

How we help

Giving help, hope, and a voice to everyone affected by cancer.



Here when you need us

Living with cancer can be worrying and stressful. **We can help.**

Tenovus Cancer Care is here for you from the moment of diagnosis, through treatment and beyond.

We understand what it is to live with cancer and how it affects families and friends too.

Our wide-ranging services mean that we're here with information, advice, practical and emotional support and to answer your questions about treatment and its effects, help with money worries and if you need someone to talk to, we're here.

Many of our services are available bilingually in English or Welsh.

You can access our services and find out more about how we can help you by calling our free **Support Line**.



How to get help

Support Line

All you've got to do is call

If you or someone you love has been affected by cancer, our free Support Line is here for you. It's for anyone affected by cancer and our experienced nurses can offer advice on diagnosis, treatment, side-effects, and anything else that's on your mind.

Our team is here 365 days a year to answer all types of questions about all types of cancer, or simply things you might not feel comfortable sharing with your family or loved ones. Or you might have questions about cancer you don't want to ask your doctor.

Call us free on **0808 808 1010**

Lines are open 9am - 5pm Monday to Friday 10am - 1pm weekends and bank holidays.

If we are unable to take your call, please leave a message and we will get back to you as soon as we can.

Sometimes it's easier to put things down in words rather than talk about it.

Just visit our website or click the 'As the nurse' link below, and fill in the simple form to send us your questions, and we'll get back to you by the next working day.

tenovuscancercare.org.uk/support

[Click here to 'Ask the nurse'](#)

How we can support you

Cancer Callback service

Ongoing support

If you've just been diagnosed with cancer, our free Callback service can support you as go through your treatment.

You'll get a series of regular calls from one of our dedicated nurses who can answer questions and offer support about absolutely anything to do with your diagnosis or treatment.

Access to this service:

Your healthcare provider may be able to refer you to this service. Callers who ring our Support Line, who are identified as having an ongoing need for nurse support, can be offered this service.

Benefits Advice service

Money on your mind?

Cancer can lead to unexpected costs and money worries.

You may earn less because you need to work fewer hours and then find that you're spending more on heating and travelling to hospital.

We're here to help and our specialist advisors can guide you through the benefits and grants that you might be entitled to.

Access to this service:

Call our free Support Line and ask about our Benefits Advice service. Click the link below to fill in a simple online form to send us your questions or visit our website for more information.

[Click here to 'Ask the advisor'](#)



Counselling service

It helps to talk

Talking to a counsellor can help you explore your feelings, our experienced BACP registered Counsellors may be able to help you adjust to what it means to live with cancer.

Access to this service:

Our individual counselling sessions are currently only available to those referred by identified healthcare professionals.

We offer a Virtual Group Service with a range of support that can be accessed by anyone affected by cancer. For details visit our website.

[Click here for more information](#)

Tele-friends service

A little help from our friends

We know being affected by cancer can be difficult and you may be feeling alone and isolated. We're here to support you so that you can talk about the things that matter to you.

One of our trained volunteers, could be matched with you, for a weekly phone call. Some of our paired Tele-friends enjoy talking about their interests and hobbies. Our volunteers can also talk to you about the support we can offer you at Tenovus Cancer Care.

Access to this service:

Call our free Support Line and ask about our Tele-friend service or visit tenovuscancercare.org.uk/telefriend

[Click here for more information](#)

Sing with Us choirs



Every voice counts

Our Sing with Us choirs are for anyone affected by cancer. They're fun, friendly and a great source of support and our research has shown singing is good for you too.

It's a wonderful way to lift your spirits, reduce anxiety and be part of something special. The best bit is, everybody can sing - even if you don't think you can! We have choirs across the country and new people are joining us all the time.

Access to this service

Call our Support Line or click on the link to find out more.

[Click here for Sing with Us](#)

Mobile Support Units



Cancer treatment closer to home

Our Mobile Support Units are in the community bringing treatments closer to home. We work with local health boards to deliver treatments for lymphoedema as well as chemotherapy and immunotherapy.

They're light, warm and friendly on board, with the same clinical standards you'd expect from a hospital. You can literally park right outside, for free. Because we see fewer people there are no appointment delays.

Access to this service

This service is available by referral from a health professional only. To find out more visit our website.

[Click here for more information](#)

All-Wales Cancer Community

We want everyone affected by cancer, anywhere in Wales, to have a voice, and for these voices to be heard. Become part of The All-Wales Cancer Community and tell us about the issues most important to you.

You can help improve outcomes and experiences for people affected by cancer in Wales.

To get find out more or to become a member, visit our website or click on the link below.

[Click here for AWCC](#)

