

# SPECIALIST UNIT CARE VOLUNTEER

# VOLUNTEER

**Line Manager:** Senior Nurse in charge

**Location:** St Luke's at Turnchapel

The Specialist Unit of St Luke's Hospice Plymouth is a 12 bedded unit caring for people with life limiting illnesses. We specialise in Palliative and End of Life (EoL) care and look after people with a range of illnesses including:

- Cancer
- End stage Heart Failure
- End Stage Lung disease
- MND
- MS
- Any life limiting illness

Volunteering is a very valued and essential role to enhance the Specialist Unit service.

Whatever your circumstances, every hour you can offer will make a difference to our patient's relatives and staff as a Specialist Unit Volunteer. Hours will be discussed on induction according to the demands of the unit and your personal circumstances.

It is very rewarding and can open other opportunities or provide an extremely worthwhile activity depending on your own personal circumstances.

This role is to:

- Assist Nursing staff to provide patients with personal care
- Assist with bathing/showering (paired with staff member)
- Assist with bed bathing (paired with staff member)
- Carry out / assist with patients mouth care (training provided)
- Assist with moving and handling patients (training provided)

**St Luke's Volunteer Services**

**Tel: 01752 401172 • Email: [volunteer@stlukes-hospice.org.uk](mailto:volunteer@stlukes-hospice.org.uk)**

**[www.stlukes-hospice.org.uk/volunteering](http://www.stlukes-hospice.org.uk/volunteering)**

Reg Charity No. 280681

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- Assist Patients with eating and drinking (training provided)
- Sit with patients/relatives (talk/Read/Watch TV/Play games/Crafts)
- Pamper (hand massage/nail painting/hairstyling/make up)
- Escort patients (trips out / hospital appointments)
- Collect patient medications from local pharmacy
- Deliver meals
- Re-stock linen cupboard and stock cupboards
- Sit with confused/restless patients
- Assist nurse with paperwork (supervised by staff member)
- Escort patients around the grounds (in wheelchair or walking)
- Make drinks for relatives who are often bereaved upset or emotionally distressed

**Training given in:**

- Patients mouth care
- Moving and Handling patients
- Feeding patients

**Knowledge and Experience:**

- You may be experienced in some aspects of the care we deliver, maybe as a retired nurse wishing to use your existing skills. Or you may have no experience as you are a student hoping to go in to health care to gain new skills.

**St Luke's ensures volunteers are**

- considered a valued part of the team
- given any relevant training
- offered a safe working environment
- supported and supervised as required

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- given flexibility of time spent on the unit
- offered a friendly and welcoming environment
- never be expected to carry out tasks they don't feel confident to do
- given an opportunity to learn new skills and use existing skills
- informed of any situations on the unit that may affect you during your shift
- offered a regular review of the role with feedback
- provided with a uniform and ID badge
- provided with beverages and vending machines on site. There are also homemade baking products sold in the Driftwood cafe
- given an opportunity to gain recognised skills

#### **St Luke's wishes that our volunteers will**

- Show good Communication skills with patients, visitors and members of staff
- Inform their line manager of any planned holidays / time off, and report sickness as early as possible.
- Honour St Luke's values in everything they do; Professionalism, Respect, Compassion and integrity
- Act in honest, reliable and trustworthy manner
- Ensure confidentiality is maintained at all times
- Show passion for helping and caring for people
- Keep up smart appearance whilst on the Specialist Unit
- Appreciate the boundaries of the role
- Be non-judgemental and show respect towards diversity
- Be happy to become a member of the Specialist Unit team and take on tasks under the direction by the nursing staff
- Show commitment to the role

This role is subject to an enhanced Disclosure and Barring Service (DBS) check.

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