



Family Support  
Service

# USER GUIDE

# WELCOME

**Make 2nds Count is dedicated to supporting families affected by secondary (metastatic) breast cancer (SBC). This comprehensive Family Support Service is tailored to help patients and their families navigate the emotional and practical challenges associated with secondary breast cancer. This user guide will walk you through each part of the service, providing detailed information on what to expect and how to make the most of it.**

## THE NEED FOR A FAMILY SUPPORT SERVICE

Our support service team, who have personal experiences of secondary breast cancer, felt that there was a need for a pre-bereavement toolkit to help families cope and process the impact of secondary breast cancer. After years of planning, we have created a service centred around Emotional Freedom Technique (EFT) therapy that can provide families with the building blocks and practical tools to help with processing grief, trauma and loss. Our hope is that it can help you as a family manage difficult conversations and feelings and that this support is useful, comforting, and meaningful during an especially challenging time.

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My mum lived with secondary breast cancer for 19 years, and while I'm incredibly grateful for that time, my grief came in waves throughout. During bad news about her health, and even in life's happiest moments - like getting married and having a family. I knew what she was missing. My pre-bereavement journey was a long and anxious one, and I often felt unprepared for the emotions that came with it. That's why the Family Support Service is so important. Families facing secondary breast cancer need the right tools, emotional support, and guidance to navigate this complex journey. This service ensures that no-one has to go through it alone, offering support for both the hardest moments and the everyday challenges.



Liz

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I feel so strongly that a service like this should exist. I was 17 when I lost my Mum to secondary breast cancer, and there were no support services for me at the time to help me understand and process grief. I would have benefited so much from a toolkit to help me take some control - not just then, but throughout my life to help deal with the trauma. I'm really proud that Make 2nds Count are providing a much-needed service for families living with secondary breast cancer.



Claire

# HOW TO START

## ACCESSING THE SERVICE

To begin, families need to complete an application form available on our private '2nds Together' Facebook Group:

<https://www.facebook.com/groups/2ndstogether>

The form collects essential details such as:

- The ages of your children
- Background information about your family's situation and health history.

After your application is submitted, a Make 2nds Count staff member will review it to ensure you meet the criteria for the service. If you are successful, they will be in contact to discuss the next steps.

This service is available to individuals diagnosed with secondary breast cancer, their partners, and any children under the age of 21.

## FOLLOW UP

If you are successfully picked to join our programme, a member of our team will contact you to:

- Explain the service and answer any questions.
- Send you a short survey to assess your needs and current emotional levels which you must return to Make 2nds Count before the service can begin.
- Provide an overview of Emotional Freedom Technique (EFT) and how it may help.
- Assess whether you need support disclosing the cancer diagnosis to your children. If so, we can refer you to specialist charities such as Ruth Strauss or Winston's Wish.

If you have any questions, you can contact the team at:

[familysupportservice@make2ndscount.co.uk](mailto:familysupportservice@make2ndscount.co.uk)

## Resources

There are a number of resources that you will have been sent in the post to help you and your family get the most out of our service.

- Reflection Records
- The Death Book
- Sensory Stickers
- My Cancer Record

# REFLECTION RECORDS

## FACILITATING FAMILY CONVERSATIONS

The Reflection Records are a key resource designed to help families share memories, express feelings, and plan together. Each pack contains 30 cards, divided into three categories:

- **Looking Back Questions (Pink):** focus on positive recollections and shared experiences e.g. 'What is a family tradition that means a lot to you?'
- **About Me Questions (Purple):** light-hearted prompts that encourage laughter and connection e.g. 'If you could have any superpower, what would it be and why?'
- **Looking Ahead Questions (Teal):** practical and sensitive questions for future planning e.g. 'Would you like to pass away at home or in another setting?'

### How to use the cards

- Create a comfortable setting: find a quiet time when your family can gather without distractions.
- Choose the cards together: you can select cards based on your comfort level and the needs of the conversation.
- Discuss openly: allow each family member to share their thoughts. It's okay if some questions feel too difficult—skip them if necessary or save them for another day or fill them in on your own.
- Document important answers: write on the cards to record your answer.

**Further Reflection Record questions are available at the url below and we have included some blank cards for you to write on:**

[make2ndscount.co.uk/family-support](https://make2ndscount.co.uk/family-support)

**The Reflection Records are designed to be a keepsake, helping families capture memories and express wishes that may provide comfort in the future.**

# RESOURCES

## THE DEATH BOOK: DOCUMENTING YOUR WISHES

So much is out of your control when you are diagnosed with secondary breast cancer. Being able to plan and instruct your loved ones with your wishes can be incredibly empowering and enables you to gain your control back.

This book helps you to record all your end of life wishes and admin.

Harriet Inglis, founder of the book, designed the A5 jotter after losing her mother to secondary breast cancer.

Either fill it in by yourself and keep it secure or use it as an opportunity to discuss your wishes with your family.

## SENSORY STICKERS

Each family will receive a handful of textured stickers designed to provide comfort and stress relief. Your children can stick these on to places like their mobile phones, laptop, pencil case or headboard. Any time they feel anxious or overwhelmed, they can run their fingers over the sticker.

## MY CANCER RECORD: A DETAILED RECORD OF TREATMENT

This handy document will allow you to create a detailed timeline of your diagnosis and treatments. Including details on gene testing, sub types, treatment lines and hospital info.

Family members in the future will be able to reference this if they need to, or if they are asked family history questions by a medical professional. Keep this in a safe place.

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Knowing our loved one's wishes makes a difficult time that much easier.

Harriet

# SIGNPOSTING

## CONNECTING YOU WITH VALUABLE RESOURCES

Our team will guide you towards additional resources on our website tailored to your specific needs. This may include:

- **Practical guidance:** Links to information on end-of-life planning, creating wills, managing finances, and writing letters of wishes.
- **Emotional support resources:** Access to age-appropriate books and activities for children, grief podcasts, personal experiences of grief videos, and mental health support options.
- **Memorial items and keepsakes:** Referrals to companies offering memory boxes, custom quilts, ashes jewellery, and other personalised remembrance items such as teddies and cushions.

## SPECIALIST REFERRALS

We collaborate with external organisations and can direct you to these, including:

- **Lady McAdden:** provides one-to-one Nurse appointments to teach your family members over the age of 16 how to self examine their chests.
- **CoppaFeel:** offers infographics and videos for self-check guidance.
- **Ruth Strauss Foundation:** support and guidance on how to talk to children and help them prepare for the future. Several age appropriate downloads.
- **Chris Aked Foundation:** offers support to families dealing with cancer, offering help through physical and sporting activities, counselling and memory making days.
- **Winston's Wish:** support young people after the death of a parent.
- **Strong Men:** support for men who have experienced loss, with peer support matched with other men who have been through a similar experience.

# EMOTIONAL FREEDOM TECHNIQUE (EFT)

Emotional Freedom Technique (EFT), also known as tapping, is a technique that combines cognitive therapy with acupressure. It can help manage stress, anxiety, and overwhelming emotions, especially in pre-bereavement scenarios.

## FOR THOSE LIVING WITH SECONDARY BREAST CANCER

- **Format:** your sessions will be conducted over Zoom with our EFT Practitioner Samantha, lasting up to one hour.
- **Focus:** the session is designed for you to learn EFT techniques that will address your personal stressors. It may involve tapping on specific acupressure points while vocalising your concerns or fears.
- **What you can expect:** you will receive methods to help you practise EFT at home. You will be able to use these whenever you need help to reduce feelings of anxiety, anger, and sadness.

## FOR YOUR CHILDREN AND PARTNER

- **Format:** your session will be conducted over Zoom with Samantha, lasting up to one hour. The person living with secondary breast cancer will not be included in this session. If you do not have a partner and your children are young, please choose a trusted adult to join the call.
- **Focus:** this session teaches a simple EFT tapping sequence for self-soothing and grounding. It is designed to help manage anxiety, sadness and stress without diving into deep emotional discussions. No emotions or feelings will be discussed in this session.
- **What you can expect:** you will receive a practical, simple tool that you can use during moments of distress - both now and in the future.

## HOW TO PREPARE

- Find a private and comfortable space.
- Have a notebook and pen ready to take notes.
- Ensure you have a reliable internet connection.



Our EFT Practitioner Sam Rich has over 10 years of experience and will make direct contact with you to organise appointments that suit you and your family.

# EMOTIONAL FREEDOM TECHNIQUE (EFT)

## FOLLOW-UP AND EVALUATION

After the EFT sessions, Make 2nds Count will contact you again to:

- Hear how the sessions went and gather your feedback.
- Send you an evaluation survey for yourself and your family to complete.
- Determine if additional support is needed, such as further EFT sessions.
- If you feel your family requires more assistance, you may qualify for three additional fully-funded EFT sessions. This step ensures that your family's needs are met and you receive the best possible support.

## ADDITIONAL EFT SESSIONS

Due to funding, we have certain criteria that needs to be met for the additional three EFT sessions. You will qualify for the extra sessions if you are one of the following:

- The person living with secondary breast cancer must be on their final line or has finished active treatment.
- Your family has known mutations in the BRCA1, BRCA2 & TP53 genes.
- You are a single parent family.
- Your family has a complex history of grief.
- Your family has a substantial history of breast cancer.

The family is free to decide who will receive the additional sessions. Once it has been agreed by Make 2nds Count, the appointments will be made with our EFT Practitioner. Another evaluation survey must be completed at the end of these sessions.



# NEXT STEPS

## ONLINE SUPPORT FORUM - PHASE 2 DEVELOPMENT

We are planning to introduce an online support forum for young adults (ages 16-21). This private, moderated platform will offer:

- Peer support and a safe space for sharing experiences.
- Access to educational content, including videos on coping strategies and mindfulness practices.
- Monitoring by trained volunteers to ensure a safe and supportive environment.

### How to join

- You will be notified when the forum becomes available.
- Registration details will be provided, along with information on safeguarding protocols and forum rules.

## SERVICE CONCLUSION

The Family Support Service is designed to be flexible and adaptive. Depending on your family's progress and needs, the service may conclude at various stages:

- **Early Exit:** some families may find the Reflection Records, Sensory Stickers, The Death Book and signposting resources sufficient.
- **Exit after EFT:** most families will exit the service after receiving all of the above plus two sessions of EFT.
- **Extended Support:** for those needing more help, we can offer three additional EFT sessions.

You are encouraged to reach out at any point if you feel your circumstances change, and you require further assistance. We hope our Family Support Service provides the guidance and tools you need to navigate this challenging time with confidence and care.

We are here to support you every step of the way. If you have any questions or need assistance, please reach out. You are not alone on this journey.

0131 357 4811

[familysupportservice@make2ndscout.co.uk](mailto:familysupportservice@make2ndscout.co.uk)

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# NOTES

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