**Palliative Care Bleep Volunteer Service:**

Guidance for answering bleep

Please ask the referrer following questions:

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| 1. **Is the patient in the last months, weeks or days of life?** 2. **Is the patient actively dying now? Last hours** 3. **Does the patient require feeding or assistance with fluids – relating to weakness at end of life?** 4. **Does the relative require support and relief from sitting at the bedside?** 5. **Is the patient mobile?** 6. **What are the expectations of the referrer – need someone to sit with patient for an hour/ need volunteer to relieve relative whilst they get coffee in the hospital? Determine urgency. Can then discuss when we could send a volunteer to support and for how long.**   **Default for asking volunteer to go to another ward immediately is if referrer says patient is in last hours of life.**   1. **Does the patient have any specific issues that would be helpful for the volunteer to know about?** i.e. hard of hearing, wears hearing aids or glasses, has any odorous wounds, amputee. Things that both help volunteer to support and prepare them for what they may observe/hear/smell. |
| **If you are told that the patient is not a palliative patient but patient has needs that could be met by a volunteer suggest ringing volunteer office for support.**  Please ask the referrer to provide the following to pass on to volunteer:  Name of patient /what they like to be called  Person on ward that volunteer should ask for on arrival |
| **Contacting volunteer:**  Weekdays (Mon-Fri) 078268 59427  Weekends (Sat-Sun) 078268 59397  Discuss referral  If the volunteer feels unable to leave current duties discuss what these are and if they can be undertaken by another volunteer or member of staff on the ward – however, this remains at the digression of the volunteer.  **Default position is always if a patient is imminently dying and alone then that is where they are needed most.**  Decide on if/when volunteer can attend ward of referral  Inform volunteer of appropriate information and remind them to complete activity sheet for this episode and include if THEY felt referral appropriate in their comment box.  Record if volunteer attending ward on data sheet.  Telephone ward and inform them of what is happening. |