

Long Term Conditions & Improving the Cancer Journey Macmillan Services



Long Term Conditions & Macmillan Service (2009)

- Free, confidential and independent income maximisation and money advice service
- Benefits and debt advice
- Support with energy issues
- Grant applications
- Financial guidance
- Advice and benefits assistance for carers/family members

Improving the Cancer Journey (2014)

- **Established in 2014 to better support people affected by cancer**
 - **Work with clients to create person-centred, tailored support**
 - **Empower our clients to take back control of their lives**
 - **Provide support to navigate various services throughout their treatment and beyond**
- *'The Improving the Cancer Journey experience in Glasgow is an example of how an integrated approach to health and social care can lead to an improvement in quality of life, person-led post-treatment rehabilitation and ability to self manage.'*

(Scottish Government, 2016:48)

REFERRAL
RECEIVED

2

Needs Identified

Top concerns were about money, fatigue or getting about, but in all over 18,000 individual needs have been raised and addressed. Average level of concern is 7.15/10 at this stage



FINISH. DISCHARGED
FROM ICJ, NOW
KNOWING THEY CAN
RETURN ANY TIME.

4

Review

Discuss outcomes consider next steps. New HNA/New concerns (back to step 2. or head to discharge.

3

Referred or signposted

Referred for help according to need. Majority of referrals were to Glasgow Council, Macmillan, Glasgow Life and NHS. Substantial proportion self manage at this stage. Average level of concern is now 3.85/10



1

Accepts offer of Holistic needs Assessment.

Identifying your concerns

Discussed by: _____

Date: _____

Designation: _____

Contact details: _____

Patient's name or label

This self assessment is optional, however it will help us understand the concerns and feelings you have. It will also help us identify any information and support you may need in the future.

If any of the problems below have caused you concern in the past week and if you wish to discuss them with a health care professional, please tick the box. Leave the box blank if it doesn't apply to you or you don't want to discuss it now.

☐ I have questions about my diagnosis/treatment that I would like to discuss.

Physical concerns

- ☐ Breathing difficulties
- ☐ Passing urine
- ☐ Constipation
- ☐ Diarrhoea
- ☐ Eating or appetite
- ☐ Indigestion
- ☐ Sore or dry mouth
- ☐ Nausea or vomiting
- ☐ Sleep problems/nightmares
- ☐ Tired/exhausted or fatigued
- ☐ Swollen tummy or limb
- ☐ High temperature or fever
- ☐ Getting around (walking)
- ☐ Tingling in hands/feet
- ☐ Pain
- ☐ Hot flushes/sweating
- ☐ Dry, itchy or sore skin
- ☐ Wound care after surgery
- ☐ Memory or concentration
- ☐ Taste/sight/hearing
- ☐ Speech problems
- ☐ My appearance
- ☐ Sexuality

Practical concerns

- ☐ Caring responsibilities
- ☐ Work and education
- ☐ Money or housing
- ☐ Insurance and travel
- ☐ Transport or parking
- ☐ Contact/communication with NHS staff
- ☐ Housework or shopping
- ☐ Washing and dressing
- ☐ Preparing meals/drinks

Family/relationship concerns

- ☐ Partner
- ☐ Children
- ☐ Other relatives/friends

Emotional concerns

- ☐ Difficulty making plans
- ☐ Loss of interest/activities
- ☐ Unable to express feelings
- ☐ Anger or frustration
- ☐ Guilt
- ☐ Hopelessness
- ☐ Loneliness or isolation
- ☐ Sadness or depression
- ☐ Worry, fear or anxiety

Spiritual or religious concerns

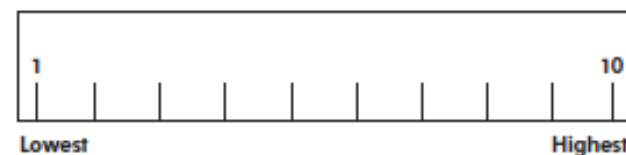
- ☐ Loss of faith or other spiritual concern
- ☐ Loss of meaning or purpose of life
- ☐ Not being at peace with or feeling regret about the past

Lifestyle or information needs

- ☐ Support groups
- ☐ Complementary therapies
- ☐ Diet and nutrition
- ☐ Exercise and activity
- ☐ Smoking
- ☐ Alcohol or drugs
- ☐ Sun protection
- ☐ Hobbies
- ☐ Other

Please mark the scale to show the overall level of concern you've felt over the past week.

You may also wish to score the concerns you have ticked from 1 to 10.



Holistic Needs Assessments

- Identify current concerns
- These concerns may be physical, emotional, practical, financial or spiritual.
- Thermometer scale allows us to focus on and prioritise your top concerns
- Appropriate support and information can then be provided

Recent Patient Transport Update in Glasgow

- Common concern raised with our ICJ clients has been the lack of affordable transport in Glasgow to get to & from appointments
- Where Macmillan grant would previously be beneficial, now no such grant available
- ICJ Glasgow have worked alongside Community Transport Glasgow to help create a volunteer driver service to assist.
- If any of your Glasgow based patients are concerned about getting to appointments, please refer on to ICJ@glasgow.gov.uk and we can arrange volunteer transport where available.



CONFIDENTIAL

MACMILLAN
CANCER SUPPORT

Some of Improving the Cancer Journey Services in Glasgow

- Carers / Family Members HNA (if over 18)
- Wills / POAs
- Funeral Support
- Blue Badge / Bus Pass
- Grants for renovations / adaptations
- OT / Home Care / Carers Support / Sensory Team Referrals
- Childcare Support
- Pendant Alarms
- Pet walking / rehoming

Improving the Cancer Journey Roll Out

ICJ Services

- West Dunbartonshire - 2020
- Renfrewshire – 2020
- East Dunbartonshire – 2021
- Inverclyde – 2022
- North & South Lanarkshire - 2023
- East Renfrewshire – 2023
- Aim is to have ICJ Service or equivalent in all Scottish Local Authorities by end of 2025

- *“This £18 million partnership will make Scotland the first country in the UK where cancer patients will have access to dedicated practical, financial and emotional help.*
- *“The programme will help fulfil the Scottish Government’s ambitions to ensure everyone with cancer is offered a personal care plan and access to the support they need, making it easier for people to continue their personal and professional lives for as long as possible whilst under-going cancer treatment.”*

(Nicola Sturgeon, Aug 2019)

Housing Issues

Concerns

- **Private Lets – Notice to Quit**
- **Home no longer suitable**
- **Tied Accommodation**
- **Repair issues**
- **Succession to Tenancy**
- **Delayed discharge from hospital**
- **Often people's initial reaction is to move but mind can often change**

Case study



ICJ Case study - Actions & Impact

• Case Study

- 64yrs, Bowel Ca. Recent diagnosis. Palliative treatment planned
- Employed – receiving SSP
- Lives alone.
- Weight Loss
- Outstanding mortgage / debts.
- Support from daughter living nearby – both struggling
- Reduced mobility both indoors and outdoors
- No transport

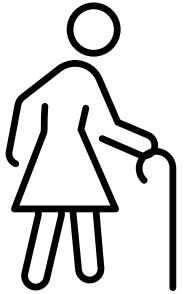
Actions

- ADP
- Income Related Benefits
- Funeral Fund Application
- Debt Support Referral
- OT referral
- Blue Badge
- Disabled Bay
- Maggie's info provided

Impact

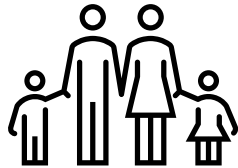
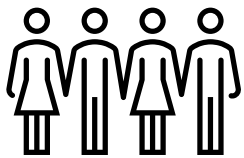
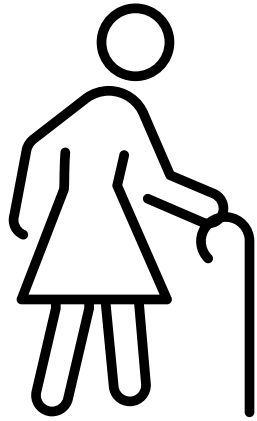
- Enabled mobility car
- Maximised Income
- Peace of mind money available
- Some debts written off / more manageable
- Stairlift & equipment in home
- Can now park without worry at appointments
- Lives on busy road, now parks outside home
- Both client & daughter attend Maggie's often

Case study 2



- Male, 72
- Prostate Cancer, recently found mets to bone
- Palliative treatment
- Lives alone, owns home, no family
- Lonely
- Struggling to get showered
- 2 pet dogs he is concerned about
- Leaking roof

Case study 2 - Actions & Impact



• Actions

- Older Adult Disability Payment
- Linked with Food Train
- OT referral
- Linked with Pet Charity Cinnamon Trust
- Linked in with care & repair service

Impact

- Extra money for expenses / heating / travel / housework
- Provided shopping & befrienders
- Rails & equipment provided
- Walked dogs and had adoptees lined up for dogs which put client's mind at ease
- Organised tradesmen to help fix leak

Contact details

Long Term Conditions & Macmillan Service

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LTCandMacmillanService@Glasgow.gov.uk

Improving the Cancer Journey

www.glasgow.gov.uk/ICJ

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THANK YOU