

# Cancer Support Services in the Irish Cancer Society

**Presented By:**

**Corrinne Hasson, (Acting) Head of Support Services**

**Saturday 3<sup>rd</sup> September**

# Support Services

- Night Nursing
- Daffodil Centre
- Support Line
- Psycho-Social (Counselling and Peer Support)
- Volunteer Driver Service
- Travel to Care Fund, and Children's Fund
- Survivorship in the Community

# Why do people require our Services?

People require our Services for many reasons. Some are listed below:

- Worried about potential symptoms of cancer
- How to reduce the risk of developing cancer
- How to make lifestyle changes
- People may be worried about a genetic risk
- Side effects of treatment
- Financial pressures and Entitlements
- Employment, Transport
- Medical card and childcare issues/costs
- Palliative Care

# Night Nursing

The Irish Cancer Society's Night Nursing Service provides palliative nursing care service available nationwide at night (11pm – 7am) to cancer patients who are seriously ill and wish to remain in their own homes.

Night Nurses are provided free of charge for up to 10 nights.

In 2021, night nurses provided night nursing services for a total of **7,323** nights to **2,240** patients.

# Night Nursing

Patients are referred by:

- Community Specialist Palliative Care Teams
- Hospital Based Specialist Palliative Care Teams
- GPs and PHNs

The Role of the Nurses are:

- Pain and Symptom Management
- Administration of Medication
- Reassurance and Advice
- Friendship and Understanding
- Psychological Support

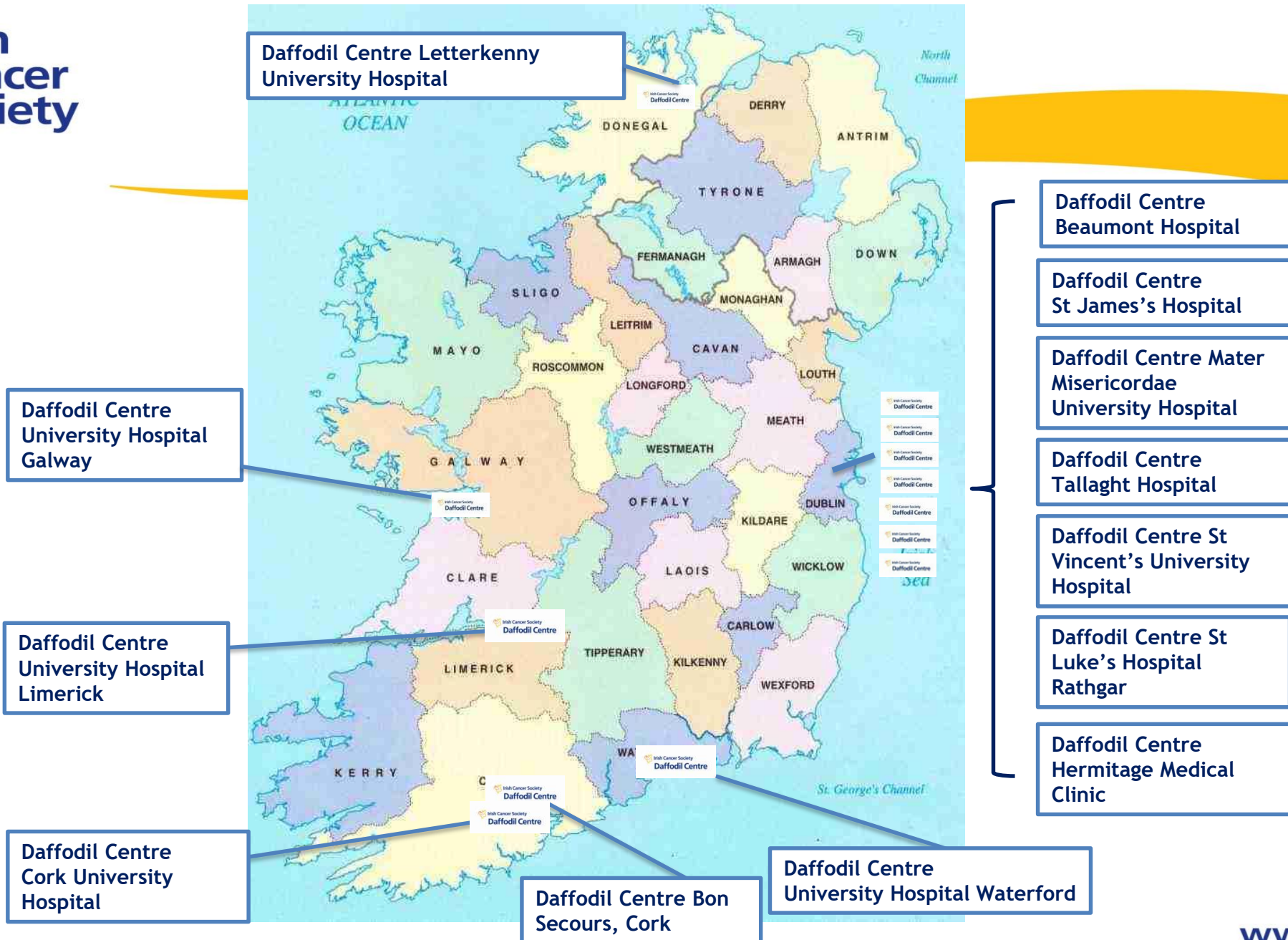
# Daffodil Centres

The Irish Cancer Society has always been aware of the need for a cancer information, support and advice service, which would be freely available to the public.

We have 13 Daffodil Centres located in hospitals, which are staffed by cancer nurses to provide this vital service. No referral needed, one can simply drop in.







# What does a Daffodil Centre provide?

- Daffodil Centres provide a wide range of cancer information, advice, help & support to the patient, relatives, healthcare professionals & the general public.

Cancer nurses, supported by specially trained volunteers:

- Answer cancer related questions or concerns, and provide emotional support
- Deliver Patient Education Programmes eg Chemotherapy Education, or Life and Cancer – Enhancing Survivorship (LACES)
- Signpost as appropriate to other sources of help & support in the hospital or in the local community



# Support Line

- The Support Line is an information service staffed by trained Cancer Nurses, where anyone concerned can get trusted information and advice about cancer. We provide this service in a number of different languages
- The Support Line is available on freephone 1800 200 700 during weekdays as well as any time through email, social media and through our online community on [www.cancer.ie](http://www.cancer.ie)
- We have extended our Support Line service to offer video calls for those who want a face-to-face chat with one of our experienced cancer nurses

# Counselling

- The Counselling Service is available for all patients who have had a cancer diagnosis, family members, carers and friends
- The service can be accessed via a Daffodil Centre or the Support Line, where the patient will be assessed by a nurse, who will refer on
- The Irish Cancer Society fund many Cancer Support Centres across the country to provide this free service face-to-face, and we also have trained counsellors who can take sessions over the phone or on Zoom

# Peer Support

- Peer support is a volunteer led one-to-one service, where a peer support volunteer is identified for a patient who would like to talk to someone who has had a similar experience
- The patient is assessed initially by the nurse who is responsible for referring to the service
- In order to identify an appropriate match, the nurse requires patient specific information to inform peer selection and matching

# Volunteer Driver Service

- The Irish Cancer Society's Volunteer Driver Service is available to patients who are attending our partner hospitals for chemotherapy treatments.
- The service has recently branched out and a pilot is underway in Cork University Hospital and the Bons, Cork to accommodate radiotherapy patients to their appointments.
- We are also piloting a new service for Children and Young Adult patients travelling from Kildare, Meath, Dublin & Wicklow to Crumlin hospital.
- This is a free door to door transport service delivered by local volunteers in their own cars.

# Volunteer Driver Service

- The Volunteer Driver Service is accessed through the hospital teams, who will send in a referral to the service.
- Patients are often identified through these hospital teams, who will identify patients that are having difficulties getting to and from appointments due to financial issues, patients who lack community or social supports, or patients who experience geographic isolation from access to public transport.
- Once a patient is accessing the service they can avail of a lift to treatment, bloods, scans and follow up appointments.
- In 2022, our drivers took **1318 patients** to **10782 appointments**

# Travel to Care Fund

- The Travel2Care scheme is funded by the NCCP and is administered by the Irish Cancer Society.
- Provides some financial help towards the costs of public and private transport when travelling to a designated cancer centre.

Aimed at:

- Patients who have been disadvantaged by the transfer of cancer services from their local hospital.
- Patients with financial difficulty in meeting the costs of travelling to designated cancer care centres.



# Children's Fund

- The Irish Cancer Society's financial support fund for children and their families who live in Ireland, is available to assist children on active treatment for a cancer diagnosis.
- This, once off, fund of €3000 is for patients under the age of 18 years, who have been diagnosed with cancer, and whose family are unable to meet a specific financial burden that has come about as a direct result of their illness.

# Survivorship in the Community

- A new and emerging service within the Irish Cancer Society aimed at providing non-medical supports and services such as Financial Advice and Practical Support, Exercise Advice and Coaching, to name a few
- A needs assessment will be carried out to identify areas of concern for the patient, and then a support plan put in place to provide the appropriate support

# Survivorship in the Community

## Referral Development



Oncology Teams



Daffodil Centres



Primary Care

## Leased Community Space



Cancer Nurse  
Financial & Practical Support Officer  
Hub Administrator

## Service User Experience

- Holistic Needs Assessment
- Comprehensive Needs Assessment
- Link to existing Irish Cancer Society services
- Link to community services
- Pilot new service offerings

**Thank You**

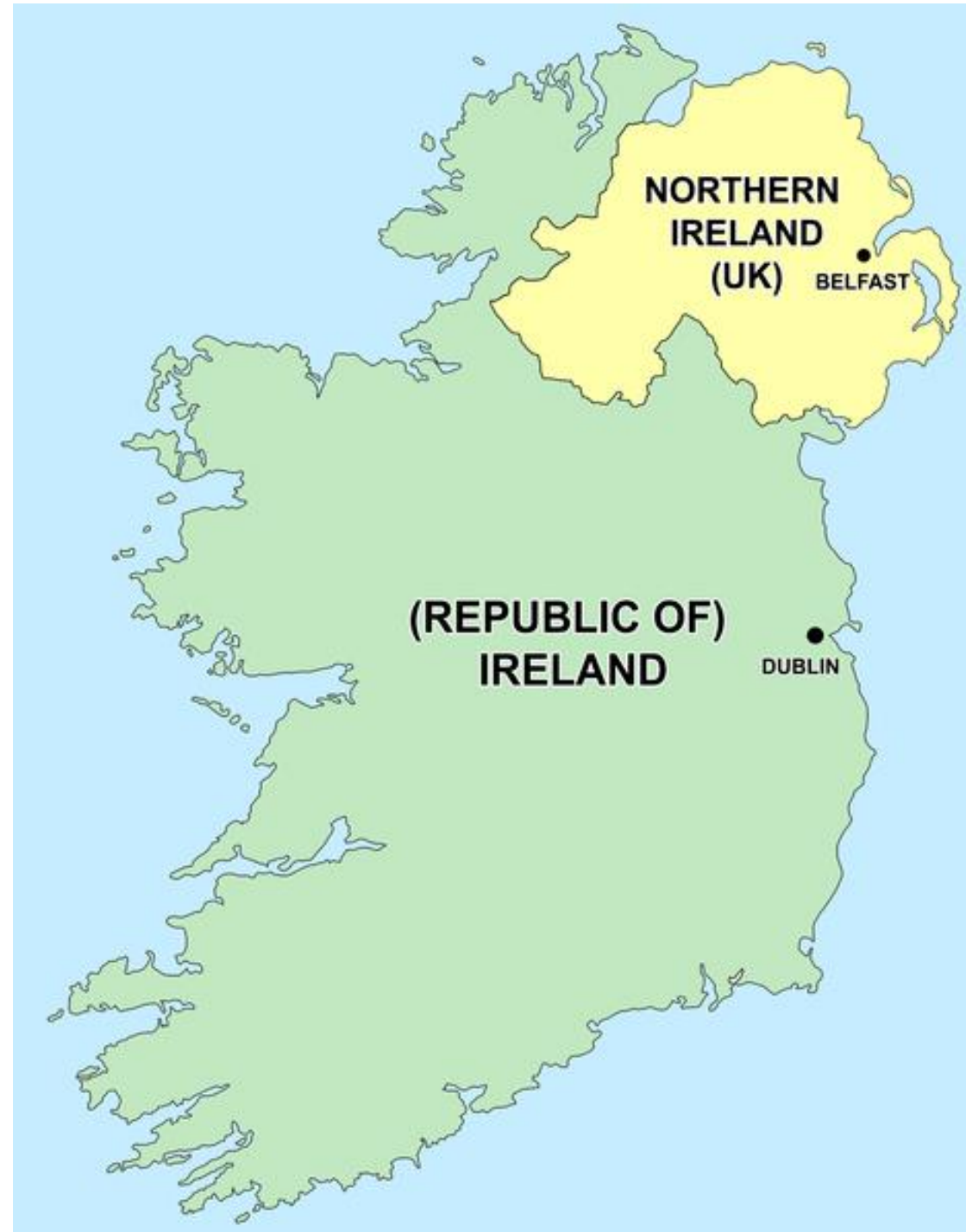
**Q&A to follow**

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# Community based Cancer Support in Ireland

Dorothy Thomas, Patient Engagement Manager, NCCP





# Programmes supported by the NCCP

The Alliance of  
Community Cancer  
Support Centres  
and Services



LACES

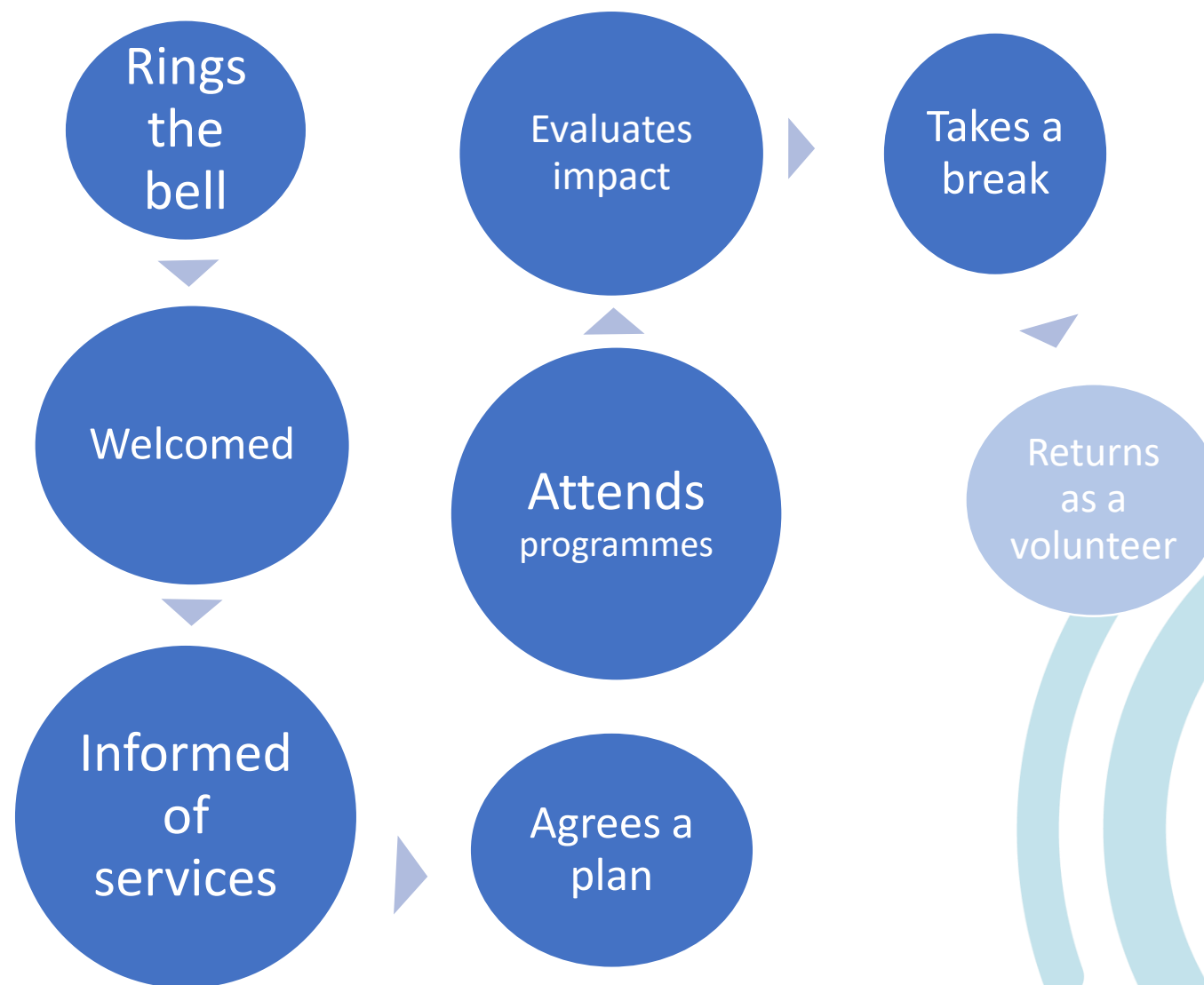


CLIMB®





# Typical client pathway



The Alliance of  
**Community Cancer  
Support Centres  
and Services**



# Vision

An Ireland where everyone affected by cancer is able to access evidence-based psychosocial and rehabilitation supports delivered by appropriately trained practitioners in a location that is convenient to them.



# Values

- Inclusive
- Evidence-based
- Progressive





# Membership Types

Associate	Member
<p>Available to all organisations providing or supporting the provision of community cancer support services that sign up to the Charter.</p>	<p>Organisations who sign up to the Charter and have achieved compliance with the Best Practice Guidance through self-assessment and peer review process.</p>

The Alliance of  
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**alliance@cancercontrol.ie**