

Daisy Volunteers



Care and support
through terminal illness

The Need:

BHRUT recognised an unmet gap in patients and families being supported at end-of-life as ward staff were unable to meet these needs due to an increase in ward demands. We were seeing more patients dying alone and families/carers needing more support.

The Aim:

1. Provide companionship and support to our imminently dying patients.
2. Provide emotional support to our patients, their relatives and carers.
3. Connect patients to loved ones via video calls.
4. Give families an opportunity for respite.

The Method:

We worked in partnership with Marie Curie who funded the role of Daisy Volunteer Coordinator. The Coordinator was then responsible for the recruitment and trainings of a team of volunteers to support our imminently dying patients, their relatives and carers. Training for the volunteers was provided by our Chaplaincy team, our End of Life and Palliative Care teams.

The Results.....



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Number of Patients
Supported by a Daisy
Volunteer

May 2021 – April 2022

287



33

Patients visited only by
Daisy Volunteers
(no relatives or visitors)
May 2021 – April 2022



Feedback Received From Relatives/Carers



Would you recommend the Daisy Volunteer service?

Unsure

No

Yes

Highly Recommend

I think this is a lovely service to provide to patients and families going through such difficult times. For patients who are not lucky enough to have family members visiting this must be a comfort.

The fact that this service is 'volunteers' is amazing.

Well done & Thank you.

Number of Emotional Support Sessions to a Person Imminently Dying May 2021 – April 2022



933



Feedback Received From Relatives/Carers



Would you recommend the Daisy Volunteer service?

Unsure

No

Yes

Highly Recommend

This team has been amazing for me during a very difficult time whilst my mum was passing. I could not believe what a difference it made to have some respite at times. The advice and help they gave was invaluable. Cannot express enough how this service is needed to help support families at this very difficult time.

Number of Bereavement & Emotional Support Sessions Delivered to Relatives



290

Feedback Received From Relatives/Carers



Would you recommend the Daisy Volunteer service?

Unsure

No

Yes

Highly Recommend

I have received support and it means so much.
They've sat with mum while I go for food. They sat
with me and comforted me with kinds words.

AMAZING PEOPLE!!!

Number of Family/Carers Respite Support Sessions Given May 2021 – April 2022



60



1283

Total Number of Support Sessions
Delivered
Year to Date May 2021 – April 2022



Our North Star strategy broadens Marie Curie's remit and purpose.

Everyone will be affected by dying, death and bereavement and deserves the best possible experience, reflecting what's most important to them.

Care remains at the heart of the Marie Curie offering

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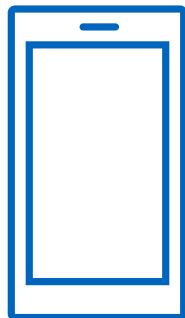
Our companion service

- **Ambition to deliver person centred EOL care across the 10 Marie Curie place based regions in 4 nations**
- **Increase our understanding of what end of life care and support is needed in our local communities and where there are gaps**
- **Improving patient experience through our Care delivery programme**
- **Daisy project ideal opportunity and pilot better end of life experience**





Contact us



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