

Jigsaw4u Macmillan

Quarterly Report

October - December 2017



**WE ARE
MACMILLAN.
CANCER SUPPORT**

Jigsaw4u Macmillan Quarterly Report October to December 2017

Aims of the Jigsaw4u Macmillan service

To provide support to children, young people and families affected by cancer, life limiting illness or bereavement

Summary of service

Breakdown of referrals – 261 = 116 adults and 145 children.

Consisting of new referrals received during the quarter (101 = 42 adults and 59 children) and existing referrals open during the quarter (160 = 74 adults and 86 children).

Groupwork . 6 children and 5 adults were supported through the bereavement support groups which ran from October to December. The next round of groups will commence in February.

1:1 . **84** children and young people have received individual support sessions around early, pre and post bereavement support. **80** adults also received support alongside their children. This total consists of cases that have been open and closed during this quarter.

Enquiries . we have received **89** telephone enquiries for support and advice around pre and post bereavement from families and professionals. This is a **48%** increase on enquiries on the same quarter last year.

Events

In October the team participated in Jigsaw4u's AGM, in addition one of our families gave a moving speech about the positive impact the support they have received from the team has had on their lives.

We also held a very successful Macmillan Coffee Morning with all of the Jigsaw4u staff team joining in; on the baking and eating!

We also obtained a free VIP box at Crystal Palace Football where 6 of our children were treated to a fantastic performance, snacks and CPFC goody bag. Crystal Palace also invited 6 of our children to their Christmas party where they got to meet Father Christmas and some of the first team players.

In November two of our young people were star speakers at our 20th Anniversary Event at the House of Lords.

In December we were lucky to have a donation of 30 Christmas presents (from local businesses), which we distributed to some of our families who find financing Christmas gifts a struggle.

Feedback from children and families

'I am extremely happy with the support Jigsaw4u offered my daughter. From the first meeting we built up an amazing rapport. The worker was always very accessible and I loved the little things that she remembered about my daughter's sessions when I'd call to check in with her. She treated my daughter in an exceptional way and treated her like an individual.

After the first session I noticed a difference in my daughter's attitude - she was hopeful and she very much looked forward to her weekly sessions.

I can't praise Jigsaw4u enough - the impact it has made to both of us will stay with us forever and we are both eternally grateful. Thank you so much!' – Mother.

'Don't get angry, just know that your dad or any other family member who has died is always with you'. – Child age 7

'Jigsaw4u really makes a huge difference in a short space of time!' . Young person

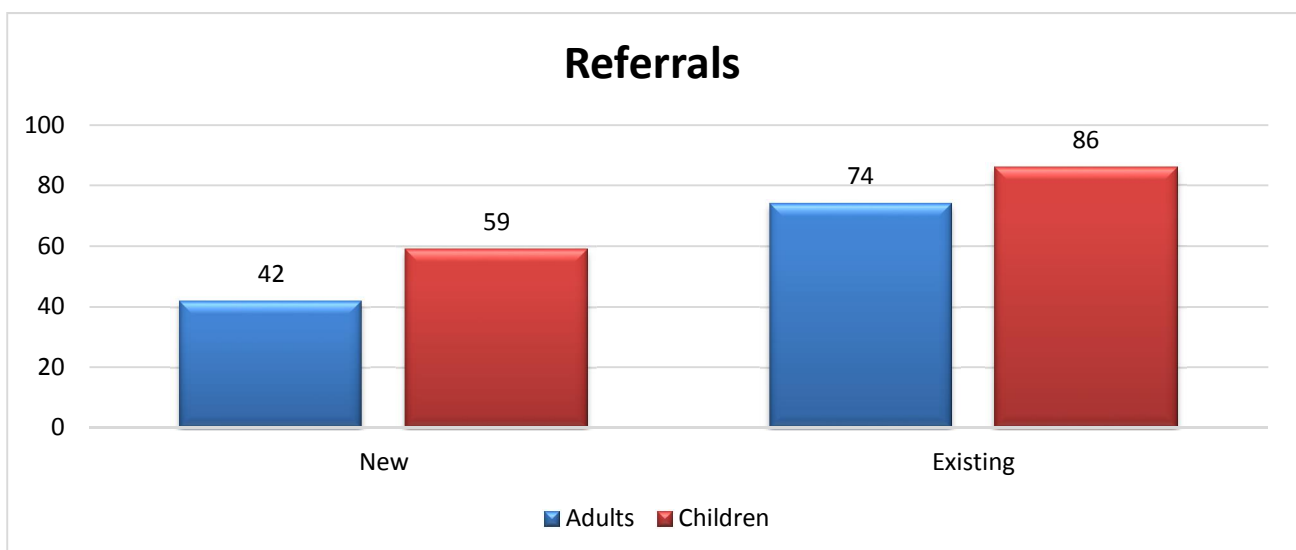
'It was helpful to have someone from the outside to talk to'. – Young person

Volunteers During this quarter we have used the support of **3** volunteers. The senior project worker continues to participate in Jigsaw4u's volunteer development group to explore and improve the volunteer offer and training.

Referrals open during the quarter 261 = 116 adults and 145 children

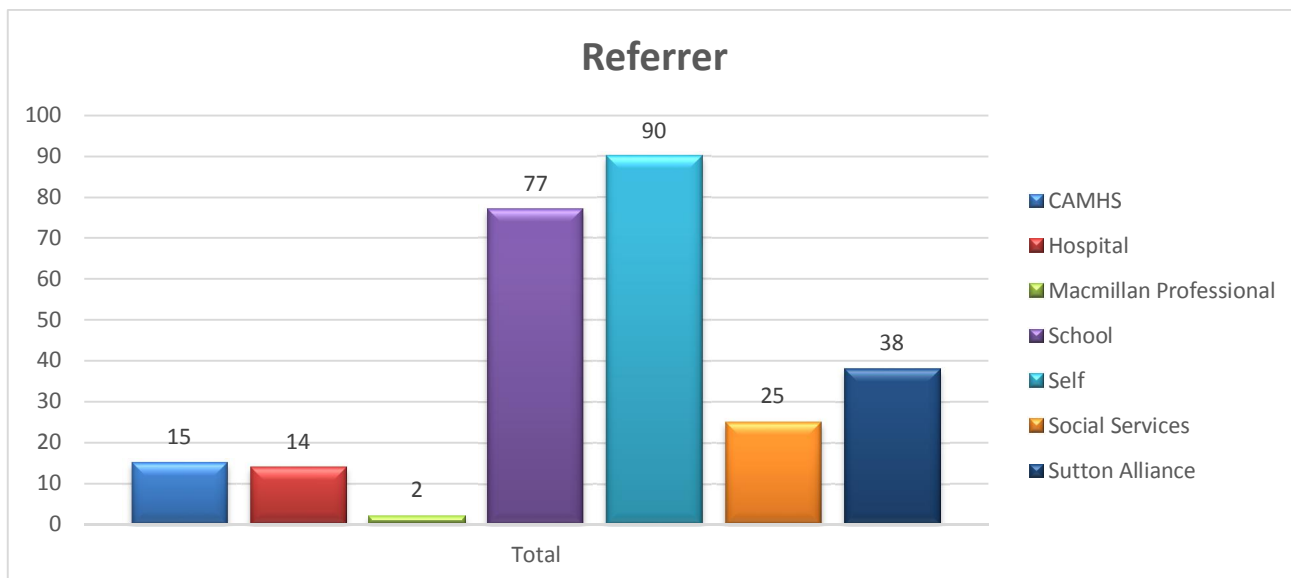
Consisting of new referrals received during the quarter (101 = 42 adults and 59 children) and existing referrals open during the quarter (160 = 74 adults and 86 children).

This is a 13% decrease on last quarter.



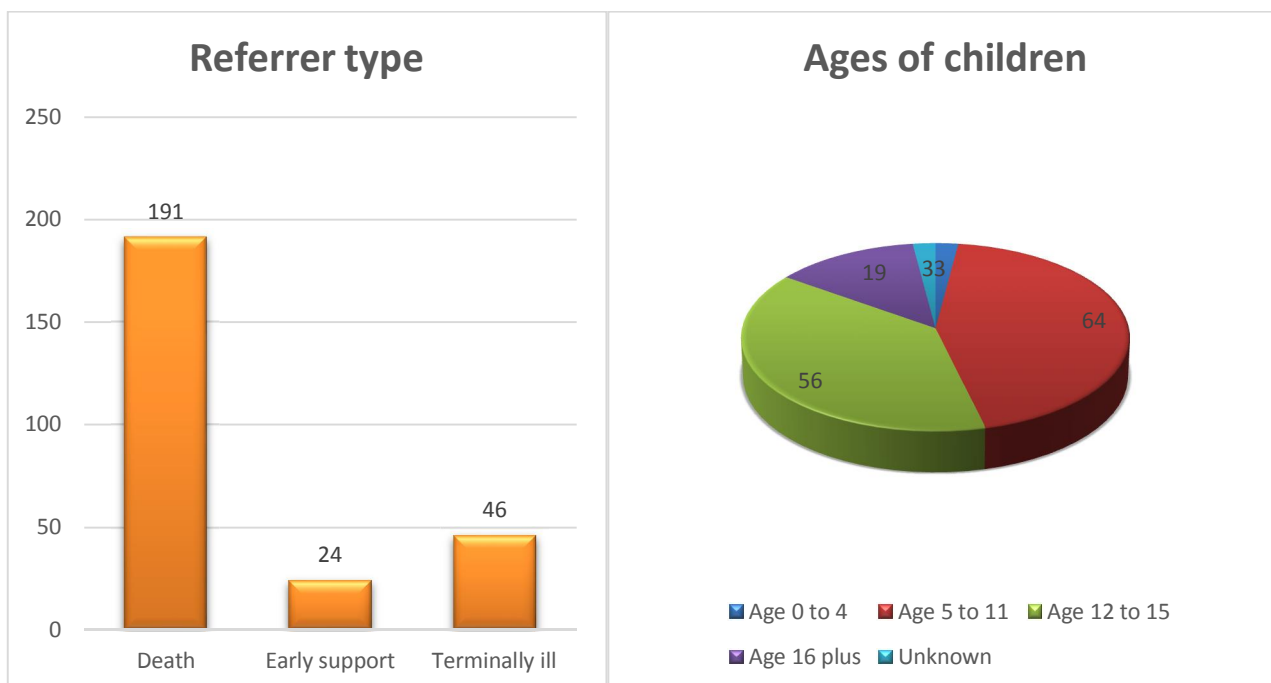
Referrers

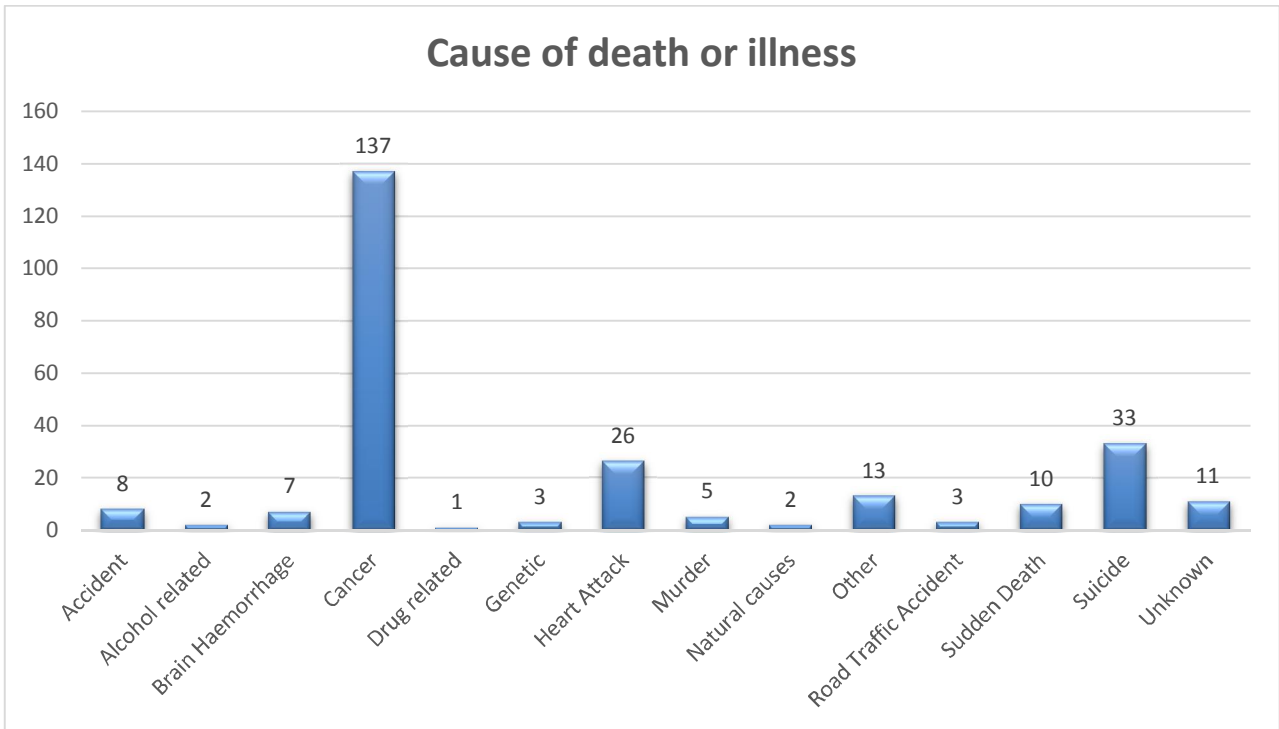
The main referrer this quarter has changed from schools to self-referrals, for which we have seen a 22% increase. School referrals have decreased by 17%. Total for referrals from health professionals has decreased 9% this quarter and stands at 26%. Referrals from Social Care stand at 6%.



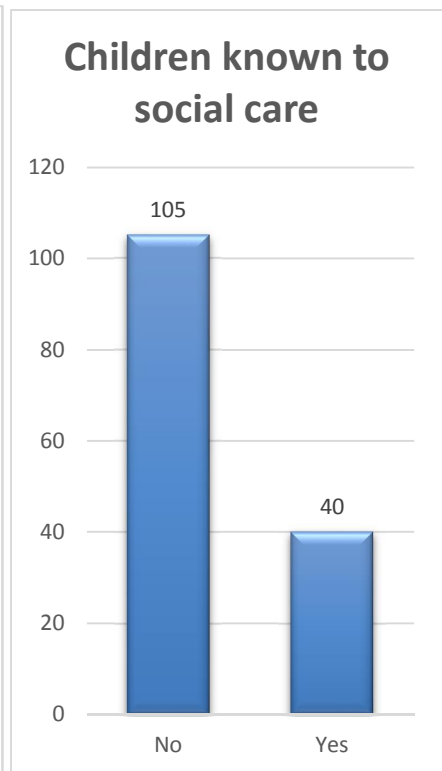
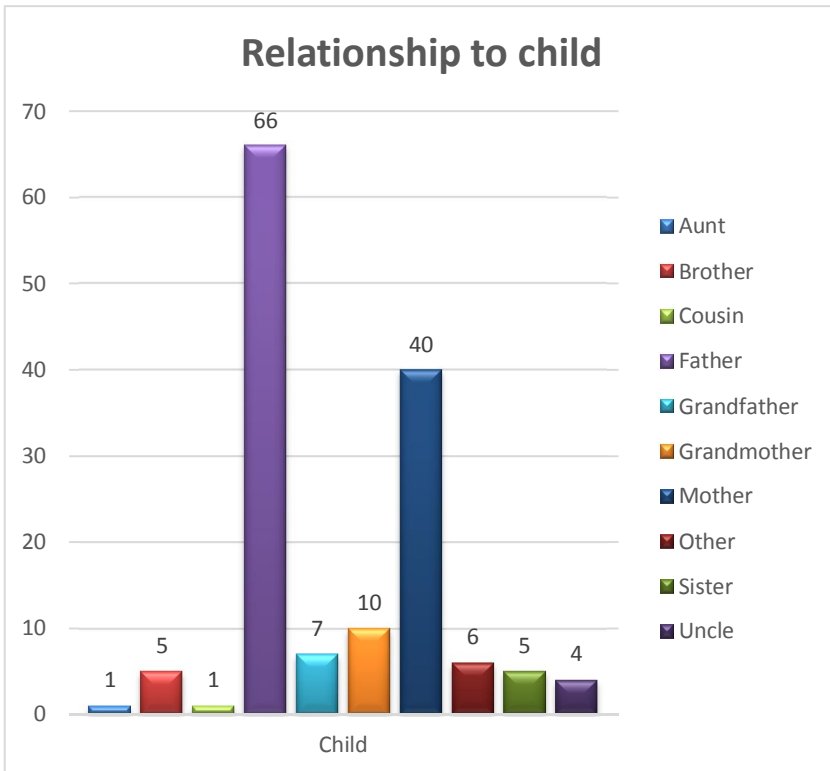
Type of referrals

Referrals for post bereavement support have increased by 2% since last quarter. Referrals for support around terminal illness have increased by 4% and referrals for early support have increased by 2%. Therefore 27% of our work this quarter has been around providing early and pre bereavement support. (Note referrals for loss were counted in the last report, but will not be recorded in future reports).

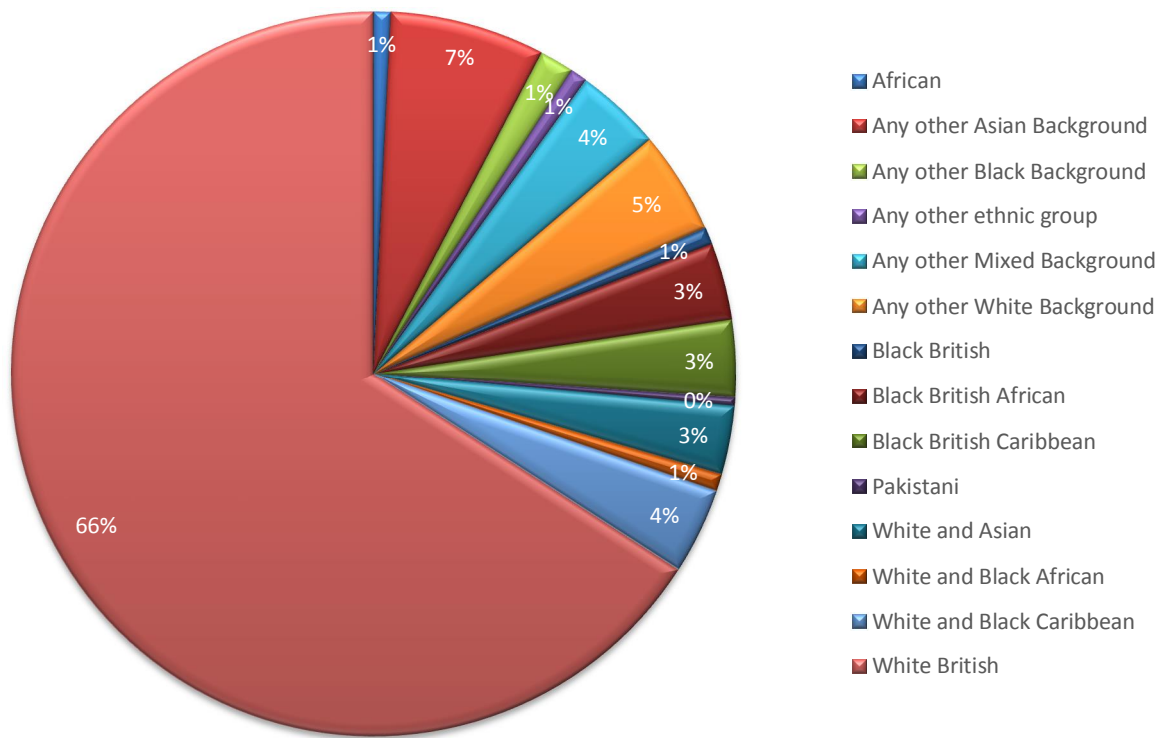




Over this quarter we have seen an 11% increase in referrals for families affected by cancer. We have also seen referrals for death by heart attack double. However, referrals for accidental death have decreased by 46%.

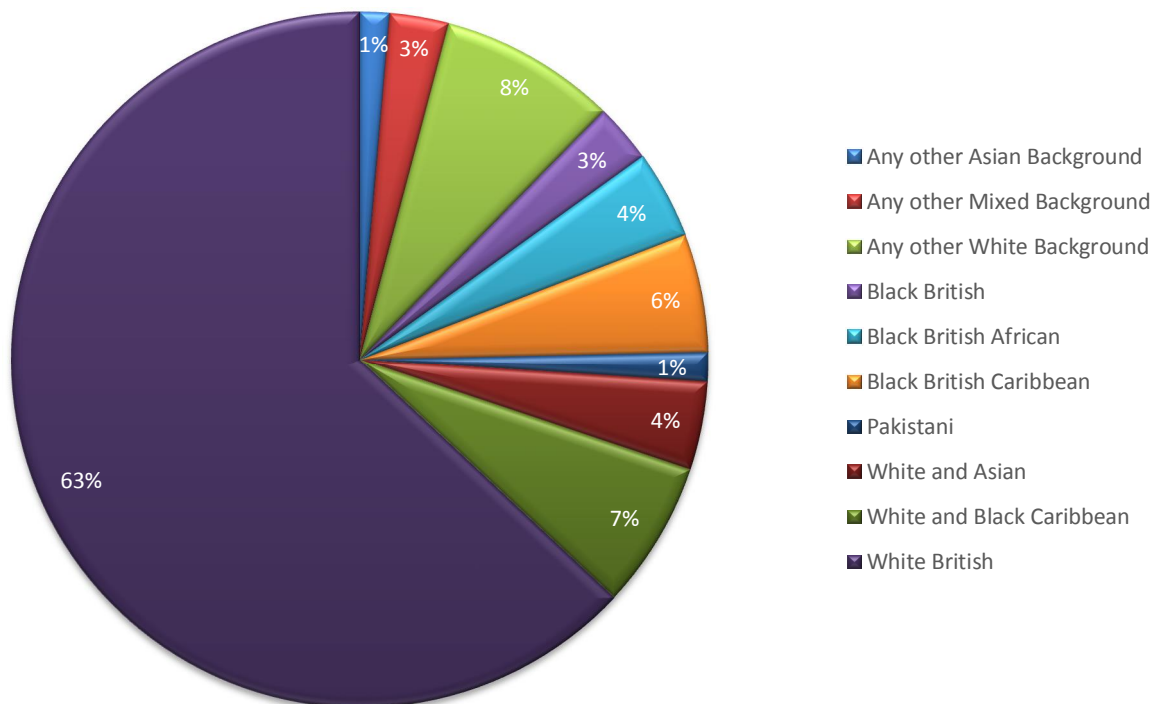


Ethnicity for all boroughs

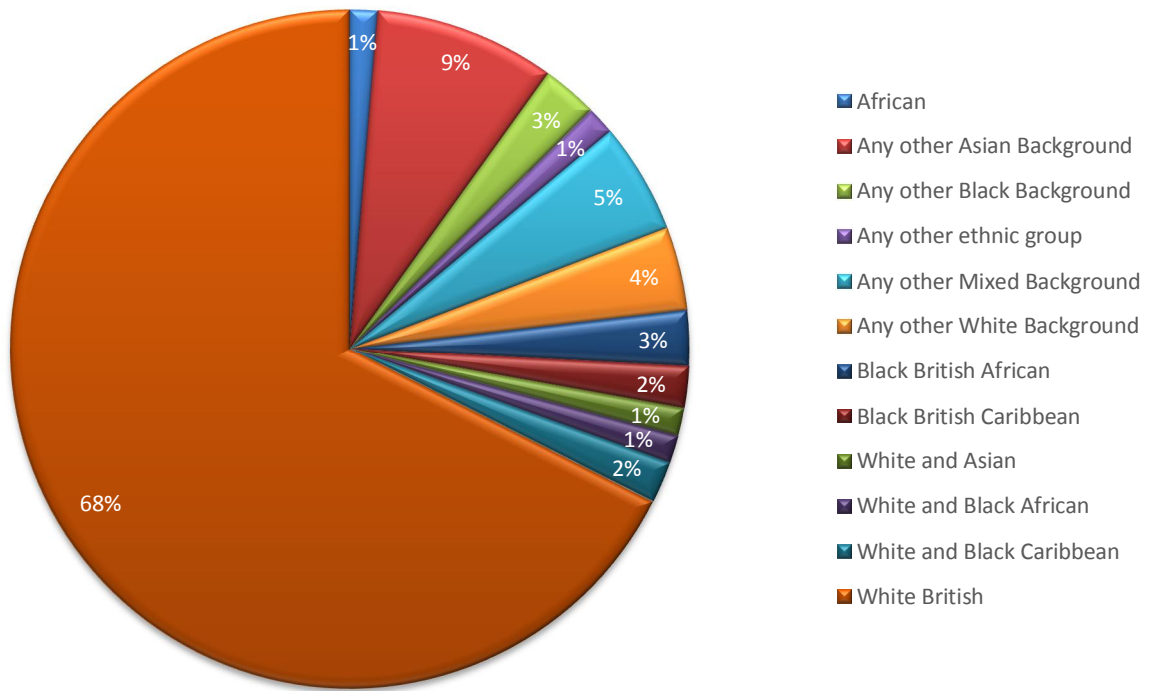


Referrals from the Black, Asian and Minority Ethnic (BAME) population have stayed the same across all boroughs this quarter. Merton’s BAME community represent 35% of the population and in Sutton it is 21% (Census, 2011). Our reach to Merton and Sutton’s BAME stands at 37% and 32% respectively.

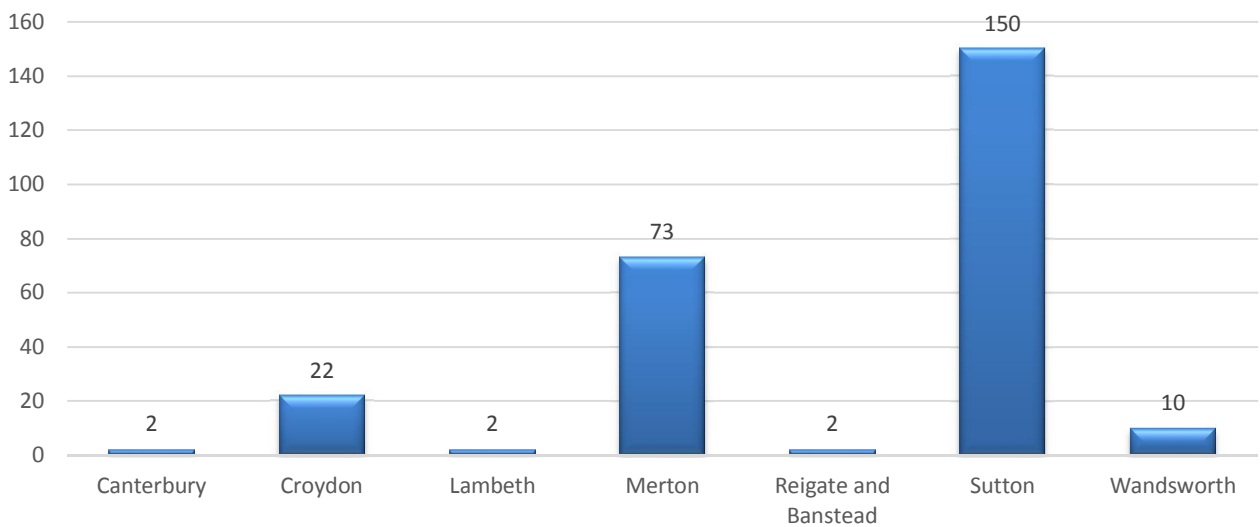
Merton



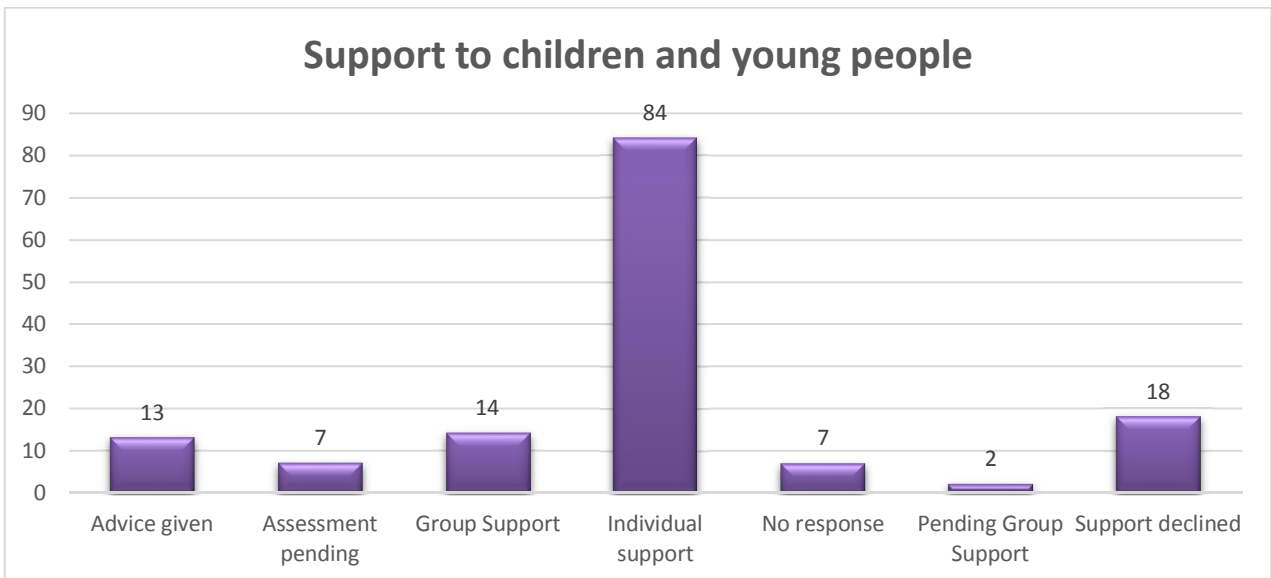
Sutton



Referrals by borough



This quarter we have seen a 5% increase in referrals from outside of Merton and Sutton, which currently stands at 15%.



There has been a decrease in individual support being offered of 16%. However, cases where advice is given as an intervention have doubled this quarter.

Case study

Please note names have been anonymised

Family composition: White British family which consists of 4 children aged 6, 9, 12 and 14 years old who live with their mother and father. The father was diagnosed with stage 4 Colon Cancer in August 2016.

Referral: Made by both school and local hospice.

Assessment:

At the time of the referral dad was in hospital waiting to be discharged, he and his wife had been told that the prognosis was poor and that his care was being transferred over to the hospice at home team.

In December 2017, mum was told that they needed to take each day at a time and that the disease was progressing rapidly. Dad was clear that he wanted to come home to die and mum was concerned about how this would impact on the children, she requested support around preparing the children for him dying at home.

Mum wanted each of the children to be seen and supported individually as she felt that they all had different needs and that they needed the space to explore feelings and talk about their understanding of what was happening.

Intervention

Following my initial assessment with mum, I met each child individually and it was clear that they all had very different views on what was happening. Following these meetings I fed back to mum and we discussed what information she wanted each child to have and how it would be delivered. I was able to reassure mum that any information delivered would be

according to each child's individual needs and would help to support their anxieties at this time.

All of the children received support to understand that their dad was not going to get well and that he would die shortly. The older children had the space and opportunity to ask more complex questions and we had an open and honest dialogue around what the death at home might be like; what they could expect and how they could support their dad (and mum). We were able to talk about their worries and anxieties around the pending death.

All four children and mum made their own emotional first aid kits and we spoke about the importance of looking after themselves at this time and explored healthy ways that they could do this.

The younger child and the child with SEN had information provided and I used books and visual prompts to support their understanding according to their age and cognition.

Support was offered to dad, but he declined and mum explained that she felt he was too angry and that he was in shock, as he had not allowed himself to explore the option of there being no further treatment.

Dad died at home 2 days before Christmas. I visited the family less than 24 hours after the death and all of the children were doing as well as could be expected. They had all been present at the time of death and mum said that she was amazed that they had managed so well and that they were all so calm.

I met with the children in the New Year and gave early post bereavement support and support around the funeral. The three older children wrote letters and a poem to be read out at the funeral (I supported each child to do this) and the younger child drew a picture that she wanted her father to be buried with.

The children will now receive follow up support for the next month, after which I will allow them time to adjust to the changes in their family. The family will then be offering grief support groups if needed later in the year.

I also provided both pre and post support to the staff at the three schools that the children attended, giving guidance and advice on how to support the children.

Mum is aware that she can contact our service for support or advice at any time.

Chris O'Leary
Jigsaw4U/Macmillan Service

26/1/18