

FAR WEST LHD VOLUNTEERS

As part of our Volunteer Team your contribution to our organisation will enable our staff to better service the communities across the area.

Your unique talent and skills that you share with our staff and clients will improve the quality of services we offer. Together we will achieve better health outcomes for our community.

We look forward to talking with you about volunteering with Far West LHD.

Area Covered by Far West LHD Services



If you are interested in finding out more about this service, or any other volunteering role please call:

Far West LHD Volunteer Manager

Mary Leehane

08 8080 1256

<http://fwlhd.health.nsw.gov.au/>

Broken Hill Health Service

Telephone: 08 8080 1333

*“Volunteers are unpaid,
not because they are worthless,
but because they are priceless”*

Author Unknown



**Health
Far West
Local Health District**



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Local Health District**

Volunteer Support



DDPIC Volunteer Team

DDPIC Volunteer Support Service

Supporting Patients with

Dementia/Delirium

or

Palliative Care Patients

What is the DDPC Volunteer Support Service Program?

The Dementia/Delirium and Palliative Care Volunteer Support Team supports patients who are identified as having dementia/delirium, or a palliative care patient requiring additional support.

The aim of the service is to utilise dementia specific resources to reduce stress levels of confused patients in an acute care setting, or to provide support to a palliative care patient in the wards.

The service uses the principles of person centered care to support the physical and emotional wellbeing of this group of patients.

Who are the Volunteers?

The Volunteers are members of the Broken Hill Community who have expressed an interest in volunteering for this service and have completed the required FWLHD checks (allowing them to work with patients of the hospital).

Volunteers receive specific training from our multi-disciplinary team and training from our partnership organisations eg: Alzheimer's Australia and Far West Dementia Advisory Service.

Volunteers are bound by the FWLHD Code of Conduct and our strict confidentiality requirements.

Who will the Volunteers assist?

- ◆ Inpatients identified as having dementia/delirium
- ◆ Palliative Care inpatients requiring additional support

What will the Volunteer do ?

Once the Volunteers have gained an understanding of the special needs of this particular group they will:

- ◆ Assist the patients on a one to one basis
- ◆ Converse with the patients on topics that are of interest to the patient, talking about their favourite sport or hobby.
- ◆ Ensure that patients have their glasses or hearing aids
- ◆ Discuss with the patient what activities they enjoy; such as art, reading and engage the patients with these activities
- ◆ Engage the patients with other social activities eg playing cards; giving them a hand massage. These activities are designed to reduce stress of the confused patients in an acute care setting
- ◆ Provide companionship and support.

Before a volunteer can support a Patient:

Consent needs to be obtained from the patient, their family or carer before a volunteer can visit a patient. Far West LHD staff will ask the patient, their family or their carer if they would like the support of one of our volunteers during their hospital stay.

If you have any queries about this service please ask the Nurse Unit Manager or the Nurse in Charge of the ward.

Snapshot of Broken Hill Health Service

The Broken Hill Hospital consists of a 108 bed acute care hospital with general medicine, general surgical, obstetric, paediatric, emergency, mental health and drug and alcohol services. Two ten bed sub-acute units on site.

The town has a community based Diabetes Centre, a Child and Family Health Service, an Aboriginal Health Service and a number of general practices, including a Super Clinic.

Broken Hill is also home to the headquarters of the South Eastern Section of the Royal Flying Doctor Service .

