



Cipla

Palliative Care & Training Centre



Nothing possibly changes our reality in the many life-defining moments, as much as the diagnosis of a serious illness.

It makes relentless physical, emotional, and financial demands, not only on patients but also on their families and loved ones.

To support patients and their families during their most difficult times, we established the Cipla Palliative Care & Training Centre in 1997 in Warje, Pune.

Since then, we have reached out to over **20,000** patients with **free-of-cost** care.



We Believe Palliative Care is

From diagnosis • For children and adults • For all serious illnesses

Palliative care recognises that the challenges faced by a person with a serious illness are not just confined to the disease alone. It acknowledges that there is pain and other symptoms related to the physical, psychological, social and spiritual needs of both the patients and their families.

The goal of palliative care is to provide the best possible quality of life at every stage of all serious illnesses.

Designed to Care

- Our 50-bedded Centre is designed to provide personalised care and exudes an atmosphere of peace and serenity.
- Our Centre is built around the concept of an 'aangan' or an open courtyard to foster a sense of community.
- Our wards are named after flowers to bring cheer and comfort in a medical care setting.
- Our patients are known by their names, not their bed numbers.







Our Key Guiding Principles

- **Actively engaging patients and their families in the care that they receive.**
- **Empowering caregivers by giving them the confidence and necessary skills to care for their loved ones.**
- **Implementing a multi-disciplinary approach with skilled professionals to deliver holistic care to patients.**
- **Enabling patients to have access to palliative services at any point in their illness trajectory and in their preferred setting.**

Our Unique Family Care Approach

A service that is deeply embedded in the Indian ethos of family and community, where a family member stays with the patient at our Centre.

Patients and their caregivers are equally cared for by our team— whether at our Centre, at their home, or in an outpatient department.

We equip family members by giving them the confidence and skills needed to care for their loved ones. When they leave the Centre, it is this training that will allow them to cope with the all-consuming demands of a serious illness.

Family members also receive ongoing emotional and psychosocial support, including much-needed grief and bereavement counselling.



We are Rooted in a Culture of Care

“For two years, Ananya was taken care of by the Cipla Palliative Care team, both at the Centre and at our home. Each one of the doctors, nurses, medical social workers and volunteers, was there for us, answering our calls no matter the time, supporting us with advice and medication and holding our hands.”

Tina Joshi (Ananya's mother)

Ananya left a legacy of courage in the face of cancer, inspiring the Centre's team as well as her family to make it their mission to spread awareness about palliative care.





Empowering the Family

“We spend the first few days talking and explaining things to the family caregivers. We ask them to help undo a bandage, or to assist in other small ways, thereby teaching self-reliance by demonstration. As the condition of the wound improves and the pain medication begins to work, family members’ confidence gradually increases. Observing other family members in the ward coping with the same issues they face gives them the strength to continue.”

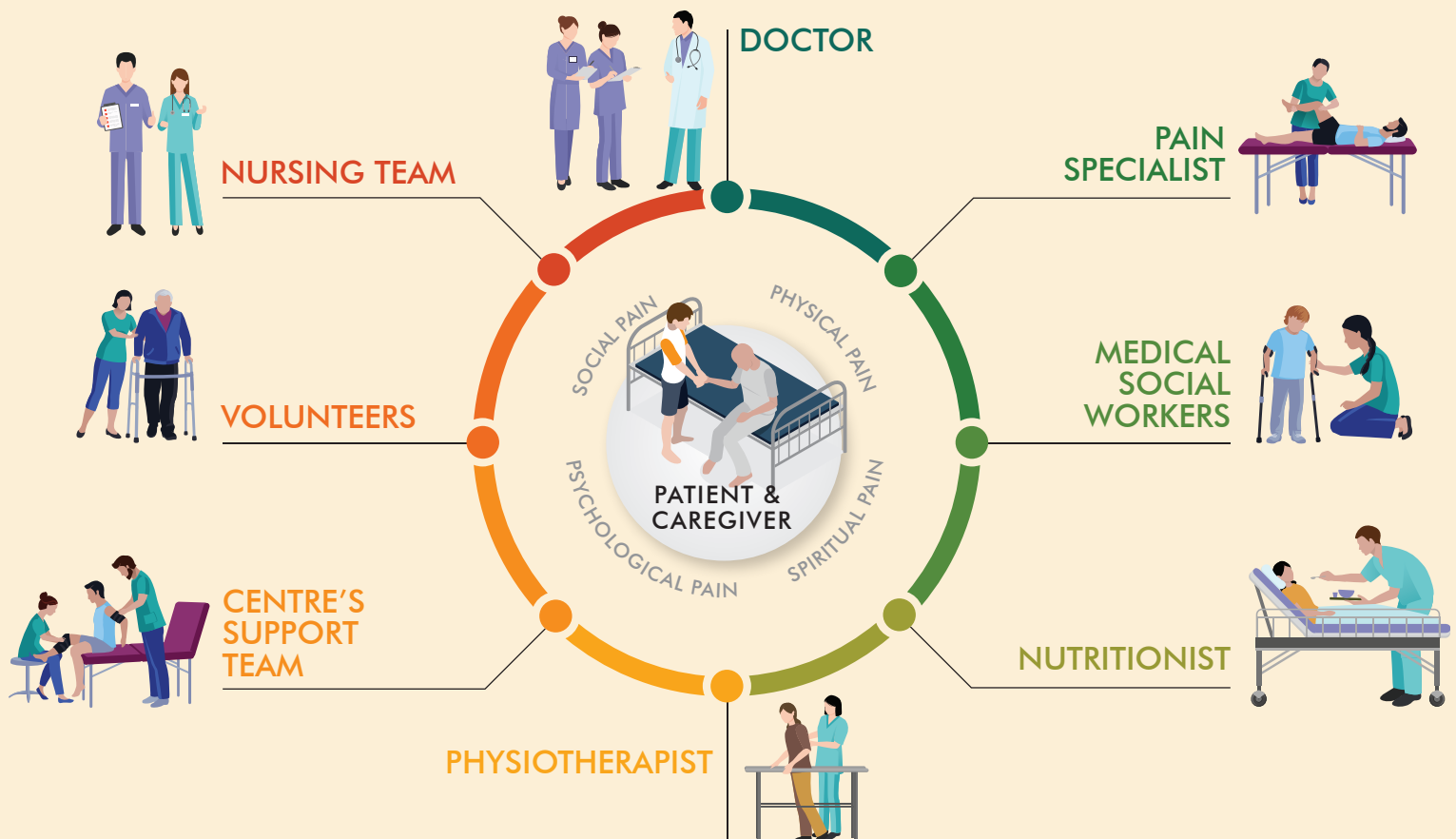
Sister Malti (Ward In-Charge)

Our Multi-Disciplinary Approach

After a personalised assessment, patients and family members can access free-of-cost care at our Centre, in an outpatient department, or at home.

Our palliative care doctors work very closely with the patient's physician; this partnership allows for consistent patient care. This multi-disciplinary approach ensures that the patient's needs and concerns are effectively addressed.

Our **HOLISTIC CARE** is anchored in a family care model. Whether inpatient, outpatient or at home, this **MULTI-DISCIPLINARY TEAM** comes together to **SUPPORT PATIENTS AND THEIR FAMILIES**.





Science of Care

Doctors and nurses use their **specialised training in palliative medicine** to relieve the physical pain and other symptoms of people living with a serious illness.

We follow the World Health Organization (WHO)¹ analgesic ladder and the latest evidence-based interventional pain management techniques.

Alongside medical therapies, we offer much-needed **emotional comfort and counselling**, focusing on a holistic approach to care.

¹World Health Organization. (2019). WHO Guidelines for the Pharmacological and Radiotherapeutic Management of Cancer Pain in Adults and Adolescents. Geneva: World Health. ISBN: 978 9241550390. Available at: <https://apps.who.int/iris/bitstream/handle/10665/279700/9789241550390-eng.pdf>



Celebrating Life

A wonderful and thriving group of volunteers engage our patients through art, craft, music and games. Those who are willing and able are encouraged to practise yoga, create rangolis and celebrate every festival. This allows families to share moments of joy, experience comfort by using their creativity and enjoy a sense of camaraderie.

Bringing Peace and Happiness



In art sessions at the Centre, patients and their loved ones lose themselves in colours and crafts, to find togetherness and peace. We celebrate special occasions, so that patients have the **feeling of being at home**. Wheeled into gardens, every bed-bound patient gets the opportunity to be surrounded by nature.



Continuity of Care in the Comfort of Home

We aim to provide patients and their families the confidence that their pain and symptoms can be managed at home. Our home care team extends high quality **free-of-cost care** to patients living in the city of Pune. We offer them the flexibility and convenience to receive support at their home.



Mira's Story

15-year-old Mira was diagnosed with cancer during the COVID-19 pandemic. It was at the same time that both her parents lost their jobs.

Over the next two years, as Mira underwent chemotherapy, her parents took utmost care of her, making sure she received everything that she needed. They exhausted their savings but did not give up. It was at this time that Mira was referred to our Centre by her physician. We registered her in our home care programme and began caring for her and her family. Our home care team noticed that Mira's condition was deteriorating and encouraged her family to take her back to her Oncologist.

Her family is currently bracing themselves for a second bout with cancer. They know that they can count on the support of their palliative team, which is always by their side.

Mira continues to pursue her hobbies, which allow her the space to be at her creative best. There will be no stopping Mira from realising her dreams.

Palliative Care Training

Our experience with a multi-disciplinary approach to care, makes us a preferred organisation for several state, national, and international level training programmes in palliation for doctors, nurses, counsellors and social workers.

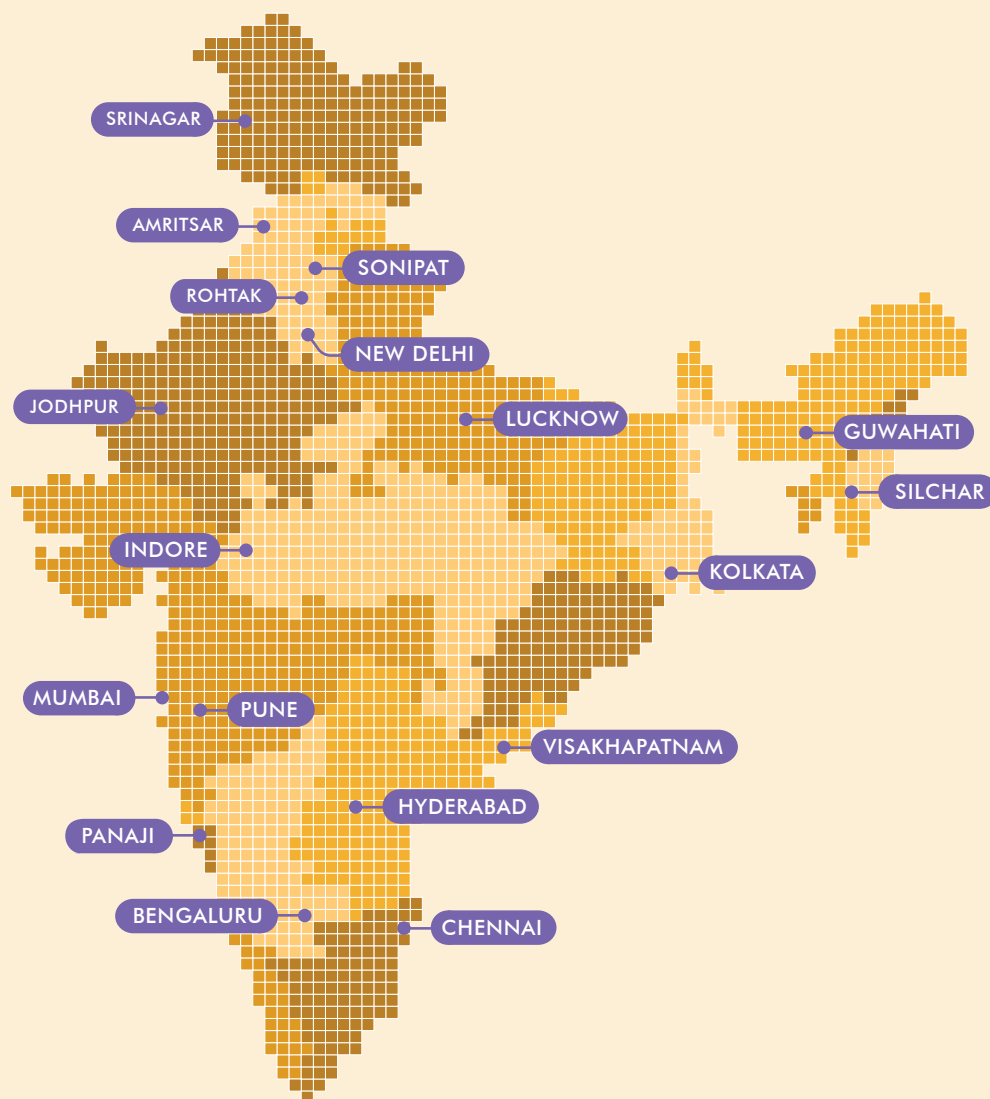
The training modules developed at our Centre are from an **evidence-based national and global curriculum** adapted to the Indian context. The goal is to build the knowledge and skills required for palliative care.

These trainings help recognise the need for palliative care, assess patient and family needs and provide tools for pain and symptom management.



Increasing Access to Palliative Care across India

Our work in Pune has encouraged us to strive towards our vision for integrating palliative care into the health care system, so that every person who needs palliative care receives it. We partner with like-minded palliative care organisations, charitable and government hospitals. Currently we have partnerships and collaborations with **24 partners** in **18 cities** across India.





Connecting to Care

We are part of the **Saath Saath helpline**, a collaborative effort of palliative care organisations across India with a shared vision to support people with any serious illness, their caregivers and health care professionals.

This national toll-free number **1800-202-7777** is staffed by trained palliative care volunteers who listen, assess the callers' need and link them to the nearest palliative care provider.

Saath Saath could make all the difference to someone who might be in pain, is alone, and needs support. As we expand the Saath Saath network we hope that everyone will play a part in spreading awareness about the helpline.

Come Join Us on Our Journey of Care and Commitment

We believe that palliative care should be accessible from the time of diagnosis to relieve suffering, reduce symptom burden and improve quality of life.

Driven by Cipla's purpose of 'Caring for Life,' we have been reaching out to patients and their families with a hand to hold, an ear to listen and a heart to understand.





Cipla Palliative Care & Training Centre

Warje, Pune 411058,
Maharashtra, India

020 2952-5444/5445

info@ciplacare.com

For access to palliative care services across India, call the Saath Saath helpline on 1800-202-7777.

© Cipla Cancer and Aids Foundation 2022. All rights reserved. The informative brochure is for palliative care awareness only, issued without any warranty and is not a substitute for professional medical advice, diagnosis, or treatment. Names changed for representational purposes only. The map used in the brochure is for general illustration only, not indicative of political boundaries and not to be used for reference purposes.