



The Prince & Princess
of Wales Hospice



Carers choice service

What is the carers choice service?

The Carers Choice Service will offer carers an opportunity to have a short break from caring, through offering a Volunteer Befriender to spend time with the person they are caring for.

Carers may wish to have some quality time to themselves, catching up with friends or enjoying activities out with their caring role.

Carers may also wish to use this time to access hospice based activities and support.

Background

One year funding from Shared Care Scotland

Short break service for carers

Open to carers of Hospice patients

Short break – trained volunteer befriender-matched to the patient

Weekly - up to 3 hours - max of 8 weeks

Service provided in patients home

Available to hospice patients and their carers

Feedback from carers

"I was reassured that I had a trustworthy person with my wife, and I was less worried about leaving her".

"It made a difference, made me feel good, and allowed me not to worry about my wife too much".

"It made a difference, and allowed more free time to do other things outwith the home".

"Excellent match, adored the volunteer befriender. Wonderful!"

Patient Experiences

"Mum loved meeting and talking to new people"

"She felt better after talking to the befriender, and enjoyed her company"

"My wife adored the volunteer befriender"

" He had time to talk to someone else"

Carers

Bereavement support service

Background

The overall aim of the service is to provide a one to one Bereavement support to carers and their families who have experienced a loss and who are going through a normal grief process.

They can be seen in the hospice or in the comfort of their own home, which offers great flexibility for the service user.

How does it help?

Bereavement Visitors are trained to a high standard in communication skills.

They also have a great knowledge of complicated grief and normal grief process.

Offering this knowledge helps the service user normalise and alleviate the difficult and confusing thoughts and feelings associated with grief.

Feedback from carers

"I think it's a great service, I felt very comfortable and at ease."

"I wouldn't be where I am today if it wasn't for the Bereavement Visitor."

"It was a very valuable support at a very difficult time, I found them to be very understanding, helpful and really listened to how I felt"

"He helped me understand what was happening with me."

Volunteers

Both services provided a bespoke training program for the volunteers.

All volunteers are well supported and supervised to help them deliver the services.