

Healthwatch Camden Enter and View Volunteer – Role Description

Healthwatch Camden is looking for volunteers with a keen interest in local Health and Social Care issues to join our Enter and View team. Usually our volunteers are Camden residents, but exceptions can be considered for those working or accessing services in the borough.

About us:

Healthwatch Camden is the independent champion for people using local health and social care services in Camden. We listen to what people have to say about services; what works well or what could be improved, and we share their views with people who have the power to make change happen. Healthwatch was given significant statutory powers in the Health and Social Care Act 2012 to ensure that the voice of local people is strengthened. This is ensured by the fact that the people who commission, deliver and regulate health and social care services have a statutory duty to respond to the local resident feedback we convey. We also share these views and feedback with Healthwatch England, the national body, to help improve the quality of services across the country.

What is Enter and View:

Healthwatch Camden has the statutory authority to visit any publicly funded health or social care service provided in the borough. We can speak to service users, relatives or carers, general staff, or senior staff responsible for managing the services to observe how the service is delivered, and the general environment in which it takes place. Our main focus is on the service user's experience of care.

Our E&V volunteers receive full training and are DBS (Disclosure & Barring Service) checked before they can become authorised visitors. After each visit, the team made up of other E&V volunteers and HWC staff produce a report containing findings and recommendations. These reports are then sent to the service provider for comment, and to relevant bodies such as Healthwatch England, the Care Quality Commission (CQC), and those responsible for commissioning and providing the service we have visited. Service providers are expected to respond formally to an E&V report, including plans for action. Finally, our report and any response from the service provider to our recommendations are posted on the Healthwatch Camden website to become a public document.

Role Description:

The purpose of the role is to participate in Enter and View activities on a voluntary basis as part of our Enter and View team.

This will include:

- Contribute to preparations for planned visits to health and social care services by researching and reading background information about the service being visited (e.g. CQC Report, Website).
- Visit health and care premises such as hospital wards, GP surgeries or day centres on a pre-arranged basis by HWC. These visits may last 2-4hours.
- Talk to the service users, carers, relatives, and staff that you meet on the premises and impartially record their feedback (interview, survey questionnaire, follow-up emails or phone calls).
- Observe and record what you notice happening on the premises.
- Take notes and write them up as a summary within 1 week after the visit, to contribute to the final report on the service.
- It would be desirable but not essential for you to be involved in examining and analysing the findings of other team members to produce the final report, conclusions, and recommendations after the visit.

Is this role right for me?

What we are looking for:

- Some knowledge and understanding of health and social care service provision in Camden. This could be through working in a particular service area, a general understanding/experience as a carer or service user, or a genuine interest in that area.
- Good interpersonal skills with the ability to work within a small team of HWC staff and volunteers.
- Good communication skills and the ability to talk and listen to people from all walks of life.
- Adequate written and spoken English skills to accurately record information at the services.

What would be a bonus:

- Experience and skills in putting together and analysing information gathered from service users/staff to contribute towards a report summarising patient experience and how the service operates.
- Experience of working with vulnerable, disadvantaged people and those with long term health and care needs.
- An understanding of the role of Healthwatch.

Attitudes and values:

- Uphold impartiality and credibility of Healthwatch Camden's independence.
- Handle information sensitively, confidentially, and respectfully, strictly following principles of data protection as per the HWC confidentiality agreement.
- Non-judgemental and respectful approach to others.
- Willingness to work in the E&V team within an agreed framework.
- Understand and adhere to the HWC volunteer code of conduct.

Time commitment:

- Skills and experience of Enter and Views build during each visit. We require a **minimum of 6 months** commitment from the volunteer, but we suggest long-term involvement in HWC to really benefit from what this role has to offer.
- Volunteers must attend a half day in-person training at the HWC office, as well as a 3hr online training before they can become an authorised visitor.
- Enter and Views are formal, structured visits that happen approximately once every few months.
- A typical visit will require approximately **3-4 weeks** of pre-planning, carrying out the visit, and report write-up. During this time, the volunteer will be required for a minimum of **4hrs** per week, and maximum **6hrs** on the day of the visit itself.
- There may be months where you are required for 0hrs, and other months (during visits) which can involve several hours of work. You will be notified of an upcoming visit, and you can decide if you want to be involved with it or not before committing.

Travel commitment:

- Visits can happen to services across the borough of Camden. You must be willing and able to travel to these services – sometimes this could be up to 1hr of travel time.
- Other aspects of the role (e.g. writing up notes) can be done from home.

What will I gain from being a HWC volunteer?

- Empower and allow local people to have a voice about health and social care.
- Develop knowledge and experience in local health and social care, engaging local community, compiling service-user feedback engagement, report writing (if desired).
- HWC reference after a period of six months if required.

Support Provided:

- A DBS check is compulsory and will be provided by HWC.

- This is an **unpaid** role. However, previously agreed travel and out-of-pocket expenses will be reimbursed in accordance with HWC Expenses Policy, upon proof of receipt.
- Support will be proportionate to the volunteers' time commitment.

Accountable to:

Healthwatch Camden Projects Lead, and Healthwatch Camden Director.

To become an E&V volunteer, please contact

info@healthwatchcamden.co.uk or call **020 3687 0015**.

Volunteers will be selected based on their CV and/or Cover letter, and an informal in-person or online meeting.

We look forward to hearing from you!