

Voluntary Trained Observer

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.

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 both staff, patients/residents, carer 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.

You will receive full training on how to perform an Enter & View visit.

During the Covid pandemic a method for carrying out 'virtual' visits has been developed, adapting the in-person model and incorporating a wider array of supporting tasks for delivery.

Tasks

- Visiting and scrutinising health and care facilities (remotely and in person) through 2–4-hour visits.
- Talking with patients, residents, carers, relative and staff and gathering their feedback and views through in person interviews, surveys and questionnaires as well as gathering these 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 Lewisham
- An understanding of the role of 'Enter & View' within the Healthwatch Lewisham

Time Commitment

- Enter & Views are formal, structured visits that happen approximately once every 2 months. 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 – sometimes this could be up to 1.5 hours.
- Other aspects of the role (e.g. writing up notes) can be done from the office or from home.

**To make an application or for more information please contact the
Volunteers team on 07944391223 or by email vip@yvhsc.org.uk**