

Healthwatch Trained Observer Volunteer - Enter & View Visits

What is Healthwatch?

Healthwatch is an independent organisation set up to champion the views of health and social care service users. It strives to make sure that health and social care services are meeting local needs and to ensure that the public's voice is heard regarding how local services are run.

About the Role

Healthwatch services have a statutory function to carry out Enter & View visits to health and care services to review services at the point of delivery. This involves visiting with a team of representatives to observe the service, view the premises and talk to staff, patients, residents, carers and relatives. Visits involve using all the senses and going through questions and surveys. Enter & View visits often take place at care homes but can cover a range of services such as hospital wards, community clinics and support groups.

Tasks

- Visiting and scrutinising health and care facilities, 2–4-hour visits
- Talking with patients, residents, carers, relatives and staff and gathering their feedback and views through in person interviews, surveys and questionnaires and also through emails and phone calls
- Attending planning and debrief meetings
- Writing up notes and helping to draft the Enter & View report
- Examining the feedback and findings and offering analysis of these to inform recommendations
- Presenting reports and findings at external meetings

Is this role right for me?

What we are looking for

- Tact and diplomacy
- Observational skills coupled with a desire to improve the quality of services

Would be a bonus:

- Experience of working with vulnerable, disadvantaged people and those with long term health and care needs
- An understanding of the role of Healthwatch
- An understanding of the role of 'Enter & View' within Healthwatch

Time commitment

- Enter & Views are formal, structured visits that happen approximately once every 2 months on a weekday. During the lead up to, and the actual visit itself, a half to full day is required each week for a short period (approx. 3-4 weeks)
- Typically, we carry out a minimum of 6 visits each year
- Skills and experience of Enter & View build during each visit. We suggest E&V volunteers are committed to a long-term involvement in Healthwatch to really benefit from what this role has to offer

Travel commitment

- Visits can happen to services across the borough. You must be willing and able to travel across the borough
- Other aspects of the role (e.g. writing up notes) can be done from the office or from home

- ! Volunteers must be aged 18 years or older.
- ! An enhanced DBS check will be carried out on your behalf.
- ! Expenses can be claimed.
- ! You will be fully supported by Healthwatch members of staff and receive full training and an induction.

To apply

A H4All application form must be completed.

If you have previously completed an application form you will be given a direct link to apply.

To obtain an application form:

Visit **www.h4all.org.uk** and download or print an application form

Email **volunteerhub@h4all.org.uk** to request an application form to be sent to you by email or post

Telephone **01895-676-111** to speak to a member of the volunteering team