

Day Hospice Volunteer – Shrewsbury
Guidelines

Responsible to: Voluntary Services Manager

Reporting to: Day Hospice Manager

Purpose:

To give help, support and companionship to patients, visitors and staff

At the commencement of the day ensure the unit refrigerator and kitchen is sufficiently stocked with the necessary crockery, cutlery, glassware and commodities (eg milk, sugar, tea, coffee, juices) for use during the day.

Attend the short briefing for volunteers, with the nursing staff and diversional therapist, regarding patient awareness and an outline of the planned day.

Greet the patients on arrival, make comfortable and serve a welcome cup of tea/coffee and biscuits.

Complete the lunch rota for patients, taking into consideration special diets and return to main kitchen for preparation.

Accept gifts for general consumption or re-sale in the unit ensuring the benefactor is thanked and the nurse-in-charge is aware of the gift.

Serve beverages and snacks for patients at regular intervals and as requested during the day.

Lay the dining tables, assist with the serving of lunch and clear away crockery used. Rinse, stack and return the trolley to main kitchen for sterilisation.

For trained volunteers only – manicure patient's finger nails and cream hands as requested under the supervision of the nursing staff.

Under instruction from the diversional therapist assist with the activity of the day (eg crafts, cookery, knitting).

Assist the diversional therapist to tidy and re-arrange the craft sales table and art cupboard as necessary.

Greet and make comfortable any visitor to the unit and inform the nurse-in-charge of their arrival.

At the end of the day tidy in general, returning the crockery trolley to main kitchen.

When a service in the Chapel is scheduled enquire of patients whether they would wish to attend and escort as necessary.

During an outside visit of unit patients escort as requested. Likewise during the transfer of unit patients to Hospital appointments as part of the unit day only.

In an emergency, to act as escort on the Hospice Ambulance during its collection or return journey.

Register your availability regularly on the rota in the volunteer's folder and ensure that you 'sign in' on arrival to cover Health and Safety regulations.

At short notice contact the Day Hospice if you are not able to attend for your arranged shift.

Always bring any concerns to the attention of the nursing staff or voluntary services manager.

AJR
03.07