

Volunteer Role Description

Enter and View volunteer

About Healthwatch Kirklees and Healthwatch Calderdale

Healthwatch Kirklees and Healthwatch Calderdale are committed to trying to make changes to health and social care services that reflect the needs of the people in the local community. We gather feedback and represent the views of adults, young people and children living or using services in Kirklees and Calderdale. We want to know what's working well and what needs to be changed. In order to do that, we establish projects looking into the key concerns and issues that have been reported to us by the general public.

Enter and View visits are one of the many tools we have at Healthwatch to gather opinion.

Overview of the role

An Enter and View volunteer listens to people's experiences of health and care services, including people living in residential homes, to understand what is working well and what can be improved. They are individuals who are authorised by Healthwatch Kirklees or Healthwatch Calderdale to participate in planned Enter and View activities. Enter and View visits are conducted by a small group of trained volunteers who visit health and social care services to:

- Observe the service being provided
- Talk to people who use the service, as well as to visitors, carers and staff who work there to gather their opinions
- Write a report (which will be publicly available)
- If applicable, make suggestions for improvements
- Follow-up suggested recommendations where necessary

Volunteers are trained to deal with sensitive situations and confidential information appropriately, and will not interfere with service delivery at the service undergoing the visit.

About Enter and View

'Enter and View' is the name used to describe local Healthwatch visits to health and care services. The visits are used to learn about how services are provided and if they could be made better. It is a means of gathering evidence of people's experiences to report back to providers and commissioners, and is one of the many tools used by Healthwatch Kirklees.

Enter and View volunteers visit the health and care service to observe and assess their nature and quality, applying their 'good common sense' and providing a lay person perspective.

They talk to people using the service to get their feedback. This includes:

- Examples of good practice and things that are working well in services
- Things that could be better

Enter and View contributes to local Healthwatch's remit to help ensure that the views and feedback from people who use services are an integral part of local commissioning across the health and social care sector. The visits are not an inspection or part of an investigation. Our aim is to work together to recognise good practice and to make recommendations where needed.

Why should you be a Enter and View volunteer?

You'll be helping to make life better for people by using the insight to make tangible differences to health and care services. You'll meet a wide range of people who rely on health and care services. You'll gain valuable experience which may support your job aspirations. You'll meet new people, be part of the Healthwatch team who act as the public champion for health and care and make a difference for your local community.

What will the role involve?

- You'll be part of a team which plans Enter and View visits, including speaking to service managers.
- You'll talk to people, including family members, carers and staff to get a full picture about how services are working
- You'll record these experiences and with your team write a report on what's working well and areas for improvement
- You'll support the Healthwatch staff who talk to service managers about the changes needed
- As part of a team, you'll check back to make sure the changes are making a difference

Personal specification/requirements

- Comfortable talking to people from a range of backgrounds, including about sensitive issues.
- Balancing being warm and approachable with maintaining impartiality, have good listening skills and communicate well with people
- Ability to analyse information to find out what's working well or needs improvement and be able to feed-back information correctly and factually
- Ability to work in a team
- Computer skills, including Microsoft Word
- Be able to deal with confidential information sensitively and appropriately
- Be punctual and reliable
- Have the time available to commit to training, planning, visits and reporting information

How we will support you?

- As well as the Healthwatch Kirklees and Healthwatch Calderdale volunteer handbook, you will have regular contact with a member of the Healthwatch team to provide you with support and guidance throughout. You'll receive full induction and training and be part of a team who'll make sure your volunteering experience is positive.

How much time is involved?

- The Enter and View Team organise visits over several weeks usually with one visit per month. Each Enter and View visit lasts approximately 3-4 hours.
- Volunteers commit to the date and times they are available for, there is no minimum or maximum number to commit to. We'll be as flexible as possible to fit around your availability.

Disclosure and Barring Service (DBS) Check

For this role you must be willing to undergo relevant training for Enter and View purposes and have an Enhanced DBS check.

Are you interested?

For more information contact Katherine Sharp, Volunteer and Engagement Officer (Enter and View Lead) - 01924 450379 or email katherine.sharp@healthwatchkirklees.co.uk