

# Healthwatch Croydon Enter and View Policy

## Purpose of this document

The purpose of this document is to provide good practice guidance on Enter and View visits to ensure that they are carried out in an effective, accountable and transparent manner.

Within the Healthwatch Regulations, the Government has imposed a duty on certain commissioners and providers of health and social care services to allow Authorised Healthwatch Representatives to enter premises that providers own or control (with some exceptions) to observe the nature and quality of services.

Reference documents for Enter and View are:

- Health and Social Care Act 2012
- The Local Authorities (Public Health Functions and entry to premises by local Healthwatch Representatives) Regulations 2013
- The arrangements to be made by Relevant Bodies in respect of Healthwatch Regulations 2013

It is the individual responsibility of everyone connected with and acting on behalf of Healthwatch Croydon to adhere to this policy.

We will review this policy on a regular basis.

Date: April 2015

Date of Review: April 2016

## What is Enter and View?

Enter and View is the opportunity for Healthwatch Croydon Authorised Representatives to:

- go into health and social care premises to see and hear for themselves how services are provided
- collect the views of service users (patients and residents) at the point of service delivery
- collect the views of carers and relatives of service users
- observe the nature and quality of services - *observation involving all the senses*
- collate evidence-based findings
- report findings and associated recommendations - good and bad - to providers, CQC, Local Authority and NHS commissioners and quality assurers, Healthwatch England and any other relevant partners
- develop insights and recommendations across multiple visits to inform strategic decision making at local and national levels.

## Where does it 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).

## Exceptions - where does 'Enter and View' 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
- where the premises are non-communal parts of care homes
- 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, in seeking to 'Enter and View' its premises, is not acting reasonably and proportionately
- if the authorised representative does not provide evidence that he or she is authorised.
- The duty does not apply to observing the provisions of social care services for people under the age of 18.

## Who can carry out 'Enter & Views'?

Only **Authorised Representatives** may undertake 'Enter and View' and then only for the purpose of carrying out the activities of Healthwatch Croydon.

### An Authorised Representative

- is an individual whom Healthwatch Croydon has appointed as an authorised person
- has undertaken relevant training provided by Healthwatch Croydon to become an Enter and View Authorised Representative
- has undergone a DBB check
- has provided appropriate references

### Good practice

Good practice ensures that

- during Enter and View visits the rights of patients, service users, staff and residents are respected and protected as are those of the Authorised Representatives undertaking the visit
- visits are conducted in a spirit of openness and partnership between Healthwatch Croydon the service provider and the individuals receiving the service
- the relationship and dialogue between Healthwatch Croydon, provider and wider population remains positive and constructive

### Purpose of visits

The rationale for a visit will be evidence-based. Healthwatch Croydon may decide to undertake a visit based on the following evidence:

- Feedback and experiences from Healthwatch members and community
- PALS reports
- Regulators feedback or reports
- Information from commissioners, providers and/ or regulators.
- follow-up on points raised during a prior CQC inspection to establish whether planned corrective actions are being taken
- to assess the impact of a change
- to provide support in identifying and sharing 'best practice' in a specific area.

### Conduct

Those conducting a visit should follow the seven principles of public life (the Nolan Principles). As Authorised Representatives of Healthwatch Croydon, they should adhere to its relevant policies and procedures, and be courteous, respectful and attentive to everyone they meet/encounter, and be mindful of their needs and sensibilities. A breach of the Equalities and Diversity Policy and Volunteer Agreement during a visit will be addressed under the Code of Conduct, and may lead to future exclusion from visits.

### Safety

Equally, those conducting visits can expect to be treated with the same respect and courtesy. All representatives should be aware of their own health and safety and if they have any concerns, these should be raised with team leader and Healthwatch Croydon.

# 1. Enter and View Representative Policy and Procedure

This procedure describes the processes and arrangements for members of Healthwatch Croydon's Enter and View Team to Enter and View premises providing health and social care services within the borough of Croydon for the purpose of observing services and service delivery.

In conjunction with the purpose of the visit and its aims; the group will observe and assess the nature and quality of services, obtain the views of people using those services, validate evidence already collected and gather information from both staff; services users and carers.

## 2.1 Planned/announced visits as part of the Healthwatch Croydon Work Plan

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

- a. Proposed date and time for the visit, along with an approximate duration.
- b. The information that has prompted the visit excluding the source of the information.
- c. The purpose of the visit.
- d. The overall structure of the visit:
  - Identifying staff and service users that the authorised representatives would like to meet.
  - The number and nature of any discussions along with the identification of any special communication or access needs.
  - The activities that the authorised representatives wish to observe.
  - Whether the authorised representatives will be distributing leaflets or other information about Healthwatch Croydon.
  - Whether or not it would be beneficial for staff or service users to accompany the authorised representatives throughout the visit.
  - The names of the authorised representatives conducting the visit.
  - The identification that Healthwatch Croydon authorised representatives will provide.
  - Re-assurance that the draft findings will be shared with the provider of the service prior to being finalised and distributed more widely.
  - Where appropriate, a draft of the findings will also be shared with relevant parties whose information may have prompted the visit.

## 2.2 Unplanned/unannounced visits

Unannounced visits should not take place if any other approach could produce the information Healthwatch Croydon is seeking. Unannounced visits must be in response to a concern highlighted by the community, examples include poor patient experience.

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

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

## 2.3 Conduct during and after the visit

Persons authorised to Enter and View must:

- Gather any prior information such as past visit reports, or information from other groups involved with the service. Healthwatch Croydon must have a clear view about the purpose of its visit, and be as informed as possible beforehand.
- Healthwatch Croydon may request reasonable information prior to the visit under the Freedom of Information Act, whilst remaining aware of the burden it may be placing upon the service to research and provide this data. This could include such statistical information as staffing levels, missed appointments, opening times etc.
- Upon arrival, Enter and View representatives must make their presence known to the person they have arranged to meet, or to the most senior person on duty, and produce their written authorisation.
- Abide by any instruction given regarding privacy and dignity, health and safety and hygiene, and co-operate with requests from staff, service users and carers.
- Ensure during and before the visit that it is understood that Healthwatch Croydon cannot deal with individual complaints, but that Healthwatch Croydon representatives can and should signpost any such requests or disclosures to the appropriate body.
- Maintain confidentiality of verbal and written information, including the identification of individuals, access to records, adherence to protocols concerning disclosure by patients, service users and carers, and whistle blowing by staff, and care of notes concerning findings to be included in the report.
- Be aware of their obligations of disclosure regarding issues of child safety and vulnerable adults.
- Not to be alone in private with a patient or service user, but remain in communal areas and work in pairs if asked to speak in confidence.
- Avoid entering any non-communal areas such as bedrooms or staff quarters.
- Avoid commenting on personal equipment or belongings.
- Never give opinion or advice on specific care or treatment regimes to patients or service users, their relatives or carers. Any such queries must be referred to the staff in charge.
- After the allotted time no additional visits shall be made to the premises following the visit
- During an Enter & View visit under no circumstances offer HR advice.
- Work co-operatively with staff to maintain confidence in services, e.g. avoid criticism in front of service users, but include it in the de-brief to the provider of the service before leaving and in the written report.
- The recommendations of an Enter & View visit is based on the information and observations obtained during the visit.
- All information obtained during an Enter & View visit is to be kept confidential until the report is published

- Adhere to protocols concerning gifts, gratuities and benefits.
- Be as unobtrusive as possible and avoid disrupting routines or service delivery.
- Value people as individuals, and respect their wishes, e.g. to leave someone alone if asked to do so.
- Do not behave in a discriminatory way.
- Inform the person they have arranged to meet, or to the most senior person on duty of their departure, and give verbal feedback as to the intended general content of the written report.
- Use questionnaires or checklists to gather a comparable data set, plus any additional information pertinent to that visit. Healthwatch Croydon may consider the evidence it wishes to gather in support of the annual health check when developing such checklists in order to build up a databank of evidence.
- Inform the Healthwatch Croydon Enter and View Lead Officer of any potential problems or conflict which may arise from the findings.
- Work together after the visit to de-brief and put together evidence based written feedback of their findings to the service visited.
- Provided written report to appropriate authority other than that service as required.
- Provide a written report to the Healthwatch Croydon board, the service provider and service users, of the findings. The report should be a balanced assessment of the service and may or may not contain recommendations. Reports may also, depending upon the issues identified, be sent to the Health and Wellbeing Board, the Overview and Scrutiny Committee and the commissioner of that service, Care Quality Commission and Safeguarding Team.

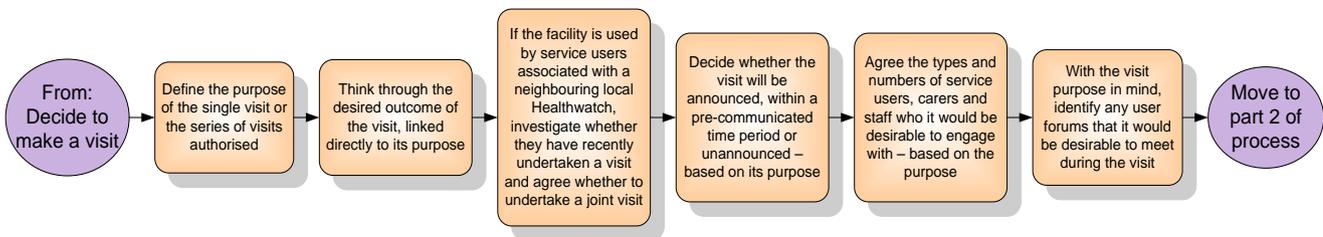
## **2.4 Essential Conduct and Behaviours**

- Treat all people fairly and courteously, with sensitivity and respect
- Treat people with dignity, and respect their privacy
- Be as unobtrusive as possible
- Inform people, especially staff, of what you are doing at each stage of the visit
- Value people as individuals, respecting difference and diversity
- Exhibit no discriminatory behaviour
- Have respect for individual confidentiality, not disclosing confidential or sensitive information unless there is a genuine concern about the safety and wellbeing of a service user, or if the person consents to the sharing of information
- Co-operate with requests from staff, service users, carers and their families
- Comply with all operational health and safety requirements, and with 'house rules'

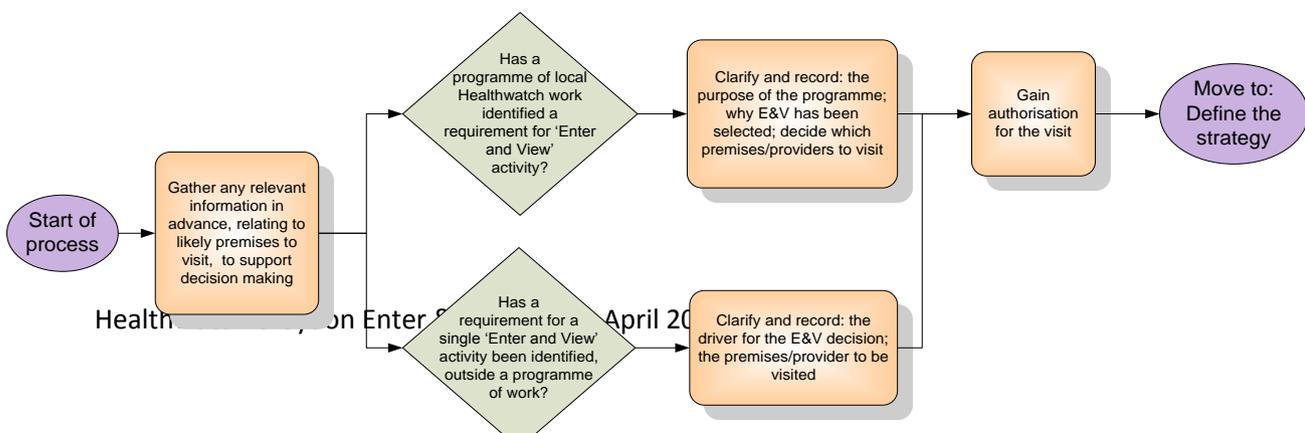
- Ensure that you do not interrupt the effective delivery of health and social care services
- Do not make unreasonable requests or demands
- Recognise that the needs of people using and receiving health and social care services take priority over the visit
- Be guided by staff where operational constraints may deem visiting activities inappropriate or mean that staff are unable to meet the requests of the visiting team
- Dress appropriately, including consideration for infection control, e.g. no ties
- Do not accept gifts or hospitality
- Introduce yourself to people and gain an individual's agreement before talking to them
- Apply the Seven Principles of Public Life (the Nolan Principles):
  - Selflessness
  - Integrity
  - Objectivity
  - Accountability
  - Openness
  - Honesty
  - Leadership

# Appendix 1: The Enter and View Process

## Define the Strategy for the Visit - 1

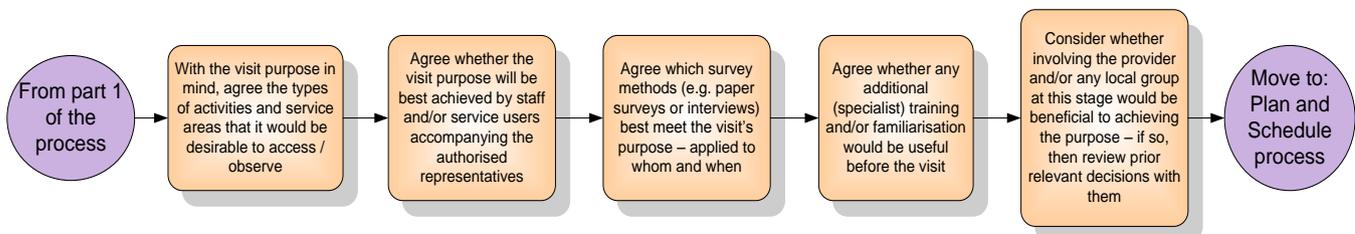


## Decide to Make a Visit



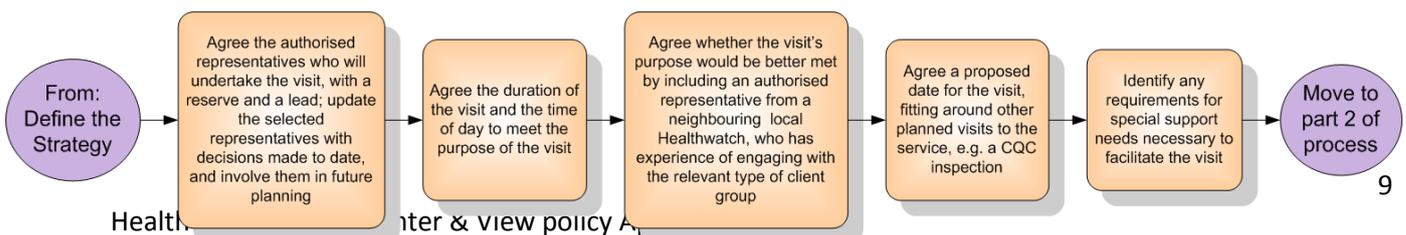
## Define the Strategy for the Visit - 2

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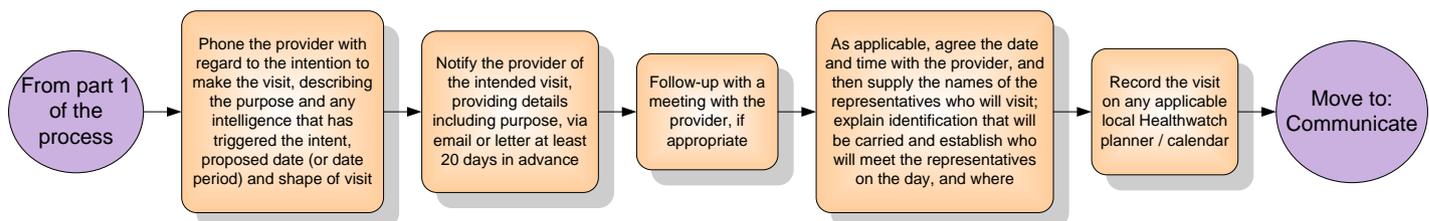
## Plan and Schedule the Visit - 1

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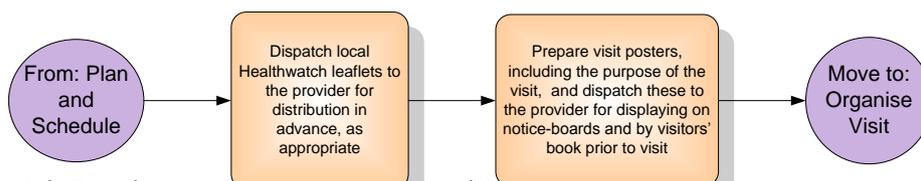
## Plan and Schedule the Visit - 2

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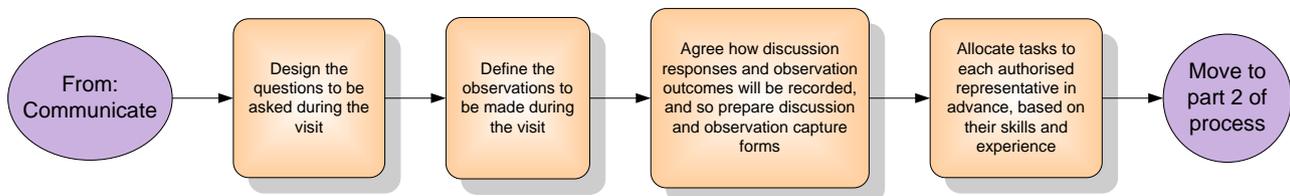
## Communicate

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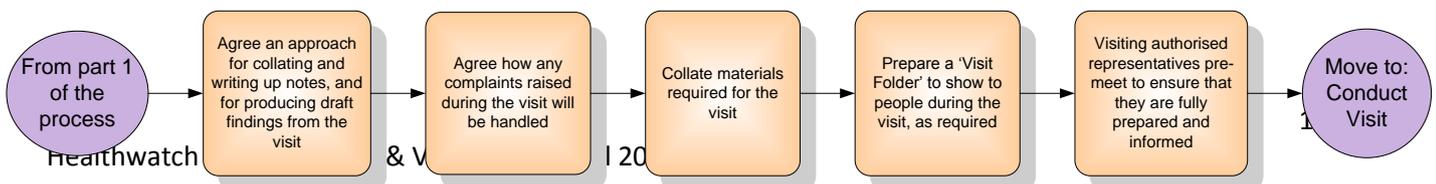
## Organise for the Visit - 1

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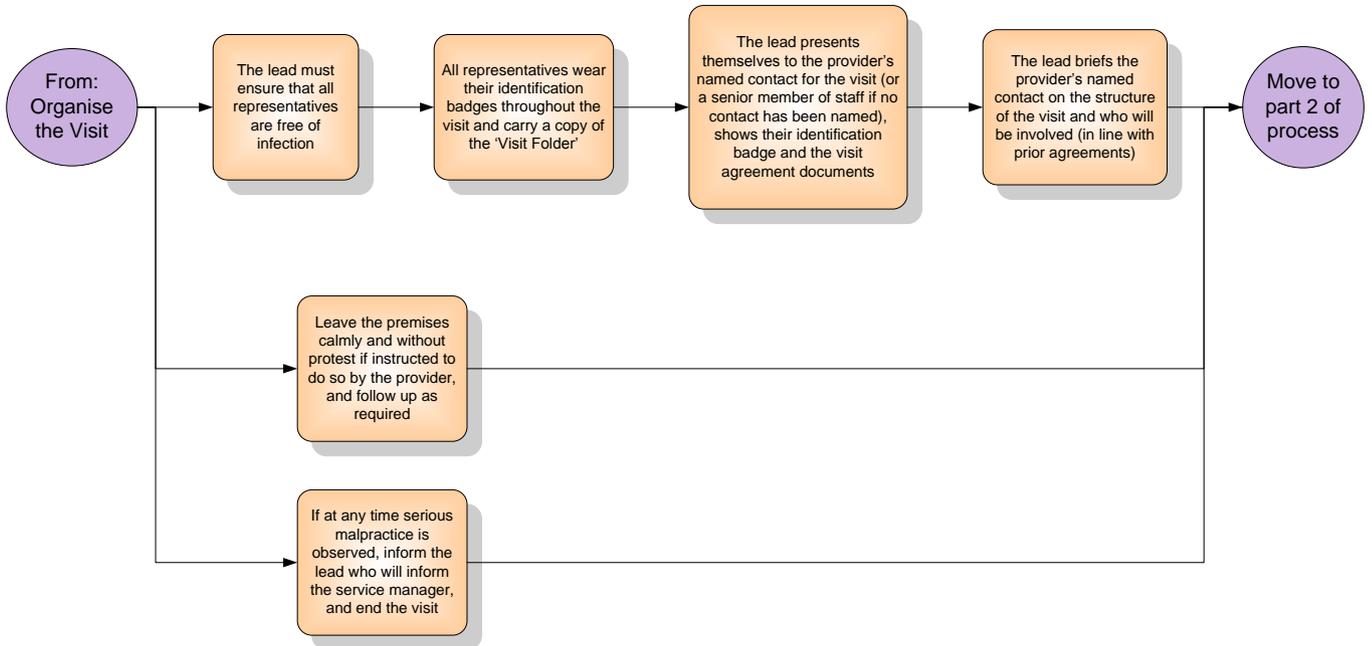


## Organise for the Visit - 2

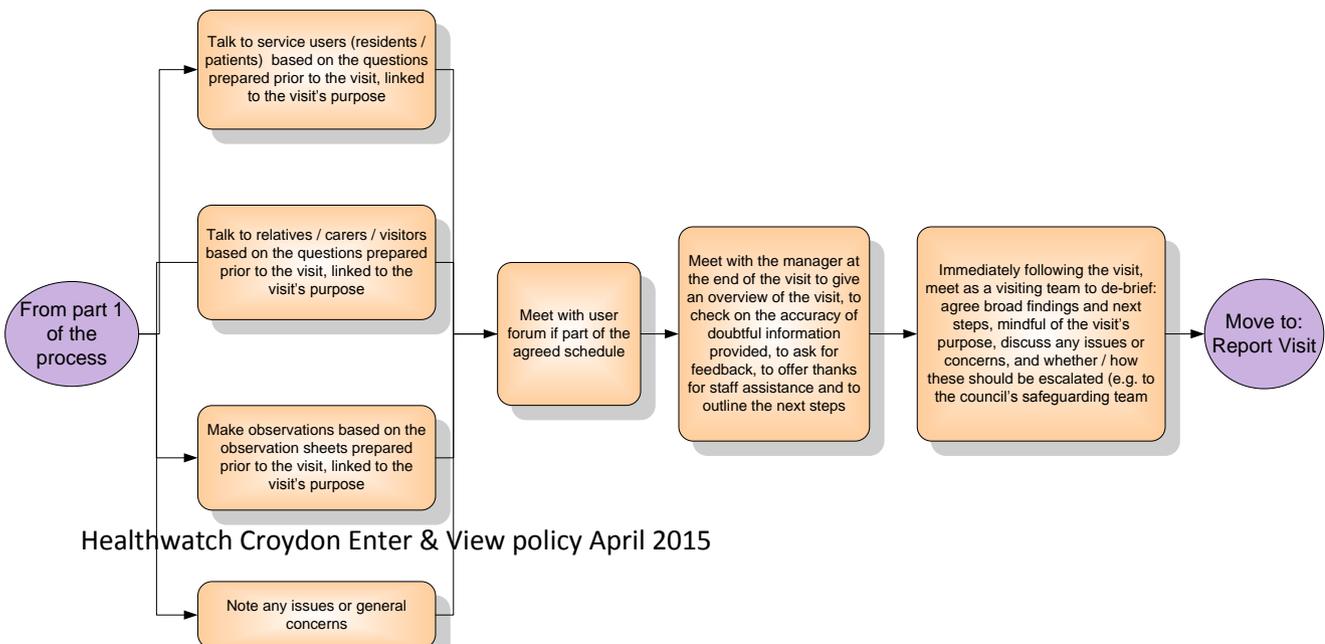
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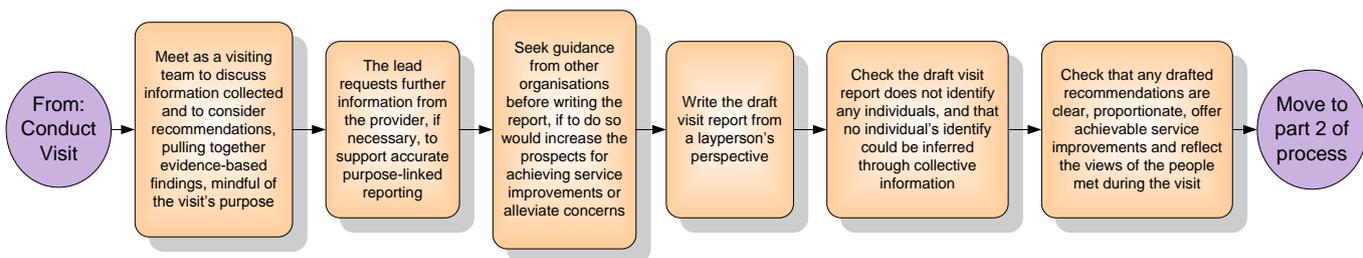
Conduct the Visit - 1



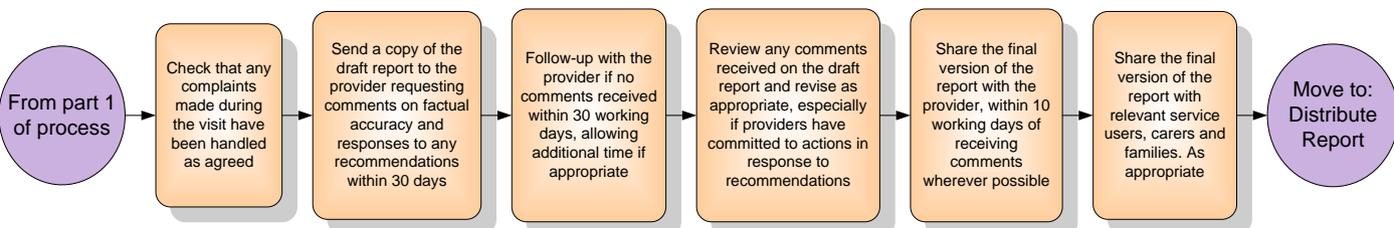
Conduct the Visit - 2



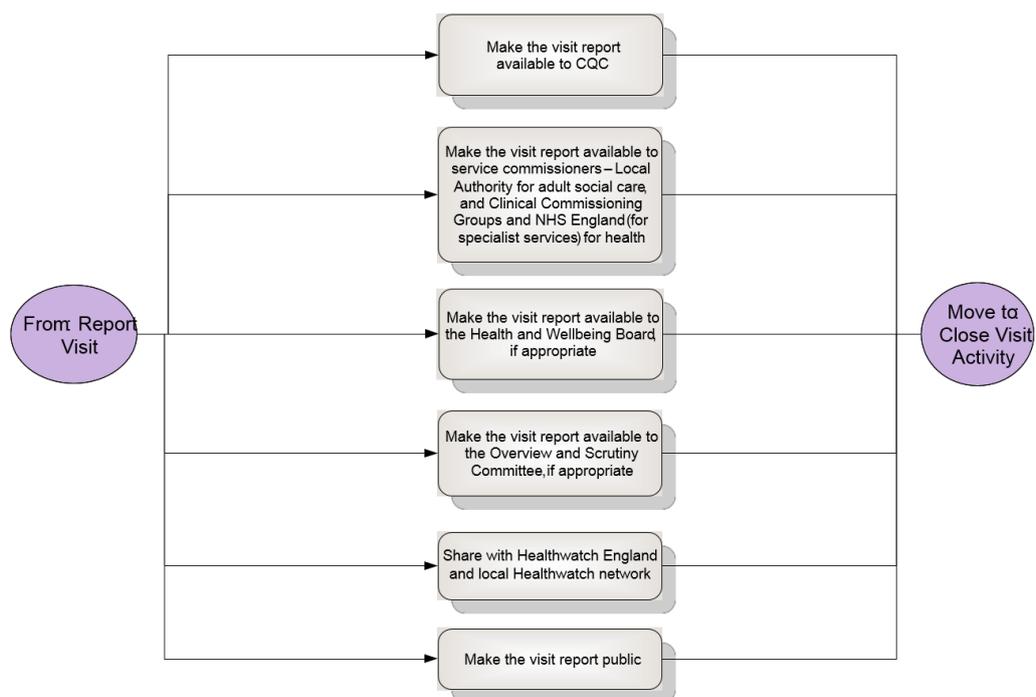
## Report on the Visit - 1



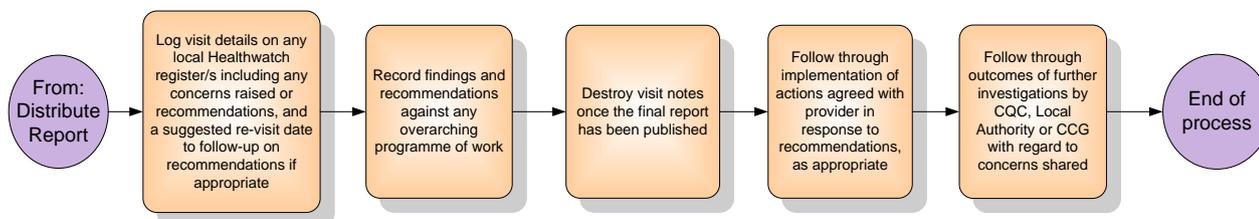
## Report on the Visit - 2



### Distribute Report



### Close Visit Activity



### References

