



Being there for *you*
and *your family*

Role Description

ROLE TITLE:	Volunteer Home Visiting Service (VHVS)
REPORTS TO:	Lead Home Visiting Facilitator
HOURS OF WORK:	Up to 3 hours a week
TEAM:	Home Visiting Service
BASE:	Community, providing support mainly in the patient's home and/or the community

Impact Statement

Supporting the emotional and mental welfare of patients and their family in their homes is a vital part of the VHVS strategy. Home Visiting Volunteers provide companionship and support as well as respite for carers. It is a vital part of the LOROS approach to treat the whole person with all their needs and the HV volunteer is part of a team who make that possible.

Summary of Volunteer Role

Under the supervision and guidance of the Lead Home Visiting Facilitator and HV facilitators the HV Volunteer provides various types of support to patients and their families mainly in their homes and the wider community. The role is varied and can involve supporting patients and families at the end of life.

Key Volunteer Duties

- To visit patients in their own home for specified periods of time to offer respite for carers or company for patients who live alone
- Offer companionship, emotional support and listening ear
- Support with hobbies and interests
- Provide practical support such as making drinks and light meals
- Provide practical support with shopping, and light housework if required
- To provide minor assistance/supervision with personal care
- To liaise regularly with the HVS facilitator for the benefit of patients, carers and other members of the LOROS multidisciplinary team and outside agencies
- Attend regular training updates and be prepared to participate in supervision sessions

Essential Requirements

- A successful Enhanced Adult Barring DBS Check

- A mobile phone for lone working
- A car is desirable

Personal Qualities to fulfil role

- Flexible and adaptable to meet the needs of the patient and their carers/relatives
- Good communicator and listener
- Team worker
- Honest and reliable
- Friendly
- Have the ability to deal with sensitive and distressing situations
- Confident to support people in their own environment and/or the community

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
- Information Governance (repeated annually)

Compliance Training

- None

Role specific Off the job training

- Lone Working
- Basic Back care
- The service provided is tailored to meet the needs of the patient and their relatives/carer, as a volunteer there is requirement to adapt according to how the patient is feeling on the day.

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

- First visit introductions by HV Facilitators

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

Hospice Care for Leukaemia, Lymphoma & Blood

loros.co.uk

Registered Charity No: 506120

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.

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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, dietitians 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



LOROS Lottery numbers



LOROS Shops

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

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LOROS

Hospice Care for Leicester, Leicestershire & Rutland

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