

## ORGANISATION OVERVIEW

Nottinghamshire Healthcare provides integrated healthcare services including mental health, intellectual disability and community health services. These services are provided in a variety of settings, from community through to acute wards as well as low, medium and high secure settings. It also provides healthcare in 12 prisons across the East Midlands and Yorkshire.

## ROLE TITLE

### ASSESSMENT VOLUNTEER

**MICE (Monitoring Infection of Clinical Environment) / PLACE (Patient Led Assessment of the Care Environment)**

## LOCATIONS:

All clinical areas throughout the Trust.

## RESPONSIBLE TO:

Volunteering Manager /Assessment Lead

## PURPOSE OF TASK

Good environments matter. Every NHS patient should be cared for with compassion and dignity in a clean, safe environment. Where standards fall short, they should be able to draw it to the attention of managers and hold the service to account. These assessments will provide motivation for improvement by providing a clear message, directly from patients, about how the environment or services might be enhanced.

## DESCRIPTION OF TASK

As a volunteer, you will go into hospitals as part of teams to assess how the environment supports patient's privacy and dignity, food, cleanliness and general building maintenance. It focuses entirely on the care environment and does not cover clinical care provision or how well staff are doing their job.

## EXPECTATIONS

### You

- Once trained we would expect volunteers to perform at least 4 assessments in a rolling 12 month period.
- PLACE assessments take place annually and usually over a couple of months in the year.
- MICE assessment are at regular intervals over the year.
- Arrive at assessment location on time

### The Trust

Out of pocket expenses reimbursed  
Full training provided  
ID Badge

## SKILLS/QUALIFICATIONS

Anyone who uses the service can be an assessor, including current patients, their family and visitors, carers, patient advocates or patient council members.

We would not normal place an assessor where they or someone they knew had recently received care.

## REGISTRATION PROCESS

Registration Form  
2 x References  
Model A Form

## TRAINING/SUPPORT

Mandatory Training (Safe Guarding & Information Governance)  
Audit training  
Quarterly support from Volunteering Team

## CONTACT INFORMATION

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