

Volunteer Home Visiting Service

Volunteers supporting you and your family in your own home

We hope to answer your concerns, but if you have any more questions please ask a member of staff

Who we are and what our volunteer home visitors can do for you.....

Volunteer home visitors provide support to you and your relatives or carers in your own home

A member of the home visiting team will visit you to discuss how our volunteers can support you. They will also carry out a risk assessment.

Our volunteer home visitors provide support to our patients, relatives and carers for up to three hours per week, allowing relatives and carers to leave the home with peace of mind and have time to themselves.

Please note we are not able to provide this service to patients that attend LOROS Day Hospice or have similar support from other organisations.

Our volunteer home visitors are available Tuesday to Thursday service 10.00am-4.00pm. Visits outside of these hours are considered in exceptional circumstances.

The service provided is initially offered for 8 visits allowing the service to be offered to a greater number of patients. A member of the home visiting team will contact you around week 6 to review the service.

Selection and training of home visiting volunteers

New volunteers go through a selection procedure. If suitable they are invited to attend a full day's education and training programme.

All our volunteers are required to have satisfactory clearance through The Disclosure and Barring Service (DBS) this helps LOROS make safer recruitment decisions.

What our volunteer home visitors can do:

- Offer companionship and emotional support
- Support with hobbies and interests
- Provide practical support such as making a cup of tea and light meals
- Spend time with patients who live alone and who may not be able to leave the house

The service provided is tailored to meet your needs and the needs of your relative or carer. Our volunteers will adapt themselves according to how you are feeling on the day.

What our volunteer home visitors cannot do:

- Volunteer home visitors are not nurses or care workers

- We cannot physically hand out your medication; however, we can remind you to take your medication if it is in a pre-dispensed box from your pharmacy or has been left out in a suitable container by your family/carer so you can self-administer
- We are unable to carry out any heavy household duties; however, if you are on your own the home visiting team will discuss this on an individual basis and decide how we can support you, or signpost you to agencies that can.
- We are unable to do your gardening; however, we may be able to point you in the right direction to find support with such tasks if required.

Who can refer you to LOROS volunteer home visiting service?

Your GP, specialist nurse or other health and social care professional can refer you to the service.

To find out more, please ring the Volunteer Home Visiting Service on (0116) 231 8470.

The LOROS Telephone Befriending service

Offers one-to-one telephone support to people affected by illness or their family members. You will receive a phone call from one of our dedicated volunteers once a week or fortnightly depending on your needs.

How it works;

- We will contact you to briefly discuss the service and match you with a volunteer befriender
- your befriender will call you on a mutually agreed day and time for a chat
- we will occasionally contact you to see how it is going
- This service is also offered for 8 weeks initially

Please note volunteers cannot give medical advice.

This leaflet is updated regularly. For the most up to date information please visit <https://loros.co.uk/our-care>.

In cases of comments or complaints, please contact: Chief Executive, or Director of Care Services, LOROS, Groby Road, Leicester LE3 9QE or, Care Quality Commission, East Midlands Office, Citygate, Gallowgate, Newcastle Upon Tyne NE1 4PA

If you would like this information in another language or format, please telephone 0116 231 8435 or email info@loros.co.uk

یا کریں فون ٹیلی پر 0116 231 8435 کرم براہ تو ہیں چاہتے میں بریل یا ریڈ ایزی جیسے فارمیٹ یا زبان دوسری کسی معلومات یہ آپ اگر کریں میل ای پر info@loros.co.uk

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਜਿਵੇਂ ਕਿ ਈਸੀ ਰੀਡ ਜਾਂ ਬ੍ਰੇਲ, ਕਿਰਪਾ ਕਰਕੇ 0116 231 8435 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ ਜਾਂ info@loros.co.uk 'ਤੇ ਈਮੇਲ ਕਰੋ

Jeśli chcesz uzyskać te informacje w innym języku lub formacie, np. Easy Read lub Braille'a, zadzwoń pod numer 0116 231 8435 lub wyślij e-mail na adres info@loros.co.uk

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for you
and your family

LOROS Groby Road, Leicester LE3 9QE

(0116) 231 3771

info@loros.co.uk

LOROSHospice

LOROSHospice

loros.co.uk

Registered Charity No: 506120