



Ward Tea and Coffee Volunteer

Small acts of kindness... in a cup

OUR CHALLENGE

Going the extra mile and individualizing our care for each patient is what makes the Hospice so special.

We know what a difference a cup of tea and coffee can make for our patients and their families.

With your support we can make a real difference, whilst our busy IPU (In-Patient Unit/Ward) team can focus on clinical care.

HOW YOU CAN HELP

Although your shift is for quite a short period of time (less than two hours) it is of tremendous help to the IPU teams who can focus on other areas of care.

Typical activities include;

- Preparing pots of tea and coffee in the ward kitchen and prepare the trolley
- Visit each patient, if appropriate, and offer refreshments to them and their visitors
- Revisit rooms to collect crockery and return to ward kitchen

This role requires volunteers to wear a name badge and a tabard (provided by hospice laundry) at all times.

IMPACT YOU WILL MAKE

When people are unwell, often it is the little comforts that become more and more important. Having a chat with family or friends over a cup of tea or coffee can bring such enjoyment and reassurance and it's one of those small acts of kindness that is so very much appreciated by the recipients.



Princess Alice
Hospice

Princess Alice Hospice
is a centre of
excellence.

We **believe** that end of life care is about helping people **live every moment to the full**, in comfort and dignity. It's about creating a space, whether in our Hospice or at home, where **families** can enjoy **special** moments and make precious **memories**.

Every day we're improving our services. And we've made it our **mission** to reach even **more people** with the **expert** end of life **care** everyone deserves.



Bringing drinks and cake to the patients is very rewarding. We often enjoy a short chat which can bring a little light relief to patients, their family and friends. Sometimes the family bring their dog in, or maybe there is a newborn child to be introduced to the patient. Every day brings something different, and gives great insight into the remarkable care the hospice provides.

Rosemary, Ward Tea & Coffee Volunteer



DO YOU HAVE THE TIME?

This role involves one shift per week from 2:15pm - 3:30pm.

There are Tea and Coffee volunteers on the IPU/Ward 7 days a week.

YOU WILL...

- Be a team player and become part of our wider volunteer community
- Feel confident meeting patients and their families
- Show sensitivity to patient needs and be able to maintain confidentiality at all times
- Follow instruction regarding patient requirements
- Adhere to infection control procedures on the Ward
- Be able to make a great cup of tea and coffee!

WE WILL...

- Set you up for success by providing on-the-role training
- Ensure you are supported in the completion of relevant mandatory online learning modules - some of which are renewed on an annual basis
- Send you our monthly volunteer e-newsletter with all the latest updates and information
- Invite you to our social events and forums
- Reimburse you for pre-agreed travel expenses

Our values inspire us and ensure that our care is nothing short of outstanding – every time, for every patient and family. Do you share them? If the answer is ‘yes’, you could be one of those special people we’re looking for to join our team!

I - Integrity

C - Compassion

A - Accountability

R - Respect

E - Excellence

If interested in becoming a **Ward Tea and Coffee Volunteer**, we’d love to hear from you!

Start your volunteering journey here:



If you have any questions, please contact the Volunteering Team: volunteering@pah.org.uk
Phone: 01372 461 856

@PAHospice

