

cavendish
cancer
care

2022 Impact Report

We Are Cavendish Cancer Care

**Not another cancer charity...
We're your local cancer charity.**

We are here for anyone affected by cancer across South Yorkshire, North Derbyshire and Nottinghamshire. We offer individually-tailored emotional, physical and practical support to improve the quality of life for patients and their families.

Our doors are open to local people whenever and as often as they need, from diagnosis, through treatment and beyond.

Our strength is helping you recover yours.

Welcome

I am delighted to welcome you to Cavendish Cancer Care's 2022 Impact Report.



Following two years of unprecedented challenges and extremely rapid change, 2022 was a year of consolidation as we continued to develop and embed our hybrid model of care. This combines in-person therapy, which we have offered for the last 30 years, with the wide range of online support we have developed since 2020.

We have also continued to deliver our specialist Young People's Service, our peer-to-peer support service, Cavendish Cancer Buddies, and our drop-in information and advice service at the Cancer Information Hub in the Moor Market. Finally, in July 2022, we were delighted to be able to resume our outreach services on the wards of three local hospitals.

Demand for our support is rising rapidly as the full impact of Covid-19 on cancer patients and their families becomes clear and NHS services work to reduce the backlog caused by the pandemic.

In 2022 at the Tim Pryor Centre we took 35% more self-referrals than in the previous year.

I am delighted to say that, as you will see from the rest of this report, our services continue to be extremely effective at improving the health and wellbeing of our clients. However, none of this would be possible without the commitment and dedication of our staff, volunteers and supporters. My heartfelt thanks to each and every one of you for the difference you have made to local families facing cancer.

Emma Draper | CEO

Our Year in Numbers

In **2022** we supported **1,187** local people affected by cancer. Our clients ranged from 4 to 92 years of age.

757

.....
cancer patients

231

.....
people caring for a loved one with cancer

124

.....
people experiencing cancer-related bereavement

75

.....
children and young people

We supported people from:

72% Sheffield

13% South Yorkshire (Rotherham, Barnsley and Doncaster)

12% North Derbyshire

3% other



5,015

hours of therapy and support provided



49% were face-to-face



51% were over the telephone or online

3,464

hours at our home base, the Tim Pryor Centre

628

hours through our specialist Young People's Service

323

hours of peer-to-peer support through Cavendish Cancer Buddies

600

hours through our hospital-based outreach services

Kirsty's Story

Kirsty already had a lot of plates to spin. The owner of a thriving nursery, she also had two daughters and a stepson to look after, plus a recently launched play café to manage. Then she noticed something concerning in her breast.

"I knew straight away. It wasn't so much a lump as an area of thickened tissue that I hadn't noticed before. After a sleepless night, I went to the GP who referred me straight away for assessment. Within three weeks I was diagnosed with breast cancer, which had also spread to my lymph nodes. It was a huge shock to all of us."

Kirsty was advised to have six rounds of chemotherapy to shrink the tumour and then surgery. Her chemotherapy lasted 18 weeks, during which she struggled with side effects of nausea, exhaustion and hair loss.

"The first operation took place in the midst of Covid-19 restrictions in the UK. That made a bad situation so much worse as I couldn't have anyone with me," remembers Kirsty.

"The surgery seemed to go well, however I ended up being recalled for further surgery as tests revealed that they hadn't removed enough healthy tissue surrounding the tumour – this is known as 'clear margin'." Kirsty ended up having five surgeries in seven weeks, followed by 15 rounds of radiotherapy, all undertaken alone.



"Obviously this was all incredibly challenging for us as a family. My cancer had turned everything upside down for all of us. In addition, schools had closed during the pandemic and I was trying to home school my two girls through my chemo and surgeries. To say things were hard would be an understatement!"

"I'd approached Cavendish to see if any support was available for the girls. After an assessment, they both had a course of art therapy which was absolutely the right thing. I was signposted to some of the online courses – I did the anxiety course and the nutrition course. Both were life-changing for me and gave me back an element of control that I didn't have during any other part of my treatment."

Kirsty is now cancer free but still feeling the effects of her treatment both physically and mentally. She continues to struggle with tiredness, the effects of medically induced menopause and symptoms of lymphoedema. Despite this, she is feeling positive about the future.

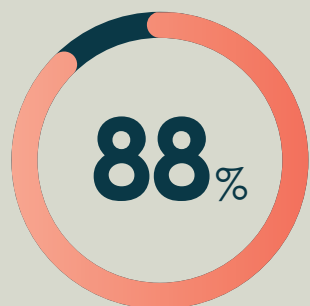
"I really appreciated Cavendish Cancer Care's 'whole family approach' and the fact the service is so local. I like being part of the Cavendish family and I know I could get help again if I needed it. I'd recommend Cavendish to anyone – I don't think there's any other place where they support the whole family like this."

Our Impact

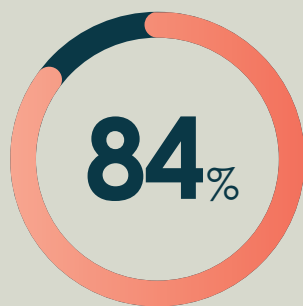
The care we provide can address a wide range of physical and psychological health issues.

Overall 80% of specific issues identified by the people we supported were significantly improved by our care and 91% of people reported an improvement in at least one issue.

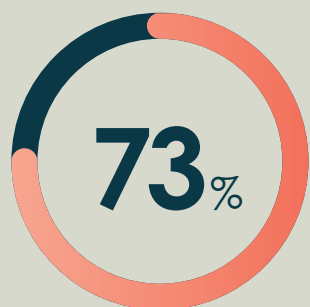
For example, in 2022 improvements were reported by:



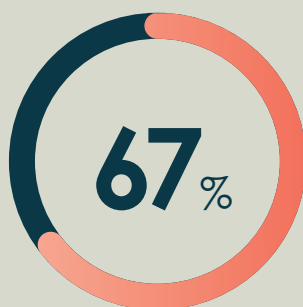
of people struggling with anxiety



of those who felt lonely and isolated



of people experiencing difficulty sleeping



of those who were struggling with pain management



84% of people we supported told us that we helped them to feel more in control of their situation



96% of our clients told us that our care had improved their overall quality of life



97% of people we supported said they would be 'extremely likely' to recommend us to their friends and family



"Before coming to Cavendish Cancer Care, my mind was all over the place. I struggled to focus and was experiencing overwhelming emotions which were making it difficult for me to cope, particularly in the work environment. Cavendish helped me to realise these emotions are normal and gave me techniques to control them. It helped me feel back in control of my life after a very difficult time."

Susannah, 30, who lost her brother to bowel cancer

Tim Pryor Centre

One-To-One Therapy

We offer one-to-one therapy in person, online and via the telephone. Each person first receives an in-depth therapeutic assessment to help us understand their individual needs and select the best therapy for them.

We provide a wide range of hands-on and talking therapies, including:

- Acupuncture
- Aromatherapy
- Counselling
- Hypnotherapy
- Massage
- Nutritional Advice
- Online Body-Based Therapy
- Reflexology
- Reiki
- Shiatsu

In 2022 we saw a significant shift towards in person therapy. However, online support remains a vital option for people who, for a variety of physical, practical and psychological reasons, may struggle to attend the Tim Pryor Centre.

1,846 : hours of **one-to-one** therapy provided

71% : delivered face-to-face, up from **25%** in 2021

29% : delivered via the telephone or online



“It was outstanding, my therapist is an extraordinary practitioner. It was profoundly important to me. I had requested massage but what she did, that was so successful for me, was that she let me offload first. She is an incredibly good listener and her massage was really good, she absolutely nailed it.”

Lynn, 65, who was caring for her husband

Tim Pryor Centre

Online Groups & Courses

We offer a range of online courses, blending live teaching from our expert therapists with on-demand content and resources. These are designed to equip our clients with the skills and knowledge they need to manage their long-term health and wellbeing, and have the best possible quality of life during and long after cancer treatment.

The Cavendish Wellbeing Course provides an overview of a range of topics, including sleep, diet and nutrition, stress and anxiety. Building on this, we have developed in depth courses addressing grief, diet and nutrition, as well as our 21 Days to Better Sleep programme.

We also offer a range of regular online groups, including chair yoga, our relaxation classes and Tap Away Stress sessions.



850 hours of support provided through online groups and courses

372

hours of
Relaxation Classes

260

hours of
Chair Yoga

114

hours of Nutrition
Workshops

48

hours of Cavendish
Wellbeing Course

30

hours of Moving
Through Grief Course

26

hours of
Tap Away Stress

“

“The Moving Through Grief course has put things into perspective. The yoga was so helpful, as was learning different techniques to enable me to express how I am feeling. It has normalised my feelings of grief and this has helped me communicate better with my son. The therapist was so nice and calm and adapted the sessions to my needs.”

Karen, 32, who lost her dad to cancer

Young People's Service

Our Young People's Service (YPS) provides specialist support to anyone up to the age of 18 who has been diagnosed with cancer or affected by a diagnosis in their family.

Through counselling, art therapy and play therapy, our expert therapists offer tailored one-to-one support to each child or young person to help them understand and express their thoughts, feelings and emotions. They also advise and support parents and carers to help them understand what their children are going through, how best to support them and talk to them about cancer.

In 2022, our YPS provided 628 hours of therapy and support to 75 children and young people.

100% of children and young people told us that we had reduced the negative impact of cancer on their daily life at home, in school and with their friends

93% of parents and carers said that our support had made them more confident in their ability to support their child

86% of parents and carers reported an improvement in their child's overall quality of life



"The support and care my son received made a difference to him and by extension to the rest of the family. He was given unconditional care, attention and kindness, it has helped him work through some of his anxieties."

Katie, 40, whose son aged 8 was supported by our Young People's Service when his Dad had leukaemia

"Cavendish helped us to process what we had gone through as a family. It helped us to understand the experience we had gone through and understand each other better. It helped us come through as a family. It was an amazing and invaluable service."

Cathy, 46, who has breast cancer and whose daughter aged 10 was supported by our Young People's Service

Outreach Services

In July 2022, we were delighted to be able to restart our hospital-based outreach services at Northern General Hospital, Royal Hallamshire Hospital and Weston Park Cancer Centre.

These services offer individually tailored support and therapies which are designed to improve the hospital experience and quality of life for cancer patients. Our therapists can support people during treatment as well as helping them to cope with both their cancer symptoms and any side effects they may be experiencing. They can also teach patients skills and techniques which they can use to support their recovery and improve their longer term health and wellbeing.

We are grateful to Sheffield Hospitals Charity who meet the additional costs of delivering these services and are delighted to continue working in partnership with them.

288

.....
people
supported
in 2022

552

.....
sessions of therapy delivered.
Therapies include hypnotherapy,
reiki, shiatsu and more



We asked clients

To what extent did the support we provided improve your stay in hospital? (0 to 6 – least to most helpful)
The average response was 5.1



of people we supported told us they would recommend us to their friends and family



“I felt that the therapy was quite powerful. There was a marked benefit from the experience by way of feeling calm and relaxed. I also appreciated that my therapist taught me how to use part of the therapy myself and feel that it will be invaluable.”

Cavendish Cancer Buddies

Cavendish Cancer Buddies provides flexible peer-to-peer support for patients and their families. Telephone support is provided by volunteers who have themselves experienced cancer, either as a patient or through a diagnosis in a loved one.

Our buddies offer an empathetic and understanding ear, reducing the sense of loneliness and isolation often experienced by people affected by cancer. Through their knowledge of cancer services in our region, they can also provide information and guidance to help ensure that their clients can access the right support at the right time.

94

people supported in 2022

300+

hours of support provided



“The support from my buddy was immensely helpful. I was helped through some difficult times and was given time and space to open up and express myself.”

Sheffield Cancer Information Hub

The Sheffield Cancer Information Hub, based in the Moor Market in Sheffield City Centre, provides a drop-in information and advice service for people affected by cancer.

The Hub team can provide people with a wide range of information about cancer screening, diagnosis, treatment and support. They can also signpost and make referrals to other support services where appropriate. Finally, they help to raise awareness amongst the general public about the signs and symptoms of cancer.

We are grateful to NHS South Yorkshire ICB for funding this service and delighted to work in partnership with them to deliver it.

There were **2,293** visits to the Hub in 2022

65% of visitors took away written information

46% were signposted to other support services

22% received emotional support from the Hub team

94% of visitors told us that without the Hub they would have had nowhere else to go for information

Jills Story

Jill's cancer story started when, aged 43, she found a lump near her collarbone. "I didn't think too much of it as it was near my collarbone but after a couple of weeks, I made an appointment at the GP who referred me for further tests", said Jill. "Unfortunately, after a mammogram, ultrasound, breast MRI scan and multiple biopsies I was diagnosed with multifocal oestrogen positive breast cancer."



"It was a huge shock, but I focused on the fact that it could hopefully be treated and I tried to learn as much as I could about my cancer. My doctor suggested that the first step should be a mastectomy with immediate reconstruction. It was all made so much harder by happening during Covid restrictions, which meant I was alone for much of my treatment."

Following surgery, Jill was advised to have a monthly injection to 'switch off' her ovaries as well as medication to block any other oestrogen in her body attaching to any cells.

"I thought everything was okay once I'd had the surgery and felt lucky that I hadn't had to have chemo." However further testing revealed that Jill had the BRCA1 gene, meaning she had a higher genetic risk of getting certain types of cancer. This further bombshell meant Jill had to have her remaining breast removed plus her ovaries, which catapulted her into menopause overnight.

"It was a lot to deal with on top of the side effects from my treatment. I was advised to have a different medication, once my ovaries were removed, to ensure my adrenal glands or fat cells wouldn't even produce oestrogen."

The effects of having zero oestrogen – less oestrogen than if I'd gone through a natural menopause – have taken some getting used to. A sudden total loss of oestrogen puts me at risk of osteoporosis too, so I have regular bone infusions to help combat this."

During her treatment, one of Jill's teen sons struggled with his mum being so ill and Jill felt he would benefit from some extra support. "He'd had a hard year as schools were closed due to Covid and his social life was hugely impacted. I'd been given some information about Cavendish and I got in touch to see whether my son could get any support with anxiety. I was assessed and my son started some virtual counselling, which he got on really well with."

"My assessor at Cavendish suggested that I should also get some support and so I did some body-based therapy with Annette. It really helped me to manage stressful situations and calmed my overworked nerves. I also did the amazing online relaxation class – I really looked forward to that each week – plus I did a virtual nutrition course too."

"What I love about Cavendish is how I know we can dip back in for further support. A lot of people think that when the cancer is gone you are better again. But they don't realise that you and your family are living daily with the long term mental and physical effects of your treatment."

"I also got lots of ongoing benefits from my time at Cavendish – I still use the tools I learned to help with my sleep and to deal with anxiety when I get my regular scans."

Jill found writing really helped her to process her feelings during her treatment and recovery. She wrote a book of poems which she is now selling in support of charities, including Cavendish Cancer Care, which supported her during this difficult time.

Thank you!

On behalf of all the families whose lives have been transformed by your generosity, thank you to all of our incredible volunteers, supporters and partners.

Without you, none of the work described in this report would have been possible and hundreds of local people would have missed out on the support they so desperately needed during some of the most difficult times in their lives.

With your help, Cavendish Cancer Care will continue to go from strength to strength and we will be there for thousands more people in 2023 and beyond.





“Everyone is friendly and welcoming, they go out the way to help you cope with an awful time in your life. They treat you as an individual, not just another person with cancer.”

Caroline, 45, breast cancer patient

Cavendish Cancer Care
Tim Pryor Centre
34 Wilkinson Street
Sheffield
S10 2GB

0114 278 4600
hello@cavcare.org.uk
cavcare.org.uk

Registered Charity Number 1104261