

# CancerHelp

Your independent local cancer charity

## Annual Report 2020

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# Cancer Help Annual Report 2020

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**The Lord Shuttleworth J.P.**  
**The Lord Lieutenant of Lancashire**

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The Board of Trustees of Cancer Help is responsible, on behalf of donors, for ensuring that funds accrued are effectively used to support the objectives of the Charity.

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**Company Secretary, Mrs H Patterson**  
**Honorary Treasurer, Ms R Mallett**  
**President and Founder, Mrs M O'Donoghue**

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## COMPANY OFFICE

Vine House  
22 Cromwell Rd  
Ribbleton, Preston PR2 6YB

**Tel** 01772 793344 **Fax** 01772 797495  
**Email** [info@cancerhelppreston.co.uk](mailto:info@cancerhelppreston.co.uk)

Cancer Help Registered Charity Number: 1032828  
Company Number: 02890943

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# Mission Statement



"CancerHelp strives to be the leading charitable provider of support for all those affected by cancer and close family bereavement in Central Lancashire."

"CancerHelp will offer the highest standards of help, advice and therapy to all those who seek assistance; allowing them to find comfort, gain self-confidence and, above all, live fulfilled lives."

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## SUPPORT SERVICES AVAILABLE FOR PATIENTS AND FAMILIES

- Advocacy and liaison
- Bereavement support and counselling
- Breathlessness Clinic
- Cancer Information advice and signposting
- Complementary Therapies
- Counselling, including psychotherapy and hypnotherapy
- Craft and activity groups
- Art Groups
- Relaxation Group
- Family support
- Stride - Children and Young People's Bereavement Service
- Mindfulness programmes
- Hope - Self Management Programme
- Being with Cancer workshops – Anxiety and Sleep
- Support Groups
- Yoga

The Lymphoedema Management Outreach Clinic from St Catherine's Hospice usually hosted at Vine House on Tuesdays was paused at the end of March due to lockdown. It has not re-started as the number of clients accessing Vine House is limited with priority given to CancerHelp's clients.

As Cruse Bereavement Care Lancashire Branch required more space after becoming a regional hub they have moved out of Vine House and into larger premises.

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# Chairman's Introduction

In compiling this report, I took a little time to review my statement for the year ended 30th September 2019, a year that proved to be incredibly challenging for the charity. Income fell significantly and whilst the charity managed to control its costs it recorded a significant loss.

At that time, we were all looking forward to a better year.

Therefore, I was relieved when the first quarter of the new financial year started reasonably well. The charity's income streams, the cause of much concern in the previous year, were encouraging. Of note were the efforts of the Friends Group which delivered above budget income and the Garstang shop which beat the previous year's sales record. The management team were kept busy controlling expenditure whilst continuing to deliver the charity's highly valued services. By the end of December 2019, the charity's financial performance was close to budget.

Sadly, the resulting optimism was fleeting, cut short by events halfway around the world. By the end of January, we were learning of a corona virus in a Chinese city that few of us had heard of before. Within weeks, the world was gripped by a seemingly unstoppable pandemic that was decimating the lives, livelihoods, and economies of all it touched.

Governments across the world locked down their populations to curb transmission and on 23rd March the UK Government announced its own lock down. Overnight many of CancerHelp's income streams ceased – numerous fundraising events were cancelled, and all four shops were closed. Two of them remain closed today. Vine House and Croston House were forced to close for face-to-face support sessions and a number of service delivery programmes. Sadly the Complementary Therapy Service and all group work were suspended.

Yet, at the same time, the charity's outgoings had to be paid threatening to plunge the charity into a financial crisis. At that moment in time the future of CancerHelp was in doubt.

Very quickly an emergency plan was developed and put into place. Of primary importance was the financial wellbeing of the charity. Fortunately, both central and local Government acted quickly to put in place financial support packages which the charity accessed. Successful bids were made to charitable organisations such as the National Lottery that were offering grants and emergency funding. A Covid-19 JustGiving campaign was started which generated significant income. Local people who recognised the value of the work done by the charity, and the impact of the virus, made individual donations.

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Expenditure was reduced wherever possible and staff members agreed to be furloughed or work reduced hours when asked, easing salary costs.

As we reached the charity's year end in September 2020 it was apparent that its financial wellbeing had been secured. Indeed, CancerHelp's year-end management accounts indicated the charity had broken even. Furthermore, at the time of writing this report, the charity's draft Annual Accounts show a small surplus for the year.

To focus solely on the financial performance of CancerHelp, in such a difficult year, would do a great disservice to its management and service delivery teams. Their desire to ensure that all those who sought the support of the charity were able to do so was commendable. Initially, a system of telephone and video conferencing was implemented to deliver the charity's services. Terms such as "Zoom Meeting" and "Teams" became commonplace. As the restrictions were eased the service delivery team provided a mixture of remote and face to face counselling, depending on the needs, or concerns, of their clients. The virus reminded us of just how vulnerable many of those people who seek the charity's help are. As may be expected, demand for

services ebbed and flowed as the prevalence of the virus grew and diminished, through summer and into autumn. None the less, over the course of an unprecedented year, the charity continued to help hundreds of people often through the most challenging and traumatic periods of their lives.

"I sleep better now ..... at one time I felt I couldn't go on. Not now, I feel good."

"Life is worth living again."

I am so pleased to report that, when needed most, the charity's volunteers stepped forward to ensure CancerHelp continued to be able to provide this support. Many had been stood down, in part because the roles had been suspended and in part for their own safety, but when called on they ensured the shops could re-open, money was raised wherever possible and Vine House could open its doors to service users once again. Thank you to all concerned.

I cannot complete this report without offering my personal thanks to three specific members of the CancerHelp team. All three have played a significant part in the charity's challenging year. Firstly, Jeanette Smalley who has kept Vine House open, often working hours beyond what should normally be

# Chairman's Introduction

expected. Furthermore, Jeanette has worked with key funders to ensure the charity received much needed aid. Secondly, my fellow Trustee Mike Swift who, along with Rachel Mallett, has given up his time to help manage the charity whilst the Trustee Board has been effectively suspended. Finally, and possibly most importantly, the charity's Treasurer, Rachel Mallett, who created, delivered and oversaw CancerHelp's Covid-19 financial survival plan in 2020. Without Rachel's efforts in this regard, I honestly believe the charity would not have survived the year.

In concluding my report, we must acknowledge that the charity, and for that matter the country, has a long way to go before it returns to some form of normality. The coming year represents a huge challenge, possibly greater than the year just passed. However, I am sure that

the experience we have gained over the last twelve months will be hugely beneficial. That and the continued support of the charity's staff and volunteers will, I am hopeful, ensure the charity continues its work long after the virus has been beaten.

As ever, possibly more so this year, I wish to end this year's report by offering my gratitude to all those people who have supported Cancer Help over the last twelve months and helped ensure its doors have stayed open.

Thank you



**Jonathan Gorick**  
Chair of Trustees

# Addendum



Whilst compiling the final drafts of CancerHelp's accounts and reports the charity became aware that a supporter, who sadly passed away in August 2020, had left part of her residual estate to support the work of CancerHelp. At that time the size of the legacy was difficult to assess by the Trustees as the estate was to a large part based on the sale of property. The solicitors dealing with the estate have now confirmed that they estimate that this will amount to around £70,000. This figure will be incorporated into the Statement of Financial Activities as there is a reasonable expectation that this sum will be received once the estate is distributed. It transforms a small surplus into a significant surplus thanks to the generosity of this donor in considering the charity after her demise. The family has been made aware of the charity's gratitude.

# General Manager's Report

Whilst it is not usual practice to single out individual members of the Team in an Annual Report, these are far from usual circumstances so this year it feels appropriate to do so. As the Chairman's Report indicates the Charity's shops could not operate during lockdown and virtually all fundraising events stopped (or had to be postponed) which massively impacted income over the lockdown period and beyond. However, the Trustees decided that we would continue providing services rather than mothballing the Charity as some organisations have done. This meant that the Charity was able to both continue to offer 1-2-1 services (albeit remotely for most of the remainder of the year after the first lockdown) and secure funding over this challenging period.

This year has seen a significant amount of success with funding applications, in particular with securing over £86k from the National Lottery Community Fund.

Thank you to all of the Team for their support and efforts during this very challenging year, which has seen services move from face-to-face work with very occasional telephone support, to solely remote work through online sessions and zoom over the first lockdown period. For most of the Talking Therapies Team this meant a real departure for how they normally practice and the speed that they adapted to this way of working was a credit to the whole team. Particular thanks go out as follows to the following people:

## **Jonathan Gorick, Chairman**

Jonathan has guided the Charity through a very difficult year and rightly highlighted the work of two of the Charity's Trustees in his report. However much rests on the shoulders' of the Chairman, despite being well supported by his Team. Decisions had to be taken for what is felt to be the right course for the Charity in circumstances of which no one in living memory has experience. The Charity has ended its financial year in a better position than it could have imagined when at the end of March 2020 we went into a lockdown with no prospect of generating any income.



# General Manager's Report



## **Andy Brown, Head of Adult Talking Therapy Service**

Thank you to Andy for supporting his Team, sourcing the appropriate training resources for the team to access and therefore be able to deliver online therapy sessions. As we moved into returning to work, Andy compiled and delivered the returning to COVID-19 secure working training resource / handbook to prepare staff and volunteers for returning to face-to-face work and changes to Vine House and internal processes.

## **Sue Kraft, Head of Complementary Therapy**

Thank you to Sue for preparing Vine House for the staff returning and resuming face-to-face work - assessing which rooms could be operational and the number of people who could be accommodated in each of the rooms and spaces at Vine House and for sourcing the appropriate PPE. Also for leading her Therapy Team and working closely with me over the months from July onwards.

## **Clare Yilmaz, Head of the Children and Young People's Service**

Thank you to Clare for keeping the Children and Young People's Service operational over the lockdown periods. This was single handed as a lack of income meant that we were operating on a skeleton staff for much of the lockdown period.

## **Laura Brown, Marketing and Social Media Lead**

Thank you to Laura for progressing our fledgling twitter and facebook presence. There has been an increase in the number of people 'following' and 'liking' us and our social media posts are reaching a much wider audience – and looking more engaging.

**Chris Simcock, External Grant Writer**, for helping us secure a significant amount of funding during the year by either writing the content or editing and refining the content written by the Team.

# General Manager's Report

**Angela Ingham and Avril Scott** who manage the Garstang and Longridge Shops respectively and who have done a marvellous job getting them open again and to all of the volunteer retail staff. Our Garstang and Longridge Shops were able to re-open in July and many of the volunteers were able to come back to support the charity and see their friends and colleagues again after many were required to 'shield'. Thank you to Karen and Joan and the volunteers at the two Preston Shops which have not yet been able to re-open.

At the time of writing this update we have not re-opened Croston House which is due to current staffing levels. Clients from the Garstang and Wyre area are however able to access services at Vine House or online. A decision has been made that no group work no group work will re-start until at the earliest the New Year. Our priority is 1-2-1 client work at the moment and the Senior Team feels that re-starting the group sessions is a step too far at the moment. We are monitoring the situation closely to ensure that we are taking account of the national government guidance, any local variance with which we need to comply to keep our staff and clients as safe as possible and the guidance from the professional bodies of the different Team members. I am confident that given the information that we have about the virus at the moment we have everything in place that is needed to keep CancerHelp's volunteers, staff, clients and visitors to the centres safe.

# Adult Talking Therapy Service



This year's COVID-19 restrictions have had a severe impact on the Adult Therapy Service. In March 2020, when the Charity's income was affected by the country-wide lockdown, the team had to quickly respond and adjust to the social restrictions and wind down its face-to-face therapy service to its clients. Rather than close the service completely, the team was able to move to remote working, making use of video conferencing services like Zoom to deliver counselling. It was a steep learning curve for some but the team met the challenge with its characteristic professionalism, enthusiasm and commitment to its clients. Since March, the number of referrals into adult counselling has reduced significantly, posing further challenges to the team - we know that there are people out there who need support - and efforts have been made to mitigate the effects of this downturn. September has seen a sizeable increase in the number of referrals.

Despite the effects of the global pandemic, the Adult Therapy Services team has continued to provide an effective and compassionate service to CancerHelp's clients, a fact borne out by consistently excellent client feedback throughout the year. It is clear that the community appreciates and values what CancerHelp offers and the genuine care and commitment of its staff.

The Adult Therapy Services team is committed to continuous improvement. New ways of working have been developed across the year: a new workflow, from referral to completion of counselling, provides greater control and governance plus improved access to accurate data for reporting. Policies have been introduced or revisited and refreshed: notably a new Counsellors in Training policy to improve the way we collaborate with local educators who wish to place their students with us as part of their counselling training. A significantly updated suicide policy will ensure we have a robust and effective response to help those going through some of the most difficult times in their lives. We have also significantly reduced the amount of paperwork required to run the service, which has reduced unnecessary duplication in terms of time, effort and resources.

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As we look to the future, we know that there will be significant challenges. If we have learned one thing from the COVID-19 crisis, it is that we need to be flexible and responsive to change. We will, in the coming year, aim to continue to deliver face-to-face counselling in a COVID-safe way and in line with the changing government guidelines while developing a more online service using video technology. We will continue our programme of continuous improvement and so position ourselves well for the future.

**Andy Brown,**  
Head of Adult Talking Therapies

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# Hope Self Management Programme



The HOPE programme is available for anyone living with or beyond a cancer diagnosis, helping clients to overcome problems effectively.

The HOPE programme is a self-management programme and can support clients to help them rediscover their inner strengths, manage the impact of cancer within their worlds and help them to make the most of the good things.

Over the past year CancerHelp was able to facilitate two HOPE programmes, both have evaluated extremely well, with a total of 16 participants. Sessions will resume as soon as we feel it is safe to re-start group work.

“The HOPE programme has given me so much confidence to open up to people at work, even my big boss!!! about my cancer. Which has given me a new lease of life and the tools to go forward and try and live the best life I can. I started as the shy, scared, angry, burnt out person with no confidence at all. Now I am a happy, confident and relaxed person who can face the world”

HOPE Participant

“For me getting a cancer diagnosis in 2019 was very scary and I felt alone – as though I was the only one in such a position. As soon as I walked through the doors of Vine House and into the HOPE programme, I knew I was no longer alone. I found the gratitude diary particularly helpful. For me it’s all too easy to take the good things for granted. I also liked being asked to set goals for the week ahead. Having a goal stopped me dwelling continuously on my situation. Gradually over the weeks, I found myself becoming more optimistic – all the building blocks of the programme slotting into place.

All members of the course were in the same position as me, so we laughed together, cried together and eventually over the six weeks we became a great source of information for each other. The friendship has led to a support group which is still active and from which I continue to gain strength and encouragement.

Thank you HOPE programme. I wish everyone in the position I found myself in last year could be fortunate to attend a HOPE programme – led by Annette”

HOPE Participant

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# The Relaxation Group

The relaxation group continued to be well attended up to the COVID 19 restrictions being put into place. Once normal services resume we hope to plan the reinstatement of this service with many clients expressing a wish to return.

“The relaxation group has been a great value to me, it really helps me through life and at medical appointment the techniques I have learnt enable and empower me to stay calm in stressful situations. It’s so beneficial to my wellbeing. Annette leads the group in such a gentle, calm and relaxing way. Thankyou”

**Participant in the Relaxation Group**

# Complementary Therapy



The service remains in demand, with an ever-increasing waiting list from patients, carers and the bereaved. During this unprecedented year, in which the service was in full lockdown for six months the team remained strong and continued to support each other and the Charity.

Telephone contact was maintained with clients on a voluntary basis with advice given on relaxation and self-care techniques to help with pain, anxiety and the loneliness isolation caused, particularly to those who had been recently bereaved.

Moving forward, in September we were able to resume the service at Vine House and welcome clients back. The feedback was extremely positive with staff and clients reporting that they felt very safe with the health and safety measures we had in place.

In normal circumstances, the full range of Complementary Therapy services include:

- Body Massage, including traditional massage, oncology massage, warm lava shell massage.
- Reflexology foot care and peripheral neuropathy support.
- Aromatherapy using essential oils to aid relaxation and reduce anxiety.
- Facials to help with skin changes and concerns caused by cancer treatment.
- Reiki for relaxation and to aid stress relief.
- Head, neck and shoulder massage to help instantly relieve tension.
- Scalp massage which can be beneficial with some of the side effects of chemotherapy and radiotherapy such as hair loss and dry, itchy scalp.

- Gentle touch massage, for those experiencing severe pain and discomfort as well as a treatment also used to re-introduce touch to the bereaved.

All three dedicated therapists are qualified to offer this holistic approach to their clients, assessing their needs and adapting the treatment at each visit. We are also fortunate to have a Reiki therapist who offers weekly voluntary support when required.

The Face Forward one-to-one skincare and makeup advice sessions have been successful, with very positive feedback. The service was kindly funded by the local Soroptimist Group (Amounderness) and Sandra Allan and the Barton Ladies Social Club. It is planned to resume these sessions once we are able to do so within the government guidelines.

"Losing a child has engulfed me in grief, you have given me a sanctuary where for one hour every week I have been able to ease my mind from the pain, relax my tortured mind and escape from it all. It is the only thing I have had to look forward to and I really don't think I could have got through it without you. Thank you for the care and support you have given me"

"I have felt so much better each week after my treatments and I have enjoyed everyone. I sleep better and have learnt how to relax, which in turn has given me more energy to enjoy life again with my family, so they are also very grateful too"

"Thank you so much for looking after me, you have given me back my pre-surgery confidence. I know you genuinely cared about me and all my issues, which you have made magically disappear, I feel so much better and people tell me that I have got my glow back. Thank you."

**Susan Kraft**  
**Head of Complementary Therapy**

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The Stride Children and Young People's (CYP) Service had a busy year up until lockdown on 23 March 2020. 253 therapeutic interventions were facilitated, the majority of which were delivered in the period 1st October to 23rd March.

Following lockdown, most clients on our waiting list or who were already accessing therapy sessions, chose to suspend their support until face to face sessions could resume. This reticence around accessing remote sessions has remained through to September. Whilst the Charity's CYP therapist did not work throughout lockdown until beginning of July, the Head of the Children and Young People's Service did, providing support via zoom or telephone. Telephone support was also offered to parents and professionals.

By completing two different courses in April, the Stride team were able to offer remote counselling to Children and Young People. Unlike many other children and young peoples' services, CancerHelp continued to offer a service throughout the lockdown period. The purchase of a 'zoom' education licence also enabled us to work remotely with CYP under the age of 16. This licence is also used by the adult service and will be able to be used by support groups that previously met at Vine House, if they wish.

As with the Adult Therapy Services, referrals dramatically reduced during lockdown. Referral numbers currently continue to be low which appears to be the experience of other organisations in this area of work.

We are hoping to re-start the face-to-face sessions soon, which hopefully will increase take up of services.

## Feedback from the Children & Young People and parents

- The average overall client reported improvement in well-being from the start of therapy to the end of therapy is 33%. Parental questionnaires show an average of 21% improvement in well-being.

- ALL clients, and parents felt they were listened to and would recommend our service to a friend if they needed similar help.

What some of the children and young people accessing our services say:

"I've learned how to deal with my problems and how to talk about my feelings...It has helped me to understand how to cope without my dad."

**M, aged 14**

"All through our time at Vine House (3 years) my late wife, myself and child have always felt supported. I am so grateful for all the help, especially through such tough times".

**Parent of F, aged 8 years.**

"It has helped with my anger and it has been nice having someone to talk to."

**J, aged 11.**

**Clare Yilmaz**

Head of Children and Young People's Services

# Cancerhelp's Plans For 2021/2



Priority remains the provision of our core services and sadly we are expecting a significant increase in the number of clients that require support. What services can be provided during 2021/2 will depend on:

- Income
- Government guidelines and resultant restrictions as a result of COVID-19

Increasing the amount of face-to-face work will be planned around the government's plans to take us out of lockdown but the areas of focus during the coming year are:

## Adult Therapy Services

Providing a mix of face-to-face and one-to-one talking therapy sessions as the remote working has meant that support has been possible for people who may not have felt it was possible to access services, for instance those who are very ill or those caring for someone and feeling unable to leave them.

A number of activities were planned and had grant funding secured during 2020 to enable them to be delivered around physical activity and diet and nutrition. Hopefully these can be re-started during 2021.

## HOPE Self-Management Programme

We plan, once we can return to group work after the Covid-19 restrictions have been lifted, to recommence this valued service support to our patients and hopefully to run this programme in 2021 depending on the budget availability and any restrictions around social distancing. Plans also include a new patient Facilitator being trained to enable her to become part of our HOPE Team here at CancerHelp, delivering the programme with members of our Counselling Team.

# Adult Therapy Services

## Complementary Therapy Service

- To continue to highlight and promote the benefits of the Complementary Therapy Service in order to secure future funding.
- To further develop the service to support those affected physically and emotionally by the effects of scarring after surgery. We have been made increasingly aware of this problem by patients with poor healing whose scars are not only painful but are also a constant visual reminder of their cancer journey which is preventing them from moving on with their lives.
- Once we are able to safely deliver group therapy, we will introduce sound therapy which uses tonal and rhythmic instruments, played in a therapeutic way to help clients achieve a deep state of relaxation.
- This year has seen a small number of young adults accessing the service, we would like to further develop this to include children and young people in the year ahead.

This holistic service enables us to provide therapies to help with both the physical and emotional needs of all our clients. The plan is to enhance the service and introduce further health and wellbeing programmes.

## Children and Young People's Service

- Face-to-Face sessions are scheduled to resume on a Tuesday evening from 3rd November, whilst the zoom education licence allows the continuation of therapy sessions with any clients who may be required to self-isolate or who are unable to attend Vine House. Zoom sessions will continue from Vine House on a Tuesday afternoon. No other services will operate on a Tuesday evening to ensure there is no risk to volunteers, CancerHelp staff or vulnerable adult clients attending face-to-face counselling or complementary therapy.

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# Adult Therapy Services



- We are also looking to develop a 'virtual' counselling room to enhance the online experience for our young clients.
- Prior to lockdown we applied for funding from Children in Need to deliver therapeutic groups for Children and Young People aged 8 to 16 years. In June we were advised we had been successful in obtaining funding for this project for 3 years. The groups were originally planned to commence in October, however this date was put back to January 2021. There are concerns in running face-to-face groups in case of further lockdown and the frequency of groups of school age children having to self-isolate, which would create inconsistency in delivery and therapeutic value. A conversation is planned with Children in Need about the possibility of moving the date back and potentially considering one-to-one sessions in light of the uncertainty around offering therapeutic group sessions at the Charity.

We look forward to resuming a more normal level of services during 2021.

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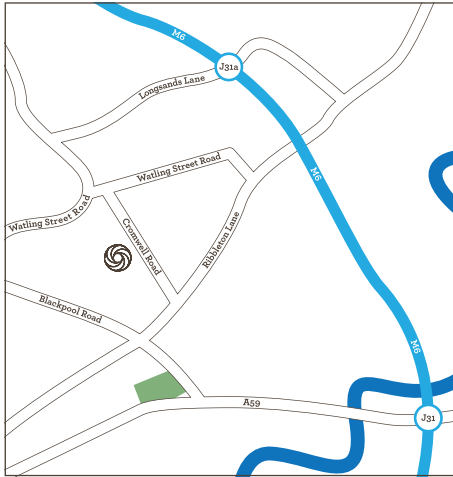


# CancerHelp

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## Vine House

Cancer Help's day care centre in Preston



Address **22 Cromwell Road,**  
**Ribblesdale, Preston PR2 6YB**

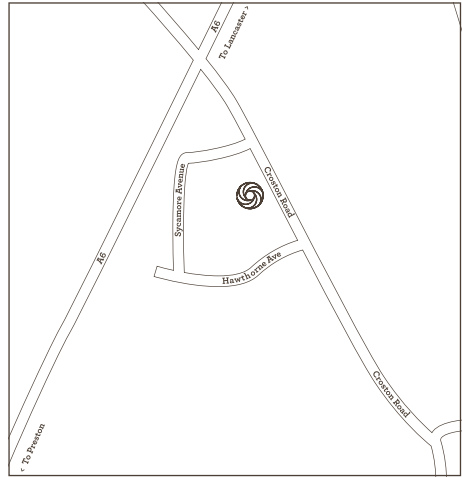
Telephone **01772 793344**

Fax **01772 797495**

E-mail **info@cancerhelppreston.co.uk**

## Croston House

Cancer Help's day care centre in Garstang



Address **113 Croston Road, Garstang**  
**PR3 1HQ**

Telephone **01995 606469**

Fax **01995 605419**

E-mail **info@cancerhelppreston.co.uk**

**Providing support across Lancashire from  
our two Houses in Preston and Garstang**