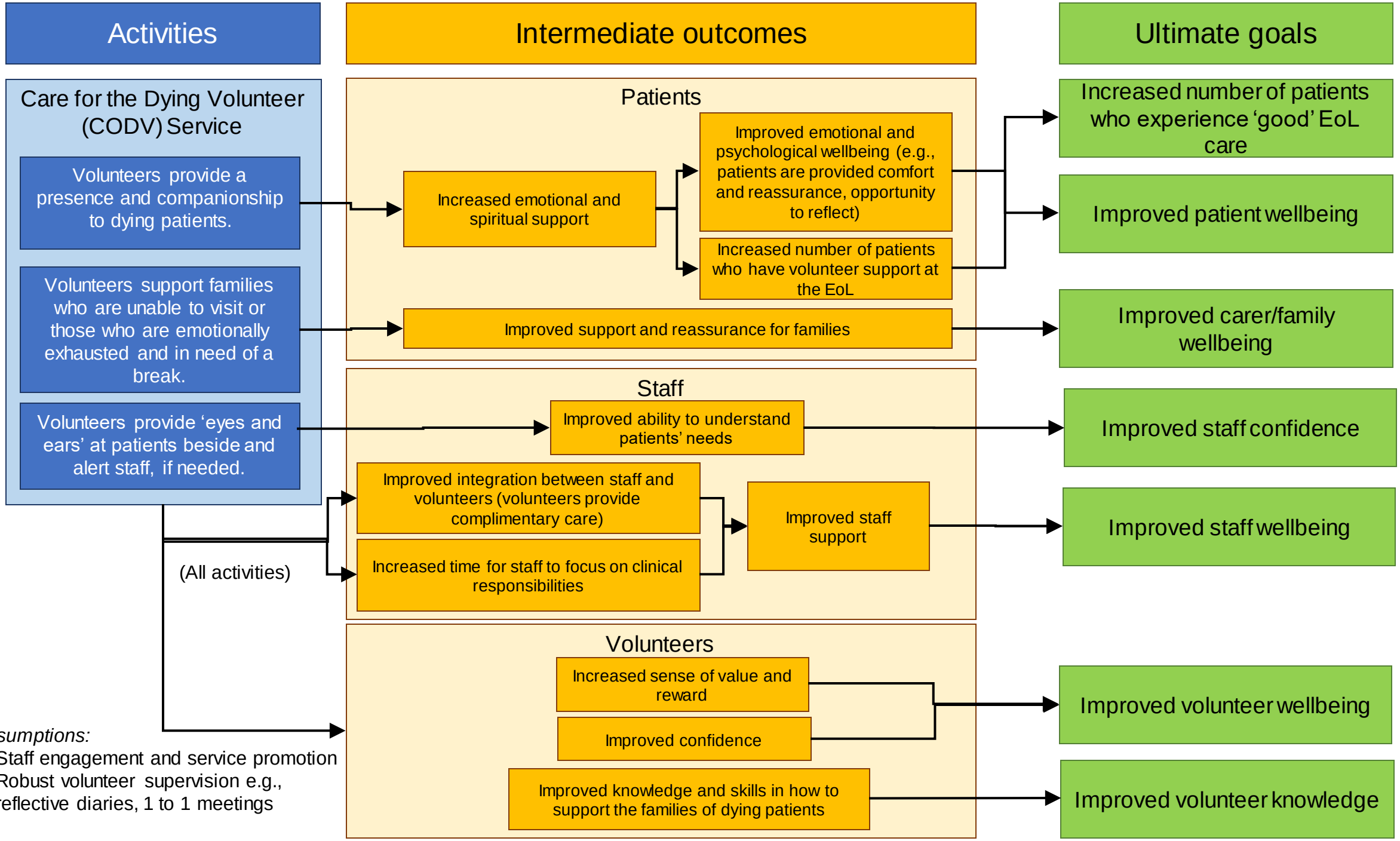
Theory of Change
Royal Liverpool
Care of the Dying Volunteer Service

May 2019


Activities
Intermediate outcomes
Ultimate goals
Care for the Dying Volunteer (CODV) Service
Volunteers provide a presence and companionship to dying patients.
Volunteers support families who are unable to visit or those who are emotionally exhausted and in need of a break.
Volunteers provide 'eyes and ears' at patients beside and alert staff, if needed.
(All activities)
Patients
Increased emotional and spiritual support
Improved emotional and psychological wellbeing (e.g., patients are provided comfort and reassurance, opportunity to reflect)
Increased number of patients who have volunteer support at the EoL
Improved support and reassurance for families
Staff
Improved ability to understand patients' needs
Improved integration between staff and volunteers (volunteers provide complimentary care)
Increased time for staff to focus on clinical responsibilities
Improved staff support
Volunteers
Increased sense of value and reward
Improved confidence
Improved knowledge and skills in how to support the families of dying patients
Increased number of patients who experience 'good' EoL care
Improved patient wellbeing
Improved carer/family wellbeing
Improved staff confidence
Improved staff wellbeing
Improved volunteer wellbeing
Improved volunteer knowledge
Assumptions:
• Staff engagement and service promotion
• Robust volunteer supervision e.g., reflective diaries, 1 to 1 meetings