

Healthwatch Bexley -Enter and View Policy

1. What is Enter & View?

'Enter & View' is a statutory Healthwatch power and an opportunity for Authorised Representatives of Healthwatch Bexley, 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 – observation involving all the senses
- To collate evidence-based non-clinical findings
- To request written actions from the provider in response to our recommendations for inclusion in the final report
- 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 Local Authority or NHS Clinical Commissioning Group (CCG) and quality assurers, Healthwatch England and any other relevant partners. A copy will also be published on the Healthwatch Bexley websites and printed copies will be available from the office on request
- To develop insights and recommendations across multiple sites or services to inform strategic decision making at local and national levels.

2. Where does Enter & View apply?

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

- NHS Trusts
- NHS Foundation Trusts
- Local Authorities
- Primary medical, dental, ophthalmic and pharmacy services (e.g GPs, dentists, opticians, pharmacists)
- Bodies or institutions under contract with the NHS or a Local Authority to provide health or care services (e.g social care homes and day centres)

3. Exclusions – Where ‘Enter & 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 authorized 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 & View’ its premises
- If the Authorised Representative does not provide evidence that he or she is authorized

4. Who can carry out Enter & View?

Only **Authorised Representatives** of Healthwatch Bexley will undertake ‘Enter & View’ for the purpose of carrying out Healthwatch Bexley activities. Enter & View visits to be undertaken by a minimum of two Authorized Representatives, depending on the size of the service being visited.

Healthwatch Bexley will recruit volunteers as Enter & View Authorised Representatives. The specific role description sets out the qualities and abilities required for the Authorised Representative, including a criminal record check by the Disclosure and Barring Service. Healthwatch Bexley will provide appropriate training for Authorised Representatives and ensure that they undertake safeguarding training.

Healthwatch bexley will make publicly on their website a comprehensive and up to date list of all Authorised Representatives.

www.healthwatchbeley.co.uk

Authorised Representatives may occasionally take part in visits to health and care services and premises led, for example, by the Clinical Commissioning Group or the Care Quality Commission.

5. The purpose of Enter & View

This part describes the arrangements for members of Healthwatch Bexley's Enter & View Team to enter & view premises providing health and social care services within the borough of Bexley 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 period

Actions will be taken in response to any concerns that may arise as set out in the Escalation Policy.

6. Announced visits as part of the Healthwatch Bexley Work Plan

Before the visit, Healthwatch Bexley will provide written information to the service provider about the visit's purpose and its approximate duration. The visit itself will have a standard structure to ensure:

- Provider know the names of the Authorised Representative involved
- Staff and service users whom the Authorised Representatives wish to interview are identified
- Providers know the activities the Authorised Representatives wish to observe
- Consideration is given as to whether or not it would be beneficial for staff members or service users to accompany the Authorised Representatives and visits be conducted accordingly
- Notice is given if any leaflets or other information about Healthwatch Bexley will be distributed during the visit
- Providers are informed that they will receive draft report findings and recommendations prior to the final drafting and circulation of the final Enter & View report and will have a specified period in which to submit comments

- Providers are invited to submit written actions they will take in response to the draft report for inclusion in the final version
- Providers know that, where appropriate, draft findings will be shared with relevant parties including any whose information may have led to the visit.

An Enter & View factsheet will be sent to all providers (Appendix 1).

7. Unannounced visits

Unannounced visits should not take place if any other approach could produce the information Healthwatch Bexley 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 Bexley, along with the reason for not addressing the situation in another way. Where Healthwatch Bexley decides it is necessary to conduct an unannounced visit, they agree to provide the information above upon arrival.

Approved by Healthwatch Bexley Advisory Board

Date: 27th January 2020

For Review

Date: January 2021

Responsible Officer

Manager Healthwatch Bexley

ENTER AND VIEW – FACTSHEET FOR PROVIDERS

Healthwatch Bexley has a responsibility to engage local people in monitoring health and social care facilities and Enter and View is Healthwatch's power to look at specific providers of these services in order to assess service quality and, where appropriate, to recommend improvements.

Healthwatch will only look at facilities in receipt of public funds and has no right of entry to premises that cater for the needs of people under the age of 18. Unannounced visits will not take place unless a locally expressed concern – such as dirty premises, high infection rates or inordinate clinic waiting times – cannot otherwise be checked.

Where does Enter and View apply?

- NHS Trusts
- NHS Foundation Trusts
- Local Authorities
- Primary medical, dental, ophthalmic and pharmacy services (e.g GPs, dentist, opticians, pharmacists)
- Bodies or institutions under contract with the NHS or a Local Authority to provide health or care services (e.g social care homes and day centres)

How does it work in practice?

Authorised representatives of Healthwatch Bexley will visit premises to assess service provision and to validate any evidence already collected. At the point of service, they will:

- Collect the views of patients, residents or day care users
- Collect the views of carers, family members and friends of service users
- Observe the nature and quality of services – using all the senses
- Collate findings
- Request written actions from the provider in response to our recommendations for inclusion in the final report
- Publish a report of findings and recommendations, including observed good practice and recommendations for improvement

Who will undertake Enter and View visits?

Only Authorised Representatives of Healthwatch Bexley will undertake Enter and View visits and a minimum of two such representatives will conduct each visit.

Authorised Representatives will be recruited as volunteers by Healthwatch Bexley according to a specific role description and a record check by the Disclosure and Barring Service.

Authorised Representatives will be listed publicly on the Healthwatch Bexley website.

What service providers can expect of an announced Enter and View

Before the visit, Healthwatch Bexley will provide written information to the service provider about the visit's purpose and its approximate duration. The visit itself will have a standard structure to ensure:

- Providers know the names of the Authorised Representatives involved
- Staff and service users whom the Authorised Representatives wish to interview are identified
- Providers know the activities the Authorised Representative wish to observe
- Consideration is given as to whether or not it would be beneficial for staff members or service users to accompany the Authorised Representatives and visits be conducted accordingly
- Notice is given if any leaflets or other information about Healthwatch Bexley will be distributed during the visit
- Providers are informed that they will receive draft report findings and recommendations prior to the final drafting and circulation of the final Enter & View report and will have a specified period in which to submit comments
- Providers are invited to submit written actions they will take in response to the draft report for inclusion in the final version
- Providers know that, where appropriate, draft findings will be shared with relevant parties including any whose information may have led to the visit.

Where Enter and View does not apply

In certain circumstances Enter and View cannot proceed because:

- The proposed visit could compromise the effective provision of a service or the privacy or dignity of any person
- Publicly funded health and social care services are no longer being provided at the premises concerned (e.g a facility has closed)
- If, in the opinion of the provider, the Authorised Representative is not acting reasonably in seeking to Enter and View a facility
- The Authorised Representative fails to provide evidence of his or her authority.

What happens after the Enter and View visit?

Providers can expect to receive a copy of a draft report and recommendations within fifteen working days of the visit. This will include an invitation to return comments within ten working days, plus a list of any actions in response to the recommendations for inclusion in the final report.

The final report and recommendations will be published within four weeks on Healthwatch Bexley's website and will be sent to the service provider concerned, it will also be shared with a Care Home Owner(s), the care Quality Commission, the relevant Local Authority or NHS commissioner and with Healthwatch England.

Printed copies of the report will be available on request from the Healthwatch Bexley office.