

Title of the role	Airedale NHS Trust Patient-Led Assessments of the Care Environment (PLACE) Volunteer
Location	Various locations within the Airedale NHS Foundation Trust
Background	<ul style="list-style-type: none"> ▪ PLACE was introduced in April 2013 as a new system of assessing the quality of the patient environment. ▪ Assessments apply to hospitals, hospices and day treatment centres provided by NHS funded care. ▪ They focus entirely on the care environment, not clinical care
Purpose of the role	<ul style="list-style-type: none"> ▪ Enable local people to take an active role as part of a team in assessing the patient environment including food, and reporting areas where improvements could be made in order to enhance the patient's experience.
What you will be doing	<ul style="list-style-type: none"> ▪ Working with Airedale NHS staff and other Patient Assessors to undertake PLACE assessments. ▪ Observe and assess the environment using all of the senses. ▪ Highlight good practice and also where improvements are needed. ▪ The assessments focus on key areas in relation to the environment including: <ul style="list-style-type: none"> ▪ Patient privacy and dignity ▪ Food (tasting, evaluating) ▪ Cleanliness ▪ Condition and appearance ▪ Dementia ▪ Disability
Time commitment	<ul style="list-style-type: none"> ▪ You would be required to attend 1 hours training and be able to commit to at least 2 x ½ days ▪ We also hold bi-monthly meetings as an ongoing part of this volunteer role.
What you can expect from us	As an Airedale Hospital PLACE Volunteer you can expect: <ul style="list-style-type: none"> ▪ A comprehensive induction. ▪ Role specific training from NHS staff to enable you to carry out PLACE assessments effectively. ▪ A unique opportunity to learn more about Health and Social Care delivery at Airedale Hospital ▪ That you will contribute to making a difference and contribute to improving services for local people. ▪ Personal development and the chance to gain new skills, knowledge and expertise. ▪ The provision of a reference for volunteers who fully meet the

	<p>requirements of the role.</p> <ul style="list-style-type: none"> ▪ Reimbursement of reasonable travel and out of pocket expenses in accordance with our policy. ▪ To be treated fairly and with respect and to be listened to and have your views taken into account. ▪ Any problems, complaints or difficulties you may have as a PLACE volunteer will be dealt with in an appropriate manner
Your skills, expertise and experience	<p>PLACE Volunteers should:</p> <ul style="list-style-type: none"> ▪ Have good communication skills ▪ Be observant ▪ Enjoy meeting people ▪ Be confident when talking to others ▪ Be impartial and non-judgemental ▪ Be discrete and professional in their approach ▪ Have a genuine desire to improve services ▪ Respect everyone regardless of background, culture, ethnicity, age and gender ▪ Adhere to confidentiality rules ▪ Recognise personal limitations and know when to ask for help ▪ Be accountable for their actions ▪ Have the opportunity to represent AGH in a positive manner ▪ Work within AGH Hospital guidance and associated risk management measures
Practicalities	<ul style="list-style-type: none"> ▪ To apply just email your details to Rita Oddy, Head of Facilities rita.oddy@anhst.nhs.uk or phone 01535 294549 ▪ All relevant training will need to be completed before you can undertake PLACE assessments. ▪ You must follow policies and work within AGH Hospital Guidance and associated risk management ▪ Teams are made up of 1 – 2 Trust staff (who will take notes & record your comments) and 3 – 4 volunteers. ▪ Assessing the clinical areas, such as wards, will require you to be 'bare below the elbow' and to wear no jewellery (except a plain band) ▪ We would suggest comfortable shoes as there is quite a lot of walking both inside and outside the hospital. ▪ If you have a disability, please let us know, so measures can be put in place (if possible) for you to carry out assessments.

Current training dates

- Monday 23 April 2018 14.00 to 15.00, Building 5
- Thursday 26 April 2018, 14.00 to 15.00, Building 5
- Tuesday 1 May 2018, 13.00 to 14.00, Building 5
- Thursday 3 May 2018, 11.00 to 12.00, Building 5

One to one training can be provided if you are unable to attend these dates.

To apply: email your details to Rita Oddy, Head of Facilities rita.oddy@anhst.nhs.uk or phone 01535 294549 for a chat about the role if you just want to find out more. We look forward to hearing from you.