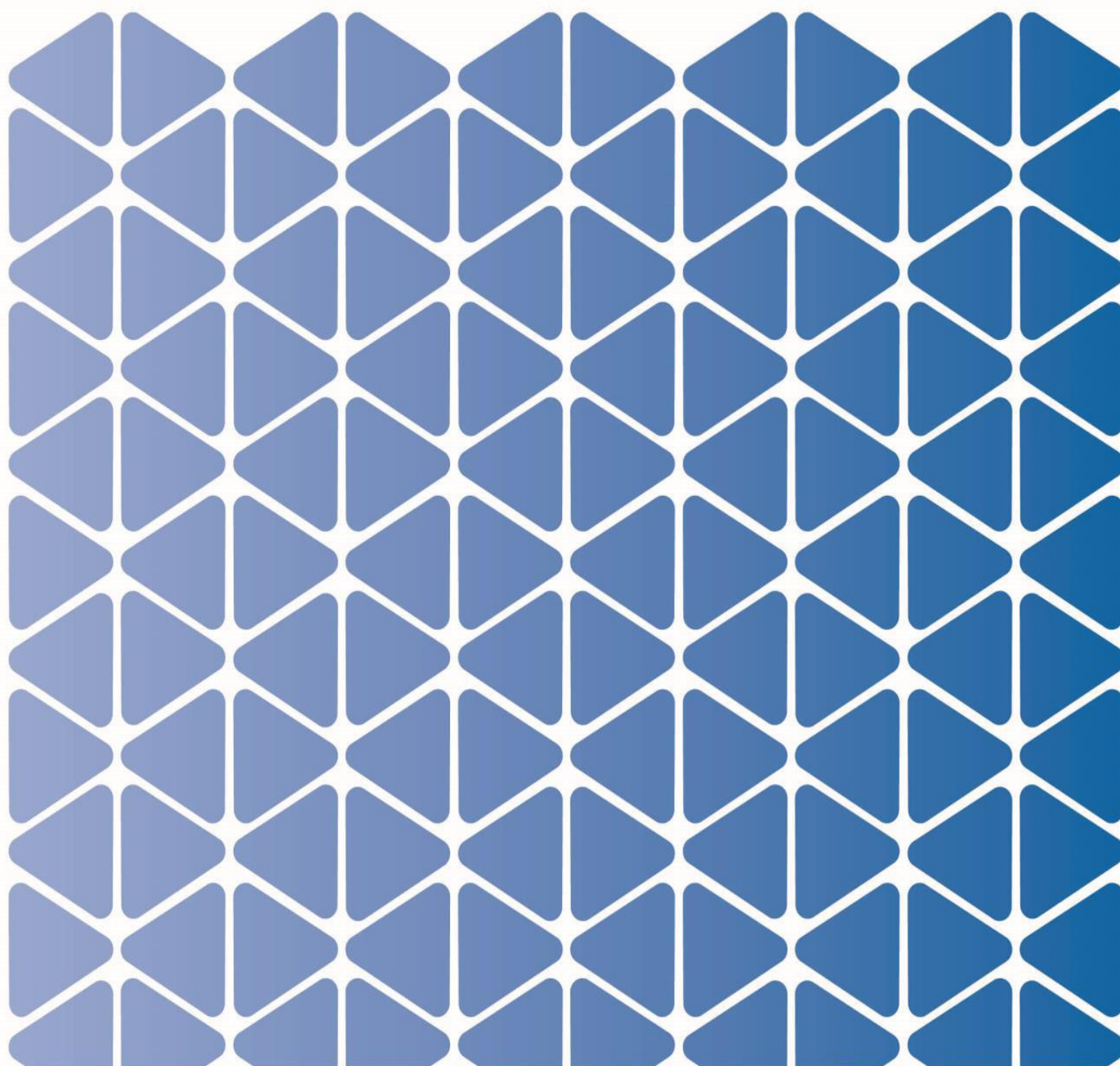


PATIENT INFORMATION

THE PEONY END-OF-LIFE VOLUNTEER SERVICE



The Peony End-of-Life Volunteer Service

The quality of care and companionship you receive at the end of your life profoundly affects both you, and the people who love you. It can also be a time when you may need extra comfort and company.

With this in mind, the Peony End-of-Life Volunteer Service offers companionship, reassurance and support to patients who are in hospital as their life draws to a close, and to those who are closest to them.



This service is sponsored by the Worcestershire Acute Hospitals Charity, runs in partnership with national charity, The Anne Robson Trust, and works closely with the Hospital Palliative Care Team and the ward staff.

Who We Are

The Peony Volunteers are specially trained, dedicated, compassionate and highly skilled people who offer their time to give comfort, company, and human connection to people who are approaching the end of their life whilst in hospital. They have been selected for their empathy, sensitivity, and commitment to providing a reassuring presence during difficult times.

In addition, they are also available to offer help and emotional support and connection to your family members and your loved ones at this very important time.

All of our Peony Volunteers are supervised and supported by a dedicated team of professionals.

What We Do

Our Peony Volunteers will:

- Sit, listen, and chat, or simply offer a peaceful presence.
- Make sure that you don't have to be alone.
- Offer practical and emotional help and support.
- Offer respite for your family and your loved ones, giving them the chance to take a break.

We Will:

- Take time to learn what matters most to you, and give support which suits your needs and values.
- Offer a reassuring presence, such as simply sitting with you or holding your hand.
- Be someone to talk to and offer a listening ear.
- Offer quiet companionship, especially if you would otherwise be alone.
- Read to you, or play calming music.
- Offer your family and loved ones a chance for some respite from the bedside if they need to take a break or have another commitment.
- Undertake errands such as collecting a paper, or visiting the hospital shop.
- Offer guidance and emotional support to your family members and visitors, and signpost them to relevant services which may be helpful.
- We champion our hospital-wide SUPPORT campaign.



We Will NOT:

- Give you any medical advice
- Undertake any medical or personal care
- Influence your religious views
- Accept any donations or gifts

Confidentiality and Respect

All Peony Volunteers uphold the highest standards of confidentiality and respect. Your privacy and dignity are always of utmost importance to us.

When is the Service Available?

The Peony Volunteer Service is available **Monday – Friday, 10.30am – 3.30pm** (excluding Bank Holidays).

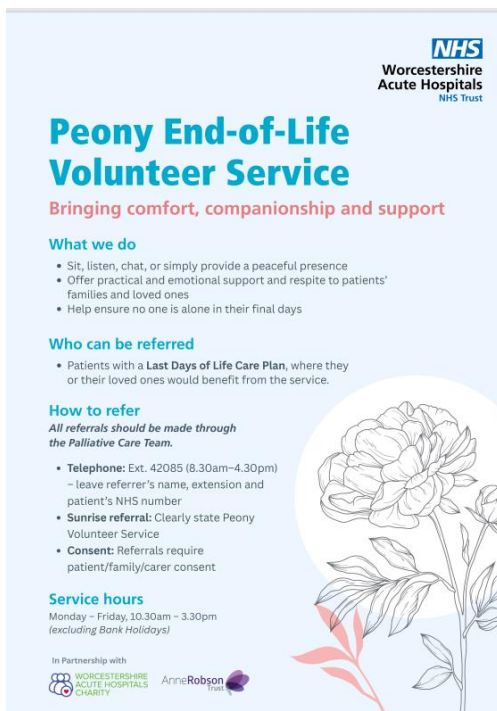
Who Can Access the Service?

The service is available to patients who are receiving palliative or end-of-life care. Families and loved ones may also ask for this support.

How Can I Have a Peony Volunteer Visit?

For further information, or to discuss your needs, please speak to your named nurse, the nurse in charge, or a member of the Hospital Palliative Care Team. You will need to give your consent for a Peony Volunteer to be involved in your care.

Once given, the Peony Volunteers will be able to visit you and your loved ones. Visits are flexible and arranged according to your needs and the availability of the Peony Volunteers within the working hours of the service.



The leaflet features the NHS logo and 'Worcestershire Acute Hospitals NHS Trust' at the top right. The title 'Peony End-of-Life Volunteer Service' is in large blue font, with the subtitle 'Bringing comfort, companionship and support' in red. Under 'What we do', it lists: 'Sit, listen, chat, or simply provide a peaceful presence', 'Offer practical and emotional support and respite to patients' families and loved ones', and 'Help ensure no one is alone in their final days'. Under 'Who can be referred', it states: 'Patients with a Last Days of Life Care Plan, where they or their loved ones would benefit from the service.' Under 'How to refer', it says: 'All referrals should be made through the Palliative Care Team.' and lists: 'Telephone: Ext. 42085 (8.30am-4.30pm) - leave referrer's name, extension and patient's NHS number', 'Sunrise referral: Clearly state Peony Volunteer Service', and 'Consent: Referrals require patient/family/carer consent'. At the bottom, it lists 'Service hours: Monday – Friday, 10.30am – 3.30pm (excluding Bank Holidays)'. It also mentions 'In Partnership with WORCESTERSHIRE ACUTE HOSPITALS CHARITY' and 'Anne Robson Trust'. A large illustration of a peony flower is on the right side of the leaflet.

We are here to support you and your loved ones, with care and compassion, every step of the journey.

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

If you are unable to understand this leaflet, please communicate with a member of staff.