

## Abstracts

to refining the process for future use. The pilot was successful at two levels, SKIPP yielded valuable data to inform the hospice quality accounts and proved an effective tool in patient assessment and service evaluation. The positive results provided sound evidence that using volunteers in a more diverse way within a hospice can yield greater engagement and role satisfaction for volunteers and add value to the organisation as a whole.

### P29 **WILLEN HOSPICE - SUPPORTING VOLUNTEERS TO SUPPORT PATIENTS AND THEIR FAMILIES**

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**Title** Supporting Volunteers to Support Patients and their Families

**Background** Patient and Family Services provide emotional support to patients and their families through Carers Support, Young Peoples Support and Bereavement Support. This is facilitated by volunteers who have been trained in offering skilled support for people who are going through a very difficult time.

**Aims**

- To train volunteers to a high standard, equipping them with the skills to support patients, carers, children and young people and those who have been bereaved.
- Provide regular supervision for volunteers, offering support, guidance and structure.
- To develop volunteers through 1:1 reviews.

**Approach Used** Volunteers work in one of the departments three services Patient & Carers, Young People's or Bereavement Support. They are required to complete a 9 week training programme including:

- Losses
- Grief Responses (including age appropriate)
- The Journey of Cancer
- Communication, Listening Skills
- Pre-bereavement
- Attitudes towards Death
- Beginnings, Middles, Endings
- Bereavement
- Practical Activities
- Boundaries, Supervision
- Policies, On with the Job
- Safeguarding Children & Adults

Monthly supervision takes place with volunteers by way of client caseloads; update on the Hospice and Department and a topical discussion. 1:1 meetings take place annually and are centred on the volunteer, their development, guiding them to use their skills appropriately.

**Outcomes** Patients and their families are supported by skilled, committed volunteers, giving them the opportunity to talk about their emotions, in a safe, confidential setting helping them find their coping strategies.

Volunteers are valued, nurtured and respected for the work they do.

**Application to Hospice Practice** Patient and Family Services combines support and activities through volunteers for patients and their families delivering innovative methods of support and services which encompasses the Hub model, bringing it to the centre of the community.

### P30 **RECOGNISED, VALUED AND SUPPORTED? A CARERS BEFRIENDING SERVICE IS AN INNOVATIVE WAY OF DEVELOPING THE USE OF VOLUNTEERS, IMPROVING QUALITY OUTCOMES IN END OF LIFE CARE**

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**Introduction** The Carers Befriending Service (CBS) is a free service developed by Hospice Social Workers, influenced by the Carers Strategy (2010) and Improving Supportive and Palliative Care for Adults with Cancer (2004).

**Aims** It provides an inclusive equitable service, supporting carers of people with a palliative diagnosis over 18 years who are mainly housebound and socially isolated. They have to be known to the Specialist Palliative Care Team, have an unpaid carer who provides substantial emotional/physical care on a regular basis.

- Enables the carer to take a break from their caring role.
- Assist's to reduce carer stress.
- Additional companionship and support to the cared for person.
- Information to the carer and cared for person.
- Reassurance to the carer in the knowledge that a trained volunteer is with the cared for person in their absence.

**Methods** Consultation with service users and carers about the development of a CBS.

Literature review undertaken and visiting/researching other end of life care CBS's.

Assessment documents developed.

Fifteen volunteers trained and 10 recruited.

Outcomes measured by a review process using a solution focused method.

**Results** September 2011 – December 2012, 38 referrals, Befriended 17.

Aims have been met and carers took breaks by utilising the befriending service for varied reasons. Visits provide up to 4hrs a week, with 2hrs sessions being the most popular.

Befrienders provide emotional support and act as a link with the Hospice, improving vital communication processes at the end of life.

Service users satisfaction outcomes 'excellent'.

**Conclusion** Carers Befriending offers a best practice service enabling carers to take a break. A unique emotional relationship is developed with the befriender, improving quality of life and general well-being.

Research supports volunteers can make an important contribution to end-of-life care and it meets the requirements of the Government's 'Big Society' principles.

### P31 **NEIGHBOURLY SUPPORT IN OUR LOCAL COMMUNITIES**

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**Introduction** In mid-2012, we decided to create a volunteer service to complement our Hospice at Home service, extend our ability to support a patient's choice to remain at home at the end of their life and widen the reach of our services.