



## Role: Butterfly Volunteer

### Background

Most of us hope when we are nearing the end of our life, that we will die peacefully at home in our own bed. However a huge proportion of people die in a busy hospital setting. In line with the NHS Long Term plan, the Trusts ambition is to deliver more integrated, person-centred care to patients in the last months of life. We understand the need to be more creative and innovative in how we can deliver this care. Volunteers bring a wealth of experience to all areas of healthcare, and have proven over many years and especially the last two that their presence on our wards has been received positively by all our staff, patients and those important to them.

### Purpose:

Your role will support the Ward teams and Palliative Care Team to provide a supportive and peaceful presence to patients who are in their last weeks, days or hours of their life.

You will spend time with patients who have been identified as nearing the end of their life providing companionship. This could involve listening, a chat, reading or simply holding their hand.

You will also support and advocate for the family or those who are important to them with respite and signposting where needed.

### Duties include:

- Spending time with patients who have been identified as nearing the end of their life and providing support for them and those that are close to them
- Explaining clearly the Butterfly Volunteer role and making sure that those important to them are aware of the services provided by the hospital to families of dying patients, i.e free parking, overnight stay and bereavement support
- Sitting with a patient when their loved ones need a break
- Take time to be a companion to the patient, building rapport and providing a supportive relationship
- Be respectful and responsive to the needs of the patient and those important to them
- Offer to undertake errands or tasks to support the patient or family, making drinks etc.
- Signpost the family and those important to them to other services and facilities
- Report any concerns or feedback any issues as required to ward staff
- Liaise with hospital staff, acting as an advocate to help patients and those important to them where appropriate, to help contribute to a positive experience
- Maintain a record of visits to patients and staff on the wards and feedback to volunteer supervisor/service on the feedback form

### During the visit the End of Life Volunteer could:

- Sit quietly and provide company and companionship
- With permission, carry out basic personal grooming such as brushing hair
- Offer a gentle hand massage/patting patients contact those important to them either on a mobile phone or tablet
- Engage patients in conversation, reading, listening to music and other activities to encourage positive distraction



- Notify staff if the patient is uncomfortable or seems to be in pain
- Identify those patients who require religious/spiritual or additional pastoral support and report those patient to ward staff/chaplaincy team.

### Requirements of the role:

You must be over 18 years or older to volunteer in this role.

Please note that due to the nature of this work we ask that volunteers have not been bereaved within the preceding two years.

If you already have experience working in a care setting in a supportive role it would be advantageous but if you have the passion for making a difference please do get in touch.

As a volunteer you will embody the Trust's values:

- Putting patients first
- Responsive to, and supportive of, patients and staff
- Open, welcoming and honest
- Unfailingly kind, treating everyone with respect, compassion and dignity
- Determined to develop our skills and continuously improve the quality of care

### It is essential that all applicants for this role have the following attributes:

- A compassionate and sensitive nature
- The confidence to communicate effectively with all staff, patients and volunteers
- We ask that you are friendly, positive, adaptable and have an approachable manor
- Have the ability to be empathic, patient and calm in difficult situations
- Have the ability to follow instructions and be flexible and communicate effectly with the EOL Volunteer Manager, responding to emails as requested
- Able to make useful notes and provide accurate feedback to ward staff and the volunteer team
- Ability to act on own initiative and work within a sensible, safe and appropriate manner
- Understand the need for boundaries and work within the boardaries set out
- A good listener with excellent communications and interpersonal skills
- A sensitive approach to diverse range of people and an ability to respect privacy and be non judgemental
- Follow the policies and the procedures set out by the volunteer team and ward staff.
- You must be punctual and dependable with a professional and friendly demeanour
- Are self-motivated; with an ability to think on your feet and work independently and as part of a team
- That you have developed a sense of self awareness, resilience and resourcefulness and are aware of your own emotions and manage them with the support of the EOL Voluneer Manager and the team



**Boundaries (what you won't be doing):**

- No clinical care of patients or medical advice to relatives or friends
- No feeding of patients – this is a nursing role and should not be undertaken by Butterfly Volunteers
- Do not give drinks to patients without any direction from staff
- Provide mouth care
- Visiting patients in hospital unless you have been specifically requested to do so by the EOL Palliative Care Team or the EOL Volunteer Manager
- No personal care (e.g. toileting or getting patients changed)
- No lifting of heavy equipment
- Not entering any areas where Aerosol Generating Procedures (AGPs) are taking place

**Time commitments:**

The shifts are 10am to 1 pm and 2pm to 5pm.  
We ask that you commit to at least one shift a week.

**Location:**

This role is based in West Middlesex University Hospital, Twickenham Road, Isleworth TW7 6AF

**Volunteer support and training:**

- Core Trust training, EOL care training and guidance specific to the role to ensure you have the necessary skills and competence to carry out the role
- You will spend time experiencing life on the ward and will also shadow an existing Butterfly Volunteer and have a robust onboarding process
- Refresher training courses and additional training opportunities to ensure development
- A named member of staff as a main point of contact who will support you and provide help when needed
- Regular contact, communications and support from the End of Life Volunteer Manager
- Supervision, regular 1-1's, volunteer meetings and debriefing sessions
- An official volunteer uniform to wear whilst volunteering and an identification badge
- An opportunity to feedback about your volunteer experience with us
- Recognition for your contribution as a volunteer
- Opportunities to socialise and meet other volunteers and staff
- To be treated equally without discrimination as a valued member of Trust staff

If you are interested in volunteering and would like to find out more please contact Jo, either by email [jo.taranowski@nhs.net](mailto:jo.taranowski@nhs.net) or call 0208 321 6537