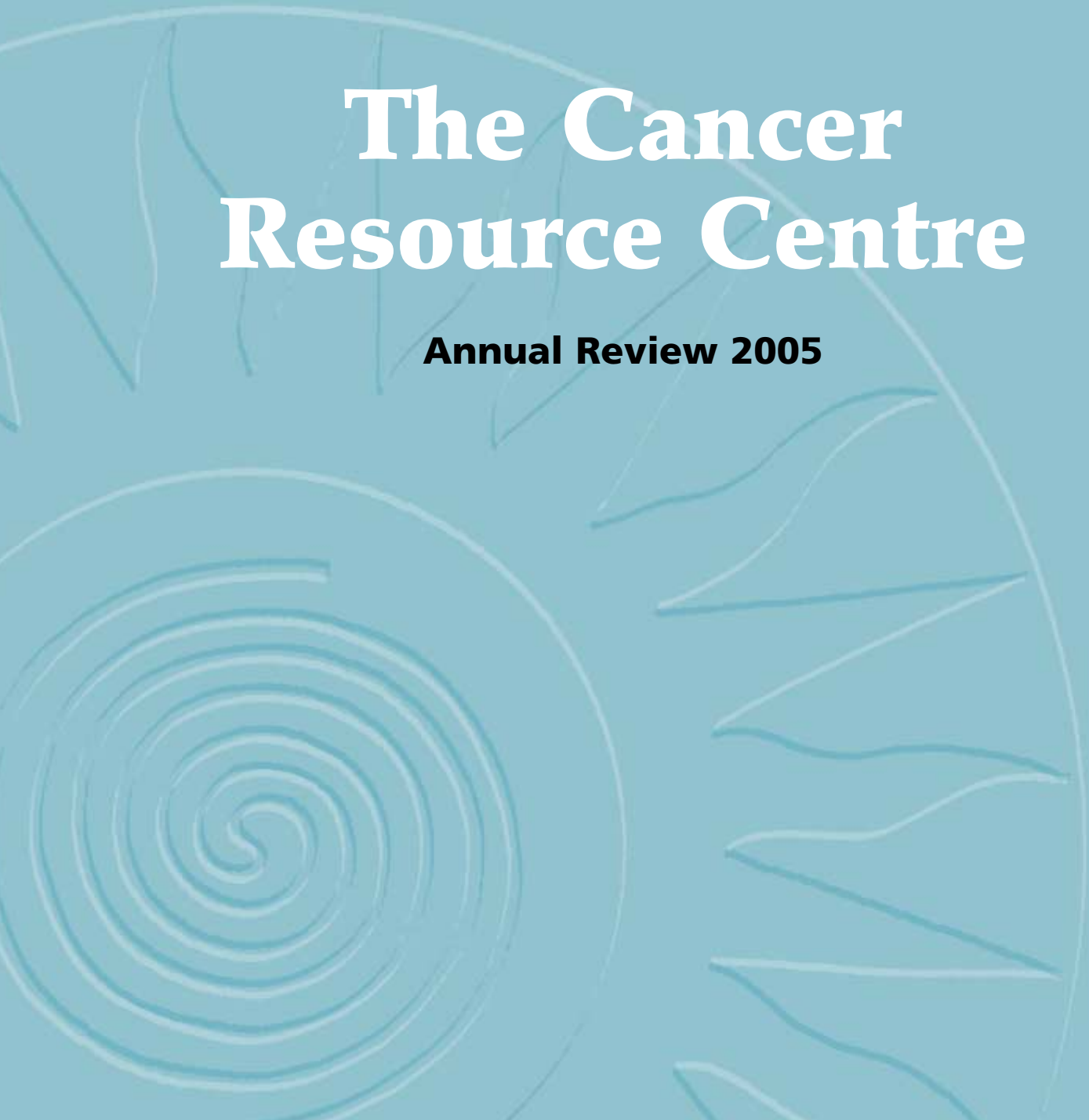


The Cancer Resource Centre

Annual Review 2005



In 1983, a young couple who'd just gone through the shock of a cancer diagnosis set up The Battersea Cancer Support Group, the first cancer support group in London. With a grant from the GLC, it was soon offering classes, home and hospital visits and telephone counselling.

Now called The Cancer Resource Centre, today we provide a wide range of services for people with cancer and their carers in Wandsworth and surrounding boroughs, working in partnership with local health service providers. Our ethos remains unchanged from those early days – treating everyone as an individual and offering a high quality of support in a welcoming atmosphere.

mission

The Cancer Resource Centre's mission is to offer support, information and complementary therapies, within our holistic philosophy, to people in all parts of the community whose lives have been touched by cancer.

We aim to share experiences through education, publications and user involvement.

foreword

It has been a great achievement in this last year that the Centre has kept all its services running, despite the loss of its core grant, and has been able to add hypnotherapy to the range of complementary therapies offered. In addition we responded to the long waiting times for massage by obtaining funding for a further aromatherapist. We have also been able to expand the languages in which our two Asian language publications are available, to include Tamil and Chinese.

Our outreach project now extends to all Black and Minority Ethnic communities within Wandsworth and surrounding boroughs, and will be working with prevention as well as support for those affected by cancer. Our Home Visiting Service continues to expand the size of its volunteer team, and to increase the number of visits made each year. The well-respected home visiting training course now has an external scrutineer and a certification process, which we write about in the section on home visits.

The Centre is also developing plans, in association with a university department, to set up post qualification training for complementary therapists to equip them to work in the cancer field. We are also in discussion with the Foundation for Integrated Health about developing accreditation standards for post qualification courses.

These proposals are at an early stage and, if they attract funding, will enable the Centre to make more widely available the experience built up over the last 22 years, as well as increasing the available pool of therapists.

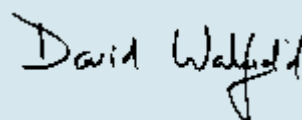
I want to take this opportunity to express thanks on behalf of the whole Centre to David Wakefield, who is standing down after 6 years as Chair of the Board of Trustees. David first came to the Centre as part of a Quality in Diversity partnership scheme set up by Wandsworth Community Health Trust. It is a privilege that he agreed to join the Board and shortly afterwards to take on the Chair. David has ensured that the Board has provided a sound foundation for the Centre's work, and has enabled us to formalise the Centre's governance and policies and procedures in appropriate ways. He has helped us through many challenging moments on a financial level, and particularly through the loss of our grant from Wandsworth Borough Council, which was the result of a range of political pressures. We are delighted that David will still be a Friend of the Centre and have no doubt he will continue to alert us to opportunities that will benefit our services and funding.



Petra Griffiths, Director

After 6 years our Constitution requires me to stand down as Chair. I shall be sorry to leave but a fresh approach from a new Chair will provide renewed energy and impetus for the Centre's activities. Looking back I reflect on numerous challenges overcome. Many were related to shortfalls in funding and our determination to avoid cutting services in response. The Centre also faced changes in regulatory requirements that demanded significant resources and expertise to address. But – as I hand over the baton – I look forward with optimism to the Centre forging ahead with its development plans and continuing to offer its own special brand

of support. As a Friend of the Centre I will also continue to help in whatever way I can. Finally, I record with huge admiration and pleasure the exemplary leadership and vision of Petra Griffiths, our Director and the wonderful staff of the Centre who by their professionalism and dedication have made all this possible.



**David Wakefield,
Chairman 1999 – 2005**








highlights

“ The services provided by The Cancer Resource Centre have made a huge difference to the lives of patients with cancer. All the patients I have referred have given very positive feedback and are extremely grateful that these services are provided to them. There is no question in my mind that these services have a positive impact on well-being. It is very valuable to have such a portfolio of services on offer. ”

Matt Loveridge, Senior Nurse, Trinity Hospice

-  Naya Rasta, a Learning to Live with Cancer course for Asian people, launches at Centre
-  Centre collaborates with The Royal Marsden on a Study Day for cancer patients and health professionals
-  Art Alliance auction, including an Anish Kapoor painting, raises £45,000
-  Macmillan Cancer Relief funds Asian Outreach Project following end of Lottery funding
-  Outreach Project now extends to all BME groups and works with prevention as well as support
-  Successful spring appeal raises £55,000
-  Centre Director addresses the 21st Anniversary National Conference of Cancer Self Help Groups
-  57 supporters run in the British 10K Road Race

-  Tamil and Chinese join our range of Asian language cancer information booklets
-  Home Visiting Service celebrates its 10th birthday
-  Centre is shortlisted for prestigious GlaxoSmithKline Impact Awards November 2005
-  Caron Keating Foundation awards the Centre £23,000 – its largest award to date
-  Ongoing NHS funding agreed, for the first time, for our Macmillan Information & Education Officer



“ My wife says she is amazed at how revitalised I have become and how full of energy. I've got such a lust for life... I want to get the most out of my life however much of it there is left. ”

Dan Wiseman, a Centre user,
with his dog Herbie

enhancing lives

A key aim of the Centre is to improve quality of life for someone facing cancer. Our collective experience over the years has highlighted a number of themes which contribute to wellbeing.

A safe space

The quality of the welcome at the Centre is important to our users. The informal atmosphere, the offer of a cup of tea, the time and care taken in responding to the whole person – all contribute to the creation of a healing space.

Recognising the individual

Our clients all have an experience of cancer in common, but their life experiences and personalities are quite different. The Centre offers a range of approaches which all promote wellbeing and which can be mixed and matched to suit the tastes and needs of each individual.

The Centre recognises and responds to cultural diversity as well as individual difference. How people cope with life-threatening illness and death is deeply influenced by cultural background. We deliberately reach out, through our Asian and African-Caribbean Outreach projects, to those who might not otherwise access our services.

Human Beings Not Human Doings

Everyone needs time and space to reconnect with their inner person if they are to find the strength to cope. It is easy to lose sight of who we are and what is truly important to us in a frenzy of goals and activities. The Centre allows clients to build a bridge to that inner person through meditation, visualisation, hypnotherapy and spiritual healing.

Listening to Ourselves

We need to learn to listen to ourselves in a different way if we are to take charge of our

own lives; to find our own pace and rhythm and achieve stability when we are threatened. The psychospiritual model of counselling at the Centre allows problems to be addressed at many levels: from everyday issues to the collapse of belief systems. Our Self Discovery Group introduces ways of exploring intuition and imagination while our Creativity Groups help people to recognise and express their own inner voice.

Communication

Taking care of ourselves increases energy and the ability to cope positively with the challenge of cancer treatment while continuing with life. The Centre encourages people to take their own needs more seriously, and not to feel selfish when asking for those needs to be met. It equips them with the communication skills and techniques to stand up for themselves. Taking care of ourselves increases energy and the ability to cope with the

Living in the here and now

There is no magic space where we can escape our frustrations and anxieties. We need to focus on the quality of everyday life. By making changes to the way we approach daily living, we will make the most of the opportunities we have.

Taking responsibility

Clients who report the greatest sense of wellbeing are those who ask “how can I go forward from here?” Getting stuck in the passive “why me?” mode only hinders a constructive response. Those who find new meanings and purposes in life also have a more positive experience.

Giving something back

The Centre has always encouraged and enjoyed the active involvement of its users. For those who wish to, helping the Centre has been as significant for their wellbeing as the therapeutic services on offer.

support

Our Support Service is provided by phone or e-mail and also in person for those visiting the Centre.

“ It was quite something to be in the environment you all create and I want to thank you for the information and the time you gave me. ”

Our Client Support Officers provide a warm welcome to those arriving at the Centre and are never too busy to sit down for a chat or to offer a sympathetic ear. Following refurbishment, our Reception area is now more airy and brighter with improved seating and displays.

Our two job-sharing Client Support Officers handled 4,600 telephone calls last year. These ranged from answering questions about the Centre and other organisations through to providing support and practical assistance to those in distress. Some users prefer to contact the Centre through e-mail and 50 queries were



“ Thank you from the bottom of my heart for all your help. ”

dealt with in this way, while 40 others chose to “drop-in” to the Centre to speak face-to-face with a Client Support Officer.

As our Client Support Officers are responsible for the administration of both one-to-one and group sessions, this last year has been noticeably busier following the increased number of massage and healing appointments and the introduction of hypnotherapy.

“ I am very impressed with the Centre. Everyone is so caring. ”



The Centre's Macmillan Information and Education Officer aims to provide those with cancer as well as their family and carers with up-to-date, relevant and accessible information.

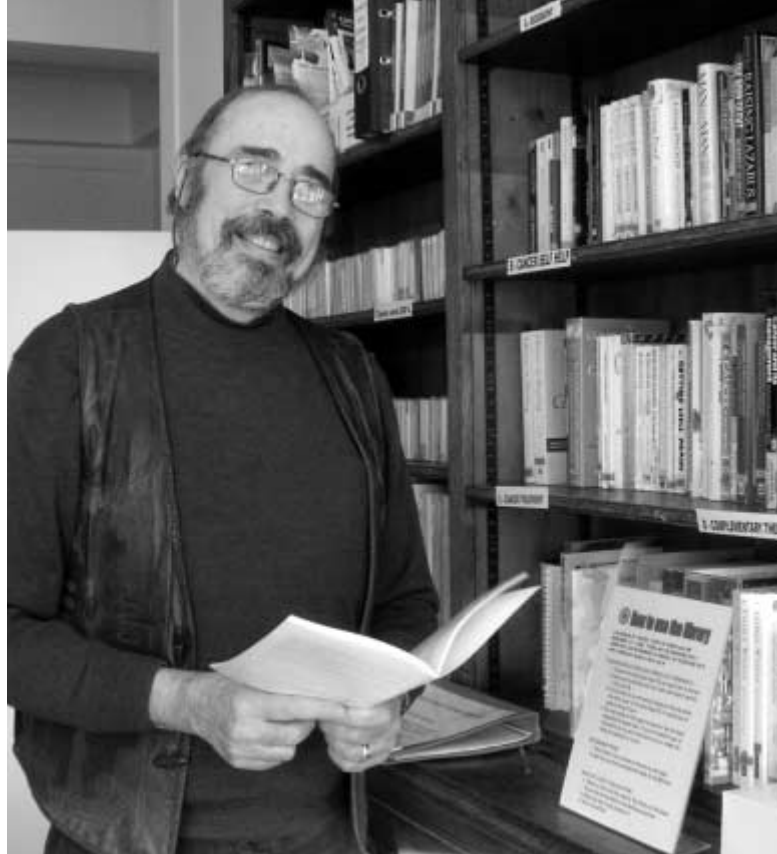
“ I am so grateful that I had contact with your Macmillan Information Officer. She was the light at the end of my tunnel. ”

The Macmillan Cancer Information and Education Officer (MIEO) has now been in post for over two years and continues to share her time between The Cancer Resource Centre and St. George's Hospital in Tooting. A total of 227 information episodes were dealt with this year, representing nearly a 100% increase on 2003-2004. Information enquiries range from requests about types of cancer and treatments from people with a new diagnosis to emotional support for people with advanced disease, and is provided face-to-face, by e-mail and letter and on the telephone. Of these, 178 were new clients and 49 clients used the service more than once. A total of 50 initial appointments were provided by the MIEO at The Cancer Resource Centre.

A further 87 people were also seen at local outreach health and cancer awareness sessions, in conjunction with our Macmillan Asian Cancer Information and Outreach Worker and health care professionals. These included a group for Tamil refugees and another for mental health.

“ Sincere thanks for all your recent help with applying for a Macmillan Grant – I am absolutely delighted with the goods! ”

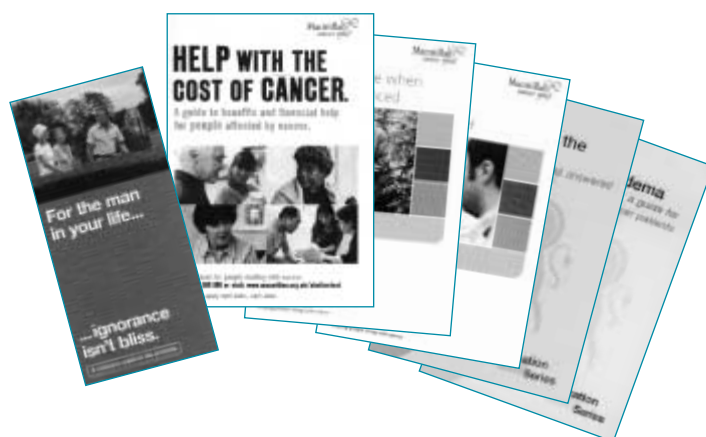
This year our MIEO has been involved with recruiting and training volunteers to help with cataloguing information resources and answering the telephone. A morning training



session was given on the telephone system and a chance to try scenarios has been followed up with access to Macmillan community education sessions on *Listening and Responding* and on *Confidentiality*.

Lectures in the Faculty of Healthcare Studies at St. George's Hospital have been given to post-registration cancer students, pre-registration nurses and non-specialist nurses on the provision and development of cancer information and communication skills. The MIEO has is a tutor on the *Breaking Bad News* course for medical students.

information



one-to-one

The Centre offers a variety of therapies on a one-to-one basis:

- Counselling
- Massage & Aromatherapy
- Healing
- Reflexology
- Meditation
- Hypnotherapy
- Relaxation & Visualisation



These therapies help alleviate stress and tension while promoting both psychological and physical healing. Unexpressed emotions can be released and new perspectives opened up. Many clients also find that these therapies help restore a positive image of both the body and self.

In mid-2005 the therapies on offer were extended to include hypnotherapy. This has proved a notable success with recipients reporting relief from sleeplessness, nausea and anxiety. To meet high demand for massage, an extra massage practitioner has been taken on and this has helped bring down waiting times.

“ Since completing counselling I have been able to discuss with my husband the fact that he is going to die. It is not easy to bear the pain and sorrow but at least we have been honest, which only brings us closer. ”

“ The services provided were wonderful and very professional. I felt that I obtained enormous benefit from them all. ”

The Centre provided a total of 826 individual counselling and complementary therapy sessions between April 2004 and March 2005.



“ Massage is so lovely, it's precious. My troubles float away, I relax deeply. Massage has helped build something special inside that is there for me. ”



Our group activities continue to be popular as clients enjoy learning new skills within a supportive environment. We currently offer:

- **Self-Discovery Group**
- **Creativity Group**
- **Yoga Class**
- **Relaxation Skills Course**
- **Centred in the Present Course**
- **Healing through Colour and Images Course**



focus clearly on the present moment. The group leader draws on her experience in counselling, shiatsu, meditation, aikido, dance and humour to help clients focus on daily activities, using their senses to expand awareness and to notice thoughts, speech and actions. Our Healing through Colour and Images group explores relationships with colour and images in a safe environment. By looking at the power of colours to heal and transform, this group allows each member to use image-making as a form of self-expression.

groups

“ I found the Relaxation & Visualisation sessions enormously helpful. It took me into depths within me which I had never previously experienced and gave me great insights into my illness. ”

Our monthly Self-Discovery Group has a focus on learning self-help methods and uses meditation, breath work, movement, relaxation and visualisation to bring self-awareness and self-understanding. Clients attending the Creativity Group are encouraged and inspired to fulfil their creative side through activities such as painting, drawing, singing, writing or composing. This year the Group went on two trips, including one to the V&A museum. Our Yoga classes teach a form of exercise which is both gentle and enjoyable.

2005 saw the start of several new courses at the Centre. Led by a qualified hypnotherapist, our Relaxation Skills Course teaches self-hypnosis, combined with methods from neurolinguistic programming. Clients can then use the techniques learned to relax deeply at any time. Those attending our Centred in the Present Course are given a space in which to



outreach

The Centre's Outreach Projects offer support and information on cancer issues to the wider community with a particular focus on ethnic minorities. The Centre also publishes Asian language booklets.



Following the earlier successful publication of two cancer information booklets aimed at Asian communities, the Centre obtained funding in 2004 to extend the range of these booklets. Tamil and Chinese translations of *Understanding and Living with Cancer* and *Reduce Your Cancer Risk* have now joined our Gujarati, Urdu, Punjabi and Bengali versions. Since July 2003, over 39,000 of these booklets – the first translated materials about cancer in Asian languages in the UK – have been distributed both locally and nationally. The Centre is now engaged in a project to put these booklets on to our website in a format which allows them to be downloaded as well as ordered in bulk. This will allow content to be updated as necessary.

Percentage of ethnic minorities using our one-to-one services

Ethnicity	%
Asian	13.64%
Black African	4.55%
Black Caribbean	7.27%
Black British	3.64%
White British	53.64%
White Other	10.00%
Other	7.27%

Since the inception of our Asian Information and Outreach Project four years ago, the Centre has provided face-to-face services to nearly 3,000 people from ethnic minorities. In July 2004 Macmillan Cancer Relief agreed to fund this project for the next three years. The scope of this service has recently been broadened to include all Black and Ethnic Minority Communities.

Our Macmillan Asian Cancer Information and Outreach Worker has worked to reduce the language and cultural barriers encountered by the local Asian population in accessing cancer information by providing one-to-one support at the Centre and also through a weekly walk-in facility at St. George's Hospital in Tooting. Our Asian Women's Support Group continues to meet regularly at the Centre with members enjoying the strong support network it provides.

In Spring 2005 a Naya Rasta course was launched at the Centre. Part of Macmillan Cancer Relief's successful *Living with Cancer programme*, Naya Rasta is a self-management programme designed to meet the needs of Asian people with cancer.

Other outreach work by the Centre has included providing culturally sensitive information to the African-Caribbean community and running cancer awareness sessions and health information days for various community groups, such as the South London Tamil Welfare Group.

Our Home Visiting service provides housebound clients with

- Massage
- Counselling
- Reflexology
- Healing
- Befriending

The past year has seen a further increase in home visits with our team of 50 volunteers making 850 visits to 80 clients. The number of visits has more than doubled since 2001 and demand for this service continues to grow. In 2005 the Home Visiting Service celebrated its 10th anniversary – an opportunity both to reflect on past achievements and to plan for the future.

“ This was a very helpful treatment given by a lovely, warm and caring therapist. It was relaxing and calming. Thank you very much. ”

Health professionals, based in local hospices, hospitals or in primary care, make referrals to our Home Visiting Service for their patients who are

housebound and often terminally ill. Our volunteers primarily visit Wandsworth residents but visits are also made to other boroughs in south, west and central London. Clients choosing therapies can have a minimum of eight weekly visits while those receiving befriending can have as many visits as are needed.

Volunteers are recruited and trained once a year. Thirteen trainees completed the Centre's intensive in-house course in December 2004 and started working with clients in early 2005. New volunteers described the course as “very informative, inspiring and useful” and observed “there was always a sense of being nurtured as well as tutored”.

From Autumn 2005, the training, which combines information on cancer and its treatments with practical topics like boundary setting, listening skills and developing self-awareness, has external verification from an independent professional scrutineer. Trainees will receive a certificate at the end of their first year based on completion of training, client work and attendance at monthly supervisions.

home visits

“ The therapist was so gentle and calming in her massages. This service was wonderful and I found it most beneficial. ”

spreading the word

The Centre's activities and influence reach out further than its local roots.



The Centre's Director, Petra Griffiths, is a member of the national Coalition for Cancer Information, which aims to coordinate the efforts of statutory and voluntary sectors in the production of information.

Fiona Charman, our Macmillan Information and Education Officer, represents the Centre on the South West London Cancer Information Strategy Group, while Petra Griffiths is an active participant in the implementation groups in South West London for the Government's Supportive and Palliative Care Strategy for Adults, including groups on complementary therapies and psychological care. She is also a member of the Wandsworth Cancer Locality Group, which examines the delivery of cancer services and targets in this area, along with Wandsworth Primary Care Trust, St. George's Healthcare Trust and Trinity Hospice. Centre members are also active participants in South West London's Cancer Partnership Forum, which promotes user involvement in cancer services.

In June 2005, Petra was invited to address the 21st Anniversary Conference of the National Conference of Cancer Self Help Groups in Manchester, attended by over 300 delegates

from across the UK. Her talk – on the key to enhancing quality of life – drew on the experience of Centre practitioners and feedback from service users and was featured in *Share*, Macmillan Cancer Relief's national newsletter for cancer self help and support groups. (Photographed left).

As part of its wider education programme, the Centre collaborated with The Royal Marsden Hospital to put on a Study Day in July 2005 called *What do cancer patients want to know?* Attended by both cancer patients and health professionals, the event included talks on assessing information needs, the need to address inequalities in information received by members of minority ethnic communities and the personal experiences of health service users. Susan Howard, a trustee and former service user, and Fiona Charman, Macmillan Information and Education Officer, were both speakers, and Centre service users co-ran the three workshops along with health professionals. The input from Centre users was rated by participants as adding a great deal of value to the study day.

"I had the pleasure recently of visiting The Cancer Resource Centre on York Road. The Centre does some amazing work and I met the senior team as well as Nazira Visram who runs the Naya Rasta project there. The Centre is extremely busy continuing its excellent work, including community outreach for minority ethnic communities and home visits. I am hoping to play a larger role in the work of The Cancer Resource Centre over the coming months and years".

Sadiq Khan, MP for Tooting



users

April 2004 – March 2005

195 group activity attendees



850 home visits



1,093 individual sessions



2,048 volunteer hours



4,600 calls handled



13,471 booklets distributed



14,593 website visits



22,200 estimated users



38,101 services delivered



supporters

“ Long may you continue to help people such as myself. ”

Centre user

The Centre's relies on the generosity of a wide range of supporters to fund its work. Donations from charitable trusts, companies, community groups and individuals all play a vital role and are much appreciated.

We would like to thank the following:

The Armourers and Brasiers' Gauntlet Trust
• Barnes Workhouse Fund • WG Beloe Charitable Trust • The Woodroffe Benton Foundation • Bridge House Trust • Sir Walker Carter Trust • Chapman Charitable Trust • The Chelsea Building Society Charitable Foundation • The Clothworkers' Foundation • John Coates Charitable Trust • The Culra Charitable Trust • The Daisy Trust • The Fitton Trust • The Freemasons' Grand Charity • The Goldsmiths' Company Charitable Trust • Hampton Fuel Allotment Charity • The Hospital Saturday Fund Charitable Trust • HSA Charitable Trust • The Albert Hunt Trust • The Caron Keating Foundation • Lambeth Endowed Charities • The Hon Kathleen Laurence Charitable Trust • The George John Livanos Charitable Trust • Lloyds TSB Foundation for England and Wales • London Catalyst • Macmillan Cancer Relief • The Mercers' Company • The Tony Metherell Charitable Trust • Miles Trust for the Putney and Roehampton Community • The CA Redfern Charitable Foundation • Sir Cliff Richard Charitable Trust • Richmond Parish Lands • The Rufford Maurice Laing Foundation • St George's Charitable Foundation • St Mary-Le-Strand Charity • The Henry Smith Charity • The Sobell Foundation • The Stella Symons Charitable Trust • Hamilton Wallace Trust • The Garfield Weston Foundation • The Wigoder Family Foundation • Wimbledon District Nursing and Midwifery Benevolent Society • Michael and Anna Wix Charitable Trust • Blue Moon Publishers •



Patron Susannah York at the PricewaterhouseCoopers Wine Auction

Brockley Tenants Co-op Ltd • Courts Plc
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• All Saints 1885 Singers • All Saints Church, Battersea • Church of the Holy Spirit, Clapham • St James's Church, Piccadilly • St Luke's Church, Balham • St Mary's Church, Battersea • British 10K and all other runners • Sir Williams Perkins School • Putney High School • The Putney School of Art • Health Improvement Partnership Fund • Wandsworth Primary Care Trust

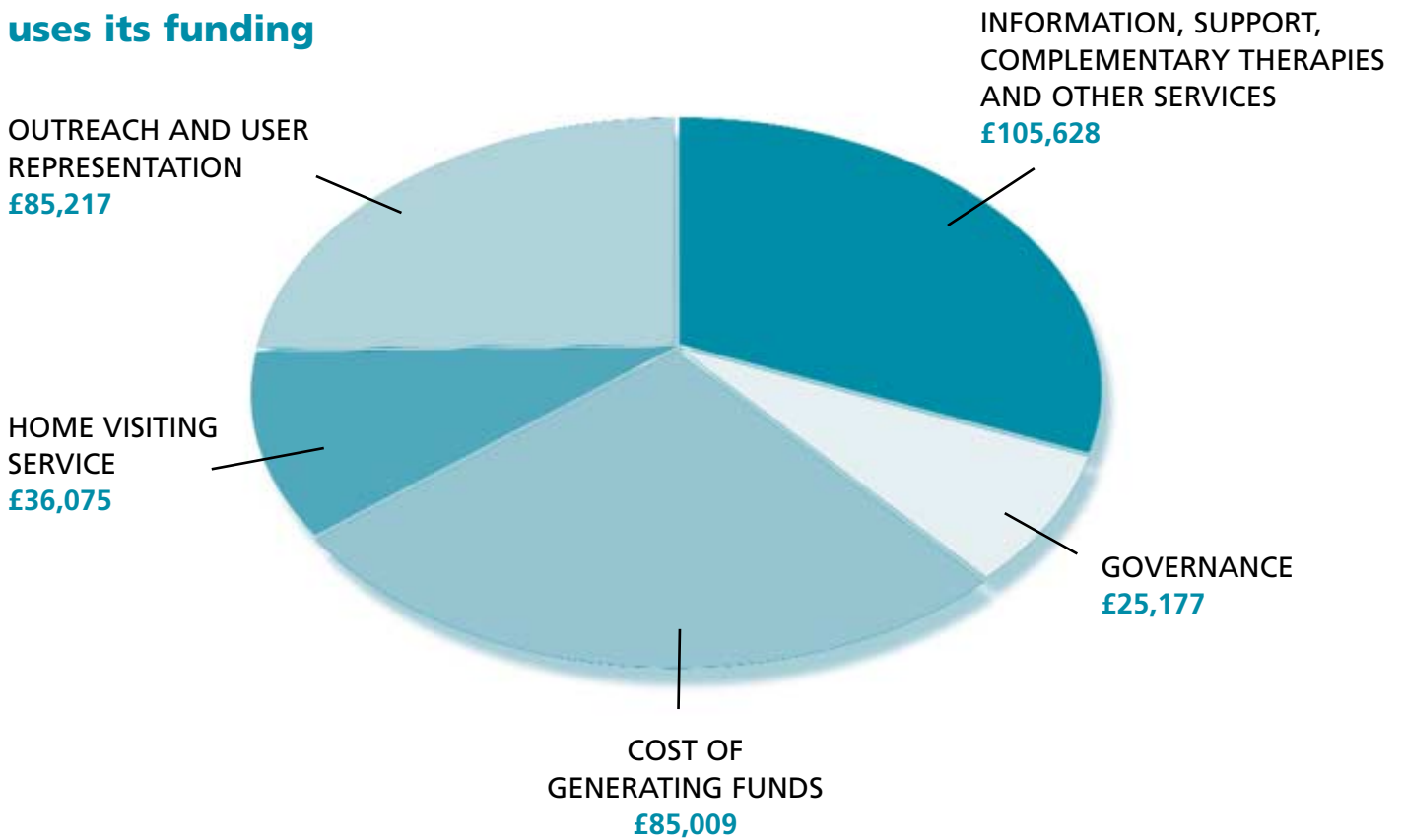
We are also grateful to everyone who has put on an event or made an individual donation, including all the gifts in memory of Toby Boulesteix.

Macmillan Cancer Relief

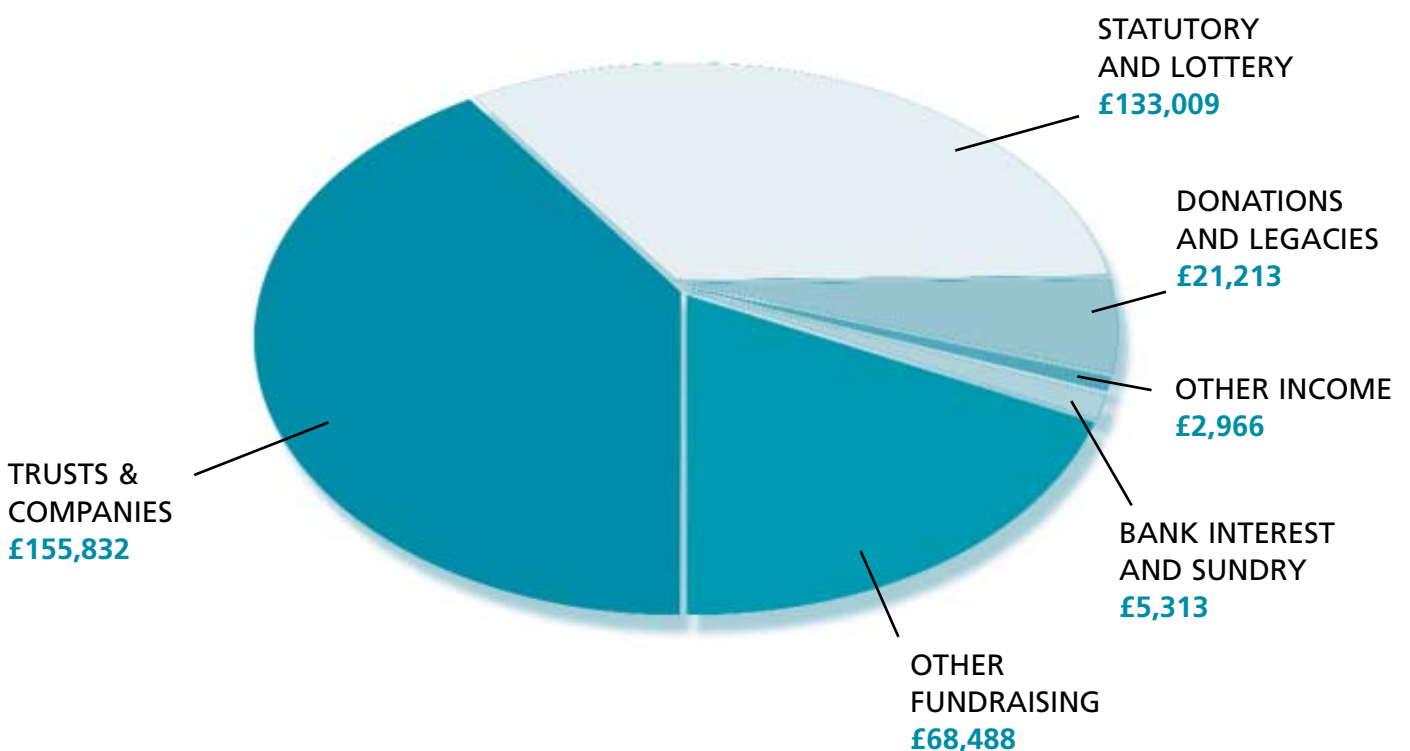
We wish to express our special gratitude to Macmillan Cancer Relief, which has supported several aspects of our work and given exceptional help towards our fundraising effort.

funding

How The Cancer Resource Centre uses its funding



Where The Cancer Resource Centre gets its funding from



The Cancer Resource Centre

- Support
- Information
- Education
- Complementary Therapies

for people with cancer and their carers
in the local community and in Greater London

Centre Services

- Counselling
- Massage & Aromatherapy
- Reflexology
- Healing
- Meditation
- Relaxation & Visualisation
- Hypnotherapy
- Self-Discovery & Creativity Groups
- Yoga Class
- Home Visiting Service
- Macmillan Information Service
- Macmillan BME Outreach
- Library of Books and Tapes
- Publications
- Courses
- Newsletter
- Website
- Telephone Support Line

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Cora Griffin
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Sarah Wilton
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