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**. 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**.

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**.

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

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**

Charity reg no. 207994 (England & Wales), SC038731 (Scotland) P068_MIDS Photography: Phil Hardman/Marie Curie
*Your calls may be recorded for training and monitoring purposes. Visit mariecurie.org.uk/information to check opening times.

Companion in Hospital

Marie Curie

Support for you, and the people close to you, from a Marie Curie Companion



About the service

Marie Curie's Companion in Hospital service is a 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 you're being cared for in hospital, or are close to someone who is, a Marie Curie Companion can offer support tailored to you and your needs.

Companion volunteers can offer:

- **Emotional support** - to listen and talk about whatever's on your mind, hold a hand, and provide quiet support.
- **Information and practical support** - help answer any questions and offer practical information, such as where the people close to you can stay locally.
- **Reassurance for families, carers and the people closest to you** - to be there for your loved ones if they can't be at the hospital themselves, or need to take a break.

How do I get a Companion volunteer?

You or the people close to you can ask for a Companion volunteer when you're in hospital, staff on your ward can refer you to the service, or Companion volunteers visiting your hospital ward can also refer you to the service.

About Companion volunteers

Your safety and the safety of Marie Curie volunteers is our top priority.

All Companion volunteers:

- undergo a criminal record check
- provide us with references
- undertake designated training
- agree to Marie Curie terms and conditions.

Companion volunteers are trained to listen and support you emotionally and practically. They are unable to provide formal counselling, and they can't provide, clinical advice, nursing, or personal care.

Conditions

If you're visited by a Companion volunteer, 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.

Feedback

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

07385 389 310

lat.companionsmidlands@nhs.net

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

mariecurie.org.uk/patient-family-feedback

Scanning this QR code will take you our survey on mariecurie.inphase.com