



What Bristol City Council says about us:

'Lay assessors provide an invaluable independent view of the quality of home care services and provide a voice for service users who are less able to represent themselves'.

I am interested – what next?

If you are interested in becoming a Lay Assessor, please contact our organisers (see Contact).

We would be pleased to talk about the scheme in more detail and we will arrange to meet with you if you feel that you would like to join us.

Contact:

If you are interested please contact:
homecare@rsvp-west.org.uk

Or alternatively telephone
0117 962 8649

If your call is not answered please leave a message giving your preferred contact details and either Paula or Ken will get back to you shortly.

Volunteers receive all out of pocket expenses and personal accident and third party insurance cover.

RSVP West

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RSVP West retire
into action

RSVP (Retired and Senior Volunteer Programme) is part of Volunteering Matters, the UK volunteering charity. Friends of RSVP West Region, registered charity number: 1108785

Are you over 50
with time to spare
and skills to share?

**Volunteer
Home Care
Lay Assessors**



RSVP West retire
into action



Lay Assessors are part of a team visiting people in their homes who have home care services, to talk to them and find out if the quality of the service is satisfactory. The Lay Assessors pass on these views to Bristol City Council staff - this enables them to monitor the quality of home care and to take up any problems with the agencies providing the care.

Working with Bristol City Council

Council staff undertake checks to find out the quality of the home care service they commission and they investigate poor care.

The RSVP Lay Assessor scheme works in partnership with the council.

Home Care is vitally important

The people that need carers to come into their homes are mostly older, frail and can be in very poor health. For most, the carers are their lifeline.

Many are isolated and very vulnerable and therefore find it hard to complain or sort out problems with their care arrangements.

Why should I become a Lay Assessor?

You will be supporting the most vulnerable people in the community by making sure their voices are heard so that they can remain in their own homes for as long as they are able.

You will be taking on a role which will be both interesting and rewarding.

Who are we looking for?

We are looking for people with good communication skills, and who are flexible and organised.

You will need to enjoy team working but able to work on your own initiative and not be judgemental.