

The Butterfly Volunteer Service Vision is to....

- ◆ ensure no one dies alone in hospital
- ◆ raise awareness of the needs of the dying adult within the hospital
- ◆ promote dignity, respect and compassionate care for the patient
- ◆ support the dying patient, and those identified as important to them
- ◆ reflect the Priorities for Care of the Dying Person, 'One Chance to Get it Right', (2004)

Contact details

If you would like more information about the Butterfly Volunteer Service, please contact Angela Fenn, Butterfly Co-ordinator, on: Mobile telephone number - **0782 507 2142** or e-mail: **butterfly.enh-tr@nhs.net**

The Butterfly Volunteer Service is supported by



Registered charity number: 1053338

“You matter because you are you, and you matter to the end of your life”

**Dame Cicely Saunders (1918 - 2005)
Founder of the Hospice Movement**



Butterfly Volunteers

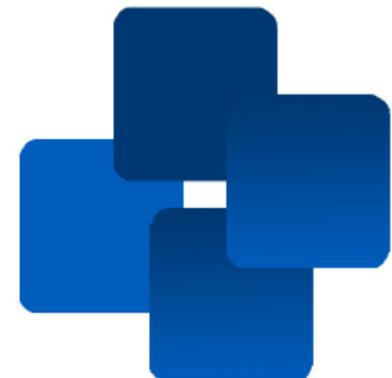


Supporting dying adult patients and their families and friends at the end of life

www.enherts-tr.nhs.uk

You can request this information in a different format or another language.

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The Butterfly Volunteers and their role

The Butterfly Volunteers are a group of specially trained people, with a variety of skills, who support both patients and their families and friends at a difficult time. They offer one to one support, compassionate listening, comfort and companionship, particularly for those patients with few or no visitors.

Each visit is unique. The volunteer will work with the patient and visitors present to determine any needs at that particular time.

The volunteers can help by reading aloud, offering mouth care, or by making a cup of tea and sitting down for a chat. Sometimes, silent company or just holding their hand is all that is needed. The volunteer can liaise with the ward staff if they feel that the patient has additional needs.

On occasions, the volunteers are called upon to support visitors who do not want to leave their loved ones alone. The volunteer will offer respite, so that they can take a short break away from the bedside.



The butterfly symbol



The purple butterfly symbol is used throughout the hospital to raise awareness of the dying adult.

How to recognise a Butterfly Volunteer

All Butterfly Volunteers wear purple shirts with the butterfly logo on them and an East and North Herts NHS Trust identification badge.

Where and when are the Butterfly Volunteers available to help?

Butterfly Volunteers are available to visit all wards across the hospital. They will liaise with the ward staff before visiting a patient.

The volunteers work on a rota system that has three shifts per day, five days a week, and some weekends:

Morning: 10am to 1pm

Afternoon: 2pm to 5pm

Evening: 5pm to 7pm

To have a Butterfly Volunteer visit a patient, please speak to a member of the nursing team who can make a referral to either the Butterfly Co-ordinator, or via the Specialist Palliative Care Team.

What families have said.....

“To leave Dad with a Butterfly Volunteer, who we knew would sit with him in our absence, was a great comfort to us. You helped to make a difficult time a little easier. Thank you.”

“I am so grateful to the Butterfly Volunteers for their support. My husband and I have had several visits from them and it has really helped us have a 'normal conversation'. I really don't know what I would have done without them!”

“So good to know my mum isn't on her own all day. I know she gets lonely and scared. Thank you so much”.

“The Butterfly Volunteers are a very special and kind group of people, so important to the patient and the relatives. You gave us comfort and strength, thank you.”

“It was the first time that I had encountered this scheme at the hospital and I think that it is a wonderful idea and hopefully it can continue to help other people like me - the son who just wanted a cup of tea after doing lots of reading to Mum”

