

## Healthwatch Kingston Enter and View Policy and Procedures

### 1. Scope

This policy applies to

Employees	X
Contractors	
Volunteers	X
Partners	X
Suppliers	
Consultants	

Unless otherwise stated, this policy and procedure is non-contractual, does not form part of any contract of employment, and may be adapted or amended at any time by the Board of Trustees.

The purpose of this policy is to explain what is meant by the term **Enter and View**, how it is used, 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. Definitions

Healthwatch have a legal power to visit health and social care services and see them in action. This power to Enter and View services offers a way for Healthwatch to meet some of their statutory functions and allows them to identify what is working well with services and where they could be improved.

Although Enter and View sometimes gets referred to as an ‘inspection’, it should not be described as such.

### 3. External Standards

Within the Healthwatch Regulations, the Government has imposed a duty on commissioners and providers of publicly funded **health and social care services** to allow **Authorised Representatives** of Healthwatch Kingston to enter premises that providers own or control to observe the nature and quality of services.

#### **Healthwatch statutory functions**

The legislative framework for Healthwatch is split between what Healthwatch must do (duties) and what they may do (powers). Healthwatch have a power under the Local Government and Public Involvement in [Health](#) Act 2007 and Part 4 of the [Local Authorities Regulations 2013](#) to carry out Enter and View visits

Healthwatch should consider how Enter and View activity links to the statutory functions in [section 221 of the Local Government and Public Involvement in Health Act 2007](#).

#### 4. Procedures

Healthwatch Kingston follows Healthwatch England Enter and View procedures based on Government legislation and also learning from the Healthwatch Network. The latest HWE guidance can be found [here](#).

#### What is an Enter and View Authorised Representative?

An Enter and View Authorised Representative is a member of the public who has joined HW Kingston in a voluntary capacity and:

- Has expressed an interest in specific areas related to health and social care services as indicated in their completed application form
- Has undergone a volunteer interview
- Has undergone a **Disclosure and Barring Service** (DBS) check within the past 5 years
- Has provided at least two appropriate **references**
- Has completed an induction and undertaken **Enter and View 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**
    - **Equality, Diversity and Inclusion Policy and Procedures**
    - **Safeguarding Policy and Procedures**

Healthwatch Kingston Authorised Representatives names will be published on our website and in our annual report

#### 6. Supporting Documents

[Enter and View: A guide to Healthwatch powers to Enter and View health and care services. March 2022](#)