

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.

Our aim is to provide techniques that help our clients to support themselves on the road towards recovery. Accessing therapies, learning Self-Help techniques, taking part in Groups and Talks can all help lessen some of the distressing symptoms which may occur as possible side effects of surgery, chemotherapy or radiotherapy. Side effects such as fatigue, pain, nausea, sleeplessness, anxiety or panic attacks. Our support will work alongside conventional medical interventions.

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

Regular Therapeutic Group Activities

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

Help Yourself Training Courses

- **Help Yourself Introduction Workshops**
- Reiki 1 Course
- Reiki 2 Course
- **Relaxation and Visualisation**

Talks

- Introductory talks for the various therapies
- All aspects 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 **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.

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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