



Supporting each other when it matters most.



Compassionate Communities

Compassionate Communities Coventry & Rugby

Introduction

Compassionate Communities is a local initiative which aims to facilitate support for the dying and bereaved, people living with long term health conditions and people who are socially isolated from within the community itself.

Working in partnership with Coventry and Warwickshire Partnership NHS Trust and Myton Hospice, UHCW NHS Trust has recruited volunteers to provide the Compassionate Communities service.

Service to provide:

- support for clients in the last year of life and their carers
- support for clients in the last days of life and their carers
- support for the bereaved relatives after their loved one has died
- support for people living with a long term health condition
- support for people who are socially isolated



The Role of Volunteers

Role Summary:

Volunteers provide comfort and support to the client, family or carer at their time of need by:

- being present within the client's home in a supportive non-medical role.
- listening to their needs and feelings.
- showing understanding and compassion appropriate to individual needs.
- giving guidance and support by signposting them to the appropriate professional.
- foster an appropriate relationship that enables support to be given before the person dies but also enables bereavement support to be offered to families including signposting to UHCW's Bereavement Point groups.

Volunteers Do:

- Maintain client confidentiality at all times.
- Communicate any concerns about the client, family or carer to the appropriate professional.
- Work as part of a team
- Participate in ongoing education to the role

Volunteers Don't:

- Provide personal care to the client.
- Pass on messages between healthcare professionals
- Be involved in any decision making processes
- Act as a member of the family
- Act as a faith representative
- Share their personal details

Patient Information

How does the service work?

Referrals are received from Coventry and Warwickshire Partnership Trust Palliative Care Team, UHCW NHS Trust Palliative Care Team and Myton Hospice only.

Once a referral is received the Compassionate Communities Co-ordinator will contact you to discuss your needs and type of support required.

The Compassionate Communities Co-ordinator will then identify an appropriate volunteer to seek their support and will then introduce the volunteer to you. In some cases the volunteer may introduce themselves directly.

You will be asked to sign a Client Assessment and Consent Form.

This service is available at a mutually agreeable time for the client and volunteer

What am I giving my consent for?

You are giving your consent to the help of a Compassionate Communities volunteer and for your information being given to a volunteer in written or verbal form to enable the volunteer to support you.

Volunteer Recruitment, Selection and Training

All volunteers have undergone UHCW NHS Trust's Recruitment and Selection process and have received role specific training to support you.

All volunteers hold an Enhanced Child and Adult Workforce Disclosure and Barring Service Certificate (formerly known as a Criminal Records Bureau Certificate)

Contact

Pamela Martin

Compassionate Communities Co-ordinator

024 7696 5131 or 07500 782 658

uhc-tr.compassionatecommunities@nhs.net

Patient Information

Chaplaincy Office 024 7696 7515

The Trust has access to interpreting and translation services. If you need this Information in another language or format please contact Simon Betteridge, Lead Chaplain & Bereavement Services Manager and Compassionate Communities Lead and we will do our best to meet your needs.

The Trust operates a smoke free policy.

Document History	
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