

## Contact details

For more information please telephone:  
**01438 285872** or **07825 072142** (mobile)  
or email: [butterfly.enh-tr@nhs.net](mailto:butterfly.enh-tr@nhs.net)

You can also visit us at the **Butterfly Hub** on  
Level 3, Lister Hospital.



**“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**



## Butterfly Volunteers



Supporting deteriorating and  
dying adult patients and  
those close to them



Registered charity number: 1053338

[www.enhcharity.org.uk/the-butterfly-project](http://www.enhcharity.org.uk/the-butterfly-project)

[www.enherts-tr.nhs.uk](http://www.enherts-tr.nhs.uk)

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## The Butterfly Volunteers and their role

The Butterfly Volunteers are a group of specially trained volunteers, who support both the person and those important to them, at a difficult time. They offer one to one support, compassionate listening, comfort and companionship.

Each visit is unique; sometimes silent company is all that is needed. On occasions, the volunteers are called upon to support visitors who do not want to leave their loved ones alone. By offering respite, the patient's visitor is able to take a short break away from the bedside.

The volunteer's role can include making the person comfortable and offering mouth care, reading, playing their favourite music, or just chatting.

The volunteers are able to liaise with the ward staff and the Specialist Palliative Care Team, if they feel the person has additional needs.

For those visitors who would like to stay with their loved one, we have guest beds and overnight toiletries available to make your 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 of the deteriorating and dying adult.

## How to recognise a Butterfly Volunteer

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

## Where and when are the Butterfly Volunteers available to help?

Butterfly Volunteers are available to visit all wards across the hospital, and will liaise with the ward staff before visiting a patient.

The service is available 7 days a week, 52 weeks a year.

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."

