

Enter & View Procedure

1. Introduction

The purpose of this document is to explain the role of Active Affiliates before, during and after a visit in accordance with Healthwatch Kingston's Enter & View Policy.

The following sections describe the Enter & View process and what is expected from an Active Affiliate, which is covered in detail in the Enter & View training, which all Active Affiliates must complete prior to conducting visits.

2. Undertaking Enter & View with a clear purpose

The purpose of Enter & View is to deliver the benefits detailed in the Enter & View Policy and will fit into four areas of activity:

- To contribute to a wider Healthwatch Kingston programme of work
- To look at a single issue across a number of premises
- To respond to local intelligence at a single premises
- To contribute to a planned Care Quality Commission (CQC) inspection

3. Preparing for a visit

Most visits will be part of a planned schedule of visits. Each visit will have a strategic and/or operational context related to an area of work identified by Healthwatch Kingston as being of particular interest to the local community. In certain circumstances a neighbouring local Healthwatch will be invited to participate in a visit. The Enter & View Policy details the reasons for undertaking visits to health and social care services and the associated benefits for improving health and social care services.

A checklist template (Appendix A) must be completed prior to each visit which will act as a brief for Active Affiliates and, if appropriate, will be shared with the site's service manager to ensure staff are aware of the purpose of the visit, the types of activities and areas to be observed and any questions and/or surveys/questionnaires for people using the service.

Wherever possible a schedule of visits will be produced, which has been endorsed by Healthwatch Kingston's Board of Trustees. This information will be made available to the public and shared with the CQC to avoid clashing or overlapping with their inspections.

The purpose of each visit will be clearly understood by participating Active Affiliates who will be provided with information about the service prior to the visit. This may include performance data, patient/service user satisfaction survey results, CQC inspection reports, national quality standards and evidence based intelligence.

4. Carrying out the visit

Prior to the visit the service provider will have been notified in writing and arrangements confirmed to conduct the visit. Occasionally this may involve a pre-meeting between the service provider and Active Affiliates. The service provider will be asked to display posters advertising the visit on notice-boards, newsletters and on their website. Healthwatch Kingston will announce the visit through its communication channels and, if possible, invite members of the public to submit comments, views and opinions about the service to be visited.

In most cases the service provider will have been sent the completed checklist and details of any specific support needs. Active Affiliates will meet at an agreed time at an agreed meeting point where they may be met by a representative from the service provider.

Each visit will undertaken by a team of Active Affiliates who may or may not have experience of using the services to be visited. A lead Active Affiliate will be nominated as will as a reserve. The team will be supported by a member of staff and/or volunteers if there are specific needs to take into account, such as physical disability, sensory impairment, communication difficulties and/or other conditions.

During the visit and acting in accordance with Healthwatch Kingston's Code of Conduct Active Affiliates will have the opportunity to observe the environment and any activities taking place, ask questions and conduct a survey or complete a questionnaire.

Once the visit has been completed Active Affiliates will have an opportunity for a debrief supported by the accompanying staff member which may include feedback/issues of concern and to agree next steps. Where appropriate the service provider representative will be invited to meet the Active Affiliates as part of the post-visit process.

5. Actions following a visit

Active Affiliates will be required to type up their notes and give them to the member of staff responsible for writing the report as indicated on the checklist. It is expected that notes are produced as soon as possible after the visit to allow the member of staff to produce a draft report within seven working days. The contents of the report will be based on the template provided by Healthwatch England and will include:

- Introduction
- Objective
- Methodology
- Survey/questionnaire results (if applicable)
- Findings

- Recommendations
- Next steps
- Acknowledgements
- Further information
- Appendices

Once the report has been completed it will be sent to the service provider requesting comments on factual accuracy and responses to any recommendations within 20 working days. The final version of the report will be sent to Healthwatch Kingston Board for endorsement after which a copy will be published and circulated to interested parties such as commissioners, Healthwatch England and the CQC.

6. What is expected from an Active Affiliate during a visit?

An Active Affiliate must:

- Treat staff, service users, residents, patients, their carers and families fairly, courteously, with sensitivity, dignity and respect
- Arrive (and leave) at the time agreed; if, in extreme circumstances, Active Affiliates are running late they must inform the relevant service manager and Healthwatch Kingston, prior to the agreed meeting time, giving an expected time of arrival and check that the visit is still appropriate (for example, it may be necessary to arrange another time for the visit if family are visiting)
- Wear a Healthwatch Kingston identity badge at all times which must be shown to anyone who wishes to see it during the visit
- Make their presence known to the person they have arranged to meet, or to the most senior person on duty upon arrival, and produce their written authorisation for that visit. Only visit premises for the purpose of carrying out the activities of Healthwatch Kingston and where possible work in pairs
- Consult the relevant persons at the outset to avoid disrupting routines or service delivery. Avoid undertaking visits during mealtimes, medical rounds or at staff change over (unless previously agreed with the service provider or necessary for the purpose of the visit)
- Recognise that service user, resident or patient needs should always take priority and that the viability of a visit may change at short notice, particularly when visiting vulnerable adults or children
- Value people as individuals, and respect their wishes, e.g. to leave someone alone if asked to do so
- Respect confidentiality at all times
- Abide by any instruction given regarding privacy and dignity, health and safety and hygiene, infection prevention and control and co-operate with requests from staff, service users, their families and carers
- Ensure before and during the visit that it is understood that Healthwatch Kingston cannot deal with individual complaints but that Enter & View Active Affiliates can and will signpost any such requests or disclosures to the appropriate body
- Maintain confidentiality of verbal and written information received in the course of the visit, including the identification of individuals, access to records, adherence to protocols concerning disclosure by patients, service users and carers, and whistle blowing by staff
- Be aware of their obligations to disclose concerns in respect of child safety and adult safeguarding

- Not be alone in private with a service user, resident, patient or carer; avoid entering any non-communal areas such as bedrooms or staff quarters except in exceptional circumstances and work in pairs if asked to speak in confidence
- Not give opinion or advice on specific care or treatment regimens to patients or service users, their relatives or carers. Any such queries must be referred to the staff in charge
- Not make rude, discriminatory or defamatory remarks and exhibit no discriminatory behaviour
- Adopt an open questioning technique, questions must not be suggestive or leading and should be without bias
- Work co-operatively with staff to maintain confidence in services, e.g. avoid criticism in front of service users
- Be as unobtrusive as possible and inform staff on duty about what they are doing if necessary
- Inform the person they have arranged to meet, or to the most senior person on duty of their departure

7. What is expected from an Active Affiliate after a visit?

An Active Affiliate must:

- Make sure that referrals and safeguarding disclosures are made in response to any concerns that they may have
- Ensure that any evidence collected is recorded accurately and typed up
- Make sure that the findings from the visit are corroborated by all Enter & View Active Affiliates, however, where there is a difference in opinion, this should be clearly recorded
- Ensure that the conclusions drawn are based on the findings of the visit
- Agree a draft report (written by a member of staff) of their findings within 7 working days. The report will be structured in a way that clearly reflects the reasons for the visit and how the information/evidence gathered met the visit objectives. Patient and staff confidentiality will be respected within this report
- Service providers must be given 20 working days to respond to the draft report to correct inaccuracies, including recommendations; where the provider raises issues or concerns about the content of the draft, Active Affiliates should consider carefully what has been said and decide if the draft should be amended

8. Document Control

Title of Procedure: Enter & View Procedure	
Board Approval Date: December 2015	Parkwood Approval Date: December 2016

Enter & View Checklist (to be completed prior to visit)

1. Before	
1.1 Name of service to be visited	
1.2 Date and time of visit	
1.3 Duration	
1.4 Meeting point	
1.5 Name(s) of Active Affiliates conducting visit	
1.6 Name(s) of staff member supporting Active Affiliates	
1.7 Name(s) of support volunteers (if applicable)	

1.8 Name(s) and job title of service provider representative	
1.9 Details of pre-visit background information	

2. During	
2.1 Purpose of the visit	
2.2 Areas to be observed	

2.3 Activities to observed	
2.4 Behaviours to be observed	
2.5 Prompts for staff (if applicable)	

2.6 Prompts for people using the service, including their family/friends/carers (if applicable)

3. After	
3.1 Name(s) of report writer(s)	
3.2 Date of de-brief meeting (if necessary)	
3.3 Deadline for draft report	

Use this space to type your notes made during the visit