**Healthwatch Waltham Forest are looking for people to join our Enter and View team**

**What is Enter and View?**

The Enter and View programme is an important part of the way a Healthwatch works. Healthwatch representatives can visit and report on premises where health and social care services are being offered such as hospitals, GP Practices and care homes for example.

**The People We Need**

Healthwatch needs people who can talk with users and take note of what is happening in places where problems have been reported, or where examples of interesting or good practice can be made known and publicised.

Healthwatch wants to attract a diverse group of people who would like to work for users and patients in this way, connect with them and represent their views. You will need some knowledge of health and social care services either from work, volunteering, or personal experience. Training and support will be given.

**Interviews**

Applicants who have been successfully shortlisted, will be invited to an interview. This will be a good opportunity for the applicants to find out more about the role and for Healthwatch to assess whether the applicant is suitable for the role

**Training**

Applicants must complete the training session that will take place (to be confirmed). And attend refresher sessions with Healthwatch Waltham Forest.

**DBS check needed**

All successful applicants must undergo a Disclosure and Barring Service (DBS) check, and must agree to have their names published as Healthwatch Authorised Representatives.

**Expenses and payment**

Reasonable out of pocket expenses can be claimed, such as travel and lunch etc.

**Application forms must be returned by (TBC).**

Please return to:

Joyce Osei

Healthwatch Waltham Forest

Waltham Forest Resource Hub (Central)

1 Russell Road

London

E10 7ES

Email: [joyce.osei@healthwatchwalthamforest.co.uk](mailto:joyce.osei@healthwatchwalthamforest.co.uk)

If you have any support requirements to enable you to apply, or require this application pack in an alternative format please contact our office on 020 3078 9990.

**Enter & View Application Pack**

**Becoming an**

**Authorised Representative for Healthwatch Waltham Forest**

**In this pack you will find:**

* **Information about Healthwatch Waltham Forest**
* **Information about the role of an Authorised Representative for Enter and View**

* **A role description with information about what we will want you to do**
* **A person specification – the essential criteria of skills, experience and abilities, or knowledge you must show you have to be considered for the role.**

* **Training information and the expectations we will require from you**
* **Our Code of Conduct**

**About Healthwatch Waltham Forest**

Healthwatch Waltham Forest is what is known as a ‘local Healthwatch organisation’. Established under the Health and Social Care Act 2012, our role is to act as a local, independent consumer voice for people using health and social care services. Healthwatch Waltham Forest was established in April 2013.

During its first year a Board of Directors/Trustees for Healthwatch Waltham Forest were recruited. The board agree the overall strategic direction of Healthwatch Waltham Forest. There is also a staff team of four and a growing community of volunteers.

**Background**

Healthwatch Waltham Forest is the consumer champion for health and social care services in this borough and was established in April 2013. Local Healthwatch’s exist in every local authority area in England, as required by the ‘Health and Social Care Act’ 2012. There are 152 local Healthwatch organisations in England and a national body, Healthwatch England, which provides advice, guidance and a national profile for Healthwatch. Our role is to act as a local, independent consumer voice for local people collect/ views and experiences of their services and then to work with service providers to help them work better.

In 2013 The Forum for Health and Wellbeing were commissioned by the London Borough of Waltham Forest to deliver the Healthwatch role and functions in the borough. In doing so The Forum for Health and Wellbeing established an independent company limited by guarantee with charitable status, Healthwatch Waltham Forest (HWWF).

**Enter & View**

To enable Healthwatch Waltham Forest to fulfil its role and to gather the information about local health and social care services, it is sometimes necessary for representatives to see and hear for themselves how these services are provided. For this purpose, Healthwatch Waltham Forest will approve certain individuals as its “Authorised Representatives”, to enter premises where publicly funded health and social care services are provided (with some exceptions), and to observe the nature and quality of those services.

**What does it take to be an Authorised Representative?**

You will need to be local to, a member of Healthwatch WF and have some knowledge of health and social care services, either from working or volunteering for them, and/or by personal experience. You will also need a strong desire to work for, connect with and represent the views of users and patients.

We will not be able to accept any health or social care professionals who work in the borough to become Authorised Representatives due to a possible conflict of interest.

***Please refer to the list of skills, experience and abilities contained within this pack for more information on what it takes to be an Authorised Representative.***

**The visits**

Healthwatch Waltham Forest will decide what premises will be visited and which services are viewed. We do this by analysing comments submitted by the public and by working strategically with external bodies such as the Care Quality Commission.

As an Authorised Representative you will be able to undertake a number of visits throughout the year as part of a team. You will need to attend a briefing meeting before the visit, prepare for your visit, and attend a meeting afterwards to agree with team members on the key points for the written report.

**What support do Authorised Representatives receive?**

Advisory guidance is available on the role and responsibilities of Authorised Representatives including a code of practice which promotes the importance of good practice and details legal responsibilities. Full training on this and other areas is provided to all Authorised Representatives by way of a training course and ongoing support thought-out the duration of the role.

Healthwatch Waltham Forest is keen to support their Authorised Representatives. They will assist Authorised Representatives by drafting the following guides and procedures:

* A guide for preparing for a visit
* A pre-visit checklist
* An explanatory leaflet to leave with providers and users
* A visit template - detailing aims and objectives of the visit
* Reporting, monitoring and evaluation arrangements
* Assessment Criteria

**Becoming an Authorised Representative**

Interested volunteers are selected by a recruitment process that includes an application form, an interview, taking up references, successful completion of a training course and a Disclosure and Barring Service (**DBS**) check. Authorised Representatives names will be published on our website and in our Annual Report.

**Expenses and payments**

Whilst the role is voluntary, all reasonable out of pocket expenses will be reimbursed.

**Please note that volunteers do not carry out 'inspections'**: visits are designed to gather information for the working groups. The aim of 'Enter and View' is to enable communities to have access to the best services possible by working constructively with service providers and commissioners.

For people who are interested in inspecting services, please refer to the Care Quality Commission website: [www.cqc.org.uk](http://www.cqc.org.uk/)

**Enter and View Training**

An applicant will need to provide:

* an acceptable DBS Disclosure;
* appropriate references; and
* successfully complete a training session

**The next training session is being held on: TBC**

Applicants will need to attend a one-day training session prior to becoming an authorised representative. Attendance of additional training may be required.

All information will be provided in printed format complete with a folder and any access requirements will need to be known prior to the session. We can provide information on USB sticks, large print and Easy Read at the present time.

Once an applicant has completed a training session, provided appropriate references and an acceptable DBS Disclosure; they will be authorised to conduct Enter and View visits.

**Role Description**

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| **Time Commitment:** |
| It is not expected that the role will exceed 8 hours per month. It will be necessary for these hours to be worked flexibly to allow visits to take place when required. This may include evenings and weekends. |
| **Accountability:** |
| The post holders will be tasked by and will be accountable to Healthwatch Waltham Forest. Their names will be published by Healthwatch Waltham Forest in accordance with Government legislation. |
| **Location:** |
| The post holders will be expected to undertake duties within the premises of various care service providers within London Borough of Waltham Forest and other areas where services are provided in those premises for residents of Waltham Forest. |
| **Financial:** |
| This is a volunteering role and post holders will not receive payment in respect of their activities in relation to the role. Reasonable expenses will be reimbursed in line with the current Healthwatch Waltham Forest volunteering policy. |
| **Introduction:** |
| The post holder will need to:   * have completed the Application Form * have been successful at Interview * have completed the Enter and View Training Course and demonstrated that they have the appropriate personal skills, awareness and understanding of the role * show they possess an appropriate certificate of clearance from the Disclosure and Barring Service (DBS) * provide suitable references * be approved by Healthwatch Waltham Forest |
| **Purpose:** |
| To be responsible for the planning, implementation and delivery of the following functions on behalf of Healthwatch Waltham Forest:     1. To consider and plan the aims, objectives and itineraries for individual visits 2. To conduct Enter and View visits in line with the regulations and guidance referred to above 3. To gather and analyse data arising from visits to provide an evidence base to inform and direct the work of Healthwatch Waltham Forest |
| **The role will include the following tasks:** |
| * Gather and analyse intelligence and information from a range of sources on the specific issues that form the basis for conducting individual visits in order to be adequately informed prior to conducting the visit. * Liaise with the relevant people on the part of the service providers to make arrangements for the conduct and format of individual visits. * The gathering of evidence from a range of sources and in appropriate formats in line with the aims and objectives for the visit. * The timely preparation of reports following each visit supported by evidence in line with the aims and objectives for the visit to be submitted to Healthwatch Waltham Forest. * To represent Healthwatch Waltham Forest in a professional manner. |
| **Principal activities:** |
| * To request, obtain and analyse relevant data prior to conducting a visit. * To agree the aim and desired outcomes of the visit, to prepare a pre visit checklist. * To make the necessary arrangements for the conducting of the visit. * To gather evidence under the parameters of the aims and objectives for the visit. * To produce and disseminate appropriate information and briefings. * To represent Healthwatch Waltham Forest in a professional and courteous manner and to follow established best practice as per or Code of Conduct. |
| **person specification**  **The ideal applicant will have the following** **skills, experience and abilities** |
| **Essential:** |
| Authorised Representatives for Enter and View must:   * Be registered volunteers of Healthwatch Waltham Forest. * Must have a DBS Disclosure or be willing to obtain one through Healthwatch Waltham Forest. * Attend scheduled training courses and meetings in respect of this role * Be able to demonstrate awareness and understanding of the role of Enter and View, * Be able to follow Healthwatch Waltham Forest’s procedures, the regulations and Code of Conduct. * Be able to listen, be observant, patient and respectful and be sensitive to people’s feelings. * Have a commitment to uphold the principles of Healthwatch Waltham Forest, to abide by the Procedures of Healthwatch Waltham Forest and to behave in a professional and courteous manner at all times when engaged in activities on behalf of Healthwatch Waltham Forest. * Be able to provide a one year commitment to this role. |
| **Desirable:** |
| * Good computer skills including a basic ability to use the internet as a tool for research ICT skills; to be able to communicate by email and to send and receive attachments and to use a word processor. * Experience of research work. * Experience of producing reports, briefings etc. supported by evidence. * Ability to absorb, clarify and summarise both written and spoken information. * Highly developed written and verbal communication skills. * Able to work on own initiative and as part of a team. * An ability and to work flexible hours; including evenings and weekends on occasions. * A willingness to travel around the borough of Waltham Forest and to a wider area on occasions. |

**Healthwatch Code of Conduct**

This code of conduct sets out what is expected of Healthwatch Waltham Forest (HWWF) Staff, Service User Representatives, Board Members and Volunteers. Some individuals may operate across multiple roles within our organisation and need to consider their role on each occasion and behave accordingly. These expectations relate to interactions between each other, in particular during meetings and events.

We expect everyone to sign up to the following behaviours;

1. I will work collaboratively with my colleagues to ensure the delivery of a high quality, safe and compassionate service.
2. I will act and conduct myself in a reasonable and responsible way to any staff, volunteers or members of the public I work with or meet as a HWWF representative.
3. I will communicate in an open and effective way, allowing others to share their views in a comfortable and non-judgmental space.
4. I accept the terms of HWWF’s code of conduct for the duration of my role.
5. I will ensure I am sensitive with confidential information that I have access to at meetings and act in accordance with HWWF’s data protection and confidentiality policy. Please contact us if you would like to request copies of any of these policies.
6. I understand and comply with the relevant and current legislation including policies for equal opportunities, care act, discrimination, human rights, data protection and freedom of information etc.
7. I will strive to improve the quality of service by identifying and attending training and other opportunities to develop my understanding of Healthwatch Waltham Forest’s work.
8. I will not accept gifts or hospitality which could be seen as attempts to influence the decisions, independence or activities of Healthwatch Waltham Forest.
9. I will treat all people with respect and act in a way which does not discriminate against or exclude anyone. When representing the health and social care community, be aware of its diversity, service users and professionals.
10. I will act to promote a positive image of HWWF and promote its best interests. Conduct myself in a manner that is reasonable and does not bring HWWF into disrepute or act in a manner that is not in the best interests of HWWF or the wider community. If you notice anyone who is not adhering to this please contact a HWWF member of staff as soon as possible.

**Our Network is made up of the following roles:**

Healthwatch Waltham Forest Staff

Are employed by the Forum for Health and Wellbeing. They adhere to the code of conduct of Healthwatch Waltham Forest whilst performing all duties of their job.

Board Members

Are active trustees and use their skills, experience and knowledge to promote and further the work of HWWF. Trustees respect organisational, Board and individual confidentiality.

Healthwatch Volunteers

We value our volunteers and expect them to value themselves and each other while undertaking unpaid tasks for us. We expect them to follow the Healthwatch code of conduct at external, internal and all other volunteering tasks.

Service User Representative

Healthwatch Waltham Forest has trained and supported a collective of individuals who represent communities across various health and social care services. The views of representatives are not the views of HWWF; they represent their community or those who have the same needs or conditions.

Local Healthwatch six core functions:

We will actively work to achieve our vision, mission and values by working through our six core functions:

1. Gathering the views and experiences of Waltham Forest patients and public.
2. Making those views known to providers and commissioners.
3. Promoting and supporting the involvement of people in the commissioning and provision of local care services and how they are scrutinised.
4. Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC).
5. Providing information and signposting about access to services and making complaints, and support for making informed choices.
6. Making the views and experiences of people known to Healthwatch England, providing a steer to help it carry out its role as national champion.

I the undersigned confirm that I have read and understood the Data protection and Confidentiality policies for Healthwatch Waltham Forest and agree to adhere to the Code of Conduct

**Healthwatch Waltham Forest**

**Authorised Representative (Enter & View)**

**Volunteer Application Form**

I am interested in applying for the voluntary role of:

Authorised Representative (Enter & View)

## Personal Details

Name Telephone - Daytime

Address (including postcode) Telephone - Evening

Moo   
 E-mail

**Relevant Experience – Skills, experience and abilities**

Please use this section to tell us about any relevant voluntary or paid experience that you have had that would help you undertake the role you are applying for.

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|  |

Please use an additional sheet if necessary

## Availability

Please provide the times you are available. Actual hours will be agreed with you before you start.

|  |  |  |
| --- | --- | --- |
| Day | Morning (Please specify times) | Afternoon (Please specify times) |
| Monday |  |  |
| Tuesday |  |  |
| Wednesday |  |  |
| Thursday |  |  |
| Friday |  |  |

## Additional Information

Please tell us why you want to volunteer at Healthwatch Waltham Forest and what you hope to get from your experience with us.

Please detail any needs that you may have and would like us to take into account *(e.g. disability, health issues, caring responsibilities etc. This information will be treated in confidence.)*

**References**

Please supply details of 2 people we can contact to give a reference for you. This should be someone who has known you for at least 12 months but who is not a family member.

*Referee One*

Name Telephone

Address (including postcode) E-mail

How do you know this person?

*Referee Two*

Name Telephone

Address (including postcode) E-mail

How do you know this person?

Can we contact your referees before interview? Yes No

#### Disclosure and Barring Service (DBS) As your role may involve working with young people and vulnerable adults we will require you to complete a DBS disclosure.

Are you willing to undertake a DBS check? Yes No

## Data Protection Statement

Any organisation asks for some personal details from its volunteers. This is to ensure that we can contact you and take account of your Health and Safety.

We take responsibility for looking after this information seriously. We will respect your privacy. We will follow the Data Protection Act at all times when asking for or handling your information. We only ask for information that we need, we keep the information securely, limit access to it, and will not pass your details on without your consent unless legally obliged to.

I confirm that the details I have given in this application are correct.

Signed........................................................... Date............................

## Please return your form to:

Healthwatch Waltham Forest

Waltham Forest Resource Hub (Central)

1 Russell Road

London

E10 7ES

Or e-mail to [info@healthwatchwalthamforest.co.uk](mailto:info@healthwatchwalthamforest.co.uk) or [joyce.osei@healthwatchwalthamforest.co.uk](mailto:joyce.osei@healthwatchwalthamforest.co.uk)