

Enter and View Volunteer

Supported by: Enter and View Officer

Purpose:

To conduct Enter and View visits in health and care provider organisations, from the lay perspective.

Key Tasks

- To conduct Enter and View visits as authorised by HWS following agreed protocols
- To work in an evidence based manner
- To write or contribute to reports on visits completed in collaboration with their visit partner
- To act appropriately during Enter and View visits following HWS protocols
- To promote Healthwatch Shropshire positively
- To attend training as required
- To maintain confidentiality at all times

Accountabilities

- Working with and establishing with the Volunteer & Involvement Officer a clear purpose for an Enter & View visit.
- To prepare for announced and unannounced visits by researching previous reports by the CQC and Healthwatch Shropshire, as well as other relevant documentation.
- Liaise with other team members to agree the arrangements to successfully carry out the visits.

- Observe and note the nature of the health and care service provided by the service provider.
- Talk with service users about their experience of the service they are receiving.
- Talk with, when appropriate, friends and/or family members about their views of the service provided.
- Talk with, when appropriate, staff, about their experience of working with the provider.
- Discuss and agree key observations with team member/s, and provide summarised feedback to the service provider at the end of the Enter & View visit.
- Write up report and submit to the Volunteer and Involvement Officer.
- Take part in Team Meetings.

Context

- Visits will always be undertaken in pairs or in a team.
- Preparation and planning should account for Service Users needs providing support to patients with a range of conditions that may include, for example, learning difficulties, terminally ill, elderly, disabled etc.
- Show consideration, sensitivity and respect to all, irrespective of background, culture, ethnicity, age, gender or presenting issues.
- Visits may need to be made to all parts of the county which will involve driving.
- The Healthwatch Shropshire Enter and View identity badge must be worn at all times on every visit carried out.

Evaluation and Training

Authorised Enter and View representatives will receive basic initial training, such as initial training about Healthwatch Shropshire and Enter and View training, and as part of on-going personal development will be expected to attend additional training, including Mental Capacity Act, Safeguarding, Deprivation of Liberty and Dementia Awareness training.

Time Commitment

The Authorised Enter and View representative will liaise with the Volunteer and Involvement Officer to establish a timetable of Enter and View visits to which the Authorised Enter and View representative will be expected to commit to.

How to Apply

Please complete an application form and return by email to enquiries@healthwatchshropshire.co.uk or by post to the attention of the Volunteer Officer, 4 The Creative Quarter, Shrewsbury Business Park, Shrewsbury, Shropshire, SY2 6LG.

You can request an application form by phone, letter or email or you can download one from our website www.healthwatchshropshire.co.uk