

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