

paulsartori
HOSPICE AT HOME

Volunteer Information Pack

*Get involved and make
a real difference*



Contents

Mission Statement, Aims & Core Values	3
Volunteer Benefits	4
What our Clinical Services does	5
Volunteering Programme	6
Volunteering Code of Practice	7
Volunteering Complaint Procedure.....	8
Other Policies & Sources of Information	9



Mission Statement, Aims & Core Values

Mission Statement:

“To provide sustainable services that promote good end of life care in Pembrokeshire”

Aims:

To enable patients in the final stages of life to be cared for at home and to die at home if that is their choice

To address the physical, psychological, social and spiritual needs of patients, families and carers

To work collaboratively and in partnership with local providers of end of life care

To safeguard the financial health of the charity and ensure that it is able to provide the appropriate services free of charge

To comply with best practice in both corporate and clinical governance

To provide education and training programmes to enhance the quality of end of life care locally

Our Core Values:

The Paul Sartori Hospice at Home’s core values guide our everyday decisions and actions. We encourage everyone involved with the charity to accept and demonstrate positive values:

“**Caring** is accepting others. It’s being compassionate, generous, sensitive and thoughtful”

“**Honesty** is shown through integrity, fairness and sincerity in words and deeds.
It’s being trustworthy and trustful”

“**Respect** is acknowledging the inherent worth in oneself and others.
It’s treating others fairly and justly”

“**Responsibility** is being accountable for one’s behaviour, obligations and actions.
It’s doing what’s right”



Volunteer Benefits

As an ambassador and a valued member of the Paul Sartori Hospice at Home Volunteer Programme we would like to reward you for your time that you dedicate to the charity.

These are the benefits:

Appropriate Training!

A fulfilling and acceptable level of training to carry out your volunteering duties will be delivered to you throughout your induction and training programme

Regular communication from us!

You will receive the Sartori News widely distributed to volunteers and the public and the PSF Volunteer Bulletin distributed just to our special team of volunteers

Option to join Volunteer Incentive Schemes!

In 2016, The Volunteer Recognition Scheme was launched to recognise our volunteers; certificates are available for 50, 100 and 200 hours. Two schemes are available depending on your age: Millennium Volunteers (aged 14-25) and 25+V (for over 25 years). For more information speak to your Manager or Supervisor

Option to join other Training Schemes!

From time to time training opportunities will be published to our volunteers, communicated within the PSF Volunteer Bulletin

Invitation to Volunteer Get-togethers!

Regular get-togethers are organised as an opportunity for all the volunteers to meet outside of the volunteering environment. The Volunteer Christmas Party is held the first Friday in December and all volunteers are invited.

Free Complementary Therapy Sessions!

Please don't miss out on this opportunity! One of our Complementary Therapy Volunteers, Malika Rankin, comes to the Head Office on a Tuesday afternoon. If you would like to book a session of Reflexology, Thai Foot Massage or Indian Head Massage appointments are available either as a one off, or a course of 4, please phone Ceri on 01437 763223 to arrange

Reference Availability!

If required, we would be happy to supply our volunteers with references (suitable for job or further education). This can be provided after 6 months of volunteering

What our Clinical Services does

The Paul Sartori Hospice at Home offers its services free of charge to people over 18, living in Pembrokeshire, in the later stages of any life limiting illness. The following information details the variety of services we deliver. For any queries, or for clarification on any of our services, please call us directly on 01437 763223.

Home Nursing Service

Registered Nurses (RNs) or Nursing Assistants (NAs) can be provided to give care in the patient's own home. This can include night care, day respite or (on a temporary basis only) personal care assistance. We can sometimes provide 24 hour care for short periods

We aim to supplement, rather than replace statutory services and expect social services or continuing care to be applied for in the usual way. We can often provide care at short notice.

Equipment Loan

A variety of items are available for delivery or collection (including bed aids, bath aids, chairs, personal aids, wheelchairs and various other items).

Standby Service

This service is for people who do not yet need hands-on care, but wish to learn more about our services. Standby patients are visited at home by one of our nurses and given information about PSF and other services. They are also given our 24 hour contact emergency number. If they wish, we will call them regularly to see how they are doing and remind them that they can contact us any time.

Complementary Therapies

We have a team of volunteer therapists led by our experienced Team Coordinator. The team provides a range of therapies for patients and carers in their homes or at our Head Office. Therapies include: aromatherapy, relaxation, massage, reflexology, relaxation techniques and reiki.

Bereavement and Counselling Support

We have Counsellors/Support Workers available to provide emotional support to patients or carers. We offer bereavement support to all families we have provided care to. We can also accept a limited number of other referrals for bereavement support.

Clinical Nurse Specialist (CNS) in Palliative Care

The CNS works with the Macmillan Nurses in Withybush Hospital and the community. The community service is available to Pembrokeshire residents registered with Newport/Crymych, Cardigan, Newcastle Emlyn, Whitland, Narberth, Tenby and Saundersfoot GPs.

Physiotherapy

Our physiotherapist works two days a week. She has a training and developmental role and can take non-urgent patient referrals.

Advance Care Planning

We can provide help with writing advance care plans ("living wills") for anyone who is interested. They do not have to have a life-limiting diagnosis.

Training

We offer training to professional individuals and organisations to promote good end of life care.

Volunteering Programme

This document sets out more information on the volunteering programme and your role within it.

We offer a range of engaging volunteering opportunities:

Volunteer Retail Assistant	Volunteer Door to Door Organiser
Volunteer Till Operator Retail Assistant	Volunteer Fundraising/Events Assistant
Volunteer Retail Supervisor	Volunteer Collection Box Coordinator
Volunteer Warehouse Assistant	Volunteer Administrative Assistant
Volunteer Van Driver	Volunteer Complementary Therapist
Volunteer Warehouse Coordinator	Volunteer Bereavement Support Counsellor
Volunteer Retail Supervisor	Volunteer Advance Care Planning Facilitator
Volunteer Door to Door Assistant	Volunteer Trustee
Volunteer E-Commerce Assistant	

These roles operate within a mixture of areas including retail, administration, service provision (Complementary Therapy, Bereavement Support and Advance Care Planning) and trusteeship.

The above list gives you an idea of the roles available within the Paul Sartori Hospice at Home. We have found that some of our volunteers have “super skills”. You may have *specialised knowledge*, a *tantalising talent* or *hobby* that you could share with us. **You might be able to help your local Hospice at Home further!**

So, please let us know if there are other skills that you may want to offer us. Please contact your Supervisor/Store Manager.



Often the most difficult part of volunteering
is making the first move.

Volunteering Code of Practice

The Paul Sartori Hospice at Home recognises that it relies on the services of volunteers. This sets out clear guidelines to ensure that we involve our volunteers within a framework of good practice.

- The Paul Sartori Hospice at Home has a volunteering policy that defines the roles and limitations of volunteering within the organisation
- Make it clear whether human resources policies apply to both staff and volunteers or to volunteers or to staff only
- The Paul Sartori Hospice at Home will appoint a designated person with responsibility for volunteers to whom the volunteer has reasonable access and who will provide them with support and supervision
- Individuals with a responsibility for volunteers should receive training in management and supporting volunteers
- Recruit volunteers within an equal opportunities framework, so that the profile of volunteers aims to reflect that of the local community served by the Paul Sartori Hospice at Home
- Advertise on the Wales volunteering opportunities database www.volunteering-wales.net
- Cater for a diversity of volunteers, with different tasks and roles and different patterns and styles of support and communication. If possible provide extra support to cater for those with recognised high support needs
- Promote opportunities for volunteers to use the Welsh language in the course of volunteering
- Prepare volunteers properly for their volunteering, with an induction and training to carry out their volunteering activities
- Provide volunteers with access to information including a written description of their role, organisational policies, procedures and standards
- Ensure volunteers are clear of their responsibilities in relation to safeguarding and that they understand your 'problem solving' procedures or 'what to do if things go wrong'
- Risk assess tasks undertaken by volunteers and put measures in place to reduce the possibility of harm
- Arrange appropriate insurance cover for volunteers; provide protective clothing and equipment as appropriate. In the case of Volunteer Complementary Therapists, proof of own insurance will need to be supplied
- Offer full reimbursement for out of pocket expenses
- Boundaries between paid and unpaid roles should be clear and volunteers should not be used to substitute for paid staff
- Create opportunities for volunteers to give feedback and to contribute to decision making processes within the wider organisation
- Ensure that there are opportunities for volunteers to grow and develop in their role and offer some tangible record of their achievements
- Gather stories and information to demonstrate the impact of volunteering
- Recognise, celebrate and publicise the contribution of volunteers, both internally and externally
- If any opportunity does not work out, for any reason, volunteers will be referred to Pembrokeshire Association of Voluntary Services, who may be able to find alternative opportunities elsewhere

Volunteering Complaints Procedure

If you are unhappy about your experience at the Paul Sartori Hospice at Home, please speak to your supervisor or manager as soon as possible.

If you have difficulty with an individual within the volunteer or staff team, which cannot be resolved, please seek further advice from your supervisor or manager. If you are not comfortable speaking to your supervisor or manager, please call a member of the Senior Management Team at Head Office on 01437 763223.

If you are not satisfied with the initial response, or wish to raise the matter more **formally**, you can write to the Charity Manager (address below). If your complaint is about the Charity Manager, please write to the Chair of Trustees.

You will receive an acknowledgement, either in writing or we will seek to arrange a meeting with you, whichever you prefer, within two weeks.

The aim is to investigate your complaint properly and give you a reply within four weeks.

If after we have responded and you are not satisfied, please write to the Chair of Trustees who will report the matter to the next Trustee Meeting, which will decide on any further steps to resolve the situation.

Address for written complaints:

Sandra Dade
Charity Manager
Paul Sartori Hospice at Home
Paul Sartori House
Winch Lane
Haverfordwest
SA61 1RP

Mr Charles Clewett
Chair of Trustees
Paul Sartori Hospice at Home
Paul Sartori House
Winch Lane
Haverfordwest
SA61 1RP

Please also let us know if you are **happy** with any Paul Sartori Hospice at Home services.

“I could not have wished for better care and attention towards my now deceased husband. They were a great comfort to us both”
Family Quote

“The response time with your help was wonderful. Everyone was kind and considerate - my everlasting thanks, without the help of Paul Sartori we were in a very sad and sorry situation.”
Family Quote

Other Policies & Sources of Information

The following policies, procedures, certificates and sources of information are available upon request. Please contact your Volunteer Supervisor or Store Manager.

- Volunteering Policy
- Volunteering Expenses Policy and Volunteer Travel & Expense Claim Form
- Volunteer Purchasing Guidance
- Retail Banking & Till Administration Procedures
- General Merchandising Guidelines
- Gift Aid Guidelines/Procedures
- Lone Worker Guidelines
- Volunteer Role Descriptions
- Equal Opportunities Policy
- Health & Safety Policy
- Confidentiality Policy
- Data Protection Policy
- Employers and Public Liability Insurance Certificate
- Vehicle Insurance Certificate
- Complementary Therapy Policy
- Aromatherapy Guidelines
- Advance Care Planning Supervision Policy
- Bereavement Policy
- Organisational Structure

Support and Advice

If you would like further information or advice on any aspect of your volunteering with us, please ask your Supervisor or Store Manager or contact the Volunteering Team:

Paul Sartori Hospice at Home, Paul Sartori House, Winch Lane, Haverfordwest, SA61 1RP
T: 01437 763223 E: enquiries@paulsartori.org W: www.paulsartori.org

Our volunteers benefit by:

- Learning new skills and gaining increased confidence
- Opportunity to give something back to the local hospice at home service
- Improves health and wellbeing
- Having a stepping stone into employment / training and gaining valuable experience
- Making new friends