**What is person centred care?**

Person centred care puts the person at the centre of their care. Providing person centred care relies on having an understanding of the person, their background and personal preferences

The principles of person centred care are:

* Respect and acknowledgement for uniqueness of person
* Knowledge and value of persons past history
* A focus on the persons abilities
* Supporting choice
* Enhancing Communication
* Valuing what is important to the person or the attachments they may have
* Maintaining a social environment

Information to assist volunteers in providing person centred care is collected by the volunteer completing a personal profile with the patient.
If the patient is too unwell or unable to provide information about themselves, the volunteer or staff member will ask the patients carer
to complete the profile. In this way the carer can communicate to the volunteer important things to consider about the patient and their
personal preferences.

**What is required before a volunteer can support a patient?**

Consent from the patient or their carer is required before a volunteer can visit a patient. The staff will ask the patient or their family carer if they would like the support of the volunteer program during the patients hospital stay.

**If you have any additional questions or would like to have the support of the hospital volunteer program for yourself or the person you care for, please talk to the Nurse Unit Manager
or Nurse in Charge on the ward**

**Dementia
Delirium Care**

**Hospital
Volunteer Program**

**Patient and Family
Information Brochure**

 **What do the volunteers do?**

The volunteer role provides similar support to that which would be provided by a family carer. In this way the program is also designed to support family carers when they are unable to be with their loved one. The volunteer initially talks with the patient, relative or friends to gain an understanding of the patient’s background, family members, personal preferences and activities they enjoy.

The role of the volunteer includes:

* Sitting and talking with patients on a one to one basis
* Assisting with making the patient comfortable to support their sleep and rest – this may include adjusting pillows or providing warm drinks or a hand or foot massage
* Making sure the patient is wearing their glasses and hearing aides and checking that these are clean and working properly
* Assisting the patient with eating and drinking and when needed regularly offering fluids to drink
* Assisting the patient with completion of their menus
* Accompanying and helping the patient with walking as advised by the nurses or physiotherapist
* Finding out about activities, music or other stimulating activities that the patient may enjoy and supporting the patient with activities such as reading to them,
playing cards etc.

**What is the hospital volunteer program?**

The program uses trained volunteers to provide person centred emotional support and practical assistance to vulnerable patients
in hospital.

**Who types of patients do
volunteers support?**

* Patients with existing memory and thinking problems
or who have dementia
* Patients who experience memory and thinking problems
as a result of their illness or operation
* Patients who have vision and hearing impairment
* Patients who require assistance with eating and drinking
OR who have special feeding requirements
* Patients who would benefit from someone sitting with
them one to one
* Patients who would benefit from stimulating activities
while in hospital

**Who are the volunteers?**

The volunteers are members of our community who have completed a specific training program. All volunteers are bound by the health service confidentiality requirements and have undertaken health service screening checks. You can recognise them because they wear a gold polo t-shirt and have name badge identification

Published Oct 2016. Next Review 2025. © State of NSW (Agency for Clinical Innovation)