



healthwatch
Derbyshire



Enter
and **View**
visits

Healthwatch Derbyshire has the power to Enter and View providers of adult health or social care to observe the delivery of the service and obtain the experiences of those who both use and work within services.



What is Healthwatch?

Healthwatch is a consumer champion for Health and Social Care in England. It was set up on the 1st April 2013 as a result of the Health and Social Care Act 2012.

Healthwatch Derbyshire (HWD) sits alongside a large national network of other local Healthwatch organisations across England. HWD hears what people have to say about health and social care services, whether that be praise, criticism or ideas for improvement. We strengthen the collective voice of service users and the public, so that service providers and commissioners listen to what they have to say. We then hold them to account for how they use the information we provide to shape, inform and influence service delivery and design.

By making sure the views and experiences of all people are gathered, analysed and acted upon especially for those who may find it difficult to speak up and be heard, we can help make services better now and in the future. We gather the views and experiences of people in a number of different ways, which can include conducting an Enter and View visit.





What is an Enter and View visit?

Enter and View (E&V) is seeing and hearing for ourselves how services are being run and allows HWD to collect the views of those that use and are involved with the service at the point of its delivery. This might include talking to staff, service users and visitors whilst also observing service delivery itself.

Who does the visits?

HWD uses trained volunteers from a variety of backgrounds to undertake E&V visits and they are referred to as Authorised Representatives (ARs). HWD uses volunteers because we know that service users often feel more comfortable in talking to lay people rather than professionals about their care experiences. Service users trust the independence of HWD and its ARs enabling them to share their experiences freely, whatever they happen to be, and be confident in the knowledge that this will not adversely affect their care.

This is especially important, for example, within care homes where residents may have limited or no family contact and E&V provides them with an opportunity to talk about and express their views concerning the care they receive.

What prompts HWD to do an E&V visit?

All E&V visits have a clear purpose identified by HWD, to ensure effective evidence gathering and reporting. The purpose might be to contribute to a local Healthwatch programme of work, or have a more direct purpose as a result of an issue that has been identified or be requested by commissioners or providers.

Following visits, full reports are issued with recommendations for services to respond to, following which the reports are made public. If any serious concerns are found, HWD will report these more immediately to the appropriate organisations, for example, the Care Quality Commission (CQC), the local Overview & Scrutiny Committee and/or Healthwatch England.



An Enter and View is not:

- **An inspection** - the CQC is the statutory regulator of services and makes visits to inspect services to ensure their compliance with standards and legal requirements.
- Healthwatch offers a layperson's perspective on what it is like for people when using services; it is about observing and listening to experiences rather than conducting an in-depth formal inspection.



How will an Enter & View visit benefit you?

- All services can benefit greatly from such visits giving you the chance:
- to receive independent unbiased feedback on the impressions that your service gives and what users really think about it
- to be informed of what is valued about your service and where the service might consider improvements
- to showcase and share 'good practice' which is an important part of the feedback report
- to demonstrate to the CQC (who receive our reports) and other regulators that you actively support patient/service user experience and engagement in the development of your service provision
- to engage with HWD as a 'critical friend' who can help to bring forward a wider perspective of your service, based on life experience, common-sense and being in touch with service users and the local community.

Where is HWD permitted to undertake Enter & View visits?

Legislation allows E&V visits to be undertaken in premises where health and social care is funded from the public purse.

This includes:

- NHS Trusts
- NHS Foundation Trusts
- Local Authorities
- Primary Services - GPs, dentists
- Opticians, pharmacists
- Bodies or institutions which are contracted by the Local Authority or the NHS to provide
- Health and social care services, (e.g. adult care homes and day-care services).

The Local Authorities (Public Health Functions and Entry to Premises by Local Healthwatch Representatives) Regulations 2013

Can Enter & View visits be refused or restricted?

Whilst E&V visits can legally be conducted as outlined under the previous section, this applies to adult care services only. ARs attending services to undertake E&V may be refused access and/or are restricted in their activities as follows:

- If the AR does not provide evidence that s/he is authorised
- If, in the opinion of the provider of the service being visited, the AR, in seeking to 'Enter and View' it's premises, is not acting reasonably and proportionately
- 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 (access however may be permitted by invitation of the resident/owner)
- Visits may only access public/communal areas of a service unless ARs are invited otherwise
- Where the premises or parts of premises are used solely as accommodation for employees
- 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 e.g. when facilities and premises are closed
- Observation of any activities which relate to the provision of social care services to children.

What can you expect from Healthwatch Derbyshire?

The majority of E&V visits conducted by HWD will be announced to the service provider beforehand, giving a clear outline of the focus and arrangements of the visit. At all visits ARs will announce their arrival promptly to a senior member of staff and request permission to enter. They will wear photographic ID badges and will state the purpose of the visit.

ARs conducting E&V visits will have gone through a comprehensive selection and training process and also have been DBS checked.

Once appointed ARs receive on-going training and support.

Following a visit you will receive some brief verbal feedback from the ARs who visit, followed by a comprehensive written report. You will have the opportunity to see and comment on the visit report and its recommendations before it is distributed and made public.

The final report will include the visit findings and your responses, including action plans, to all of the recommendations made. The reports are then sent to the service, the CQC, the relevant Clinical Commissioning Group, Healthwatch England and any other relevant organisations/partners. In addition they appear on the HWD web-site.

What happens during an Enter and View visit?

- We talk to and collect the views of services users
- We talk to and collect the views of carers and relatives of service users
- We talk to and collect the views of staff
- We observe the nature and quality of services as it happens
- We then collate the feedback evidence and observations into the report.



If you would like more information about Healthwatch, Enter & View visits or about becoming an AR of Healthwatch Derbyshire, these are our contact details:

Write to us using our Freepost address:

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