

Enter & View Authorised Representatives

Covid-19

Due to Covid-19 all our staff and volunteers are working remotely. This role will be a work from home remote role until further notice.

What is Healthwatch?

Healthwatch Lewisham 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. Healthwatch also makes sure that the public is informed on any plans to change those services, and in identifying gaps in services.

About the Role

Service evaluations are an integral part of Healthwatch activity, placing service users, patients and care home residents at the heart of assessing quality of service delivery. Effective observation of service provision and evidence-based reporting of the quality of care delivered in various settings is a powerful means of influencing standards. Healthwatch Lewisham volunteers have undertaken 'Enter & View' visits to various publicly funded care settings and care homes to assess quality of provision and report on their findings.

A competent body of volunteer expertise is thereby being further utilised to assess other publicly funded services. The role of Healthwatch Lewisham as consumer champion in the Health & Social care sector is reinforced through its 'Enter & View' activity and reporting which influences commissioners when designing services or service providers as they deliver them throughout the borough.

Tasks

- Visiting and inspecting care facilities (remotely), completing surveys and a review of the facility.
- Attend bi-monthly planning group meetings according to availability

Is this role right for me?

We are looking for individuals who possess **some or all** of the below experiences, skills and qualities.

- An understanding of the role of Healthwatch Lewisham
- An understanding of the role of 'Enter & View' within the Healthwatch programme
- Tact and diplomacy, observational skills coupled with a desire to raise quality of services

Specific training and support provided

- Free specialist training given depending on type of service evaluation
- Patient Led Assessments of the Care Environments (PLACE) training
- Availability of mentoring from experienced Enter & View practitioners

Benefits of volunteering

- Enjoying the experience of volunteering as part of a friendly team and meeting new people
- Increasing your confidence and learning new skills
- Using your experience with Healthwatch to develop your CV and seek work in health and social care or other fields of employment
- In house training opportunities including call handling and safeguarding.
- Reasonable travel and expenses will be reimbursed in accordance with our Volunteer Policy

To make an application or for more information please contact the Volunteers team on 07904193151 or by email vip@yvhsc.org.uk