

Last month, The Age UK Cornwall Macmillan Cancer Support Service was contacted by two different people, both individuals had similar problems and were asking for help and guidance. These are their journeys...

Jane

Thomas and Jane were seeking guidance. However, they both had difficulty navigating the different services that provide financial and practical support.

Jane was quite poorly. She desperately needed a new wheelchair to improve her mental and physical wellbeing. Jane was referred to the Age UK Cornwall Macmillan Cancer Service. **Jane spoke to a Macmillan Navigator, and stated that she had been isolated for a long time, she didn't have any means of getting out and about - Jane felt that she "was in prison".**

After a long conversation, it became apparent that the Macmillan Cancer Support Service had to act urgently. **It was important to Jane that she could regain her independence and have greater control & choice.**

We suggested that Jane could short-term hire a wheelchair, whilst also applying for a Macmillan grant - our Macmillan Navigators guided Jane through this process.



The next time we spoke to Jane, she told us that she had now hired a wheelchair and also applied for the grant. **We provided further signposting to disability equipment services and linked Jane to Macmillan financial support services.**

"I am so happy to finally be able to get out again."

Jane

Thomas

Thomas was also seeking financial advice. However, Thomas was struggling financially and had become financially burdened due to travelling costs to and from chemotherapy treatments.

Thomas used taxis as his primary mode of transport. Transport was extremely costly and affected his mental wellbeing. After several discussions with Thomas, it was clear that Thomas was becoming more ill due to the stress of this burden. His anxiety was exacerbated due to the side effects of the chemotherapy.

Thomas had reached a point where he felt it was pointless, he could no longer afford to attend treatment.



Together, we completed a benefit check and established that Thomas was entitled to Attendance Allowance. A few days later this form was completed on his behalf.

Following this, we contacted the Macmillan financial team to apply for a grant towards travelling costs - this was quickly put into place. **The Macmillan grant had a huge impact on Thomas. It alleviated his anxiety, improved his mental wellbeing and provided more choice.**

Thomas is now feeling more confident about his Chemotherapy treatments and is looking forward to upcoming family visits. **Thomas does not require any further help from us but knows that he can call our Helpline should his circumstances change.**