

Healthwatch

Volunteer Place Assessments / Inspector Role

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

NHS England and the Department of Health recommend that all hospitals, hospices and independent treatment centres providing NHS funded care undertake an annual assessment of the quality of non-clinical services and condition of their buildings.

These assessments are referred to as patient-led assessments of the care environment (PLACE). PLACE assessments look at:

- How clean the environments are
- The condition – inside and outside – of the building(s), fixtures and fittings
- How well the building meets the needs of those who use it, for example through signs and car parking facilities
- The quality and availability of food and drinks
- How well the environment protects people's privacy and dignity

Assessments are carried out every year by people who use the building – patients, relatives, carers, friends, patient advocates, volunteers or trust membership and trust Governors – supported by staff. The assessment will be organised by a member of staff known as the assessment manager, but the patient's voice is the one that matters most.

Tasks

- To Conduct PLACE assessments in Hillingdon and Mount Vernon Hospital
- Assess wards within the hospitals
- Speak to patients and staff

Is this role right for me?

What we are looking for:

- Able to travel to and around the borough
- Confidence in speaking with strangers
- Friendly, approachable manner with good verbal communication and listening skills
- Awareness of personal and professional boundaries

Considered a Bonus:

- Additional languages are considered a plus
- Some recent personal experience of in-patient care is useful, although it is not essential

Time Commitment

- At least 2 days in a month

Travel commitment

You must be willing and able to travel across the borough

- ! 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.

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