



DOROTHY HOUSE USER ADVISORY GROUP SERVICE SPECIFICATION

Background

Dorothy House Hospice Care Services supports people with a life-limiting illness across a large geographical area which includes Bath and north east Somerset, part of Wiltshire and part of Somerset. Care and support is given at home, in the hospice, or at one of their outreach centres.

Healthwatch Wiltshire is an independent organisation, which has an important role in assessing the quality of local health and social care services today and influencing the design of services tomorrow.

Overview

Healthwatch Wiltshire (HWW) have agreed to work with Dorothy House Hospice Care (DHHC) to establish and maintain a User Advisory Group (UAG) which supports involvement in service development and quality monitoring of DHHC Services. HWW will employ a Project Officer to facilitate the project and recruit volunteer Advisory Group members. The project will run for a year with the UAG meeting monthly to work towards the proposed outcomes. The Project Officer will attend four DHHC Clinical Governance meetings per year to present the outcomes from the UAG meetings.

DHHC is committed to involving and consulting with people who use their services and to ensure that this is integral to the services they provide. HWW exists to promote user involvement in service development and quality monitoring and can provide independence. DHHC welcomes this.

Purpose

The UAG will be a forum where engagement and discussion of people's views, comments and ideas can take place on topics related to the care and support provided by DHHC.

The aim of the UAG is to provide an opportunity for those people who have used DHHC services (patients and/or their family member and unpaid carers), general health and care service users, those interested in end of life care and those interested in promoting the voice of users more generally to express their open and honest opinions.

The outcomes of discussions will be used to influence service development, further enhance the quality of services and promote community engagement.

Outcomes

- A Project Officer (facilitator) and up to 12 volunteer group members will be recruited from the geographical area supported by DHHC
- The facilitator and group members will be sensitively inducted, trained, managed and supported
- The group will be made up of people who have a recent experience or current interest in end of life care and support
- Group members will be asked to commit to regular attendance at the monthly UAG meetings
- Service user surveys and other quality information may be reviewed by the group
- Current patients and their families will be able to comment directly to the group should they wish
- The group may directly engage with DHHC service users and/or their families with prior agreement with DHHC
- The group may discuss particular topics or issues as agreed with DHHC
- The facilitator will write up and report the outcomes of the meetings at 4 DHHC Clinical Governance meetings per year
- Quality and service developments in support and care provided by Dorothy House will be influenced by the views of service users, their families and members of the public in the service area
- The work of the group will strengthen the reputation of Dorothy House.

Administrative support to the group

- Healthwatch Wiltshire will provide the management and administrative support for recruiting, managing, inducting and supervising the facilitator and volunteer UAG members
- The facilitator will organise the meetings with administrative support from DHHC to book the venue at their premises,
- Travel expenses will be paid by Healthwatch Wiltshire for the facilitator and UAG members
- The facilitator will collate information, write up the groups and write the reports