

Healthwatch Medway Enter and View Policy

What is Enter and View?

'Enter and View' is the opportunity for Authorised Representatives of Healthwatch Medway, including all specifically trained staff / Employees:

- To go into health and social care premises to see and hear for themselves how services are provided
- To collect the views of service users (patients and residents) at the point of service delivery
- To collect the views of carers, family members and friends of service users
- To observe the nature and quality of services
- To collate evidence-based findings
- To publish a report of any findings and recommendations, including observed good practice where noted, as well as points for improvement. This will be shared with the relevant providers, the Care Quality Commission, the relevant Local Authority or NHS commissioner and quality assurers, Healthwatch England and any other relevant partners. A copy will also be published on Healthwatch Medway's website and be available in hardcopy from the office on request
- To develop insights and recommendations across multiple visits to inform strategic decision making at local and national levels.

Where does Enter and View Apply?

Legislation allows 'Enter and View' activity to be undertaken with regard to the following organisations or person:

- NHS Trusts
- NHS Foundation Trusts
- Local Authorities
- A person providing primary medical services (e.g. GPs)
- A person providing primary dental services (i.e. dentists)
- A person providing primary ophthalmic services (i.e. opticians)
- A person providing pharmaceutical services (e.g. community pharmacists)
- A person who owns or controls premises where ophthalmic and pharmaceutical services are provided
- Bodies or institutions which are contracted by Local Authorities or the NHS to provide health or care services (e.g. adult social care homes and day-care-centres)

Exclusions- Where 'Enter and View' does not apply

The duty to allow entry does not apply in the following circumstances:

- If the visit compromises either the effective provision of a service or the privacy or dignity of any person
- If the premises where the care is being provided is a person's own home (this does not mean that an authorised representative cannot enter when invited by residents – it just means that there is no duty to allow them to enter)
- Where the premises or parts of premises are used solely as accommodation for employees
- Non-communal parts of the premises
- Where health and social care services are not provided at the premises (such as offices) or where they are not being provided at the time of the visit (for example when facilities and premises are closed)
- If, in the opinion of the provider of the service being visited, the Authorised Representative, is not acting reasonably and proportionately in seeking to 'Enter and View' its premises
- If the Authorised Representative does not provide evidence that he or she is authorised.

The duty does not apply to observing of any activities which relate to the provision of social care services to children.

Who can carry out Enter and View?

Only Authorised Representatives of Healthwatch Medway will undertake 'Enter and View' for the purpose of carrying out Healthwatch Medway activities. Enter and View visits to be undertaken by a minimum of two Authorised Representatives.

Healthwatch Medway will recruit volunteers as Enter and View Authorised Representatives (in-line with the Healthwatch Medway Volunteer Involvement Policy). The specific role description sets out the qualities and abilities required for the Authorised Representatives, including a criminal record check by the Disclosure and Barring Service.

Full training is given to Authorised Representatives in line with national Healthwatch England guidance this includes;

- Enter & View training
- Confidentiality & Data Assurance
- Equality & Diversity

Safeguarding Adults level 1 training will be carried out externally through sources approved/ recommended by the local authority i.e MSCB & MCSC

Authorised Representatives will be issued with the appropriate Healthwatch Authorised Representative ID badge upon completion of in house training which must be worn / be visible during the enter & view visit.

Healthwatch Medway will make publicly on its website www.healthwatchmedway.co.uk a comprehensive and up to date list of all of its Authorised Representatives.

This part describes the arrangements for members of Healthwatch Medway's Enter and View Team to enter and view premises providing health and social care services within Medway for the purpose of observing services and service delivery.

In conjunction with the purpose of the visit and its aims the team will:

- Observe and assess the nature and quality of services
- Obtain the views of people using those services
- Validate evidence already collected
- Gather information from staff, service users, family, friends and carers
- Liaise with statutory organisations for example Care Quality Commission to ensure non-duplication of visits within the same time period

Announced visits as part of the Healthwatch Medway Work Plan

Prior to a visit, Healthwatch Medway will supply the provider of the service with the following information in writing:

1. Introduction and information about Healthwatch Medway followed by communications to arrange a date and time for the visit, along with an approximate duration
2. The purpose of the visit
3. The overall structure of the visit:
 - a) Identifying staff and service users that the authorised representatives would like to meet
 - b) The number and nature of any discussions along with the identification of any special communication or access needs
 - c) The activities that the authorised representatives wish to observe

- d) Whether the authorised representatives will be distributing leaflets or other information about Healthwatch Medway
- e) Whether or not it would be beneficial for staff or service users to accompany the authorised representatives throughout the visit and any support staff
- f) The names of the Authorised Representatives conducting the visit
- g) The identification that Healthwatch Medway Authorised Representatives will provide
- h) Re-assurance that the draft findings will be shared with the provider of the service prior to being finalised and distributed more widely
- i) Where appropriate, draft findings will also be shared with relevant parties whose information may have prompted the visit

Unannounced visits

Unannounced visits should not take place if any other approach could produce the information Healthwatch Medway is seeking. Unannounced visits must be in response to a concern highlighted by the community, such as reports of dirty premises, statistics showing high infection rates or spot checks to review aspects of service delivery such as waiting times for clinic attendances.

The rationale for undertaking such a visit must be documented by Healthwatch Medway, along with the reason for not addressing the situation in another way.

Where Healthwatch Medway decides it is necessary to conduct an unannounced visit, they agree to provide the information above upon arrival.

Approved by Healthwatch Medway's Board of Directors

Date: August 2015

For Review

Date: August 2016

