

Volunteer Role Description

Enter and View Volunteer

Objectives

The objectives of an Enter and View Volunteers are to:

- Capture patient/service user views at the point of service delivery
- Collect observations of services in operation and the impact on patients/service users
- Ensure that potential/actual issues are raised appropriately (including safeguarding issues).
- Ensure that contact with people is friendly and approachable

Overview

All local Healthwatch organisations have the power to 'enter and view' NHS and social care premises to look at services from a user perspective. This often involves speaking to patients at the point of service to find out their views. It can also involve observing activity or assessing the environment. These powers are incorporated in to the legislation that sets out the remit and scope of local Healthwatch.

In order to make best use of these powers, Healthwatch organisations can make arrangements for volunteers to be trained to carry out 'enter and view' activities. The following are examples of the kind of activity that might be carried out:

- A team of 'enter and view' volunteers carry out a series of visits to local care homes to speak to residents and families about the quality of care provided and observe activity in the care home
- Pairs of volunteers visit a series of hospital wards at a local hospital and support people staying on the wards to complete a survey about care on the ward
- Volunteers visit local Dentists and to check standard charging information and find out what complaints information is available to patients

These activities are a vital part of Healthwatch Sutton's activities. These volunteers enable the organisation to collect a quantity and quality of information that makes the report produced as a result, credible. This in turn ensures that key decision-makers respond to our recommendation to improve services.

Requirements

All Enter and View Volunteers must:

- Be a member of Healthwatch Sutton
- Take part in the Healthwatch Sutton Volunteer Induction Programme
- Complete a Disclosure and Barring Service check

- Receive comprehensive Enter and View Training
- Sign and agree to follow Volunteers Agreement
- Take part in appropriate safeguarding training

Time commitment

These activities are likely to be specific to a particular project. As such, there may be periods when there is no Enter and View activity. When activities are being carried out then it is likely that the full team of volunteers will be given a schedule of proposed visits and asked which visits they would be able to take part in. Activity is normally restricted to a 2 hour period though there may be exceptions. The number of visits could vary, however it is likely that there would be several visits a week over a period of several weeks. Volunteers can select the visits that suit them.

Personal Attributes

In addition to the principles and expectations listed in the Volunteer Agreement, Enter and View volunteers need to be able to:

- Communicate clearly and effectively with people of all backgrounds
- Put people at ease by being friendly and respectful
- Listen to people without judgement
- Demonstrate emotional intelligence (i.e. able to interpret tone, body language etc. and respond appropriately)
- Clear and concisely collect information (mostly written)
- Respond appropriately to situations where a person may be in distress
- Respond appropriately to a situation that shows a person may be vulnerable to harm
- Follow training, guidance, policies and procedures.
- Focus on delivering the prescribed activity without being distracted
- Work with staff (NHS, Social Care and other) delivering a service

Benefits of being an Enter and View Volunteer

- Exciting volunteering opportunities to support and make a positive difference to the local community
- Boost your confidence and social skills
- Meet new people and make new friends
- We'll cover costs to travel to events
- You'll be provided with an induction and training where necessary