



# Home Care Lay Assessors Project

Care matters! **The role of the Home Care Lay Assessors project is to monitor and report on the standards of home care provided to people in West Dunbartonshire, for whom the quality of care is crucial to their well-being.**

We may all need care one day – just think how it might feel to be frail, perhaps isolated, and dependent on poor quality care. Much of the care provided locally is of very good quality, the purpose of the project is to identify satisfactory or unsatisfactory practice and inform the Council so they can improve it.

## **Skills needed**

Care users come in all shapes and sizes, and so do lay assessors! We welcome volunteers from all sections of the community, but... **You must be 55 years or older, and have a genuine interest in meeting people and the ability to listen well.** No formal qualifications are required, but experience in working with people would be an advantage. An PVG (Police check) is required.

Training will be provided on questionnaire interviewing and Safeguarding (adult protection), and further training is available on other aspects of ageing, e.g. Bereavement.

## **What you will be doing as a volunteer Lay Assessor**

The work involves telephoning or visiting care users in their own homes and holding confidential discussions, using a questionnaire, about the quality of care they receive. As a Lay Assessor, you will arrange your own interviews by phone, from lists we send you. You will usually do three, or four interviews per month, at times that are convenient for both the care user and yourself. Completed questionnaires are returned to the Service Manager where they are used as the basis for a report to the Council.

You will also be expected to attend lay assessors' group support meetings once every three months, and meet with our Care at Home Manager every six months to discuss your satisfaction with the job and your training and development needs.

The following tips and guidelines will give you more information about what is involved.

## **Why is lay visiting necessary?**

- It provides a fresh and independent point of view on home care
- It confirms the quality and quantity of care received and whether it meets the person's Care Plan
- As a non-official face, you can offer a less formal "listening ear" – people are often more comfortable to raise concerns
- It's an opportunity for the person to feel his or her point of view is valued
- It helps service providers and the Council improve services
- It also demonstrates the wider community's concern regarding some of its most vulnerable members

## **What do we want to achieve from the visit?**

- We want to ensure the user feels comfortable and that they have been listened to
- We want as much accurate information as possible for the Council report

## **What do we not want to happen when visiting?**

- We don't want to raise expectations that services can change
- We don't make any promises, as we may not be able to keep them!

## **Health & Safety**

All Lay Assessors have a duty of care to themselves and should not take any unnecessary risks – you must let someone know where you are going, what time you expect to return, and what to do if you don't

## **Confidentiality**

All information you obtain from a visit is strictly confidential and should be shared only on the form and with the Service Manager for Care at Home Services

## **Equal Opportunities**

Lay Assessors must be able to embrace, accept and be sensitive to people who face discrimination, in line with council's equal opportunities policy.

The manager responsible for this project is Richard Heard.

Richard can be contacted on 0141 951 6188.