

# Homecare Check

## Description

Our Homecare Check volunteers interview people receiving home care from a local provider, speaking to residents and their families about their experience and the quality of service they receive. You would interview people at home and occasionally by telephone, and feedback that information to us to collate and report back to Brighton & Hove City Council. We report our findings to the council monthly so they can share them with the care providers and assess the quality and safety of services provided.

Main duties include conducting interviews in the homes of people with home care packages, observing the provision of service and obtaining the views of service users and/or families and friends, reporting the responses and observations to us by completing an online submission form and attending periodic meetings of Homecare Check volunteers.

## Skills & Experience

We're looking for people with the ability to:

- Feel comfortable talking to a diverse range of people, in person and over the phone
- Be compassionate and respectful
- Able to use email and Microsoft Word
- With internet access for submitting interview responses online

Not essential, but helpful if you also had:

- A background in Health and Social Care Services
- Experience of working with vulnerable people

## Benefits

As a volunteer on the project you can:

- Help people by feeding back on their care to the council to ensure it is of high quality
- Earn valuable practical experience in the health and social care sector
- Connect with other volunteers and feel part of a team

## Volunteer Role



You will receive:

- Initial training and regular opportunities for further training
- Regular peer support meetings
- Support throughout and expenses covered
- Reference after six months of service

## Other Information

- You would be attending people's homes, so must be able to travel to different parts of the city. All expenses will be paid.
- You will be organising a mutually beneficial time to conduct the interviews with service-users on the phone, so you must have a phone. You will also need a computer or tablet, and internet access to be able to submit the interview responses to us online.
- Interviews are conducted at a time mutually agreed time with the service-user. This could be flexible to when best suits you both, including evenings and weekends.
- Public liability and professional indemnity covered.
- Because of the nature of this role a Standard DBS check is required, but we can accept a current Standard DBS with another organisation if completed within 3 years. Or we will cover the cost of completing a new online one.
- Regular opportunities for support from the Healthwatch team and other volunteers, in group and one-to-one settings.
- Full training including Safeguarding, Information Governance, as well as further opportunities for training.

For more information or to apply please contact us at:

[office@healthwatchbrightonandhove.co.uk](mailto:office@healthwatchbrightonandhove.co.uk)