



annual review 2010-11

Why cancer support is so important

Around thirty years ago, cancer support was a new concept but it was becoming apparent that people needed something beyond medical treatment to help them cope with the experience of cancer. As the first cancer support centre in London, we started with a support group and then added counselling and a few complementary therapies.

What we have come to realise since then is that **everyone affected by cancer has their own individual situation and their own individual needs**. That's why we've needed to build up a wide range of services to help people most effectively.

Here are some examples of the different types of need that we address.

Emotional & psychological issues

Cancer can bring up deep emotional and psychological issues. For example, David came to the Centre feeling very cut off from the people close to him. Counselling enabled him to tell his family how much he loved them and cared about them just before he died.

Treatment side-effects

For some, medical treatment can be quite disabling but **many of our therapies can be used to reduce side-effects**. For example, Marie used relaxation and visualisation techniques to prevent nausea and vomiting from her chemotherapy treatment and to enable her to keep on working.

Feeling more in control

Cancer often creates a series of difficult challenges and people can greatly benefit from help in navigating these. For example, Jean came to the Centre feeling incapable of getting basic daily tasks done and feeling unable to ask her son to help



Our Macmillan Information Officer, Beverley van der Molen, with a Centre client

her more. Counselling gave her the strength to express her needs and to persuade her son to give more assistance.

The need for information

People facing complex situations need information in order to make the best decisions. For example, after having breast cancer, Janie then learnt that she carries the BRCA gene, which has implications for her daughters. After speaking to our Macmillan Information Officer, she felt more confident in talking about genetic testing to her family.

Finding meaning and exploring new life directions

Having a serious illness often challenges the foundations of a person's life and some clients use our services to explore how they can create more meaningful lives for themselves. For example, Sue used our Healing Journey courses to get over feelings of desperation and to see having cancer as "an opportunity to develop and change rather than just a terrible experience".

Dealing with financial issues

Cancer can have a big impact on a person's financial situation if, for example, they have to give up work. Using our Citizen's Advice Bureau

advisor, we can provide advice on issues such as claiming benefits and how best to approach retirement on medical grounds.

Stages of the cancer journey

Everyone has different needs at different times from diagnosis through to treatment and post-treatment - and we can help people through each stage. We set up our Home Visiting Service in order to help people who are housebound and often isolated – who may be approaching the last stage of their life.

Needs of different ethnic groups

There are some ethnic groups where cancer is very much feared and stigmatised, which makes it even more difficult for the person with cancer to access help. We always aim to make help much more accessible through our Outreach Days and our African & Caribbean and Asian Support Groups.

One of the main threads running through our work is a respect for the choices that our clients make. We can offer them many options but it is always for them to decide which are the right ones to choose.

(Client names have been changed.)

Chair's Report by Francois Nairac

Over the last year we have been able to move back to our former premises at Battersea Mission, so we are still quite close to Clapham Junction, with all its excellent transport facilities.

Looking to the future, **we would like a larger space within a purpose-built permanent building in this locality**. Therefore I have started to pursue partnerships with local property developers.

Stephanie Jacobs and myself joined the Board of Trustees in the summer of 2010, and I was elected as Chair in September 2011.

Clearly this is a challenging time for small charities, with a combination of fundraised income harder to come by and rising costs.

Why the Centre needs to flourish

However, it is imperative that the Centre flourishes into the future for the following reasons:

- **our Healing Journey Programme**, teaching stress control and the

building of resilience, is something that nobody else offers in the UK

- **we are continually innovating** to find new and better ways of helping people and others have modelled their services on some of our pioneering work

- **the wide range of services we provide** means that we can help a diverse range of people with very different needs

- **our Asian and African & Caribbean groups** provide important support for these communities

- **our ability to send massage therapists out** to see housebound and terminally ill people means that we can bring comfort and company at their time of greatest need

- **the fact that there is no other centre providing similar services within the local area** means that people in the local community can access support and help at a time when they are feeling unwell and



Francois Nairac

under pressure without needing to take a long journey.

Fundraising activities

We are conducting a wide range of fundraising activities to secure our future. Some of the Trustees are developing a Fundraising Board to broaden our contacts and a Fundraising Action Group to plan events.

We are confident that both of these bodies will strengthen our ability to fund our future.

Director's Report by Petra Griffiths

2010 and 2011 has been another period of exciting developments for the Centre.

1. **One-to-one therapies**. We have added craniosacral therapy (a gentle bodywork approach) and life coaching sessions, which help people to make changes in their life, to our one-to-one services.

2. **Home visits**. We have been delighted to be able to re-start our team of home visiting volunteers, who go to the homes of people who are seriously ill, and provide different forms of massage.

3. **Healing Journey Programme**. Our Healing Journey developments are outlined in a subsequent article.

Our future plans

We have the following plans for the future, all of which at the moment need additional resourcing:

1. **Extending the availability of our therapies** into the evening to enable

those who are back at work to benefit from them more easily.

2. **Extending the groups we offer** to include a life coaching group and an ongoing therapy group, both in the evening.

3. **Developing our online Coping with Cancer Stress courses** so that people with limited mobility or geographically distant can join.

4. **Building solid working partnerships with local black and minority ethnic organisations** (using the research we are doing with the help of Wandsworth Primary Care Trust) to enable us to help their members to recognise the symptoms of cancer more readily and to access both medical services and information and support at a much earlier stage.

5. **Beginning a whole range of activities that help to develop wellbeing**, including forms of exercise specially tailored for people



Petra Griffiths

with cancer, and a variety of ways of controlling stress and being able to find more enjoyment in life.

6. **Seeking partnerships with other organisations to deliver wellbeing programmes**. We will also be working closely with the new Macmillan Information and Support Centre at St George's Hospital, in order to ensure that cancer patients and their families at St George's have access to the full range of therapies and groupwork available at Paul's.

My experience of the Centre - Carolyn Lumley

I have a rare blood cancer which has caused me fatigue for several years. When I got the diagnosis, **I was relieved to find out what was actually wrong but also felt very down and depressed.**

I wanted to find some support desperately but couldn't seem to find anything suitable until I rang the Centre. I was soon booked in for counselling with Liz Grant.

Life saver

Counselling was a life saver. I used to be the one in my family who sorted things out and who helped other family members who were unwell. **It felt really strange that I was now the unwell person.** What's more, I felt very let down by my body. I had exercised, eaten well and didn't smoke and still I had got cancer.

Liz was very good at helping me to come to terms with this anger. She also made me realise that there

was lots about my life that I could still control.

Liz was much more interactive than a previous counsellor I had seen, and her questions and ideas have made me rethink my life in positive ways.

She was also very good at helping with practical matters such as the best way to make phone calls to my employers about my situation. **She is obviously an incredibly skilled counsellor.**

I have also had some sessions of craniosacral therapy which has been fantastic at helping me sleep – and of reflexology, which helps me to switch off completely.

Doing the Healing Journey has helped me reduce some of the stresses in my life. And **it's been great getting to know people who are going through the same thing as me** - and who understand me and don't judge me.



Carolyn Lumley

Welcoming, positive place

The Centre is such a welcoming, positive place to be, both in terms of the physical surroundings and of the warmth of the people there.

Everyone makes time to chat, even when you know they are very busy.

Obviously I have a serious illness but, thanks to the Centre, it's definitely not all doom and gloom. **I can see a new chapter in my life opening up** and I have a chance to use my time in new ways, possibly doing voluntary work.

Healing Journey developments

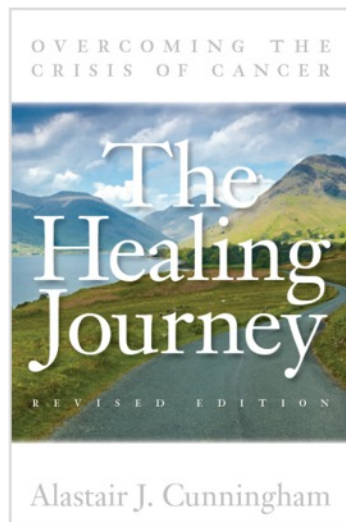
The Healing Journey Programme is an ongoing series of courses that reduces stress and develops resilience. The Centre introduced the programme, developed at Princess Margaret Hospital in Toronto, into the UK in 2008. The Centre is still the only location offering the programme in the UK.

So far we have run four full programmes and we have received many positive evaluations about the impact of the programme.

New online course

In April 2011, **we piloted the first online version of Coping with Cancer Stress** (Levels 1 and 2) to make the course available to more people. In addition to local residents who would have found it hard to come to an evening course at the Centre, **we also had participants from other parts of the country.**

Even though participants could only meet online through the webinars and the forum, we were pleasantly surprised at how much of



UK edition of Healing Journey book

the Healing Journey essence survived its transition to online delivery.

UK edition of HJ book

In 2010, the Centre published a new version of The Healing Journey: Overcoming the Crisis of Cancer, a book by Professor Alastair Cunningham of the Ontario Cancer Institute and the founder of the

Healing Journey Programme. Among other changes, we added a section on how we've adapted the programme for use in the UK.

We published the book using the new print-on-demand technology, and it was launched with events at the National Conference of Cancer Self Help Groups in Manchester and at the London School of Economics in London.

A unique programme

The uniqueness of the Healing Journey is underlined by the fact that **one of our participants** (now on Level 5) **has travelled all the way down to London from Nottingham** for the evening sessions because there was nothing similar nearer him.

"I have seen everyone at Level 5 calmer, more self-assured and most importantly happier than when they came at Level 1. I believe each of us is richer from the experience." **Participant in Healing Journey Level 5**

A volunteer's story

Without all the volunteers who help us, we just couldn't do what we do.

It's an extraordinary fact that volunteers contributed about 7,500 hours to helping the Centre last year.

Volunteers doing work directly involving clients are now providing 5,500 hours a year and we also receive valuable help with administration, IT and fundraising.

Below is the story of one of our volunteers, Haweeya Tasama.

"I came to England in 1994 to escape the civil war in Somalia. I saw terrible things there and feared for my life. I was a student at university studying to be a vet but I had to leave my family and my education behind.

I am currently completing my studies to be a qualified nurse and want to help people learn more about cancer. **Many people from my community are scared of cancer and think it can be contagious,** which means it can be very difficult when people do get cancer. I want more people to have access to health



Haweeya Tasama

education and to understand how complementary therapies and support can help them.

I work at the Centre one day a week, welcoming clients, answering the telephone and making appointments.

I have learnt about complementary therapies and different types of cancer, and **the staff are friendly and caring people."**

How the Centre helps

John (not his real name) was extremely anxious about having a general anaesthetic and walked out of hospital twice because he couldn't face having the procedure. Our Macmillan Information Officer accompanied him to an outpatient appointment to discuss having his procedure under an epidural anaesthetic and agree a management plan that would lead to successful treatment.

Our Information Officer then suggested that John see the Centre's hypnotherapist for a series of sessions to reduce his stress and anxiety. John did this and practised the methods at home. **Our hypnotherapist then went on a voluntary basis to St George's** on the day that John was due to have surgery and stayed with him throughout. The hospital agreed to allow our hypnotherapist to accompany John into the operating theatre to provide additional support. **This finally enabled John to go through with the surgery, which was successful.**

Service statistics

We provided over **25% more one-to-one therapy sessions in 2010/11** (2,044 sessions) and the number of clients helped through our on-site programmes also showed a 25% increase. We were able to achieve this by increasing the number of volunteer practitioners.

The 37% of service users from black and ethnic minority communities is a high proportion compared with the local population (an average of 20% for local wards), demonstrating that our outreach work and our commitment to supporting the Asian and African & Caribbean Support Groups is having a positive impact on take-up of services.

Direct services

1-to-1 sessions at Centre

1-to-1 counselling/therapies booked	2,044
Information sessions for people affected by cancer	167
Benefits Advice	98
Drop-ins	155
Support 1-to-1 sessions	300
BME 1-to-1 support (in person & by phone)	<u>372</u>
Total 1-to-1 at Centre	3,136

1-to-1 support in community

Home visits (part-year)	46
BME 1-to-1 community support	12
Attendances at social events	<u>75</u>
Total 1-to-1 community support	133

Other

Groups & workshops	829
Telephone/email support & info	5,035
BME educational outreach	100
Well-being educational sessions	977
User involvement group	<u>12</u>
Total other services	6,953

TOTAL DIRECT SERVICES 10,222

Indirect services

Newsletters distributed	5,056
Asian Publications	560
Centre Publications	406
Web pages accessed	36,546
Training course attendances	<u>69</u>
TOTAL INDIRECT SERVICES	42,637

Service users

Comp therapy & group users	425
Home Visiting clients (part-year)	12
Wellbeing teaching session attendees	415
BME outreach session attendees	100
Non-client enquirers	232
Information Service users	122
Benefits advice users	98
BME users of one-to-one support	50
Training course attendees	<u>23</u>
Direct service users total	1,477
Users of Asian publications	560
Users of other Centre pubs	406
Unique website visitors	7,745
Additional newsletter recipients	<u>788</u>
Indirect service users total	9,499

Supporters 2010/11

A N D Projects LLP
All Saints Church, Battersea
Alternative Networks Plc
Anglo-Turkish Society
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Roehampton Community
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Sheringdale School Association
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St Luke's Church, Battersea
St Paul's, Culham
Strand Parishes Trust
The 29th May 1961 Charitable Trust
The Albert Hunt Trust
The Archer Trust
The Awareness Fund
The C A Redfern Charitable Foundation
The C Charitable Trust
The Calleva Foundation
The City Bridge Trust
The Coutts Charitable Trust
The D'Oyly Carte Charitable Trust
The Edward & Diana Hornby
Charitable Trust
The Eranda Foundation
The Fitton Trust
The George John & Sheila Livanos
Charitable Trust
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The HDH Wills 1965 Charitable Trust
The Hospital Saturday Fund
The John Coates Charitable Trust
The Lynn Foundation
The Marie Helen Luen Charitable Trust
The Paphitis Charitable Trust

The Persula Foundation
The Pink Ribbon Foundation
The Rothermere Foundation
The Royal Albert Hall
The Sir Jules Thorn Charitable Trust
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The William Allen Young Charitable Trust
The Worshipful Company of Grocers
University of Warwick Students Union
Wandsworth Primary Care Trust
Wholefoods Market, Clapham

We would like to thank the individuals, organisations and companies who have helped support the Centre's work.

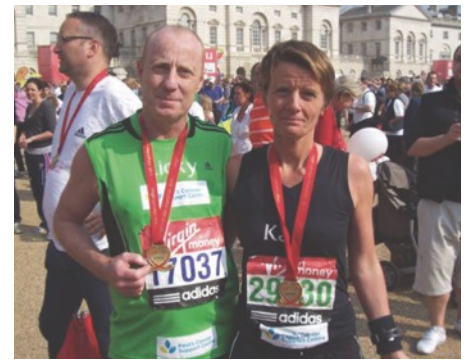
We would like to thank all those who kindly made gifts to the Centre in memory of Mark Ackary, Ava Banerjee, Donald Clancy, Mrs Reily-Collins, Paul D'Auria, Maureen Eustace, Lucette De La Fougere, Pauline George, Pam Hyde, Chris Ruffley, Vivian Shuker, Heather Smith, Neelam Thapen and Susannah York.

We are extremely grateful to all our individual and regular donors who supported our work throughout the year, including Prem and the late Damayanti Shah, and a very generous donor to the Healing Journey Programme.

Our huge thanks to everyone who has taken part in various challenge events for the Centre. Our particular thanks go to Consuelo Barker, and Ricky and Karen Cousins, our London Marathon runners; all the Tough Guy Challenge Team; Paula McLean for her Hadrian's Wall Walk; Jon and Felix Greenhalgh and Peter Harris who took part in London to Paris cycle trips; Una Ogg's North Devon Coast Walk; and all our runners who took part in the London and Blenheim Triathlons, the adidas 5k and the British 10k London Run, including the corporate team from JPMorgan Chase.

Our thanks to everyone who has organised fundraising events for us, including Sally Chilton, Caroline D'Auria and Jo Kelley, Angela Griffiths and Sarah Wilton, Alison Hunka, Viv Knowland, Simon and Angela Jones and their family, Gillian Sandham, Claire Standing, the staff at Wandsworth Borough Council, and Greta Williams and the Think Pink fundraising team.

We would also like to thank 8hwe Ltd, Madeleine Boulesteix, the late Doris Campbell, Chris Cotton, Jill Crossland, Raymond Gubbay, Marcia Hoffman, Nick Hynner, Fiona Markey, Verite Reily-Collins and the late Susannah York.



Ricky and Karen Cousins after finishing the London Marathon



We benefited from the Christmas concert collections at the Royal Albert Hall (photo: Flickr/Adrian Perez)

Quotes from Centre clients

"The longstanding aches and pains in my neck and shoulders due to surgery and its after-effects have virtually disappeared - and my lower back pain has been alleviated. The practical advice on how to cut down problems in the future was also invaluable."

"I feel just utter gratitude for the Centre. The support and guidance I have been given has been so helpful."

"I have found the Centre, and the Healing Journey particularly, useful for helping me to cope. I dread to think of the state I would be in if I hadn't found out about it."

"I owe the Centre and the wonderful individuals who give their time and expertise an incalculable amount for their help in curing my sadness and anguish."

"I found the Centre helped when I was going through the hardest times."

How we spend the money we raise

Cancer wellbeing (support, therapies & groups)	£156,457
Home Visiting Service	£18,585
Information Service	£36,199
Wellbeing educational courses	£41,980
Governance costs	£7,139
Cost of generating funds	£84,816
Total	£345,176

Where our money comes from

Grants	£86,252
Donations and legacies	£92,644
Trusts and companies	£103,068
Investment income	£2,239
Other income	£75,610
Total	£359,813

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Professor Karol Sikora

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Gillian Sandham

Director

Petra Griffiths

The Centre's Mission

Figures show that 26,000 new cases of cancer are diagnosed in London every year. At any one time there are 150,000 people living with cancer in the capital.

Our mission is to:

- provide information, support, education and complementary therapies to people whose lives have been touched by cancer, recognising and respecting their individual needs
- reach all sections of the community
- encourage the users of our services to give feedback on our services and to be actively involved in the Centre's work
- advance health through health promotion work.

“The Centre helped me considerably. I will always be grateful for this. It offers support and a continuous reference point which a hospital cannot offer, in a very personal yet professional way. The effect of cancer treatment affects one emotionally for a long time. I think it is great that the Centre does not put a time limit on and welcomes everyone.”

Centre client

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Reg. Charity Number: 1128295

Company Limited by Guarantee Number: 6802920

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