

Enter & View Policy

1. Background

The purpose of this policy is to explain what is meant by the term **Enter & View**, how it is used, the benefits it offers for improving health and social care services, and to provide good practice guidance to ensure that this Healthwatch Kingston duty is carried out in an effective, accountable and transparent manner. This policy is a statement of intent and will be implemented as a procedure.

2. Legal Framework

Within the Healthwatch Regulations, the Government has imposed a duty on commissioners and providers of **health and social care services** to allow **Authorised Representatives**¹ (hereafter referred to as Active Affiliate) of Healthwatch Kingston to enter premises that providers own or control to observe the nature and quality of services. Reference documents for Enter & 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 Local Healthwatch Organisations Directions 2013

3. What is Enter & View?

To enable Healthwatch Kingston to carry out its activities effectively there will be times when it is helpful to visit services. Enter & View is the opportunity for Healthwatch to:

- **Visit** health and social care premises to **collect** the views of people at the point of service delivery
- **Observe** the nature and quality of services that contribute to a positive patient experience in accordance with national quality standards
- **Collate** evidence-based feedback which will be used to influence, for example, strategic and operational decision making, needs assessments, service redesign and quality improvements
- **Report** findings and make **recommendations** to providers, Local Authority and NHS commissioners, Healthwatch England, Care Quality Commission (CQC), General Medical Council (GMC) and other relevant partners

Enter & View can also have a positive influence on ensuring that health and social care commissioners and providers adhere to the community engagement principles set out in **Joint Strategic Needs Assessment (JSNA) Community Voice**. For instance visits will:

- **Inform** people about services that affects them by providing balanced and objective information
- **Consult** with people so that they have a direct say about decisions and services that affects them

¹ At Healthwatch Kingston an Authorised Representative is known as an Active Affiliate (see the Active Affiliate Policy & Procedure for further information)

- **Involve** people in the co-production of services including allowing people to see for themselves the results of their participation
- **Collaborate** with people so that alternatives to service delivery can shape service development (i.e. supporting grassroots led initiatives)
- **Empower** people to have a say in final decision making such as allowing communities to take action for themselves

4. How will Enter & View be used?

Most Enter & View visits will be planned to take place on specific dates. The challenging issue of which sites to visit and how to prioritise will be determined by Healthwatch Kingston's Project Groups and endorsed by the Board of Trustees. A schedule of **announced** visits will be published on Healthwatch Kingston's website although there may be occasions when a visit is arranged ahead of the planned date. This could be due to information received that suggests a service should be visited sooner rather than later. On rare occasions an **unannounced** visit may be carried out in response to concerns that require immediate attention.

A visit could, for example, be prompted by feedback from local service users, patients, their carers and families, which suggests common concerns about performance or aspects of provision on a single ward or in a care home. Examples of why a visit may be carried out in these circumstances include but are not exclusive to the following:

- To follow-up on points raised during a prior CQC inspection
- To contribute to a planned CQC inspection (announced or unannounced)
- To gather evidence to support identified service deficits and/or gaps in provision
- To observe and make suggestions with regard to a particular matter that is of concern for the local community
- To provide support in identifying and sharing **best practice** in a specific area

To allay any misconceptions about Enter & View it is important to note that visits are NOT:

- An inspection or some other form of regulatory activity
- A stand alone activity in isolation from the overall work of Healthwatch Kingston
- A last resort nor a first choice option which is unplanned with no clear purpose

Healthwatch Kingston will work in partnership with CQC as set out in the document *The Care Quality Commission and the Healthwatch Network: Working Together 2014*. This briefing describes how an effective two-way relationship should be developed, particularly sharing work plans to avoid duplication and identify opportunities for a coordinated approach.

All visits will be carried out in accordance with Healthwatch Kingston's **Enter & View Procedure** that will confirm the purpose of the visit, the availability of background information, the types of activities and areas to be observed, and a brief which may include questions and/or surveys/questionnaires for people using the service and for staff.

5. 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
- 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).

6. Where does Enter & 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 Active Affiliate 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 Active Affiliate, in seeking to Enter and View its premises, is not acting reasonably and proportionately
- If the Active Affiliate does not provide evidence that he or she is authorised.
- Activities which relate to the provision of social care services to people under the age of 18.

7. What is an Active Affiliate?

An Active Affiliate is a member of the public who has joined Healthwatch Kingston in a voluntary capacity and:

- Meets the key attributes detailed in the person specification included in the Active Affiliates Policy & Procedure
- Has expressed an interest in specific areas related to health and social care services as indicated in their completed application form
- Has undergone an interview and has been appointed as an Active Affiliate
- Has undergone a **Disclosure and Barring Service (DBS)** check
- Has provided at least two appropriate **references**
- Has completed a **Safeguarding Awareness** e-learning module
- Has completed an induction and undertaken relevant **training** provided by Healthwatch Kingston
- Acts at all times in accordance with the following Healthwatch Kingston's Policies and Procedures (failure to do so could result in immediate suspension and, subject to the outcome of a formal investigation, removal from Healthwatch Kingston):
 - **Code of Conduct**
 - **Equal Opportunities Policy**
 - **Safeguarding Policy**

8. What are the benefits of Enter & View

As with other Healthwatch Kingston activities Enter & View is an opportunity to have a positive influence on the development of health and social care services as well as raising the profile of Healthwatch Kingston. Key benefits include:

- Capture the views of people as they are using services so that they can comment on the environment they are in, the attitude of the staff supporting them and what they think about their treatment and care
- Offer people an opportunity to share their experiences with an organisation that is independent from the services they are using
- Ensures feedback plays an integral part in the commissioning and provision of services such as influencing decision makers and improving multi-agency practices (i.e. delayed discharges)
- Identify and share positive stories about local service delivery
- Demonstrate Healthwatch Kingston’s proactive approach to engaging with the local community
- Provide Healthwatch Kingston with a pool of volunteers from all sections of the community to visit services that matter the most to them
- Expand Healthwatch Kingston’s reach to cover consumer specific issues and raise awareness (e.g. needs of refugees) including tackling discrimination and stigma
- Promote Healthwatch Kingston’s commitment to ensuring people have a voice and an opportunity to be heard
- Supports the marketing of the Healthwatch Kingston brand as the local consumer champion

9. Sources of Information

- **Healthwatch England** is the national consumer champion for health and social care (www.healthwatch.co.uk)
- The **Care Quality Commission** is the independent regulator of all health and social care services in England (www.cqc.ork.uk)
- **Monitor** is an executive non-departmental public body of the Department of Health and acts as the sector regulator for health services in England (www.gov.uk/government/organisations/monitor)
- The **National Institute for Health and Care Excellence (NICE)** provides national guidance and advice to improve health and social care (www.nice.org.uk)
- The **King’s Fund** is an independent charity working to improve health and health care in England (www.kingsfund.org.uk)
- The **Health & Social Care Information Centre** is the national provider of information and data for health and social care (www.hscic.gov.uk)

10. Document Control

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