**Learning Disability Ambassador**





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# Welcome

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| C:\Users\Daniel\Downloads\welcome.jpg    C:\Users\Daniel\Downloads\guidelines.jpg  C:\Users\Daniel\Downloads\members (2).jpg | We are delighted that you have chosen to volunteer as a Learning Disability (LD) Ambassador to work with The Princess Alexandra Hospital (Harlow Hospital)  This Handbook tells you who we are and what we do.  It includes your role and what we have in place to support and protect you.  We look forward to having you as an LD Ambassador  Yours sincerely  A picture containing game  Description automatically generated **Samantha Glover** Chief Executive Officer  Healthwatch Essex |
|  | Healthwatch England provides advice, guidance and support to all 152 local Healthwatch.  Healthwatch is paid for by the local Council, who provide funding from Government. |
| C:\Users\Daniel\Downloads\hospital-V2.jpg  C:\Users\Daniel\Downloads\dentist.jpg  C:\Users\Daniel\Downloads\nursing-home.jpg  C:\Users\Daniel\Downloads\social-worker.jpg | **Services covered by Local Healthwatch**  Healthwatch work with:  All hospitals and health services for adults and children  GPs, dentists, pharmacists, district nurses and more.  Residential and nursing home services for adults.  Social care services carers, support workers and social workers. |
|  | About Healthwatch Essex |
| C:\Users\Daniel\Downloads\hear+my+voice.jpg  C:\Users\Daniel\Downloads\healthy-and-well-V2.jpg  C:\Users\Daniel\Downloads\everybody.jpg | Healthwatch Essex is paid for by Essex County Council and we are a voice for the people of Essex.  We’re here to understand the ‘lived experience’ of people who use health and care services in Essex. |
| C:\Users\Daniel\Downloads\phone-someone-3.jpg  C:\Users\Daniel\Downloads\talking-and--listening (1).jpg | We also provide an Information Service to help people understand the health and care system.  **What we do and how we do it**  We also run research and engagement activities, |
| C:\Users\Daniel\Downloads\hear+my+voice (1).jpg  C:\Users\Daniel\Downloads\equality+&+diversity+LCC.jpg    C:\Users\Daniel\Downloads\job+description.jpg | We listen to you and have powers in law, to make your voice heard. Volunteering with Healthwatch Essex Our volunteers are at the heart of Healthwatch Essex.  **Your role**  You will help Harlow Hospital become a better place for people with a Learning Disability. |
| C:\Users\Daniel\Downloads\group+meeting (1).jpg  C:\Users\Daniel\Downloads\advice.jpg | You may be asked to work on a particular project or attend a regular meeting.  You will be supported by a member of Healthwatch Essex staff. |
| C:\Users\Daniel\Downloads\give-feedback-V3.jpg | You will feedback information and intelligence gained from meetings. |
| C:\Users\Daniel\Downloads\training (2).jpg  C:\Users\Daniel\Downloads\counselling.jpg | **What can Healthwatch Essex offer you?**  Induction and training.  Access to a counselling service if required. |
|  |  |
| C:\Users\Daniel\Downloads\money-V2.jpgC:\Users\Daniel\Downloads\taxi-drop-off-for-wheelchair-2.png | Travel expenses. |
| C:\Users\Daniel\Downloads\thank-you-V2-2.jpg | Recognition by Healthwatch Essex for your commitment and contribution as a volunteer. |
| C:\Users\Daniel\Downloads\networking-2.png | Regular update meetings and the chance to meet other volunteers. |
| C:\Users\Daniel\Downloads\policies-and-procedures.jpg  C:\Users\Daniel\Downloads\how-much-time-given (1).jpg | **What do we expect from our Forum Members?**  Follow the Healthwatch Essex Code of Conduct  This is printed in the Volunteer Policies & Procedures.  Commit your tim to us and tell us if you have any problems. |
| C:\Users\Daniel\Downloads\training (3).jpg  C:\Users\Daniel\Downloads\group+meeting (1).jpg  C:\Users\Daniel\Downloads\respect-and-dignity.jpg | Attend meetings and participate in training .  Always treat everyone with respect. |
| C:\Users\Daniel\Downloads\equality+&+diversity+LCC (1).jpg | Have an understanding of equality and diversity. |
| C:\Users\Daniel\Downloads\keep+a+record.jpg | Keep a record of travel expenses,and submit them monthly. |
| C:\Users\Daniel\Downloads\confidential.jpg  C:\Users\Daniel\Downloads\give-feedback-V3 (1).jpg | Maintain confidentiality.  Remain professional.  Report back to us regularly. |
| C:\Users\Daniel\Downloads\policies-and-procedures (1).jpg  C:\Users\Daniel\Downloads\locked+unit.jpg | **Privacy Policy**  Your personal information will be stored securely.  This data will not shared outside the group without your consent. |
| C:\Users\Daniel\Downloads\my-name.jpg | Useful contact Name  Larissa Kerridge |
|  | Email address  Larissa.kerridge@Healthwatchessex.org.uk |
|  | Mobile number  074483329658 |