

Activities

Intermediate outcomes

Ultimate goals

Rose Volunteer Service

Support for patients

Volunteers provide a presence and companionship to patients at end of life.

Volunteers refer patients to support services both within WHHT and the wider community.

Volunteers advocate for patients in communications with staff

Volunteers raise any patient concerns to staff

Support for carers and loved ones

Volunteers provide a presence and companionship to carers and loved ones at end of life.

Volunteers advocate for carers and loved ones in communications with staff

Volunteers raise any carer and loved one concerns to staff

Patients

Patients receive increased emotional and wellbeing support

Patients will be less alone in the final days of life.

Carers and loved ones (including family and friends)

Carers and loved ones report high satisfaction with the support provided by Rose volunteers.

Carers and loved ones report feeling more connected to their loved one through the support provided by the Rose volunteer.

Staff

Staff report feeling reassured that patients at end of life have additional support

Staff have increased confidence in the Rose volunteer service

Staff have increased time and support to focus on acute clinical responsibilities

Volunteers

Volunteers report they have found their time spent volunteering beneficial to them, to staff and to patients and families

Volunteers report feeling adequately prepared and supported to undertake their role in supporting patients and their families at end of life

Enhanced patient experience

Enhanced quality of care for patients at end of life

Improved carer and loved one wellbeing

Enhanced carer and loved one experience

Staff report increased capacity to focus on acute clinical responsibilities

Staff report increased reassurance in the knowledge that patients are receiving enhanced comfort at the end of life

Improved volunteer satisfaction that time spent volunteering is of benefit to staff, patients and their families

High quality volunteer knowledge and support

Assumptions:

- Staff have confidence in the service being offered
- Patients/families/carers are confident in using the service
- Volunteers feel confident, supported and sufficiently trained to complete their role