

TOOL: Signposting information

This is a list of organisations and services that we can signpost to UK-wide. This can be used in addition to your own knowledge of local community support services.

National Organisations to signpost to:

Relate: help people make the most of their couple and family relationships, past, present or future

Mind: provide advice and support to empower anyone experiencing a mental health problem

Samaritans: available day or night for anyone who's struggling to cope, who needs someone to listen without judgement or pressure

Anxiety UK: support people with anxiety, stress, anxiety-based depression or a phobia that's affecting daily life

Cruse Bereavement: national charity for bereaved people in England, Wales and Northern Ireland. Cruse offers telephone, email and website support

National Bereavement Partnership: provide a helpline for all individuals seeking information, advice and support.

The Mix: The Mix is a support service for young people (under 25s). Helping people take on any challenge they are facing. Support via an online community, on social, through their free confidential helpline or counselling service.

<https://www.gov.uk/> or **<https://www.nidirect.gov.uk/>** for benefits advice

Turn2Us: helps people in financial need gain access to welfare benefits, charitable grants and other financial help

Citizens Advice Bureau: give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem. Their network of independent charities offers confidential advice for free.

StepChange: provide a free debt advice service. Help people with debt problems take back control of their finances and their lives.

LGBT Foundation: exists to support the needs of the diverse range of people who identify as lesbian, gay, bisexual and trans.

Refuge: National Domestic Abuse Helpline

British Association for Counselling and Psychotherapy (BACP): online directory of therapists

The College of Sexual and Relationship Therapists: the 'Find a Therapist' listing allows members of the public to find COSRT members providing therapy services they need

Cinnamon Trust: The National Charity for the elderly, the terminally ill and their pets.

Selected online resources/Apps that Macmillan recommend:

Untire: Find out how the Untire self-help app can support people living with cancer to manage fatigue and regain their energy.

Careology: Careology is an app that supports people with cancer to monitor and manage their health.

Vinehealth: The Vinehealth app supports people during their cancer treatment by helping them to track their symptoms, manage their medication, and look after their mental and physical well-being.

My Possible Self: My Possible Self is an app that teaches people coping techniques to help reduce anxiety, stress and low mood.

Be Mindful: Find out how the Be Mindful online course helps people living with cancer to use mindfulness-based cognitive therapy to reduce stress, anxiety and depression, and improve mental well-being.

Stress and Anxiety Companion: Find out how the Stress and Anxiety Companion app helps people reduce the impact of stress and anxiety by using Cognitive Behavioural Therapy (CBT) techniques.

Cove: Find out more about how the Cove app helps people who are feeling anxious or depressed to use music to communicate through a technique called expressive therapy.

Other organisations:

Alzheimer's Society: online and telephone support

Diabetes UK: diabetes information and helpline

BHF: online information and helpline

Age UK: online information and advice line

Home-Start: Home-Start is ready to support families through their toughest times- local services and online information and guidance

Marie Curie: care for terminally ill people

Macmillan Information & Support:

In addition to the above organisations, your Volunteering Services Delivery Lead can provide you with a list of local organisations to signpost service users to and Macmillan also provide the following forms of information and support:

Macmillan Support Line: 0808 808 00 00 - Open 7 days a week, 8am-8pm

Macmillan website: Comprehensive cancer information and support is on our website

Macmillan Online Community: Share experiences, ask questions or vent your emotions, find others who understand on the Online Community

Boots Macmillan Information Pharmacists (BMIPs): Pharmacists employed by Boots who volunteer some of their time in work to support customers affected by cancer.

The support offer covers:

- Anything to do with the on-going management of the side effects or consequences of treatment.
- Answer questions about medication or prescriptions.
- If someone is struggling to get an appointment with their GP or medical team and doesn't want to keep going back to them for minor concerns.
- If someone would benefit with extra clinical support (not a substitute for a GP or other medical professional).

The sign-up page is [here](#) or your service user can ring the Macmillan Support Line to be referred into the service.

Boots Macmillan Beauty Advisors (BMBAs): are No7 Advisors trained by Macmillan and Boots to give face to face or virtual advice to help people manage the visible side effects of cancer treatment. From defining sparse brows and lashes to caring for nails that are suddenly more brittle, they offer lots of tips to help people feel, and look, more like themselves again.