



Organisation – Description and Scope

QM3

Issue 3

1.0 Our Aim

At the Cancer Support Centre – Sutton Coldfield we aim to provide a place of sanctuary and support for all those affected by cancer, including family members and close friends. It is our intention to offer information, support and complementary therapies free of charge, so that no person with a need for our services will be disadvantaged.

2.0 Our Services

The Centre offers services that have shown to be affective by other similar organisations e.g. “The Penny Brohn Cancer Care Centre” and which clients have indicated are effective for them. The therapeutic services are offered mainly at our Centre in Lindridge Road, Sutton Coldfield, but a few are offered in the community when clients are unable to attend the centre.

These include:

1:1 Treatments

- Acupuncture ***including. Auricular acupuncture***
- Aromatherapy
- Bowen Technique
- ***Emmett Technique***
- Counselling
- Homeopathy
- Hypnotherapy
- Indian Head Massage
- Nutritional Consultation
- M Technique
- Reiki Healing
- ***Reflexology and facial Reflexology***
- Relaxation and Visualisation
- ***Natural Healing***
- ***Emotional Freedom Technique***



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Regular Therapeutic *Group* Activities

- Art
- Walking
- Yoga
- Meditation
- Craft
- Relaxation
- Book Club
- Tai Chi
- Friday Drop in
- Singing
- Gardening

Self Help Training Courses

- Reiki 1 Course
- Reiki 2 Course
- Hypnotherapy

Talks

- Introductory talks for the various therapies
- All aspect of nutrition
- Guest speakers on specialist subjects of interest

Library

A well stocked library of book, journals and leaflets are available to read on site or borrow through the library lending scheme operated through a dedicated Volunteer identified in the in Standard Procedures Section OP7 *Management Review, Addendum List of Responsible Personnel.*

3.0 Our Staff

The Centre Manager looks after the day to day running of the Centre assisted by a mixture of paid and volunteer staff.



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4.0 Our Measurement of Performance and Delivery

The measurement of performance and delivery outcomes is achieved using the widely recognised MYCAW system, client review forms (SF15 First Form and SF16 Follow up Form) and our gratitude book. This, along with our quality system, internal auditing, and management reviews, ensures performance and delivery outcomes are measurement on a regular basis.

The Cancer Support Centre – Sutton Coldfield are also working towards accreditation with the Practical Quality Assurance System for Small Organisations (PQASSO) scheme.

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