

# Sandra's story

Sandra, from Sully, Wales, who looks after her mum at home, explains why the Marie Curie Support Line is such an important service.



“ It’s fantastic to know that you can just pick up the phone and someone’s there for you.



When Helen was finally discharged after spending eight months in hospital, her daughter, Sandra, decided to give up her job so she could be her mum’s full-time carer.

Sandra says: “We’ve always been close, and I think it’s an absolute privilege to look after Mum. She’s done so much for me over the years.”



## Being there for Mum

Although caring for her mum is a rewarding experience, Sandra finds that she has good and bad days.

Sandra admits that she worries about many things. When she wants to check she’s doing the right thing for her mum, she gets help from the Marie Curie Support Line – a free service for anyone affected by terminal illness.

## “No question is silly”

Sandra says: “No two days are the same. It’s tiring sometimes, trying to sort everything out. I would do anything for Mum, but I wouldn’t be doing so well without the support I get from Marie Curie.

“It’s fantastic to know that you can just pick up the phone and someone’s there for you. If you’re not coping, to know that the Support Line is there for you, so someone can talk through things with you, can help ease that wobble.

“You might think you’re asking a silly question, but no question is silly because everyone worries about different things and everybody’s circumstances are different.”

**Read Sandra’s story on the blog [here](#).**

# How are we helping people?

Here are some examples of how we help people through the Marie Curie Support Line.

## Family members of people living with a terminal illness

- Carers often tell us about the difficulties they face when they're juggling their caring role with work, time with their children and general family life. Being someone's main carer may also lead to other challenges, such as financial concerns, issues with family dynamics and high levels of stress.
- Our Support Line staff can provide information on the care options that are available and where carers can look for further support – for themselves and the person they're looking after.
- Our Support Line staff can provide signposting to social service assessments, the referral process to access Marie Curie nursing care and information on NHS continuing healthcare. They may also suggest useful apps and websites that can help people in their caring role.

## People living with a terminal illness

- People who have been recently diagnosed with a terminal illness may find it hard to talk to their family about their medical condition, mainly because they don't want to upset them. They might ring our Support Line to talk about their situation, how they're feeling and how they can broach the subject of their illness with people they're close to.
- People with a terminal diagnosis may want to know more about what they can expect and how they can prepare for the future. This can include information on planning for their care and their own funeral.
- Some people are interested in what might happen to them physically towards the end of their lives, how it would affect those around them, and how they could come to terms with their illness.

## People dealing with bereavement

- People going through bereavement may have questions about how they can pay for a funeral or where they can get bereavement support such as counselling.
- Many people who are bereaved often just want someone they can talk to when they find it hard to cope with their feelings on that day. Although our Support Line staff are not qualified counsellors, they can provide a sympathetic ear so people can express their grief and the impact it's having on their lives.

