Welfare service

Our welfare officer is here to support patients, families and carers, by offering free, tailored advice, signpost to useful resources, and support to ease the financial and practical pressures that come with a diagnosis.

Introduction to our welfare service

Being diagnosed with leukaemia or any blood cancer can bring not only emotional and physical challenges but also practical and financial worries. At Leukaemia Care, we understand that living with or caring for someone with leukaemia can have a huge impact on day-to-day life.

What our welfare officer offers

At Leukaemia Care, the welfare officer can provide one-to-one support to patients, families, and carers across the UK. The role of the welfare officer is to help you understand what support you're entitled to and guide you through the process of accessing it.

Here are some of the ways the welfare officer can help:

Benefits advice

- Help identifying which benefits you may be entitled to (such as Personal Independence Payment, Attendance Allowance, Universal Credit, or Employment and Support Allowance).
- Support with completing benefit applications and understanding eligibility criteria.
- Guidance on appealing benefit decisions and support you through the process or navigating benefit changes.

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Financial guidance

- Information on grants, charitable funds, and financial assistance available for leukaemia patients and their families.
- Support in contacting other organisations or services that can offer extra help.

Everyday practical support

- Understanding your rights as a tenant or if you are homeless
- Information on accessing social care
- Clear information to help you make decisions.
- Signposting to expert organisations.
- General support with benefits applications or applications like a blue badge.
- Information and guidance on accessing local authority services, or referring to local services for additional support, such as requesting a home needs assessment, or obtaining aids/adaptations for your home.

Scope and limitations

While the Welfare Officer can offer guidance and advice on a range of topics, they are not able to:

- **Provide legal representation or advice**
- **Support with housing**

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- **Emergency financial help (but we can signpost you to organisations that may help).**
- **24/7 support - our team works during office hours.**

How to contact the welfare service

Our Welfare Officer has a caring, supportive approach and ensures that you don't have to navigate the complex welfare benefits system alone.

You can contact the Welfare Officer directly for free and confidential support by completing the form below or call our helpline on 08088 010 444.

For advice about employment rights, workplace support, or navigating the healthcare systems, please contact our advocacy service here.

Who can use this service?

Our Welfare service is available to:

- Anyone diagnosed with leukaemia, MDS, or an allied blood cancer.
- Families, carers, and friends supporting someone affected by leukaemia.

There's no referral needed and you can contact us directly whenever you're ready.

Why this service matters

Financial and practical challenges shouldn't be a barrier to getting the care and support you deserve. By offering welfare advice and practical guidance, Leukaemia Care helps patients and families focus on what matters most: living well with and beyond a diagnosis.