

## Volunteer Role Description

### **Patient Led Assessment of the Care Environment (PLACE)**

#### **What is PLACE?**

PLACE stands for Patient Led Assessment of the Care Environment. Every year there is a 10 week period where all hospitals and hospices are required to have an external agency (Healthwatch) send in impartial, lay observers to look at the services environment from the perspective of a patient using the service.

#### **What is a PLACE Volunteer?**

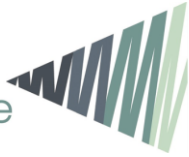
A PLACE volunteer is someone who visits local hospitals every year, to provide a patient's view of the service. You will work as part of a team, and look at things like food, cleanliness and general building maintenance. A PLACE volunteer must undertake special training to become an Authorised Representative.

#### **What's involved?**

- Visiting places of care and working through a checklist of observations together with members of care staff.
- Sharing your observations with others in the team

#### **What you can expect**

- Becoming part of a friendly and dedicated volunteering team
- Using and building your communication skills
- Enjoying new experiences and learning
- Free on-going training opportunities



**This role will suit people who:**

- Are observant and curious
- Are discreet and professional
- Have a genuine desire to improve services.

**This role will require an enhanced Disclosure and Barring Check.**

**Extra information**

**Time commitment:** Flexible days; approx. 4hrs per month

**Expenses:** Out-of-pocket travel costs between home and volunteering place will be paid, and other reasonable expenses agreed in advance.

**Interested in applying?**

**Call us:** 0333 101 4007

**Email:** [Volunteer@escv.co.uk](mailto:Volunteer@escv.co.uk)