

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you*
and *your family*

Role Description

ROLE TITLE:	Day Therapy Volunteer
REPORTS TO:	Day Therapy Manager (Supported by Transport & Clinical Volunteer Coordinators)
HOURS OF WORK:	2-3 hours Monday to Friday (8.30am to 1.00pm and/or 1pm to 4.30pm) or by arrangement for a specific transport.
BASE:	Day Therapy Unit, LOROS Hospice, Groby Road

Impact Statement

Many Day Therapy patients would be unable to access Day Therapy services without the provision of LOROS patient transport. At the beginning and end of the day, Day Therapy Volunteers accompany patients on the minibuses ensuring they have a stress free journey. This enables patients to arrive ready to enjoy their day at LOROS. The volunteers continues to support visiting patients as part of the wider day therapy team. For some patients this can be the only time they leave their home and for their carers the only time they have any respite from their caring role. The impact of this role is felt by many.

Summary of Volunteer Role

Under the supervision and guidance of the Day Therapy Manager and the Volunteer Transport Co-ordinator, the Patient Transport Volunteer (PTVE) will provide a variety of support to patients.

Key Volunteer Duties

Whether on the minibus or at the Day Therapy unit , the Day Therapy volunteer will support the wider team by:

- Bringing in or taking home Day Therapy patients in LOROS Wheel chair adapted minibuses
- Aiding & supporting patients getting on and off the bus and settling them in their home.
- Supporting drivers to ensure journeys are comfortable and safe and dealing with any patient issues whilst travelling
- Liaising with emergency services should a patient become seriously ill.
- Feeding relevant issues back to clinical staff

- Socialising with patients playing cards, dominoes and other board games as requested.
- Taking part in active entertainment events, singalongs, charades etc
- Serving refreshments throughout the day
- Serving lunch and helping with feeding
- Helping patients access other services such as complimentary therapies and beauty therapies,

Essential Requirements

- A successful enhanced DBS Check
- Legally required COVID vaccinations for NHS volunteers in direct contact with patients.
- Adherence to the Hospice Uniform policy
- Identification Badge to be worn at all times
- Attendance at regular training updates and be participation in supervision sessions

Personal Qualities to fulfil the role

- Good communication and interpersonal skills
- Listener with high empathy
- Team worker and also able to work alone
- Honest and reliable
- Friendly
- Have the ability to deal with sensitive and distressing situations
- Previous experience of working in a clinical role/environment desirable

Learning and Development required to fulfil role

Mandatory Training (Annual)

- Fire Safety Awareness
- Health and Safety quality and Diversity
- Safeguarding
- Data security (including confidentiality)
- PREVENT training
- Infection prevention inc donning and doffing
- Manual Handling Course inc people. (repeated every 3 years)
- Back Care (repeated annually)

Role Specific Off the job training

- Induction
- The service provided is tailored to meet the needs of the patient. As a volunteer there is a requirement to adapt, according to how the patient is feeling on the day; flexibility is key.
- Communication Training (2 Hours)
- People Handling (Half Day)

On the job training carried out by the manager, volunteer buddy or volunteer co-ordinator

- Correct use of wheel chairs and seat belts
- Securing wheelchairs on the minibuses
- What to do in a transport emergency

General guidelines for volunteers:

1. All volunteers are subject to:
 - Equal Opportunities Legislation,
 - The Data Protection Act
 - The Health and Safety at Work Act 1974.
 - LOROS Safeguarding Procedures
 - LOROS Confidentiality Policy.
2. All volunteers should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see Our values and behaviours below).
3. All volunteers will receive a handbook which outlines key information.
4. All volunteers are entitled to receive appropriate training and support to fulfil their role, this will be discussed and appropriate plans put into place by their manager.



Our vision and mission

Vision

(Our long term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for themselves and their loved ones.

Mission

(Our goals and activities in working towards our Vision)

LOROS is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the Hospice and in the community based upon clinical need, regardless of background and the ability to pay.

LOROS specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

LOROS contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.

loros.co.uk

Registered Charity No: 506120

LOROS

Hospice Care for Leukaemia, Lymphoma & Blood

Being there for you
and your family



Our values and behaviours



Professional

Showing respect to patients and families, as well as members of our community, staff and volunteers.



Focused

On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.



Collaborative

Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.



Compassionate

Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.



Trustworthy

Be honest, reliable and consistent, showing respect and dignity in everything that we do.



Accountable

To our patients, their families, our community, staff, volunteers and external organisations/bodies.

[loros.co.uk](https://www.loros.co.uk)

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LOROS

Specialist Care for Leukaemia, Lymphoma & Blood

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LOROS KEY FACTS

SEPTEMBER 2018

LOROS Hospice is a registered charity and also a company limited by guarantee which is governed by a Board of up to 15 unpaid voluntary Trustees. It is regulated by the Charity Commission, Companies House and the Care Quality Commission.



>2,500

No. of individuals receiving patient care from LOROS per year



Of whom **665**

admitted to Inpatient Ward



31

beds in Inpatient Ward



343

employees

1,500

regular volunteers



Average length of stay **14 days**



£560

Cost per bed/day including overheads



Cost per attendance for Day Therapy **£305**

Day therapy now offers support to patients by a much wider range of professionals including physio, occupational and complementary therapists, dieticians and dentistry.

Cost per hour of running the charity



£8.2M

Expenditure on patient care per year

£6.0M

Minimum amount of Income to be raised per year

Excludes the activity of LOROS Education, which is a self-funding service.



Portion of expenditure covered by NHS



Portion of charity costs directed to care services

2,165

participants in LOROS educational activities per year



24,950

LOROS Lottery numbers



29

LOROS Shops

All money raised is spent locally in Leicester, Leicestershire and Rutland.

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