



# MACMILLAN IN LANARKSHIRE COMMUNITY SUPPORT SERVICES

**MACMILLAN**  
CANCER SUPPORT





# WELCOME TO OUR REVIEW



*Many people with cancer aren't getting the support they need to cope with the emotional, practical and financial effects the illness has on their life. That's why we launched Macmillan in Lanarkshire, investing £800,000 to develop support services which are locally-based, accessible and friendly.*

Craig Tobin, Project Manager,  
Macmillan in Lanarkshire



## We can provide:

- support for people living with cancer and their families and carers
- information booklets on all aspects of living with and beyond cancer
- a listening ear and time to talk in a welcoming environment.

For more information please call 0222 604 604 or visit [www.macmillan.org.uk](http://www.macmillan.org.uk)



*I wouldn't have been able to carry on as well as I have without Macmillan in Lanarkshire.*

Ann Court - Service user, Bellshill



## Ann Court's story

**"The CISS service at Bellshill has been so important to me. I drop-in regularly because it's convenient and easy to access: it's always my first port-of-call when I need support.**

I have small cell lung cancer which I was diagnosed with four years ago and my situation is terminal now. The drop-in service has made such a big difference to my ability to cope. It's a great comfort – if the volunteers weren't there I wouldn't have been able to carry on as well as I have.

I think they're superb, always able to provide me with answers or direct me to support that can help. I think the Macmillan resources are phenomenal, particularly the little booklets which are so readable and informative: they've been a big help to me and my family.

I've accessed the complementary therapies – reiki and massage – and it's just fantastic that I could have three free sessions and then the rest at a discount because these therapies are expensive. It's been brilliant to have this kind of support locally. I'm also doing the Gentle Movement classes and meditation. And through my use of the drop-in service I learned about book groups at the library, so I've joined them as well.

The support I receive from Macmillan is just so valuable. The hospital and consultants look after my medical needs but Macmillan looks after my wellbeing – the whole me – and supports my family and friends: I can't tell you what that means to me.

It's been a lifeline: when I've gone through dark times I've known there is someone I can talk to, and you know the volunteers are so fantastic that I come out smiling!"





Once you've been patched up by the doctors – who do a brilliant job – you are on your own and left to get on with it. Macmillan in Lanarkshire provides a more holistic approach, caring about all of you, not just the physical bits.

Service user, Coatbridge Drop-in

# WHAT WE DO

Macmillan in Lanarkshire is a dynamic partnership between South Lanarkshire Leisure & Culture, CultureNL, North Lanarkshire Leisure, NHS Lanarkshire and Macmillan Cancer Support.

Our focus is on developing the role of local libraries, leisure centres and other community venues in supporting the health and well-being of people affected by cancer. We work to ensure they have the support they need locally across Lanarkshire.

Our aim is to allow people living with, and beyond cancer to improve their quality of life by:

- ensuring they receive the right information and support at the right time;
- providing access to physical activity opportunities specifically tailored to facilitate rehabilitation and recovery.

# Why we are working in Lanarkshire

Across the UK, the number of people dying from cancer is actually falling but the number of diagnoses is rising. As our population ages we are experiencing an increase in the incidence of cancer but more effective treatments are improving survival rates. This means that many more patients and families within our communities are coping with the varied, long term effects of living with and beyond cancer.

Working in Lanarkshire is particularly important because people who live in the more deprived areas of Scotland are more likely to be diagnosed with cancer. While there is variation across Lanarkshire, over 118,600 people in the area live in one of the 15% most deprived areas in Scotland.

Around 5,000 people living in Lanarkshire are diagnosed with cancer each year\*.

\*Scottish Cancer Registry, ISD quoted in NHS Lanarkshire Public Health Report 2016-17. Figures for registrations: 2014 = 5,066 / 2015 = 5,126]



# THE IMPORTANCE OF LOCALLY ACCESSIBLE SUPPORT



*Wonderful service – informative, sociable: my worries and concerns were eased. Always a nice cuppa too!  
I look forward to it and it's local.*

Service user, Bellshill Drop-in

We know that many people living with cancer struggle with its impact on their day-to-day life. What can help is access to community support, separate from the clinical treatment environment, which addresses the emotional, practical and financial effects of the illness.

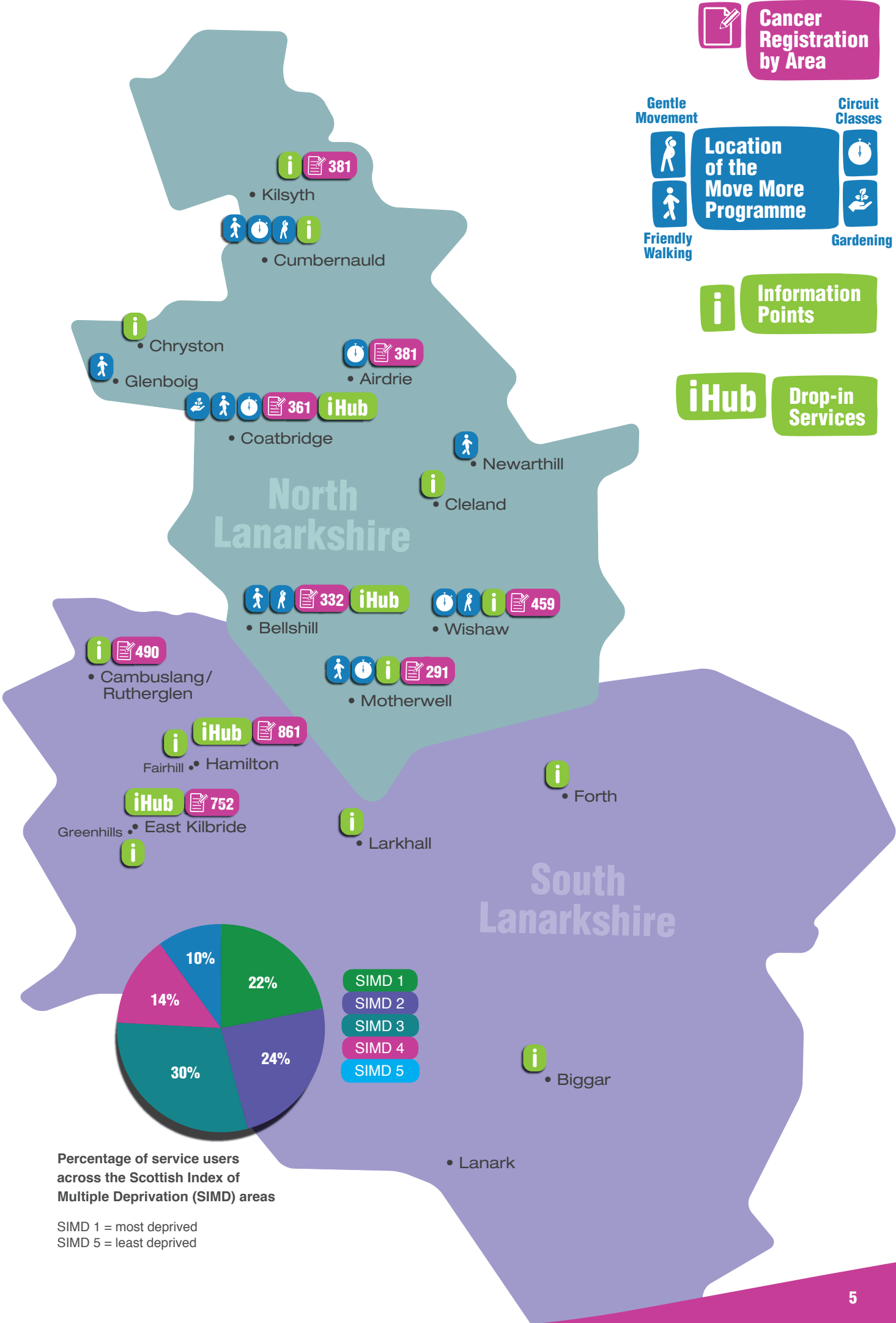
Creating innovative outreach is what Macmillan in Lanarkshire is all about. Through this project we are shifting support services into non-clinical settings by using local libraries, leisure facilities and a range of community venues across North and South Lanarkshire.

Our aim is to make access to high quality information, emotional support and physical activity easier and more convenient for users. Local libraries become health hubs and information points, while tailored physical activity is delivered in leisure centres, parks and gardens.

Embedding our services within community settings, and providing them free of charge, helps to ensure that people across Lanarkshire have equitable access to the support they need, when they need it, and that can make a big difference to their ability to cope and their quality of life.

*I didn't know where to go for advice, my GP wasn't helpful.....I wish I'd known about you sooner.*

Service user, Bellshill Drop-in





# OUR SERVICES

## Cancer Information and Support Services (CISS)

Our community based drop-in services provide support that anyone can access whenever they wish. This type of support helps to break down barriers and makes it easy for anyone affected by cancer to talk to someone 'neutral' and find information beyond medical matters across psychological, emotional, financial, and social needs. We know that this kind of support can alleviate distress, reduce anxiety and help people to cope better.

*Very helpful and a relief to talk to someone and get relevant information.*

Service user, Coatbridge Drop-in

Our partnership approach has allowed us to create four drop-in Cancer Information and Support Services (CISS) hubs and 12 information points in libraries across Lanarkshire. Within the hubs our trained volunteers can offer a listening ear, information and signposting to other services.

We reviewed each library in the area (42 in total), assessing them regarding access, available space, usage, local cancer trends, population numbers, and areas of deprivation. Through this robust approach we determined the most appropriate locations for the hubs and information points.

*Great to have experienced people to talk to who understand what I will go through. An excellent service.*

Service user, Hamilton Drop-in

## Move More NL

Macmillan in Lanarkshire is focused on the creation of community pathways to tailored support which can aid rehabilitation and recovery. Our Move More programme is specifically designed for people affected by cancer and consists of four key elements: Gentle Movement, Circuit based exercise, Walking and Gardening. Physical activity is an important component of contemporary cancer care and can help to improve both physical and mental wellbeing.



Across North Lanarkshire we have worked to provide Gentle Movement classes in three community venues, while through our partnership with North Lanarkshire Leisure (NLL) we offer Circuit classes in six leisure centres. Gentle Movement is based on Chi Gung, an ancient Chinese practice aligning breathing, physical activity, mental and spiritual awareness and is delivered by trained volunteers. Circuit classes use a variety of simple cardiovascular and strength exercises and are led by specially trained cancer rehabilitation and exercise instructors. The walking aspect of Move More is provided through our partnership with the community walking project Get Walking Lanarkshire.

Macmillan cancer-friendly walks are short, sociable walks that help anyone affected by cancer to become more active. We didn't want to duplicate existing services so we partnered with Get Walking Lanarkshire and trained their walk leaders, as well as recruiting new Macmillan volunteers for walks where Get Walking Lanarkshire lacked the required number of volunteers. We also offered core training to all of their existing volunteers.



The Move More Gardening project is run in collaboration with Summerlee Museum in Coatbridge and is delivered by the Museum's outdoor assistant who has completed Macmillan Training. Summerlee is set in 22 acres based around the site of the nineteenth century Summerlee Ironworks and the project provides a supportive, friendly environment and various gardening tasks for any level of ability.

## Complementary therapies

**In 2018, an additional dimension of the Macmillan in Lanarkshire project has been the provision of complementary therapies in our library hubs. Through local funding we introduced this service in the Bellshill Cultural Centre in partnership with the Motherwell Health & Wellness Hub, and following its success we now offer complementary therapies in East Kilbride Central Library through a partnership with the local Wellbeing Hub.**



People affected by cancer can access three free appointments, and then continue treatments at a discounted price. This approach is allowing a greater number of people affected by cancer to access oncology massage and other therapies which can promote wellbeing. Service users have told us that it is not just the therapies that are important but their combination with the drop-in service, which provides a 'safe' place before and after a therapy session.



*I've been attending a circuit class, and enjoyed a reiki treatment reflexology session. It has been great, exercising and getting pampered.*

Service user, Bellshill Drop-in



# OUR PARTNERSHIP APPROACH TO SERVICE DEVELOPMENT

## A multi-stakeholder project

Macmillan in Lanarkshire is a true example of partnership working where the relationships we have built with three Trusts – South Lanarkshire Leisure & Culture, CultureNL and North Lanarkshire Leisure – and with NHS Lanarkshire, Health and Social Care, and the Health Improvement team, have determined the success of the project.

As a co-production project our success relies on the partner organisations supporting its implementation and delivery. Our aim was to build on and augment existing services, and to utilise community assets, in order to bring support services closer to those that need them. This approach required us to match our vision to the ambitions and objectives of our stakeholders, and to work to achieve buy-in not only at senior levels but across frontline staff as well.



We also needed to build trust across area health teams to ensure they would feel confident to refer to the service. In addition, we had to work quickly as Macmillan in Lanarkshire is a short-term project. So we worked at the strategic level and with frontline staff concurrently, implementing extensive face-to-face communications to build ownership of the project across the partners and to inspire and engage all levels of staff.

## A networked service

What we have created is a networked, community-based service where libraries across Lanarkshire have become drop-in support hubs and access has been provided to specialist physical activity via community amenities.

We've utilised an integrated methodology across a large geographic area, working with library teams, leisure services and community organisations, to help create a seamless transition of support as cancer patients move from the acute environment to the community.

## Expanding our offer: support within cancer clinics

Working in partnership with NHS Lanarkshire we have expanded our Macmillan in Lanarkshire project during 2018 to provide support within specialist hospital clinics. Currently, we are piloting services at Monkland's Hospital Lung Cancer Clinic and at Lanarkshire Beatson's Herceptin Clinic, where our Community Information and Support volunteers offer information to patients as they wait to have their treatment.

The aim is to empower patients and their families with knowledge at a time when they are likely to be particularly in need of support. These 'pop-up' services at the clinics are being very well received by patients and are also valued by cancer nurses: our focus on the non-clinical aspects of cancer complements their work, allowing them to direct patients to a specialist service that helps to improve the patient experience.

## Lynn Mack - Haematology and Cancer Services Manager, NHS Lanarkshire



"We have worked closely with Macmillan in Lanarkshire and the project's work with libraries, leisure services and its Move More programme has been crucial in providing better support to patients to live beyond cancer."

The Macmillan in Lanarkshire CISS drop-ins offer fantastic sign-posting and listening support which our clinical staff struggle to provide. The project has demonstrated to them how high quality support within the community can be delivered. It has allowed nurse specialists and other staff to see how the right support, and different kinds of support, can be provided which help patients to live with, through and beyond cancer. Macmillan in Lanarkshire is a great example of community-based services which really make a difference.

Our aim is to improve the patient experience and we can see that patients are empowered through Macmillan in Lanarkshire's services. The project has shown how we can link together to tackle the sense of loss and isolation many patients experience when their medical treatment comes to an end and better support them to cope with the impact of cancer.

We need to change the way that we do things, and the team at Macmillan in Lanarkshire have been innovative and good at picking up on opportunities. Piloting the CISS service within cancer clinics is an example of this and it's working really well."



# OUR IMPACT

## Cancer support and information services CISS (2018)



Over **400** people helped by our Cancer Support and Information Services (CISS)

**171** onward referrals to specific support

**172** complementary therapy sessions offered (2018)

**374** referrals to Move More via Active Health pathway

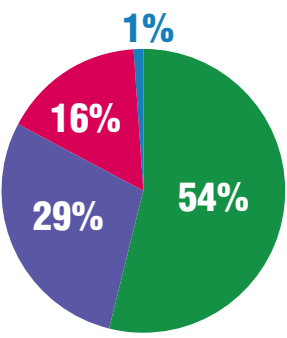
**2664** booklets uplifted from CISS hubs and info points

**2459** attendances at Move More sessions

**632** signpostings to other partner organisations

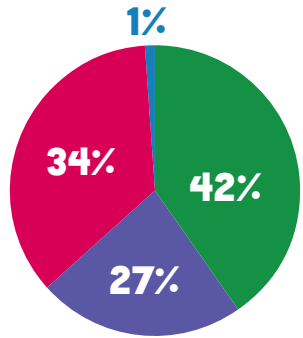
### Who we helped

- Person who had, has, or might have cancer
- Had or have a caring role for someone with cancer
- Someone I know is affected by cancer
- Interested in knowing more about cancer



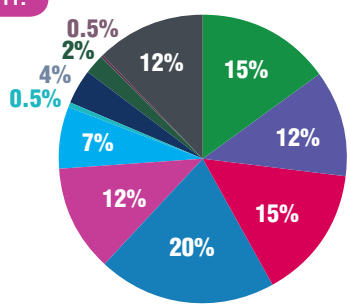
### How we helped

- Listening ear
- Written / verbal / visual info
- Signposting / referral
- Other



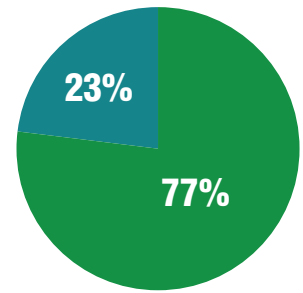
### Signposted to

- Financial support or grants
- Library or community group or activity
- Complementary therapy
- Move More Class / Active Health class
- Macmillan Support Line/online comm.
- Carer support / information
- Boots - No. 7 Beautician
- Help with transport
- Helping Matters
- e-CaN
- Other



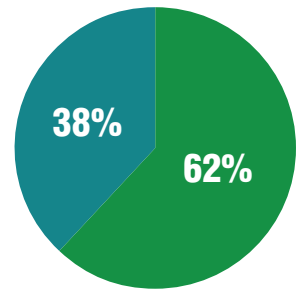
### Time spent with us

- Up to 30 minutes
- 31 minutes to 2 hours

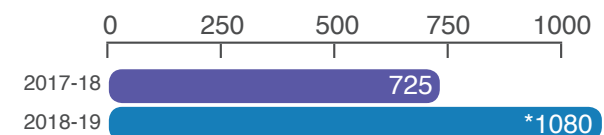


### Where else would they go for support

- Clinical appointment
- Nowhere else to go



### Move More 2017 to 2018 - growth at circuits classes



Growth = 49% \*Figure to Dec 2018



# DEVELOPING A VOLUNTEER-LED SERVICE ACROSS LANARKSHIRE



## Creating a co-production approach

Macmillan in Lanarkshire is a volunteer-led service. While a small staff team develop and co-ordinate the project, service delivery is provided almost entirely by volunteers.

Working with three separate partner organisations – South Lanarkshire Leisure & Culture, CultureNL, North Lanarkshire Leisure – presented an opportunity to create the very first volunteer-led service across all three partners. With no prior history of this type of approach, we were able to inform and influence the development and content of each partner’s volunteering strategy. A volunteer governance framework was implemented to ensure good practice guidance was followed across recruiting, supervising, supporting and valuing volunteers.

It has been a complex process to implement a co-production approach, developing equitable policies and systems across all three organisations. We also needed to build trust in a volunteer-led service, reassuring partners that a high quality service could be provided and maintained through volunteer roles. Macmillan’s extensive experience and expertise in volunteering helped to achieve this, and the partners have benefitted from the upskilling of their staff and access to our general and role-specific training for volunteers.

## Delivering a multi-stranded volunteer-led service

Macmillan in Lanarkshire is one of the first projects to encompass both CISS and Move More services, which means we offer a wider range of volunteering opportunities. This has required us to deliver a broader training programme and to upskill and support a greater number of partner staff.

We have volunteers offering informal listening ear support, providing information, delivering exercise classes, leading walks, and promoting various aspects of Macmillan in Lanarkshire. The breadth and depth of the project has demanded the creation of six key volunteer roles:

- CISS volunteers
- CISS Lead volunteers
- Gentle Movement Lead volunteers
- Move More Motivator volunteers
- Walk Leader volunteers
- Gardening volunteers

The advantage of a multi-stranded volunteer-led service is that we can offer a greater variety of roles. As volunteers have come forward we can present a wider range of options, stimulating their interest and providing opportunities to match their skills and abilities appropriately, which has led to increased satisfaction and engagement.



Volunteer input

**2133**  
volunteering hours donated



**80**  
volunteers trained across various roles

Volunteer support

**4** CISS services provided

**12** Move More services

**7** cancer-friendly health walks\*

(\*delivered by Macmillan-trained Get Walking Lanarkshire volunteer walk leaders)





# EXTENDING OUR REACH



Macmillan in Lanarkshire has been focused on developing the role of libraries and leisure centres in supporting the health and wellbeing of communities. Through partnership working we are developing new ways of offering support services to people affected by cancer and creating a wide variety of new volunteering opportunities.

## New volunteering opportunities

We plan to extend the CISS Lead Volunteer role from our two pilot libraries (Bellshill and Hamilton) to East Kilbride, Coatbridge and Move More. Through our learning so far we can see many ways in which volunteers could enhance and extend the existing services being delivered, providing additional benefits for the partners by, for example, working as library digital volunteers, community connectors, or motivator volunteers for the Active Health programme which operates across Lanarkshire.

## New locations

The early success of our service within the two cancer clinics suggests this approach could be widened out to include volunteer-led services in wards and other tumour group clinics. We would also like to scale-up our CISS support into more libraries so we can increase equity of access to our services.

## Engaging more men

We are considering new options to engage men in physical activity, for example by offering Macmillan friendly bowls, and ways to increase their participation in all aspects of our service provision and volunteering opportunities.

## Expanding our training

Where possible we would like to increase our reach by rolling out Macmillan-friendly training to other organisations and workplaces.



*Being a Move More motivator motivates me. It's given me an incentive and changed how I feel about myself.*

Susan McBride - Service user and volunteer, Bellshill

## Susan McBride's story - service user and volunteer

**"I was diagnosed with breast cancer in October 2015, and just two weeks later, advised I had secondary cancer. It was quite a blow. My Macmillan nurse recommended I use the support services at my local hospice but I just wasn't ready to be a hospice-user and all I perceived that to mean.**

But I did eventually join the Gentle Movement class there and got on really well, so I tried the Move More Circuits class at my local leisure centre. I'd never been to a gym before, hadn't done anything like this in my life; I thought 'I'm really not sure this is for me' and after the first class I decided I wasn't going back! But I pushed myself to go again: it took a few weeks to settle in but I could feel how good the exercise was for me. Now I've been doing Circuits for two years.

Just attending a class can make a difference: trying things when it seems a challenge really helps your mind-set and wellbeing. You realise you can do more than you thought; plus, you're with others in a similar situation. I've always been a positive person but I hadn't thought of myself as a motivator. When it was suggested I volunteer for a 'Move More Motivator' role, I wasn't sure about it, but I'm so glad I took it up – I really enjoy it.

Being a motivator motivates me. It's given me an incentive to do more. Most importantly it has changed how I feel about myself: through this role I'm not 'Susan with secondary breast cancer' but someone with a purpose and something to offer others. It's helped me to focus on all that I can do, not on what I can't, and it's very rewarding to support others and use my experience to help them see what it might be possible to achieve."





## Susan Mercer's story

*It's just such a lovely service. I consider it a welcoming home from home. It's been very helpful, a listening ear in times of need, and finding practical support too.*

**"I had been involved with some fundraising initiatives for Macmillan – I was a face painter at one of their coffee morning events – and was looking for other things I might do when I saw the offer of complementary therapies at the East Kilbride hub.**

That I could receive a massage for free was so appreciated. It's difficult being on benefits with dependent children; money is tight and you feel you shouldn't treat yourself. I'll admit that I wasn't quite sure what to expect from a massage in a library but when I arrived I was greeted by smiling faces, such a warm welcome and an oasis of relaxation.

The volunteers immediately made me feel so comfortable – I thought: 'these people get me'. The massage was lovely: the therapist was very respectful of what I

like to call my 'war scars' – I have breast cancer which has required a mastectomy.

The service has also been very helpful, a listening ear in times of need, and finding practical support too, such as identifying a source of funding for me which I wouldn't have looked for or known about.

I can find it hard to go out or travel very far – I just don't have the energy and my problems with fatigue mean I can sometimes fall asleep unexpectedly. The affects of the cancer have made me nervous of going to places I don't know or feel safe in. There is no other support close by, so it's really important to me that this drop-in is just up the road; it's so accessible it's helped me to get over my fear of going out - I'm always motivated to visit because it's just such a lovely service. I consider it a welcoming home from home."

WE ARE  
MACMILLAN.  
CANCER SUPPORT

*"Being a volunteer with Macmillan in Lanarkshire is like being part of an extended family. From the very first meeting I felt truly welcomed – everyone was so friendly and easy to talk to. I'm a Move More Gentle Movement instructor and I love it! It's made such a big difference to my life.*

*It's great to feel useful by helping people engage with the classes and get the most out of them. Plus, I like being a listening ear. And the feedback I receive is lovely: I'm helping them but they are helping me – volunteering for this project has brought a whole new chapter to my life. I'd recommend getting involved to anyone: go in with an open mind and an open heart and you will be rewarded 100 times over."*

Bill Lindsay - Gentle Movement instructor, Wishaw Library



*My mum was living with cancer when I found out about the Macmillan service coming to Hamilton. I wanted to volunteer but I wasn't sure if I could do it because of my mum. But after I'd started volunteering I was able to talk to her in ways I wouldn't have been able to before and that did help her quite a lot.*

*I'm very passionate about what I do and I know it can make a difference. I find that people can come in for one thing perhaps, and then find out there is so much more support available to them that they didn't know about. And despite the serious subjects and situations, everyone needs a smile and a laugh, and when I help that to happen it makes me feel really good.*

Jim Smith - CISS volunteer, Hamilton Town House



*I'm a retired pharmacist, and having worked in primary care, it was good to find a volunteer opportunity where my experience and knowledge could be of use. It's a very varied role and also a very rewarding one. There's really good support and plenty of training, and I'm also learning from our service users and the life experiences they share with me.*

Mary Cooke - lead CISS volunteer, Bellshill Library







**Motherwell Library, 35 Hamilton Road, Lanarkshire ML1 3BZ**

**MACMILLAN**  
CANCER SUPPORT



Macmillan Cancer Support, registered charity in England and Wales (261017), Scotland (SC039907) and the Isle of Man (604).  
Also operating in Northern Ireland.