

VOLUNTEER VISITOR SERVICE

To cancel or rearrange a visit telephone St Teresa's Hospice on 01325 254321 and ask for the Volunteer Visitor Service.

Tell us what you think

To compliment us on our service or to find out how to make a complaint please phone St Teresa's Hospice on 01325 254321.

Support St Teresa's Hospice

St Teresa's Hospice is an independent charity providing free care and support to the people of South Durham and North Yorkshire. We do this via a range of services to support people with a life-limiting illness, and to support their direct carers, and other family members.

We make no charge for any of our services. Our funding comes from our community, through charitable donations, fundraising events, organisations and businesses, our own shops, and legacies, some contracts and grants, enabling the Hospice to maintain our vital services.

To make a donation please visit www.darlingtonhospice.org.uk or phone 01325 254321 for more information.

The Woodlands, Woodland Road, Darlington, DL3 7UA
01325 254321 enquiries@darlingtonhospice.org.uk

www.darlingtonhospice.org.uk

Registered Charity No. 518394

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St Teresa's
Hospice
Giving to life

What is the Volunteer Visitor Service?

St Teresa's Hospice has introduced a befriending service that aims to provide companionship to patients in the form of weekly visits undertaken by volunteers. The service is part of our Community Hospice and is managed by the Head of Nursing and Hospice at Home Team Lead.

How does the Volunteer Visitor Service work?

Following referral and a chat with our registered nurse you will be introduced to a Volunteer Visitor. If you are happy with the arrangement, weekly visits will start. This will be a formal relationship between the Volunteer and you, initiated, supported and monitored by St Teresa's Hospice.

Who can benefit from the service?

- We care for people with cancer or other life-limiting illnesses.
- Patients should be 18 years old or over and be registered with a GP in Darlington.
- We can also support a patient's family members or their carer.

Do I need to pay?

No, the service is provided by St Teresa's Hospice completely free of charge.

What can you expect?

- Weekly visits lasting 2 hours per week.
- A link to Hospice services offering: companionship and a listening ear, accompanying on a walk, to appointments, leisure activities, or supporting a small amount of shopping.
- On completion of a visit the Volunteer will make contact with the Hospice to give feedback.

The Volunteer can not undertake tasks relating to personal care, giving medication, or any nursing tasks.

Volunteers will;

- Listen and talk
- Observe confidentiality at all times
- Inform the Hospice office if a visit needs to be cancelled
- Keep set days and times for visits
- Be helpful and sensitive
- Inform the Hospice office of any concerns or incidents

Volunteers can not;

- Accept money or make payments for you
- Accept gifts
- Administer medication
- Undertake personal care
- Lift or move heavy objects
- Exchange contact information