

Antonio's story

Cancer Support Programme

Antonio, 43

- A Customer Support Director at Ivanti Software
- He loves to lead a healthy lifestyle and would cycle, run, and swim around 20k a day
- Diagnosed with bowel cancer





Adapting his lifestyle

Antonio works for software company Ivanti and was made aware of Reframe's cover through Ivanti's benefits provider Unum.

He was introduced to his case manager Lorraine, who was a great help in answering his questions around balancing his training with his new lifestyle. Lorraine helped Antonio find suitable sportswear to ensure he could still swim comfortably with the temporary stoma in his bowel. With personalised support, Antonio was able to further adapt his other activities, such as transforming his cycling training into virtual bike rides.

For Antonio, having a supportive and informative person to talk to was crucial and gave him a boost in his confidence.

"Lorraine is extremely knowledgeable. It was helpful to have my own contact who knew my case and was able to provide me with advice and recommendations specifically for me." Having someone at the other end of the phone when I'm feeling worried or down has kept me going."

Going above and beyond

Six months after chemotherapy, Antonio was scheduled for major abdominal surgery. The day before the procedure, Antonio grew nervous. He expressed his concerns with Lorraine who introduced Antonio to his own specialist nurse, Suzanne, provided by Reframe, who could talk him through the surgery and what to expect.

Suzanne was able to offer Antonio a level of care and attentiveness that went above and beyond his expectations and comforted him ahead of the surgery. This included reassuring him that the surgeon was well-experienced with a strong track record of successful results as well as helping him to understand what to expect after the operation in case of complications.

"Suzanne had an impressive wealth of advice, information & medical explanation. She was very helpful in taking care of any problems or concerns I had and preventing them turning into major complications which could have delayed my recovery."

“I have spoken with charities before, but the level of care from Reframe is so different as they do not have my history and I rarely talk to the same person each week.”



Balancing work life

During his chemotherapy, Antonio was able to continue working at Ivanti from home on days when he felt well enough to do so.

When Antonio found he was struggling, Reframe was able to assist in recognising triggers and created a wellness plan to help him plan meetings accordingly, and to use coping mechanisms such as anti-sickness tablets, pain control and steroids to create productive periods for him to work through.

“The service I received through my employer and the support through Reframe will stay with me for a long time. Being offered with this type of support has made me think twice about the employer I work for – they have gone above and beyond to help me through this time.”

About Reframe

As leaders in cancer support, we’re wholly invested in delivering better outcomes from cancer for people and business. Founded in 2012 to provide holistic cancer support services for those diagnosed with cancer and their carers.

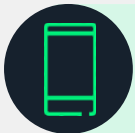
Our experienced team of case managers, cancer nurse specialists and mental health first aiders work alongside health providers to help people navigate their entire journey more easily.

We do this by providing a dedicated team that coaches, connects and supports people on all the moments that matter. Helping them to regain their purpose in life and giving them confidence to manage their health and wellbeing every day.

Get in touch



Email us at **support@reframe.co.uk**



Call us confidentially on **0207 965 0309**