

## End of life companions

### Other formats

If you need this information in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated into another language, please contact the PALS desk on 01271 314090 or at [ndht.pals@nhs.net](mailto:ndht.pals@nhs.net).

### What are end of life companions?

North Devon District Hospital end of life companions are a team of specially prepared volunteers who offer emotional support and comfort for people who are dying, and for their families and carers.

Currently we are available weekdays between 9am and 5pm but we have plans to extend to the weekends and evenings.

### Where service is provided

On any ward or emergency department.

### What we do

The support that each volunteer provides depends entirely on the needs of the patient and their families and carers.

It could be:

- Listening
- Giving information on facilities
- Making a cup of tea
- Simply being with the patient so their loved one can have a break or take care of other commitments

### How to be referred

If you feel that you need an end of life companion or you wish to request one for your loved one, then please speak to a member of staff.

Our service is inclusive and is for anyone with any beliefs.

## **PALS**

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or email [ndht.pals@nhs.net](mailto:ndht.pals@nhs.net). You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

## **Have your say**

Northern Devon Healthcare NHS Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

'Care Opinion' comments forms are on all wards or online at [www.careopinion.org.uk](http://www.careopinion.org.uk).

Northern Devon Healthcare NHS Trust  
Raleigh Park, Barnstaple  
Devon EX31 4JB  
Tel. 01271 322577  
[www.northdevonhealth.nhs.uk](http://www.northdevonhealth.nhs.uk)

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Tel: 01271 313970 / email: [ndht.contactus@nhs.net](mailto:ndht.contactus@nhs.net)