



Dear Prospective Volunteer

George Thomas Hospice Care is the local hospice and major provider of specialist community palliative care for Cardiff. We care and support those facing Cancer and other life threatening illnesses. At any one time we are caring for several hundred patients and since founded in 1984 we have helped over 17,000 patients and their families, at a very difficult time in their lives. We take patients from the age of 18.

Our highly regarded multi-disciplinary clinical team is seen as the model for palliative care development in Wales. Consultant led, it has specialist nurses, occupational therapists, social workers, welfare rights officer and bereavement support, each contributing their special skills to the increasing and complex demands of modern palliative care.

All our services at the patient's home, our day care programme at our hospice centre and bereavement and other support for families is free of charge. As a registered charity we have to raise each year the large bulk of the £1.3 million our service costs.

Volunteers make a special contribution to our work performing a wide variety of roles. There are many opportunities to volunteer, detailed in this leaflet, to suit your interests, skills and time available. Your help is very important to our work, patients and service and I would greatly look forward to welcoming you to the George Thomas Hospice Care team and helping us to help others.

Yours faithfully

A handwritten signature in black ink that reads "Margaret Pritchard". The signature is written in a cursive style with a long horizontal stroke at the end.

Margaret Pritchard  
Chief Executive

# George Thomas Hospice Care Clinical Services

Our specialist palliative care service consists of a multi-disciplinary team of doctors, clinical nurse specialists, social worker and welfare rights officer, occupational therapists, chaplain and bereavement support staff. Our clinical service is delivered entirely in the community either in patients own homes or in Tŷ George Thomas, at one of our day centre activities.

Our staff endeavour to support patients in their preferences for end of life care both in terms of ensuring the individual achieves a dignified and peaceful death in the place of their choice and that their remaining loved ones are supported appropriately in their bereavement. The advice and assessments by our clinical nurse specialists can be accessed seven days a week throughout the year.

Patients attend Tŷ George Thomas either using their own transport or that of our hospice through the dedication of our minibus driver and volunteer drivers. Our day centre activities which occur in Tŷ George Thomas include:

- Fatigue management
- Relaxation therapy
- Multi-disciplinary day centre
- Bereavement groups
- Out patients clinic
- Complementary therapies
- Social interaction, mutual support and friendship
- Respite for carers

Our clinical service assesses the medical needs of patients and the support needs of their carers. Our staff then agree a schedule for monitoring and follow up with the individual. Troublesome symptoms are assessed and treated as these arise, individuals fears and concerns can be explored and discussed.

Our occupational therapists assess patient needs with regard to daily living at home in order to maximise their physical independence, we are able to arrange provision of essential equipment to facilitate this. We also provide relaxation and fatigue management as individual sessions at home or group sessions in the day centre at Ty George Thomas.

Serious illness can be accompanied by social and financial stress. Our social worker and welfare rights officer offer support and practical advice on financial matters including statutory benefits and grants. They work closely with both social services and district nursing colleagues to establish packages of care appropriate to the individual.

Individuals react to bereavement in different ways depending upon personal circumstances and support available to them. Bereavement support is provided by a qualified counsellor who manages a team of highly trained volunteers who provide bereavement support by telephone. The counsellor can provide face to face support where individual need has been identified. A weekly bereavement group is held at Tŷ George Thomas at which bereaved people are able to meet with others who are going through similar experiences. Our chaplain is also available to listen, provide guidance and comfort with respect to spiritual matters or questions that either patients or their families may have.

## Range of Voluntary Work

The range of work which volunteers do is very varied and includes something to suit all skills and personalities. Below is a list of roles that a volunteer can choose to take on for George Thomas Hospice Care:

- ❖ Shop Assistant
- ❖ Driving – own car
- ❖ Fund Raising/Event helper
- ❖ IT/Admin Support
- ❖ Day Care helper
- ❖ Gardening
- ❖ Receptionist

The most important qualities that we look for in a volunteer are commitment and reliability.

### Staffing our Hospice shops

We have at present six shops. These are at Clifton Street, Crwys Road, Station Road, Llanishen, Stanwell Road, Penarth, Holton Road Barry and Merthyr Road Whitchurch Village. Shop Volunteers help in many different ways such as on the till serving customers, sorting and pricing goods for sale, valuing bric-a-brac and other items and helping to organise the shop and help create window displays. Those volunteers who man the shops say that it is hard work but great fun, providing many opportunities to meet new people and they always welcome another pair of hands.

Our shops are an invaluable source of income and are totally run by volunteers.

### Driving / Minibus Assistant

This may be:

- ❖ bringing patients to our Day Care service at the Centre and taking them home again in your own car
- ❖ assisting the minibus driver
- ❖ delivering merchandise and stock to our shops
- ❖ helping with events and fundraising campaigns

The Hospice has it's own minibus which collects patients wishing to attend the day centre. The role of driver's assistant is a crucial one as many of our passengers need assistance whilst entering and leaving the bus as well as during the journey. This role is also very rewarding as patients appreciate the help which allows them to attend the day centre which plays such an important part in the service they receive from the Hospice

### IT/Admin Support

We always need help with administration at the Centre. Duties can vary from creating posters, photocopying, filing, updating our eBay site and if you have appropriate administration skills we need constant help updating and improving our website. Some volunteers come every week for a few hours; some just come when we need extra help.

### Fund raising

Fund raising is an often underrated aspect of volunteering. At present one third of our income comes from Cardiff Local Health Board and Welsh Assembly Government, whilst the remaining two thirds we must raise ourselves. Volunteers are always needed to hold tins, bag-pack, sell badges, man stalls at bazaars - and make the goods for the stalls! Without this vital work we could not continue to provide the service which we do. Some volunteers do this on a regular basis whilst others just do one or two events a year.

### **Gardening**

The Centre has a large garden which is maintained at a high standard by our volunteers. They normally meet once a week for a few hours but you can do as little or as much as you want.

### **Housekeeper/Caretaker**

Ty George Thomas is a wonderful building that needs a certain amount of care to maintain. We ideally need volunteers who can spare an hour once or twice a week to do some light cleaning, tidying and vacuuming so the centre looks its best for patients and visitors

### **Day Care Helper**

As part of our service, we provide 'Day Care' at our centre for patients. This is sometimes referred to as being a hostess. It involves preparing and serving refreshments to patients.

### **Reception**

Working on the reception desk at the Centre includes welcoming visitors and staff, taking telephone calls and relaying messages quickly to the clinical team and administration.

### **Skills, hobbies and interests**

Please let us know of these as they may well be of use to the service we provide! For example:

- ❖ If you are interest in Local History, you could give a talk to our patients
- ❖ If you are skilled in reflexology or massage, you might be able to support our patients
- ❖ If you enjoy playing or performing music as a hobby, you could be part of our Music Therapy Programme and perform to our patients.

### **What happens next?**

Complete the application form and return it to the Volunteer Officer, at one of the addresses below, who will process your application. Regardless of the role we always write for two references and if the role has patient contact we will also need to complete a CRB check.

Once chosen as a volunteer you will be asked to attend an induction meeting either at the hospice or in the shop if you are volunteering as a shop assistant. At this meeting your training will be arranged and a start date agreed.

We do hope you decide to join our team of volunteers. We are truly grateful for all they do for us whether it's a regular slot or an occasional hour, it all adds up to a fantastic contribution.

The Volunteer Officer  
Ty George Thomas  
Whitchurch Hospital Grounds  
Park Road  
Whitchurch  
Cardiff  
CF14 7BF

02920 524150  
info@gthc.org.uk

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## Volunteer Application Form George Thomas Hospice Care

Full Name (Mr / Mrs / Miss / Ms) *Please delete as applicable*

.....

Preferred Name

.....

Address

.....  
.....  
.....

Post Code .....

E-mail address.....

Tel. (home) .....

Other Contact.....

Date of Birth (Optional to state).....

Over 18 years - Yes/No.....(some posts require a minimum age)

Occupation ..... Full time /  
part time / retired

Qualifications / Interests

.....  
.....  
.....  
.....

In case of an emergency please could you provide the name and a  
contact number of your next of kin

Name.....

Telephone.....

It would help us if you could indicate which of the following are of interest to you :

- Administration                  Charity Shop                  DIY./Handy person
- Driving/Drivers Assistant                  Fund Raising
- Gardening                  Hosting Day Care                  Reception

Do you have a current full driving license?      Yes / No  
 Please give details of any endorsements (*if none please state so*)

.....

Do you own or have use of a car?                  Yes / No  
 If yes, what type of car do you have?                  2 door, 4 door,  
    Estate, MPV

Can you speak Welsh?      No      Basic      Conversation      Fluent

How much time are you able to give each week and on which days?

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
am							
pm							

It would help us in looking after our volunteers if you could answer the following questions as fully as possible:

Why would you like to be a volunteer?

.....  
 .....  
 .....

Why with *George Thomas Hospice Care* in particular?

.....  
 .....  
 .....

Where did you hear about our request for volunteers?

.....  
.....

What qualities, skills and experience are you able to offer us?

.....  
.....  
.....

Have you had a close bereavement within the last year?

.....  
.....

Do we have permission to store this information on our computers for the purposes of future reference?

.....

Please provide two references (who have known you for at least two years and are not close relatives)

**1<sup>st</sup> Reference**

Name

.....

Address

.....  
.....

Post code .....

Tel No.....

E-mail.....

**2<sup>nd</sup> Reference**

Name

.....

Address

.....  
.....

Post code .....

Tel No.....

E-mail .....

Because of the nature of the work for which you are applying the post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exemptions) order 1975. You are, therefore, not entitled to withhold information about convictions which for other purposes are 'spent' under the Provision of the act. In the event of becoming a volunteer failure to disclose such convictions could result in dismissal or other action by the Trust. Any information given by you will be completely confidential and will be considered only in relation to the position to which the Order applies. Volunteers work with vulnerable adults and appointment will be subject to an Enhanced Criminal Records Bureau disclosure.

Have you ever been convicted of a criminal offence? Yes/No

If yes please give details overleaf.

Signed .....

Date .....

Please return this completed form to:

Volunteer Officer  
George Thomas Hospice Care  
Ty George Thomas,  
Whitchurch Hospital Grounds,  
Park Road,  
Whitchurch,  
CARDIFF,  
CF14 7BF

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**Volunteer Equal Opportunities Monitoring**

*The information in this section is used only for the purposes of ensuring the effectiveness of our Equal Opportunities Policy, which is available on request.*

**Gender**    **F**    **M**        **Age Group**    <20    21-30    31-50    51-60    61-70    71+

                                            

**How would you describe yourself?**

*These categories of ethnic origin are recommended by the Commission for Racial Equality as the most appropriate for monitoring in the UK. We recognise that the specific categories may not be appropriate for everyone. If this is the case, please use the last box.*

**Asian or Asian British:**

- Indian
- Pakistani
- Bangladeshi
- Any other Asian Background

(Please specify)

**Black or Black British:**

- Black Caribbean
- Black African
- Any other Black Background

(Please specify)

**White:**

- White British
- White Irish
- Any other White Background

(Please specify)

**Mixed:**

- 
- Chinese:**
- Any other Ethnic Background

(Please specify)

**Do you consider yourself to have a disability/impairment?**    Yes     No   
**If yes, please specify**

**If yes, do you have any particular needs in relation to your disability/impairment?**    Yes     No   
**Please discuss these with the Volunteer Officer.**