

Enter and View (Authorised Representative) Volunteer - Role

Description

Purpose of the role:

Enter and View is the one of the tools available to Healthwatch to find out people's experiences of health and social care. Enter and view is not an inspection but instead involves authorised representatives (enter and view volunteers) entering settings where health and social care services are delivered. During visits authorised representatives observe and assess the services nature and quality, from the perspective of the community, applying 'good common sense' and providing a lay perspective. This broad purpose includes collecting the views of people whilst they are directly using the services, speaking with relatives and staff and making recommendations back to the providers of services.

Healthwatch has the statutory power to enter and view all publicly funded health and social care settings e.g. hospitals, care homes, doctor's surgeries, nursing homes, residential units, and day centres. The only exception is visits to settings providing children's social care services as this is covered by other organisations.

Enter and View contributes to local Healthwatch's remit to help ensure that the views and feedback from patients and carers are an integral part of local commissioning across health and social care. This is in line with the Health and Social Care Act 2012 which strengthens a "greater voice for patients" by the establishment of Healthwatch.

Enter and View visits are determined by the intelligence gathered and by the Healthwatch Bradford and District staff team.

Enter and View Representatives will be involved in the preparation of the visit and reporting on the outcomes, working under the direction of the staff team. Visits will always be undertaken as part of a team comprising at least two members and all information collected is strictly confidential.

The role will include:

- You will contribute to preparation for visits to health and social care services by researching and reading background information about the service being visited. (e.g. CQC Report, Website).
- You will visit health and care services such as: hospital wards, care homes, GP surgeries or day centres on a pre-arranged basis.

- You will talk to the service users and staff that you meet on the premises and impartially record their feedback.
- You will observe and record what you notice happening in the service you visit.
- You will take notes and write them up to contribute to the final group report, making recommendations for the service.
- You will carry out follow up visits if required.
- You will contribute to the development of the Enter and View programme.

Duration and time commitment:

Six months commitment as a minimum, as required and dependent on volunteer's preference.

The number of enter and view visits will depend on the number and availability of enter and view volunteers and the personal preference of individual volunteers.

However we aim to undertake a minimum of two enter and view visits per month.

Below will give you an idea of time commitment involved for one enter and view visit:

- Pre-visit preparations (approx. 2 hours)
- Visit (approx. 2 hours)
- Subsequent work to report findings (approx. 2 hours).

In addition Healthwatch aims to bring all volunteers together for volunteer team meetings and celebrations about every 3 months.

Location:

Health and social care settings across Bradford and District. Attendance at the Healthwatch office in Keighley.

Accountable to:

Healthwatch Engagement Officer and Healthwatch Manager

Training required:

- Volunteer Induction training (mandatory)
- Enter and View training (mandatory)
- Safeguarding training (mandatory)
- On-going role related training
- Refresher training every two years

Expenses

Out of pocket expenses incurred whilst undertaking the role will be paid in line with the Healthwatch Expenses Policy.

Additional considerations and requirements:

Enter and View volunteers must:

- Undertake a Disclosure and Barring Service check.
- Sign up to and adhere to the Code of Conduct
- Act in accordance with the Nolan Principles
- Agree to Healthwatch publishing the Enter and View volunteer's name. (this is a legal requirement for Healthwatch)

Support provided:

- Training about Healthwatch and key health and social care issues in the Bradford district
- Specialised Enter and View training and refresher training as required
- Ongoing one to one and group support

What we hope you will gain from volunteering with us?

- Develop your knowledge and understanding of how health and social care services are planned, delivered and commissioned.
- Develop your skills and increase your confidence working with a range of people from service users and the NHS and council and community organisations.
- Use and develop experience in health and social care, service user engagement, feedback analysis and report writing.
- Help make sure that local people can have a voice in health and social care.
- Become part of our volunteer team and help Healthwatch Bradford and District make a difference in the community.
- The chance to meet new people and enjoy new experiences;

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Specification

Below are the specific skills, experience and knowledge that we require you to hold in order to become an Enter and View (Authorised Representative) Volunteer at Healthwatch Bradford and District. Please refer to each of these when completing the **Interest Form**. As a minimum we require you to meet the essential criteria.

Knowledge and Experience:

Essential:

- An interest in health and social care services with a desire to make improvements.
- Knowledge and understanding of health and social care service provision. Preferably in Bradford and District.
- Understanding of the principles and need to maintain confidentiality.

Desirable:

- A good understanding/knowledge of Healthwatch, its purpose, principles and functions, in particular the 'enter and view' statutory function
- Knowledge of quality standards in relation to health and social care services
- Experience of working or volunteering in health & social care setting.
- Knowledge of the Accessible Information Standards

Skills:

Essential:

- Communication Skills - written and verbal
- Active Listening skills
- Interpersonal skills with the ability to work collaboratively within a team.
- Observational skills
- Objectivity

Desirable:

- Skill and ability in drawing together and analysing information gained from various sources
- Skills in research

Attitudes and Values:

Essential:

- Self-aware
- Reliable
- Open minded
- A desire to help make positive change for the people of Bradford
- Display tact and diplomacy in challenging situations
- Non-judgemental
- Respectful approach to others
- Able to separate personal experiences from other people's to accurately present information
- Show consideration, sensitivity and respect to all, irrespective of background, culture, ethnicity, age, gender, sexuality or presenting issues

Please note: this is an unpaid, voluntary post.

Next steps to becoming a Healthwatch Volunteer

1. Contact us if you wish to discuss the role further
 - Tel: 01535 665258
 - Email: volunteer@healthwatchbradford.co.uk
2. Download and complete the **Volunteer Interest Form and Equality and Diversity Monitoring Form** from our website: www.healthwatchbradford.co.uk or request them by contacting us directly
3. Complete the **Volunteer Interest Form and Equality and Diversity Monitoring Form** and return to us:
 - by email to: volunteer@healthwatchbradford.co.uk
 - by post to: Healthwatch, Central Hall, Alice Street, Keighley, BD21 3JD
4. Once we receive your forms and have reviewed them we will be in contact with you.
5. If successful we will then arrange your training and induction dates with you

We look forward to hearing from you and thank you in advance for your interest in volunteering for Healthwatch Bradford and District.