

Do I have to pay for the service?

No, the Marie Curie Service is free for you and your family.

We welcome your feedback

We hope you're happy with the care and support we have provided for you and the people close to you. We'd really like to hear about your experience – whether it was positive or if there were things we could've done better.

To share your comments or suggestions with us, or to make a complaint, please contact us.

Phone: **0845 073 8691** (9am - 5pm, Monday to Friday)

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

You can also visit our website to complete a short survey at **mariecurie.org.uk/tell-us-what-you-think**



For more information from Marie Curie

You can contact the Marie Curie Support Line for free on **0800 090 2309** (9am - 5pm, Monday to Friday) to speak to a trained adviser.

Or just visit our website at **mariecurie.org.uk/help** where you'll find lots of information that might be useful for you or your family.

How you can support us

Our service is supported by charitable funds and is always free of charge for the people we look after. To find out how you can support Marie Curie, visit **mariecurie.org.uk/get-involved**

In partnership with



Marie Curie is 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.

mariecurie.org.uk

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Layton Thompson/Marie Curie

Tailored care and support at home for you and your family



Support in your home when you need it

The Marie Curie Service can help you while you're being cared for at home by offering you the right kind of care and support, when you need it.

Our service is provided by a Marie Curie team of nurses, healthcare assistants, and health and personal care assistants. Together, they work with your district nursing team, GP and other service providers to offer a range of support tailored to your needs.

Available support includes nursing care, personal care, emotional support and practical information – all co-ordinated from a single point of contact.

How we can help you

When you are referred to us, a Marie Curie Senior Nurse will discuss your needs with your hospital or district nurse before arranging care and support for you from the Marie Curie Service team.



Layton Thompson/Marie Curie

The senior nurse will work with other providers to make sure you're getting the right level of care and support in the place where you live. They may at times contact you or your family to find out how you're getting on at home.

Depending on your needs and what works best for you and those important to you, we can provide short visits during the day or evening, or care throughout the night.

If you'd like to speak to a Marie Curie Senior Nurse, phone **0141 557 7511** (Monday – Friday, 9am – 5pm).



Simon Rawles/Marie Curie

What we offer

Nursing care and support

- Marie Curie Nurses and Healthcare Assistants provide hands-on care. They can help you manage symptoms such as pain and nausea so you can be as comfortable as possible at home.
- Our nurses and healthcare assistants are also there for your family – to offer support and information, and allowing your family to get some rest from their caring role.
- This nursing care complements the support that your family, the community nursing team and social care team provide.

Health and personal care support after a hospital discharge or to prevent a hospital admission

- Marie Curie Health and Personal Care Assistants can help you manage at home by giving you the extra support you and your family might need for up to seven days right after your discharge from hospital.
- Our health and personal care assistants can provide you with nursing care and emotional support. They can also offer you practical help with washing and dressing, as well as with minor household tasks and preparing a simple meal.
- If you need health and personal care support for more than seven days, we will work with other providers to discuss your ongoing support needs.



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