

ENTER & VIEW AUTHORISED REPRESENTATIVE

ROLE DESCRIPTION

Role Title: Healthwatch Bolton Enter & View Authorised Representative

Purpose of the role

To enter and view health and social care services and to report back observations to Healthwatch Bolton

Healthwatch Bolton has an important statutory power that entitles Authorised Representatives to enter and view health and social care services as they are being delivered and to then report back on them. Healthwatch Bolton has a duty to capture evidence/information to ensure quality at the point of care.

Why we want YOU

Healthwatch Bolton places a high value on the people who volunteer to help improve the quality of life of Bolton citizens. As an Authorised Representative (AR) for enter & view activities, you will be in a position to help ensure services reach and maintain the desired quality levels.

What will you be doing?

As a Healthwatch Bolton enter and view AR you will be asked to :

- Participate in enter and view planning and review meetings
- With, at least one other AR, enter and view health and social care provision premises while services are being delivered
- Observe services and make impartial comments based on a set and agreed survey
- Contribute to a written report about what you observed, which includes any positive and/or negative feedback
- Be willing to undergo an enhanced Disclosure & Barring Service check (DBS) (previously CRB) background check
- Be willing to have your name published on the Healthwatch Bolton website as an AR
- Become fully familiar and to comply with organisational policies, including health and safety, equalities and confidentiality, conflict of interest and whistleblowing
- Attend role induction and safeguarding training. Take part in interactive real scenario based sessions and participate in on-going training and development
- Develop knowledge and understanding of the Care Quality Commission (CQC) standards training
- Attend supervision and training meetings as agreed
- Keep a record of expenses and submit them monthly
- Inform the office if you cannot keep a commitment relating to the role

SKILLS, KNOWLEDGE & EXPERIENCE NEEDED

You will be aged over 18 years and possess :

- Good listening and verbal communication skills – including participating effectively in discussions
- Basic literacy skills, for instance, be able to understand relevant guidelines, make notes and contribute to writing reports
- A basic level of computer literacy and willingness, where possible, to communicate by email is desirable
- An ability to separate your own experiences and view from those of others and demonstrate impartiality
- A willingness to ask for support when necessary
- Experience of varying backgrounds and cultures
- An ability to work as part of a team

Commitment

The enter and view visiting programme will vary but you may be asked to take part in 1 visit per month. The size of the visiting team will depend on the venue but no-one is ever asked to undertake a visit alone.

Attitudes and values needed

You will be expected to be :

- **Committed** to helping people have a voice
- **Non-judgemental**
- Committed to **equal opportunities** practice e.g. challenging discrimination and prejudice
- **Reliable**
- **Able** to work flexibly as part of a team
- **Respectful** of others regardless of circumstances
- **Interested** in developing new skills
- Maintaining **confidentiality**

Personal Conduct

Being a member of the enter and view team is an important, sensitive and complex role that will bring you into direct contact with patients, residents, carers, service users, staff and members of the public.

Because of this you will be asked to :

- Follow the Nolan principles of public life
- Be willing to be guided, advised and supported by Healthwatch Bolton staff
- Ensure the visit does not compromise the care or treatment being received