

## Additional support from Marie Curie

Alongside your visits, you can access our Marie Curie Support Line. This is a free and confidential service where our trained officers and nurses can provide trusted information, emotional support, and a listening ear.

The service is available 8am to 6pm Monday to Friday, and 10am to 4pm Saturday to Sunday. You can reach them on Freephone **0800 090 2309\***, via online webchat or by emailing **support@mariecurie.org.uk**.

We also have an online community, a safe space where you can share your experiences and get support from people who may be going through a similar situation. Alternatively, you can use our website and booklets where we have information on a wide range of topics.

## Confidentiality

We believe in creating a safe space for people to share their feelings, without the fear of this information being shared with others. While this service is confidential, there are some situations where we can't guarantee confidentiality, for example, the disclosure of unlawful activity or serious risk to the safety of yourself or others.

## Personal data

We aim to provide you with the highest quality support. To do this, we must keep records about you and the support we provide for you. We collect, store and process your personal information when you have been referred.

Records are held electronically, and we have a legal duty to keep these confidential, accurate and secure at all times in line with Data Protection Laws.

## For more information

Please see our privacy notice [mariecurie.org.uk/privacy](https://mariecurie.org.uk/privacy). You can ask for a paper copy of this if you are unable to access the website.

If you have any questions or concerns about confidentiality or how we use your personal information, please contact us.

Should you have any queries about your data, please contact our Data Protection Officer at [dpo@mariecurie.org.uk](mailto:dpo@mariecurie.org.uk).

Should you wish to log a complaint about the use of your information, details of our complaints procedure can be found on our website [mariecurie.org.uk/feedback](https://mariecurie.org.uk/feedback).

If you are still unhappy with the outcome of your enquiry you can write to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or call **01625 545 700**.

## Marie Curie is the UK's leading end of life charity

Marie Curie has been supporting people at the end of life for over 75 years. Our Companions draw on that wealth of experience and depth of resource. This means Companions can direct people to other useful Marie Curie services.

Marie Curie Companions provide support at home, over the phone, and in some hospitals.

[mariecurie.org.uk/companions](https://mariecurie.org.uk/companions)

If you have any questions about living with a terminal illness or bereavement, call our free Support Line on **0800 090 2309\*** or visit [mariecurie.org.uk/information](https://mariecurie.org.uk/information)

Charity reg no. 207994 (England & Wales), SC038731 (Scotland) P063\_LON Photography: Phil Hardman/Marie Curie  
\*Your calls may be recorded for training and monitoring purposes. Visit [mariecurie.org.uk/information](https://mariecurie.org.uk/information) to check opening times.

# Companion at home

Free emotional and practical  
companionship for people at the  
end of life, and those close to them.



About the service

Marie Curie’s Companion at Home service is a face-to-face service delivered by volunteers for people affected by a terminal illness and their loved ones. The service is typically offered to people in the last year of life.

If the service is right for you, you’ll be allocated a trained volunteer who can visit you regularly at times agreed between you. This is usually once a week for up to three hours.

Companion volunteers can offer:

- **Companionship and emotional support** - someone to talk to about what’s on your mind.
- **Practical support** - such as accompanying you to appointments, social activities or supporting you with everyday tasks.
- **A break for carers** - your carer may be able to take a short break while our volunteer is with you.
- **Information on further support** - our volunteers can help you look for other support and local services in your area.
- **Bereavement support** - short term support after a bereavement.

Our service may not be suitable if you need a higher level of support or clinical care.

We will review your volunteer support regularly and if we identify that you may benefit from additional or alternative support, we’ll signpost these services to you.

Criteria for accessing the service

To receive this service, you must be:

- affected by a terminal illness or be a family member of someone affected by a terminal illness
- able to take medication independently
- willing to share a family of emergency contact telephone number
- willing to agree to the below conditions.

Conditions

We ask that you do not:

- ask them for their personal contact details, or contact them via social media
- offer them money to do chores for you, such as shopping
- ask them to help you physically, such as supporting you to stand or walk
- ask them to help you with personal care, support you to eat, or to give you your medication
- use inappropriate language or behave inappropriately, such as in a discriminatory manner.

About the Companion volunteers

We want to make sure that our service is safe for both you and for our volunteers. Before signing up and being able to deliver the service, our volunteers:

- undergo a criminal records check
- provide us with references
- undertake designated training
- agree to our terms and conditions.

How you are allocated a volunteer

You’ll be allocated a volunteer based on where you live and what you are hoping the service can support you with. You may be asked about your home environment, what support you feel you would benefit from and any specific details relevant to providing you with support.

Please let us know if you are unable to go ahead with a planned visit so that we can let your volunteer know.

Feedback

Please contact your Volunteer Services Officer if you have any questions, concerns or feedback about the support you are receiving.

0203 370 2208

lat.mclondon.referrals@nhs.net

You can also give feedback about our service by using the following link or QR code.

mariecurie.org.uk/patient-family-feedback

