



Butterfly Volunteer Service

Supporting dying patients and their loved ones

The Butterfly Volunteers and their role

The Butterfly Volunteers are specially trained in supporting both the person and those important to them, at the very end of life. At this difficult time, we are able to offer one to one support, compassionate listening, comfort and companionship.

Each visit is unique; sometimes silent company or just a gentle presence is all that is needed. The volunteers can offer respite so that the patient's visitor is able to take a short break away from the bedside, in the knowledge their loved one is not alone.

Part of the volunteer's role can include offering mouth care, reading, playing music, simply chatting or sitting in silence.

The volunteer can advocate for the patient and will be confident to liaise with the ward staff as well as the Specialist Palliative Care Team, if they feel that additional needs are required.

For those visitors who would like to stay with their loved one, we have guest beds and overnight toiletries available to make the stay a little bit more comfortable. Overnight stays are all subject to the Trust policies and agreement with the ward manager.

The butterfly symbol

The purple butterfly symbol is used throughout the hospital to raise awareness that the patient is in the dying stage of life, ensuring dignity and respect at this time.

How to recognise a Butterfly Volunteer

All Butterfly Volunteers wear purple shirts with the butterfly logo on them, and an East and North Hertfordshire NHS Trust identification badge on a purple lanyard.

Where and when are the Butterfly Volunteers available to help?

Butterfly Volunteers are available to visit all adult wards across the Lister Hospital and will liaise with the ward staff before visiting a patient. The service is available 7 days a week, 52 weeks a year, between the hours of 9am to 9pm. The timing of visits are dependent on the daily availability of volunteers.

What families have said.....

"You helped to make a difficult time a little easier. Thank you."

"It has really helped us to have a 'normal conversation'. I really don't know what I would have done without them!"

"So good to know my mum isn't on her own all day".

"The Butterfly Volunteers are a very special and kind group of people. You gave us comfort and strength, thank you."



**"You matter because you are you, and you matter to the end of your life.
We will do all we can not only to help you die peacefully, but also to live until you die"**

Dame Cicely Saunders (1918 - 2005) Founder of the Hospice Movement

Useful contact details

East and North Hertfordshire NHS Trust:

- Website www.enherts-tr.nhs.uk
- Telephone 01438 314333

Butterfly Volunteer Service:

- Telephone 01438 284061 or 07825 072142 (mobile)
- Email - butterfly.enh-tr@nhs.net
- You can also visit us at the **Butterfly Hub** on Level 3, Lister Hospital.

East and North Hertfordshire Hospitals' Charity:

- Website www.enhhcharity.org.uk/butterfly
- Telephone 01438 285182
- Email - charity.enh-tr@nhs.net



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The Butterfly Volunteer Service is funded by East and North Hertfordshire Hospitals' Charity.

Leaflet information

**You can request this information in a different format or another language;
please speak to your doctor or nurse.**

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