

## Healthwatch Cambridgeshire Enter and View Policy

### 1. What is Enter & View?

‘Enter and View’ is the opportunity for Authorised Representatives of Healthwatch Cambridgeshire, 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 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 Cambridgeshire’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.

### 2. Where does Enter & View Apply?

Legislation allows ‘Enter and View’ activity to be undertaken with regard to the following organisations or persons:

- 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).

### 3. 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 the observing of any activities which relate to the provision of social care services to children.

### 4. Who can carry out Enter & View?

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

Healthwatch Cambridgeshire will recruit volunteers as Enter and View Authorised Representatives (in-line with the Healthwatch Cambridgeshire 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.

Healthwatch Cambridgeshire will make publicly on its website [www.healthwatchcambridgeshire.co.uk](http://www.healthwatchcambridgeshire.co.uk) a comprehensive and up to date list of all of its Authorised Representatives.

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. To ensure clarity of responsibilities, roles and expectations, a template Memorandum of Understanding for these partnership visits is attached at Appendix 1.

## **5. The Purpose of Enter & View**

This part describes the arrangements for members of Healthwatch Cambridgeshire's Enter and View Team to enter and view premises providing health and social care services within the County of Cambridgeshire 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, services 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

## **6. Announced visits as part of the Healthwatch Cambridgeshire Work Plan**

Prior to a visit, Healthwatch Cambridgeshire will write to the provider of the service with the following information:

1. Introduction and information about Healthwatch Cambridgeshire 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 Cambridgeshire
- 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 Cambridgeshire 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

An Enter & View Factsheet will be sent to all providers (Appendix 2)

## **7. Unannounced visits**

Unannounced visits should not take place if any other approach could produce the information Healthwatch Cambridgeshire 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 Cambridgeshire, along with the reason for not addressing the situation in another way.

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

**Approved by Healthwatch Cambridgeshire Board of Directors**

Date: 16<sup>th</sup> March 2016

**For Review**

Date: March 2017

**Responsible Officer**

Chief Executive Officer of Healthwatch Cambridgeshire



## Memorandum of Understanding Enter & View Visit

Enter & View visit of:

---

Scheduled/approximate date:

---

### 1. Organisations involved

**Healthwatch Cambridgeshire**

Named lead contact:

Contact details:

**Cambridgeshire & Peterborough Clinical Commissioning Group**

Named lead contact:

Contact details:

## 2. Purpose

This Memorandum of Understanding provides a framework through which Healthwatch Cambridgeshire staff, volunteers and Non-executive Directors can jointly or solely undertake Enter & View visits to health or social care services or be part of a larger visit team organised by a Commissioner or Regulator. This Memorandum further ensures a common understanding and clear responsibilities regarding visits.

The role of Healthwatch Cambridgeshire's Authorised Representatives is to give feedback from patient, carer and public perspective. This can be either as part of a wider team or a focussed Healthwatch Enter and View visit.

## 3. Responsibilities

**Healthwatch Cambridgeshire will:**

- Provide trained and DBS-checked Authorised Representatives to be part of CCG visit teams
- Take part in unannounced visits if adequate notice is given and Authorised Representatives are available
- Undertake all work in line with Healthwatch Cambridgeshire's Enter and View Policy
- Reimburse Authorised Representatives' expenses
- Comment on draft reports within 20 days

**Cambridgeshire & Peterborough CCG will:**

- Act as the Lead Organisation for CCG visits
- Provide a list of scheduled visits with at least two weeks' confirmation of dates and associated meetings
- Provide contact details for a lead person for each visit
- Provide a specific brief for each visit
- Produce reports, forwarding draft reports to Healthwatch Cambridgeshire for comment

## 4. Review

This Memorandum of Understanding will be reviewed after one year. There will be an informal review after six months to identify learning and any improvements required.

5. Signed

Healthwatch Cambridgeshire

---

Job Title

Date

Cambridgeshire & Peterborough CCG

---

Job Title

Date

## ENTER AND VIEW - FACTSHEET FOR PROVIDERS

Healthwatch Cambridgeshire 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, 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).

### How does it work in practice?

Authorised representatives of Healthwatch Cambridgeshire 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.
- 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 Cambridgeshire will undertake Enter and View activities and a minimum of two such representatives will conduct each visit.

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

Authorised Representatives will be listed publicly on Healthwatch Cambridgeshire's website.

### **What Service Providers can expect of an announced Enter and View**

Before the visit, Healthwatch Cambridgeshire 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 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 Cambridgeshire will be distributed during the visit.
- Providers are informed that they will receive draft report of findings and recommendations prior to the final drafting and circulation of the final Enter and View report and will have a specified period in which to submit comments.
- 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 or social care services are no longer being provided at the premises concerned (e.g. a facilities have 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.

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

The report will be freely available in hardcopy on request from the Healthwatch Cambridgeshire office.