

Healthwatch Cambridgeshire and Peterborough Enter and View Policy

1. What is Enter & View?

‘Enter and View’ is a statutory Healthwatch power and an opportunity for Authorised Representatives of Healthwatch Cambridgeshire and Peterborough, 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 relevant Local Authority or NHS commissioner and quality assurers, Healthwatch England and any other relevant partners. A copy will also be published on the Healthwatch Cambridgeshire and Healthwatch Peterborough 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 and 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 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 and Peterborough will undertake 'Enter and View' for the purpose of carrying out Healthwatch Cambridgeshire and Peterborough activities. Enter and View visits to be undertaken by a minimum of two Authorised Representatives.

Healthwatch Cambridgeshire and Peterborough will recruit volunteers as Enter and View Authorised Representatives (in-line with the Healthwatch Cambridgeshire and Peterborough 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 and Peterborough will provide appropriate training for Authorised Representatives and ensure that they attend safeguarding training.

Healthwatch Cambridgeshire and Peterborough will make publicly on their websites a comprehensive and up to date list of all Authorised Representatives.

www.healthwatchcambridgeshire.co.uk

www.healthwatchpeterborough.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 Cambridgeshire and Peterborough'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.

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 Cambridgeshire and Peterborough Work Plan

Before the visit, Healthwatch Cambridgeshire and Peterborough 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 and Peterborough 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 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 and 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 Cambridgeshire and Peterborough 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 and Peterborough, along with the reason for not addressing the situation in another way.

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

Approved by Healthwatch Cambridgeshire and Peterborough Board of Directors

Date: 14 March 2018

For Review

Date: March 2019

Responsible Officer

Chief Executive Officer of Healthwatch Cambridgeshire and Peterborough

ENTER AND VIEW - FACTSHEET FOR PROVIDERS

Healthwatch Cambridgeshire and Peterborough 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 and Peterborough 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 Cambridgeshire and Peterborough 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 and Peterborough 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 and Peterborough's websites.

What Service Providers can expect of an announced Enter and View

Before the visit, Healthwatch Cambridgeshire and Peterborough 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 and Peterborough 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 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 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, 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 Cambridgeshire and Peterborough's websites 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 Cambridgeshire and Peterborough office.