



## **The Rose project:** supporting end-of-life care in Watford hospital

### **About Rose volunteers**

A small number of exciting opportunities have arisen within Watford Hospital to become a Rose volunteer, supporting patients as they approach the end of their lives.

Volunteers are vital to hospitals in helping to deliver the highest quality care possible. Volunteering is about making a real difference to patients and families.



Rose volunteers are people who support dying patients, their families and friends. As a Rose volunteer you will offer one-to-one support, compassionate listening, comfort and companionship, particularly for patients with few or no visitors. Each visit is unique, and special.

There are so many benefits of becoming a hospital volunteer. These include:

- making new friends
- giving time and skills to the local community
- learning new skills
- finding a way into paid work or a change of career
- obtaining insight into potential career options
- gaining experience required to access training courses
- receive specialist training to aid you in your voluntary role

Please note: This is an unpaid role, and it does not offer a visa sponsorship.

You can find out more about the role on the pages below. If you're interested in getting involved or would like to request an application pack then please contact the Volunteering Team on 01923 217307 (if there is no answer, please leave your name and number so someone can call you back) or email [wherts-tr.volunteers@nhs.net](mailto:wherts-tr.volunteers@nhs.net)

Thank you so much for your interest.



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### Rose volunteer role description

#### Overview

Support dying patients, their families and friends. Covering a regular shift of up to three or four hours per week, or filling in vacant shifts on an on-going basis (at least two per month).

#### Key duties

- During the visit, the volunteer might...
  - read to the patient, quietly chat or simply hold their hand
  - assist with drinks and mouth care, where appropriate
  - flag up to staff that the patient is uncomfortable or in pain
  - run errands to the shop, or make refreshments for relatives
  - use their initiative as to what would help the patient most
  - give a simple hand massage
- To relieve relatives who need a break, but who don't want to leave their loved one alone
- To inform staff of any needs that patients may have
- To inform the Spiritual & Pastoral Care Team (Chaplaincy) if the patient has any pastoral or spiritual needs that they would like support with.
- Have the confidence to explain the Rose volunteers' role to members of ward staff

#### Skills required

- A compassionate and sensitive nature
- The confidence to communicate effectively with all staff, patients and visitors
- Physically fit enough to walk the length and breadth of the site
- An ability to use their initiative and work in a sensible and appropriate manner at all times

- Good time keeping and regular, clear updating & returning of feedback questionnaires
- Good communication with project lead
- Ability to work as part of a team or on their own
- To be aware of their own emotions and manage them with support from hospital team
- Attend pre-arranged team meetings for Rose volunteers, where possible.

## What volunteers can expect to gain

- Induction to the hospital and the wards
- Supervision and support from a dedicated member of staff
- A greater insight into the workings of a palliative care team in a busy general hospital
- Experience of working within a committed team of volunteers
- Knowledge that their volunteering is making a significant difference to patient care
- References (upon completion of 100+ hours of volunteering)

## General information

Volunteers:

- are asked not undertake duties outside this role description without checking first with their volunteer supervisor
- must not undertake any manual handling tasks or clinical patient contact
- can offer emotional support and empathy but must under no circumstances offer advice or a medical opinion on a patient's treatment or assist with anything of a clinical nature
- are reminded of the importance of confidentiality at all times. They must under no circumstances discuss patients' affairs with any person other than the relevant staff.
- are in place to complement the work of the paid staff and are not used to replace roles that are usually undertaken by paid hospital employees.
- should receive regular support, supervision and training where applicable.

- are bound by the “Volunteer Agreement” which includes their rights and responsibilities, and Trust policies also apply to volunteers.

### **Interested in volunteering?**

If you are considering a volunteering with the Rose project, please contact the volunteering team on 01923 217307 or email [wherts-tr.volunteers@nhs.net](mailto:wherts-tr.volunteers@nhs.net). We look forward to hearing from you.

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