast	Cervical
Head	Leukaemia	Liver	Lung
Lymphoma	Myeloma	Neck	Oesophagus
Ovarian	Pancreas	Prostate	Skin
Stomach	Testicular	Thyroid	Womb

The Nurse Specialists work alongside other healthcare workers, for example consultants, GPs, district and hospital nurses, physiotherapists, pharmacists and dieticians. If you have not already seen a Specialist Nurse and would like to, please ask one of the healthcare team looking after you.

Not all patients have a Clinical Nurse Specialist. If you have a type of cancer not mentioned above, please do not hesitate to ask your hospital doctor, nurse or GP for further advice and support.

## Specialist Palliative Care Nurses

As well as nurses who specialise in a particular cancer type, Specialist Palliative Care Nurses offer holistic care to patients with advanced or progressing illness. This includes management of pain and other symptoms and provision of psychological, social and spiritual support. The aim of palliative care is to achieve the best quality of life for patients and their families.

### Hospital team

**Covering all of East Lancashire Hospitals NHS Trust**



01254 263555



Royal Blackburn Hospital, Haslingden Road,  
Blackburn, BB2 3HH

### Community teams

**Burnley, Pendle, Rossendale, Hyndburn, Ribble Valley**



01254 770070



Petre Court, Clayton Business Park,  
Clayton le Woods, Accrington, BB5 5HY

**Blackburn and Darwen**



01254 733400



East Lancashire Hospice, Park Lee Road,  
Blackburn, BB2 3NY

## Local cancer support organisations

### Rosemere Cancer Foundation



Is the charity attached to the Cancer Centre in Preston and offers funding to assist with additional facilities and equipment for patients being treated at the Cancer Centre in Preston and the local Cancer units throughout Lancashire and South Cumbria.



01772 522913



Radiotherapy Department,  
Royal Preston Hospital, Sharoe Green Lane,  
Preston, PR2 9HH



[info@rosemere.org.uk](mailto:info@rosemere.org.uk)



[www.rosemere.org.uk](http://www.rosemere.org.uk)

## Macmillan Cancer Information and Support Service



Provides information and support on all aspects of cancer and living with cancer for patients, carers, relatives and health/social care professionals.



Valerie.Critchley@elht.nhs.uk  
Natalie.Aspin2@elht.nhs.uk



[www.macmillan.org.uk](http://www.macmillan.org.uk)

### Royal Blackburn Hospital



01254 732598



Macmillan InfoPod, Level 1, Royal Blackburn Hospital, Haslingden Road, Blackburn, BB2 3HH



Monday to Friday      10.00 am – 4.00 pm

### Burnley General Hospital



01282 803116



Macmillan Infospace, Phase 5 Outpatients, Burnley General Hospital, Casterton Avenue, Burnley, BB10 2PQ



Monday to Thursday      10.00 am – 1.00 pm  
Friday      10.00 am – 12 noon

## Gentle Approach to Cancer



Offers advice and counselling for cancer patients and their families. Services include advice on diet, lifestyle, positive thinking, stress control and relaxation, as well as a range of complementary therapies.



01539 725394

Colin Sutherland



Ribblebank Resource Centre, Gerrard Street,  
Preston, PR1 8NQ



sutherland\_colin@hotmail.com



[www.gentleapproach.org.uk](http://www.gentleapproach.org.uk)



Monthly

Second Saturday

10.00 am – 3.30 pm

## Marie Curie Cancer Care Nursing Team



Provides end of life care to terminally ill patients in their own homes, or in one of the nine hospices available.



01254 855010



Pendleview, Brindle Mill, Bournes Row,  
Houghton, Preston, PR5 0DR



Monday to Friday

9.00 am – 5.00 pm



## Local cancer support groups

### Barnoldswick & Earby Bosom Friends General Cancer Support Group



01282 814917

Mary Brennan



St Joseph's Parish Centre, Barnoldswick,  
BB18 5HA



angusbrennan@aol.com



[www.bebosomfriends.org.uk](http://www.bebosomfriends.org.uk)



Monthly

Last Wednesday

7.30 pm – 9.00 pm

### Blackburn and East Lancashire Breast Care Support Group



01254 262324



The Beardwood Hospital, Preston New Road,  
Blackburn, BB2 7AE



Monthly

First Tuesday

7.00 pm – 9.00 pm

## East Lancashire Prostate Cancer Support Group



07548 033930

Martin Wells,  
Chairman

01282 804668

Debbie Hesketh,  
Nurse Specialist



McKenzie Medical Centre, Grounds of Burnley  
General Hospital, Casterton Avenue, Burnley,  
BB10 2PQ



Monthly

First Thursday

2.00 pm – 4.00 pm

## Forget Me Not - Brain Tumour Support Group



07538 342244



Tickled Trout Hotel, Preston New Road, Preston,  
PR5 0UJ



Monthly

Second Monday

## Helping Hands - Head and Neck Support Group



01254 235211

Cara McCarthy



Accrington Fire Station, Hyndburn Road, Church,  
Accrington, BB5 4EQ



Monthly

First Thursday

2.00 pm – 4.00 pm

## Late Effects of Pelvic Radiotherapy Support Group



0161 446 8100

Margaret Calvert  
The Christie Cancer  
Information Centre



Please contact above number for further details



Monthly

Third Wednesday

11.00 am – 1.00 pm

## Liver and Pancreas Support Group



01254 734159

Elaine Atkinson  
Joanne Thomas



Accrington Fire Station, Hyndburn Road,  
Church, Accrington, BB5 4EQ



Monthly

Set dates (please ring)

2.00 pm – 4.00 pm

## Lung Cancer Support Group



01254 732450

Christine Marsden



Dining Room, Accrington Community Hospital,  
Haywood Road, Accrington, BB5 6AS



Monthly

Second Wednesday

2.00 pm – 4.00 pm

## MOSAIC General Cancer Support Group



01282 440110



Pendleside Hospice, Colne Road, Reedley,  
Burnley, BB10 2LW



Monthly

First Tuesday

4.00 pm – 6.00 pm

6.30 pm – 8.30 pm

## Moving On – General Cancer Support Group



01706 253633



Rosendale Hospice, New Cribden House,  
Rosendale PHCC, 161 Bacup House,  
Rawtenstall, BB4 7PL



Monthly

First Monday

2.00 pm – 4.00 pm

## Rosemere Support Group Development Manager



This post holder is working to increase the number of support groups in this area. Should you be interested in setting up a support group or are wondering if there is a support group in your area, please contact Donna Sheridan.



01772 647062

07508 375679

Donna Sheridan



LSCCN, Room 144, Preston Business Centre,  
Watling Street Road, Preston, PR2 8DY



Donna.Sheridan@lscn.nhs.uk



[www.cancercumbria.org.uk](http://www.cancercumbria.org.uk)

[www.cancerlancashire.org.uk](http://www.cancerlancashire.org.uk)

A Support Group Directory is available online.

## Hospice services

### Hospices for Children

#### *Derian Hospice*



Offers specialist palliative respite and terminal care for children.



01257 233300



Chancery Road, Astley Village, Chorley,  
PR7 1DH



[info@derianhouse.co.uk](mailto:info@derianhouse.co.uk)



[www.derianhouse.co.uk](http://www.derianhouse.co.uk)

## Hospices for Adults

### ***East Lancashire Hospice***



Offers palliative care to patients with advanced and progressive life threatening disease, particularly those suffering from cancer. They also support relatives and carers in an atmosphere of calm with tenderness, care and quiet efficiency.



01254 733400



Park Lee Road, Blackburn, BB2 3NY



[www.elh.org.uk](http://www.elh.org.uk)

### ***Pendleside Hospice***



Provides support and care to adults with cancer and other life threatening illnesses. Their team of specialist medical nurses aim to improve the quality of life for their patients. Social, emotional and spiritual support is also available for patients, their family and carers.



01282 440100



Colne Road, Reedley, Burnley, BB10 2LW



[info@pendleside.org.uk](mailto:info@pendleside.org.uk)

## ***Rossendale Hospice***



Cares for people in Rossendale who have a life-limiting illness, with range of services from day therapy, home care to complementary therapies, which are free of charge. They also provide help, support and befriending services to the families and carers of their patients.



01706 253633



New Cribden House, Rossendale PHCC,  
161 Bacup Road, Rawtenstall, BB4 7PL



[admin@rossendalehospice.org](mailto:admin@rossendalehospice.org)



## Other support organisations

### Counselling and psychological support

#### ***East Lancashire Hospitals***



Provides a clinical psychology service. To access this service, all patients must be referred by medical professionals such as Clinical Nurse Specialists and Hospital Consultants.



01282 803049



Dr Ailyn Garley, Clinical Psychologist, Cancer Services, Palliative Care Office, Former Ward 4, Burnley General Hospital, Casterton Avenue, Burnley, BB10 2PQ



Monday, Wednesday and Thursday

8.30 am – 4.30 pm

## ***Bury Support Centre***



Offers a free counselling service providing immediate support. They offer an opportunity to discuss feelings emotional issues and it is available to patients and carers around diagnosis.



07899 990260



St James Centre, St James Avenue off  
Walshaw Road, Bury, BL8 1TD



Monday, Tuesday and Wednesday

10.30 am – 4.00 pm

## ***Cancer Help, Preston***



Provides a free counselling service to anyone who would like the opportunity to discuss feelings and emotional issues.



01772 793344

Ribbleton, Preston

01995 606469

Garstang, Preston



22 Cromwell Road, Ribbleton, Preston, PR2 6YB  
113 Croston Road, Garstang, Preston, PR3 1HQ



Monday to Friday

9.00 am – 5.00 pm

## Benefits Chart

This is in the centre of the book for you to remove should you need it.

If you would like a further copy, please either visit Lancashire and South Cumbria Cancer Network's website or contact them for a hard copy to be posted to you.



01772 647045



Room 144, Preston Business Centre,  
Watling Street Road, Preston, PR2 8DY



Jeanette.Smalley@lscn.nhs.uk



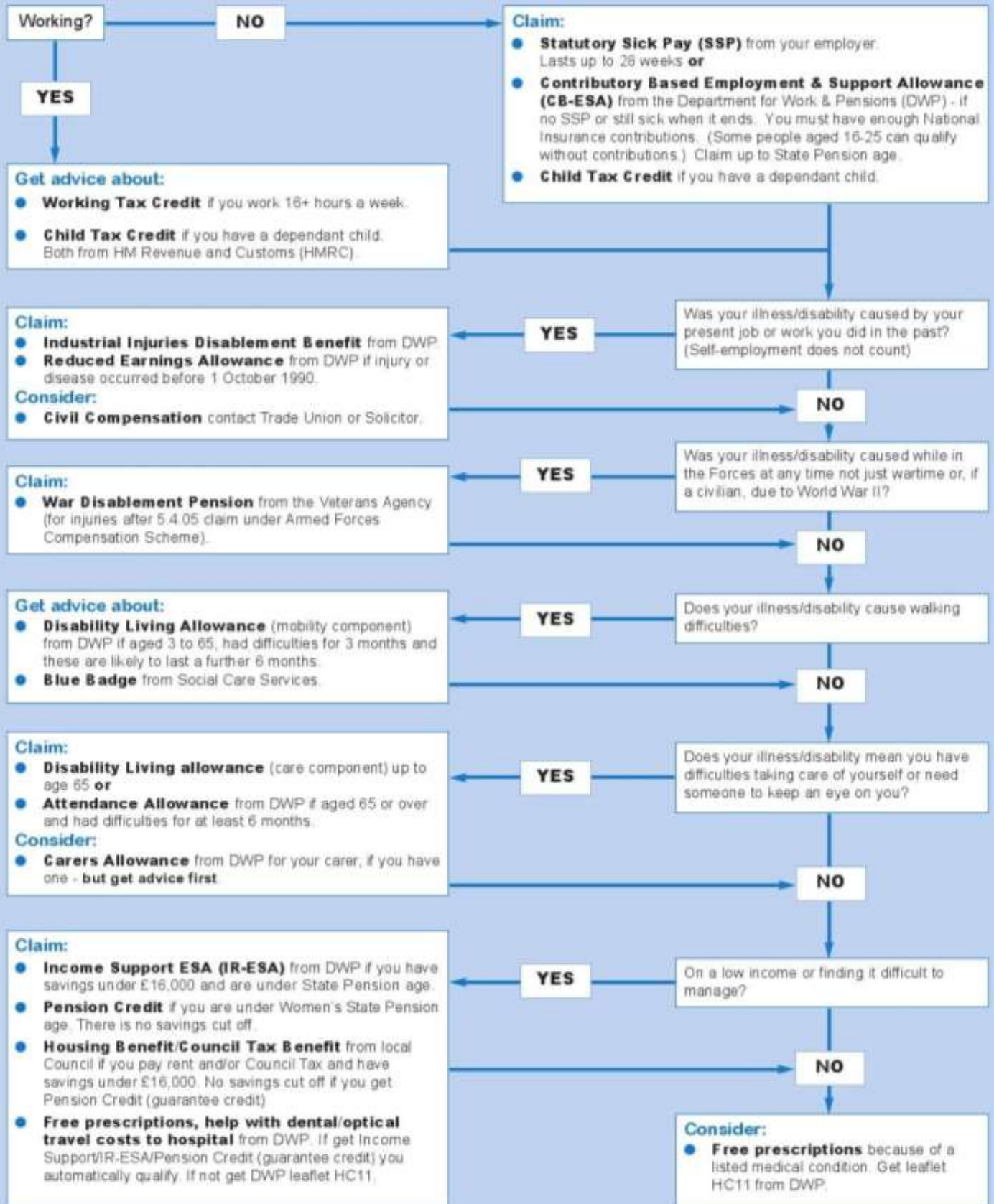
[www.cancerlancashire.org.uk](http://www.cancerlancashire.org.uk)  
[www.cancercumbria.org.uk](http://www.cancercumbria.org.uk)

## Benefits if you are sick or disabled

The following pages are a summary of the benefits that can be claimed. The rules are complicated so it is always best to get advice (see page 37).

# Benefits if you are sick or disabled

This is a summary of the benefits that can be claimed. The rules are complicated so it is always best to get advice.



For help and advice on the benefits mentioned contact your local Welfare Rights Office.  
 For their details ring 0845 0530013 or write to: Welfare Rights Service, Freepost, Preston PR1 8BR.  
 Or visit [www.lancashire.gov.uk/welfarerights](http://www.lancashire.gov.uk/welfarerights)



For help and advice on the benefits mentioned contact your local Welfare Rights Office.

For their details ring 0845 0530013 or write to: Welfare Rights Service, Freepost, Preston PR1 8BR.

Or visit [www.lancashire.gov.uk/welfarerights](http://www.lancashire.gov.uk/welfarerights)

*Lancashire County Council Welfare Rights Service January 2010*

### ***East Lancashire Hospice***



Offers a counselling service for palliative patients, providing an opportunity to discuss feelings emotional issues.



01254 733400



East Lancashire Hospice, Park Lee Road,  
Blackburn, BB2 3NY



Monday to Friday                      10.00 am – 3.00 pm

### ***Pendleside Hospice***



Offers psychotherapy and hypnotherapy services for patients with a diagnosis of a life limiting illness. The program can address the physical, emotional and social problems often associated with life limiting illness.



01282 440100



Colne Road, Reedley, Burnley, BB10 2LW



Monday to Friday                      8.00 am – 6.00 pm  
(evening sessions can be available)

### ***Relate Macmillan Counselling Service***



Provides a relationship counselling service offering the opportunity to discuss feelings and emotional issues surrounding cancer diagnosis and relationships.



07899 990260

Bury Support Centre



Monday, Tuesday and Wednesday

10.30 am – 4.00 pm

### ***Rosendale Hospice***



Provides psychotherapy and hypnotherapy services as well as emotional support to patients with a life limiting illness to help manage the physical and psychological difficulties that can often be experienced. Support is also available carers.



01706 253633



New Cribden House, Rosendale Primary Health Care Centre, 161 Bacup Road, Rawtenstall, BB4 7PL



Tuesday to Friday

9.00 am – 4.30 pm

## East Lancashire Clinical Trials Service



Supports access to high quality cancer clinical trial research studies in East Lancashire Hospitals NHS Trust. The Clinical Research Network is part of the National Institute for Health Research, supporting research to make patients and the NHS better.

### Blackburn



01254 733299

Vivienne Tickle  
Karen Beard



Vivienne.Tickle@elht.nhs.uk  
Karen.Beard@elht.nhs.uk



Ward C10, Level 3, Royal Blackburn Hospital,  
Haslingden Road, Blackburn, BB2 3HH

### Burnley



01282 805245

Sue Ashworth



Sue.Ashworth@elht.nhs.uk



Suite 1, Main Outpatient Department, Burnley  
General Hospital, Casterton Avenue, Burnley,  
BB10 2PQ



## Lymphoedema Services

### ***NHS Blackburn with Darwen Lymphoedema Services***



Provides information, advice, assessment and treatment to anyone with lymphoedema registered with a Blackburn with Darwen GP.



01254 203240



Livesey Clinic, Cherry Tree Lane, Blackburn, BB2 5NX



Monday to Friday 8.00 am – 6.00 pm

### ***East Lancashire Lymphoedema Service***



Supports patients living in Burnley, Pendle, Rossendale, Hyndburn, Ribble Valley if registered with a GP.



01254 770060



Unit 1, Petre Court, Clayton Business Park  
Petre Road, Clayton-le-Moors, BB5 5HY



Monday to Friday 8.00 am – 6.00 pm

## ***Northern Lymphology Ltd***



Provides a Lymphoedema service. To access patients can either be referred by their GP with funding; independently or by insurance companies with a Consultant referral.



01200 446739



The Forest of Bowland Treatment Centre,  
Dunnow Hall, Newton Road, Slaidburn,  
Nr Clitheroe, BB7 3AD



[justine@northernlymphology.com](mailto:justine@northernlymphology.com)



[www.northernlymphology.com](http://www.northernlymphology.com)

## Wigs and Prosthetics Services

### ***Breast Prosthetics Service***



Offers a breast prosthesis fitting service provided by a member of the local breast care nursing team.



01282 804204



Primrose Suite, Burnley General Hospital,  
Casterton Avenue, Burnley, BB10 2PQ

## Wigs Service



Offers a fitting and provision of wigs service for patients. They also provide information and advice on prescription charges and offer support.

## Royal Blackburn Hospital



01254 804040

Reception



Orthotics Department, Level 1, Royal  
Blackburn Hospital, Haslingden Road,  
Blackburn, BB2 3HH



Monday to Friday

9.00 am – 4.00 pm

(except bank holidays)

## Burnley General Hospital



01282 803024



Orthotics Department, Burnley General  
Hospital, Casterton Avenue, Burnley,  
BB10 2PQ



Monday to Friday

9.00 am – 12 noon

(except Bank Holidays)

2.00 pm – 4.00 pm

## Other support organisations

### British Red Cross



Provides short-term loans of medical equipment, such as wheelchairs, for people with a disability or illness.



01282 426120



Lady Townley House, 149 Manchester Road,  
Burnley, BB11 4HT

### Medical Loan Equipment



01282 426120

### Therapeutic care and skin camouflage



01282 426120

## Carers groups

### Carers Contact



Offers information and support on a range of issues including, learning disabilities, mental health and carers support.



01282 704604



Carers Contact at CVS, ELVSRC  
62-64 Yorkshire Street, Burnley, BB11 3BT



[carerscontact@bprcvs.co.uk](mailto:carerscontact@bprcvs.co.uk)



[www.bprcvs.co.uk](http://www.bprcvs.co.uk)

### Carers Service



Offers support and advice to all carers in Blackburn with Darwen.



01254 688440



Blackburn with Darwen Carers Service,  
Oakenhurst Road, Blackburn, BB2 1SN



[office@bwdcarers.org.uk](mailto:office@bwdcarers.org.uk)



[www.bwdcarers.org](http://www.bwdcarers.org)

## Disability groups

### Adult Social Care in Blackburn with Darwen

#### ***Your Support, Your Choice***



Aims to help people to live as independently as possible within the community and have a wide range of information about the different choices available to offer support to people when they need it most. Working closely with our partners in the independent and voluntary sector to ensure that local people have easy access to information, advice and support.



01254 584584

01254 587547

Out of hours



[www.yoursupportyourchoice.org.uk](http://www.yoursupportyourchoice.org.uk)



Monday to Friday

8.45 am – 5.00 pm

## NHS East Lancashire, Burnley



Supports adults with learning disabilities with all aspects of life such as understanding information and going to hospital appointments. A team of dedicated nursing and support staff who accept self referrals.



01282 648238



F M House, Learning Disabilities,  
Network 65 Business Park, Burnley, BB11 5ST



Monday to Friday                      9.00 am – 5.00 pm



## Information services

### Councils for Voluntary Services (CVS)

There are two Councils for Voluntary Services (CVS) in the East Lancashire area which provide support, training and advice to voluntary and community groups. They also signpost to voluntary and statutory organisations.

#### ***Burnley, Pendle and Rossendale CVS***



01282 433740



62 - 64 Yorkshire Street, Burnley, BB11 3BT



janette.holden@bprcvs.co.uk



www.bprcvs.co.uk  
www.do-it.org

Local  
National



Monday to Friday

9.00 am – 5.00 pm

#### ***Blackburn with Darwen CVS***



01254 583957



61-63 James Street, Blackburn, BB1 6DN



office@volcentre.bwdcvs.org.uk



www.bwdcvs.org.uk



Monday to Friday

10.00 am – 3.00 pm

### Patient Advice & Liaison Service (PALS)

PALS provide confidential advice and support to families and their carers, information on the NHS and health related matters and confidential assistance in resolving problems and concerns. They explain the complaints process and how to make contact with someone who can help. The service also offers information on how you can get more involved in your health care.

#### ***PALS Centre***



0800 5872586



PALS Service, East Lancashire Hospitals NHS Trust, Royal Blackburn Hospital, Haslingden Road, Blackburn, BB2 3HH



[PALS@elht.nhs.uk](mailto:PALS@elht.nhs.uk)



[www.elht.nhs.uk](http://www.elht.nhs.uk)



Monday to Friday  
(except public holidays)

8.30 am – 4.30 pm

## Social care services

They will work with and on behalf of citizens and in partnership with others to ensure people:

- are able to make a positive contribution to life in East Lancashire;
- can exercise informed choice and control over their lives as well;
- can live independently and safely in their own homes for as long as possible;
- live free from discrimination and harassment; and
- have access to the information, advice and support they need.

Social Services can be contacted across the East Lancashire area through Lancashire County Council. Contact details are below:

## Lancashire



0845 053 0009

All of Lancashire



Lancashire County Council, PO Box 78,  
County Hall, Fishergate, Preston, PR1 8XJ



[enquiries@lancashire.gov.uk](mailto:enquiries@lancashire.gov.uk)



[www.lancashire.gov.uk](http://www.lancashire.gov.uk)



Monday to Friday

8.45 am – 5.00 pm

## Out of Hours Emergency



0845 602 1043

## Blackburn with Darwen



[www.blackburn.gov.uk](http://www.blackburn.gov.uk)



Monday to Friday

8.45 am – 5.00 pm

### **Adults**



01254 587547



Adult social services, Blackburn with Darwen  
Borough Council, PO Box 478, Blackburn,  
BB2 9BR



[clo@blackburn.gov.uk](mailto:clo@blackburn.gov.uk)

### **Children**



01254 587547



Children's Services Department, Blackburn  
with Darwen Borough Council, The Exchange,  
Ainsworth Street, Blackburn, BB1 6AD



[rics.r&a@blackburn.gov.uk](mailto:rics.r&a@blackburn.gov.uk)

### **Out of Hours Emergency (both adults and children)**



01254 587547

## Welfare advice agencies

### Citizens Advice



[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### Blackburn



01254 671211



St. Johns Centre, Victoria Street, Blackburn,  
BB1 6DW

### Burnley



01282 450535



144 - 148 St James Street, Burnley, BB11 1NR

## Welfare Rights

### Blackburn with Darwen



Offers in-depth advice on housing, debt and welfare benefits. They provide one-on-one support, self-help, drop-in sessions and home visits.



01254 583350



One stop shop, Town Hall, Blackburn,  
BB1 7DY



[www.blackburn.gov.uk](http://www.blackburn.gov.uk)

### Lancashire



Provides independent and confidential advice and representation on benefits and tax credits for people living in Lancashire.



0845 053 0013



Welfare Rights Service, FREEPOST, Preston,  
PR1 8BR



[www.lancashire.gov.uk](http://www.lancashire.gov.uk)

See benefits chart in the middle of this booklet.

## Assistance with Benefit Claims

### Blackburn



01254 583350



One stop shop, Town Hall, Blackburn,  
BB1 7DY

### Burnley



01282 425011



Parker Lane, Burnley, BB11 2DS

## National Help Lines

<b>Benefits Enquiry Line</b>	0800 882 200
<b>Child Benefit Enquiry Line</b>	0870 155 5540
<b>Child Support Agency Helpline</b>	0845 713 3133
<b>Free legal helpline for carers</b>	0800 013 0313
<b>Disabled Person Tax Credit</b>	0845 605 5858
<b>Disability Living Allowance</b>	0845 712 3456
<b>Macmillan Helpline</b>	0808 808 0000



## National organisations

### NHS Direct



Provides information and guidance on a range of medical conditions through a number of services including a telephone advice line and web resources.



0845 46 47



[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

### Breast Cancer Care



Provides information and support to patients, families and professionals.



0808 800 6000



5 - 13 Great Suffolk Street, London, SE1 0NS



[www.breastcancercare.org.uk](http://www.breastcancercare.org.uk)



Monday to Friday      10.00 am – 5.00 pm  
Saturday                10.00 am – 2.00 pm  
(except public holidays)

## British Liver Trust



The British Liver Trust is the national charity working to reduce the impact of liver disease in the UK through support, information and research.



0800 652 7330



[info@britishlivertrust.org.uk](mailto:info@britishlivertrust.org.uk)



British Liver Trust, 2 Southampton Road,  
Ringwood, BH24 1HY



[www.britishlivertrust.org.uk](http://www.britishlivertrust.org.uk)

## Bowel Cancer UK



Aims to provide practical support and advice for people affected by bowel cancer. It also aims to save lives by raising awareness of bowel cancer and campaigning for best treatment and care.



0800 840 3540



[advisory@bowelcanceruk.org.uk](mailto:advisory@bowelcanceruk.org.uk)



7 Rickett Street, London, SW6 1RU



[www.bowelcanceruk.org.uk](http://www.bowelcanceruk.org.uk)

## Cancer Research UK



Provides an information service for cancer patients, their families, the general public and healthcare workers. It is working to improve the understanding of cancer and develop better ways to prevent, diagnose and treat the disease.



0207 242 0200



[www.cancerresearchuk.org](http://www.cancerresearchuk.org)

## Changing Faces



Supports and represents people who have disfigurements to the face, hand or body from any cause.



0845 4500 275



[info@changingfaces.org.uk](mailto:info@changingfaces.org.uk)



Changing Faces, The Squire Centre,  
33-37 University, London, WC1E 6JN



[www.changingfaces.org.uk](http://www.changingfaces.org.uk)

## Colostomy Association



Represents the interests of people with a colostomy (a colostomy is a surgical procedure in which your colon is cut and brought to the outside through the abdominal wall to create an artificial opening or "stoma"). They also provide support, reassurance and practical information to anyone who has, or is about to have, a colostomy.



0800 328 4257

24 hour



[cass@colostomyassociation.org.uk](mailto:cass@colostomyassociation.org.uk)



[www.colostomyassociation.org.uk](http://www.colostomyassociation.org.uk)

## Heads2gether



Provides information and support for patients with head and neck cancer, their carers, relatives and friends.



0794 325 1125



[www.heads2gether.net](http://www.heads2gether.net)

## Leukaemia and Lymphoma Research



Leukaemia & Lymphoma Research is the only UK charity solely dedicated to research into blood cancers, including leukaemia, lymphoma and myeloma.



020 7269 9060



[clinicalinfo@beatbloodcancers.org](mailto:clinicalinfo@beatbloodcancers.org)



[www.beatbloodcancers.org](http://www.beatbloodcancers.org)

## Lymphoedema Support Network (LSN)



Provides information and support to people with lymphoedema and those at risk from developing lymphoedema following surgery / treatment for cancer.



0207 351 4480



St Luke's Crypt, Sydney Street, London,  
SW3 6NH



[www.lymphoedema.org](http://www.lymphoedema.org)

## Lymphoma Association



Provides information and support for people with Hodgkin's and non-Hodgkin's Disease; has "buddy scheme" and local self-help groups.



0808 808 5555

Free phone



PO Box 386, Aylesbury, HP20 2GA



[www.lymphomas.org.uk](http://www.lymphomas.org.uk)



Monday to Thursday

9.00 am – 6.00 pm

Friday

9.00 am – 5.00 pm

## Macmillan Cancer Support



Aims to improve the lives of people affected by cancer. They are a source of support providing practical, medical, emotional and financial support.



0808 808 0000

Free phone



[cancerline@macmillan.org.uk](mailto:cancerline@macmillan.org.uk)



89 Albert Embankment, London, SE1 7UQ



[www.macmillan.org.uk](http://www.macmillan.org.uk)



Monday to Friday

9.00 am – 9.00 pm

## Marie Curie



Provides care to around 25,000 terminally ill patients in the community and in their hospices, along with support for families. They mainly care for people with cancer but also care for people with other life limiting illnesses. Their services are always free of charge to patients and their families.



0207 599 7777



[www.mariecurie.org.uk](http://www.mariecurie.org.uk)

## Mesothelioma Help Line



Provides advice and information regarding Mesothelioma including guidance on benefits and compensation claims.



0113 213 10 10



[www.asbestos-action.org.uk](http://www.asbestos-action.org.uk)



Every Tuesday

10.00 am – 4.00 pm

## Myeloma UK



The only organisation in the UK dealing exclusively with all aspects of myeloma and its related disorders. Provides information and support for patients, carers and family members



0800 980 3332



[myelomauk@myeloma.org.uk](mailto:myelomauk@myeloma.org.uk)



[www.myeloma.org.uk](http://www.myeloma.org.uk)

## Oesophageal Patients Association



Supports patients and carers who have experienced oesophageal or gastric difficulties



0121 704 9860



[enquiries@opa.org.uk](mailto:enquiries@opa.org.uk)



22 Vulcan House, Vulcan Road, Solihull,  
West Midlands, B91 2JY



[www.opa.org.uk](http://www.opa.org.uk)



## The National Association of Laryngectomy Clubs



Offers support through clubs that provide the sort of non-medical help and information that can only come from the experience of living with a laryngectomy. The Association has almost 100 clubs nationwide and offers a range of services to Laryngectomees and their families and carers.



0207 730 8585



Lower Ground Floor, Buckingham,  
Palace Road, London, SW1W 9TR



[www.laryngectomy.org.uk](http://www.laryngectomy.org.uk)

## My New Hair



Provides public advice, and support a national network of independent salons and professionals who provide a wig styling service for people suffering from cancer and medical hair loss.



01798 812 547



[info@mynewhair.org](mailto:info@mynewhair.org)



[www.mynewhair.org/Home](http://www.mynewhair.org/Home)

## Ovarian Cancer “Ovacome”



Provides support for women with ovarian cancer, their families, friends and carers; has a “phone friends” network.



0207 380 9589  
0845 371 0554

**Helpline**



[ovacome@ovacome.org](mailto:ovacome@ovacome.org)



P.O Box 6294, London, W1A 7WJ



Monday to Friday

9.00 am – 4.00 pm

## Pancreatic Cancer UK



Support for patients and carers affected by pancreatic cancer



0203 177 1686



[enquiries@pancreaticcancer.org.uk](mailto:enquiries@pancreaticcancer.org.uk)  
[support@pancreaticcancer.org.uk](mailto:support@pancreaticcancer.org.uk)



[www.pancreaticcancer.org.uk](http://www.pancreaticcancer.org.uk)

## Penny Brohn Cancer Care



Offers healing and positive healthcare to people affected by cancer. They practice, teach, research and develop the holistic approach as an integral part of cancer care.



0845 123 23 10



helpline@pennybrohn.org



Chapel Pill Lane, Pill, Bristol, BS20 0HH



[www.pennybrohncancercare.org](http://www.pennybrohncancercare.org)

## Prostate Cancer Charity



Provides information and support and research activities around prostate cancer.



0800 0748 383



1st Floor Cambridge House,  
100 Cambridge Grove, Hammersmith, London,  
W6 0LE



[info@prostate-cancer.org](mailto:info@prostate-cancer.org)



[www.prostate-cancer.org.uk](http://www.prostate-cancer.org.uk)



Monday to Friday 10.00 am – 4.00 pm  
Wednesday 7.00 pm – 9.00 pm

## Rainbow Trust Children's Charity



Provides practical and emotional support to families who have a child with life threatening or terminal illness. Support workers join the family in their own home and are there to provide practical support.



0161 336 4767



North West Office, 6 Cleeve Court,  
Cleeve Road, Leatherhead, KT22 7UD



[www.rainbowtrust.org.uk](http://www.rainbowtrust.org.uk)



24 hour telephone line

## Riprap



Offers a website that is developed especially for teenagers who have a parent with cancer.



0114 262 0174



[www.riprap.org.uk](http://www.riprap.org.uk)



Monday to Friday

9.00 am – 5.00 pm

## Roy Castle Lung Foundation



Provides information, support and advocacy services. It also offers a network of support groups across the country for people affected by lung cancer.



0151 254 7200



The Roy Castle Centre, 4 - 6 Enterprise Way,  
Wavertree Tech Park, Liverpool, L13 1FB



[www.roycastle.org](http://www.roycastle.org)



Monday to Friday

9.00 am – 5.00 pm

## Online information services

There are millions of websites with information about cancer, but not all of it is useful or safe.

Please exercise caution when viewing information on the internet. As a starting point you may find the ones listed below useful:

### [www.cancerhelp.org.uk](http://www.cancerhelp.org.uk)

CancerHelp UK is the patient information website of Cancer Research UK. They provide a free information service about cancer and cancer care for people with cancer and their families.

### [www.cancerlancashire.org.uk](http://www.cancerlancashire.org.uk)

The Lancashire and South Cumbria Cancer Network works closely with patients, carers, health professionals, charities, voluntary organisations and managers to implement the NHS Cancer Plan and the NHS Cancer Reform Strategy.

### [www.macmillan.org](http://www.macmillan.org)

Aims to improve the lives of people affected by cancer. They are a source of support providing practical, medical, emotional and financial support.

Additionally there are other websites highlighted earlier in this document.

## Bereavement services

Lancashire and South Cumbria Cancer Network has developed a Directory of Bereavement Support Services for the East Lancashire area.

To request a hard copy or to download your own electronic version, please contact Lancashire and South Cumbria Cancer Network:



01772 647045



Lancashire and South Cumbria Cancer Network, Preston Business Centre, Watling Street Road, Preston, PR2 8DY



Jeanette.Smalley@lscn.nhs.uk



[www.cancerlancashire.org.uk](http://www.cancerlancashire.org.uk)  
[www.cancercumbria.org.uk](http://www.cancercumbria.org.uk)



## **Partnership**

This leaflet has been developed jointly with East Lancashire Hospitals NHS Trust, Rosemere Cancer Foundation and the Lancashire and South Cumbria Cancer Partnership Group. We would like to thank all the patients, carers and other organisations who have helped put this information together.

## **Other formats**

If you would like to receive this information in an alternative format, then please do not hesitate to contact the Macmillan Cancer Information and Support Service on 01254 732598.

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