

## Queenscourt Outside Volunteer Specification

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**Responsible to:** Queenscourt at Home Co-ordinator/ Specialist Clinical Lead Nurse

**Location:** Home visits, Hospice or Community based settings

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### **Background:**

Queenscourt Hospice is a local charity and the primary provider of specialist palliative care and support to people in Southport, Formby and West Lancashire with a life-limiting or terminal illness. One in three people will be touched by hospice care and in fact Queenscourt Hospice cares for and supports over 1,900 patients every year and also supports patients' families through our *Stepping Stones* programme which provides bereavement support.

Alongside this, Queenscourt Hospice also works with Edge Hill University to provide education to medical professionals in end-of-life care and palliative care. In 2001, we opened the Terence Burgess Education Centre which was named after Terence Burgess, former surgeon to Southport and Ormskirk District General Hospital and the first Chairman of the Queenscourt Hospice board of Trustees.

With less than a fifth of our funding from the NHS, Queenscourt relies very heavily on our community of volunteers and fundraisers to continue to offer their services for free to support our patients with the compassionate care they are used to.

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### **Purpose:**

To work within the remit of the Queenscourt at Home team in providing practical, emotional and compassionate support for patients and their families at the end of life in their own home, this includes patients living alone. The volunteer will be expected to work alone but will be able to contact a member of Queenscourt qualified nursing staff at all times if required.

Our volunteers are important to us, and we want to give you the best opportunities possible to ensure this experience is meaningful and enjoyable.

We provide as much flexibility as we can with the tasks required and will keep you informed of new activities and offer dates and times that need filling to suit your availability.

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### **Activities:**

Activities may include;

- Helping with light household tasks including washing up, laundry, ironing
- Gardening

- Preparing snacks and drinks
- Light entertainment such as board/card games, letter writing
- Listening and chatting with patients
- Provide respite for carers enabling them to have some 'time out' if required.

The above is not an exhaustive list.

Volunteers are not expected to provide nursing care, make clinical decisions, provide childcare, lift a patient, provide advice about the patient's situation, use equipment for which they have not been specifically trained, offer counselling to patients or their carers', handle money or credit/debit cards.

Volunteers are expected to have good interpersonal skills and the ability to communicate with warmth and understanding. They will be sensitive to the needs of patients and their carers at the end of life. They will have the ability to work alone, but with the greater understanding that they are part of a wider team, and understand the reporting requirements of the service.

The volunteer will be given training in infection control, basics of moving and handling, equality and diversity and safeguarding vulnerable adults and will adhere to the policies of Queenscourt during the course of their duties.

The volunteers will wear PPE in line with guidance current at the time of their shift. As this is constantly changing, volunteers will be updated by the Queenscourt at Home Co-ordinator as and when the guidance changes.

### **Supervision:**

Queenscourt Outside volunteers will work within the homes of patients referred to Specialist Palliative Care Services. The Queenscourt at Home RGN on duty will co-ordinate and supervise the volunteer. The volunteer will be required to undertake a Lateral Flow Test prior to commencing a visit, or attending Queenscourt, and ensure it is negative. If it is negative, and the volunteer does not have either symptoms of Covid-19, and there are no cases of Covid -19 in their household, then the visit can go ahead.

The volunteer will commence their duty at Queenscourt and will be informed of where they are going and any other information relevant prior to the proposed visit. Following their visit to the patient they will return to Queenscourt for debrief and to discuss any issues they may have. The volunteer will be part of the Queenscourt Team and it is expected that all staff and volunteers should co-operate with each other at all times.

Volunteers will adhere to the same Covid-19 guidance as Queenscourt staff, and will be guided by the clinical team.

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### **What we offer you:**

- \* An induction session to introduce you to Queenscourt Hospice, where you can meet the team and find out more about the charity and roles.
- \* Full training will be given, and a specific risk assessment for you, and we ask that all volunteers be willing to complete any training and learning refreshers as deemed necessary to ensure your safety and that of those working with you.
- \* A Supervisor as a point of contact for support and guidance.
- \* The opportunity to meet new people, make new friends and be part of a friendly and fun team.

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### **This role is subject to a Standard Disclosure, Vetting and Barring Service (DBS) check**

For further information or any queries please get in touch with the Volunteering office on 01704 544645 or by emailing [volunteers@queenscourt.org.uk](mailto:volunteers@queenscourt.org.uk).