

**POLICY COVER SHEET**

<b>Policy Name</b>	Enter and View policy
<b>Owner</b>	Healthwatch Salford
<b>Contact</b>	Sam Cook, Chief Officer
<b>Approved by</b>	Healthwatch Salford Board
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Valid Until  
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## Enter and View policy

### 1. Purpose

The purpose of this policy is to set out a clear guide to conducting Healthwatch Salford (HWS) Enter and View activity. This will ensure that Healthwatch Salford staff, volunteers and external stakeholders are clear on the process.

### 2. Context

Healthwatch has the legal right to enter and view health and social care premises/services which are funded by the NHS or by local government. There are a small number of important exceptions. These exceptions include homes for children looked after by the local authority and small group homes (e.g., for people with learning disabilities).

Enter and View is an important way in which HWS will gather intelligence about the quality of health and social care, including the views of people who are service users, patients or carers. It is important to distinguish the role of HWS in conducting Enter and View compared to the formal inspection and regulation programme of commissioners, the CQC and other agencies. The perspective which HWS aims to bring is the view of the person using the service and their carers. It is to be viewed as another form of engagement activity and not inspection. It is a lay perspective, and it is not intended to be a substitute for formal inspection and regulation. HWS has no formal powers of enforcement and cannot compel providers or commissioners to act on our recommendations.

We have a legal right to receive responses back within 20 working days.

### 3. Authorised Healthwatch Salford Representatives

Only authorised HWS representatives can conduct Enter and View activity. To become an authorised HWS representative, the following criteria will have been met (see also HWS relevant volunteer policies):

- Recruited as a HWS volunteer or member of staff (application form, interview and 2 satisfactory references)
- Satisfactory Enhanced/Standard DBS check
- Participated in HWS Enter and View training

HWS authorised representatives will be provided with a photo identity badge and their names will be listed on the HWS Website as authorised representatives.



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Additional training will also be required specific to the setting being visited, for example:

- Safeguarding training – vulnerable adults and children
- Dementia Awareness
- Bespoke training tailored to the type of Enter & View activity

4. There are different types of Enter and View which HWS will conduct:

- Announced Enter & View – these are planned and the providers informed in advance of the visit.
- Planned, proactive Enter and View which is linked to the HWS work plan/priorities.
- Monitoring the quality of residential and nursing homes in Salford, particularly those where concerns have been raised either by commissioners, the Care Quality Commission (CQC) or members of the public.
- Reactive Enter & View in relation to emerging concerns about services.

HWS are committed as much as is possible to never perform an unannounced Enter and View visit.

5. Preparation/planning for Enter and View

Preparation/planning is essential, and the following steps will be taken:

- careful selection of proactive, planned Enter and View based on intelligence.
- summary of intelligence (e.g., CQC reports, anonymised summary of complaints and issues received at HWS, other intelligence) provided to Enter and View visit team.
- scheduling the Enter and View so that it does not coincide with an inspection by the CQC, or a visit by the commissioners or other agency monitoring the setting.
- effective communication with the setting prior to the visit is crucial. A meeting/conversation must take place first followed up by the sending of an Information pack. These should include our general information leaflets about HWS; letters/posters for tailored for staff, residents/service users/patients, relatives/visitors and advocates to inform them of the date of the visit; the purpose of the visit; arrangements for meeting with authorised HWS representatives to provide feedback on the quality of care and HWS's contact details.
- matching the HWS Enter and View team to local services, i.e., primary care, care homes so that knowledge is built up over a period and relationships developed with local providers. On occasions, it may not be appropriate for a



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HWS Authorised Representative to conduct an Enter and View (e.g., if they/family member use the service or have a family member working in the service) and this will be considered.

- each Enter and View visit must be led by a HWS member of staff.
- generally, Enter and View teams will consist of 2 people working together always during a visit. It may be that a team of 6 or more will go to a facility at the same time. However, the number of authorised representatives present during a visit should always be appropriate to the size of facility and without impacting on normal operations.

## 6. Methodology and resources for Enter & View

Enter and View which involves a physical visit to a resource will combine the following core aspects:

- a short meeting will be held before the Enter & View with authorised HWS representatives.
- introduction to management upon entering the facility confirming identity of HWS authorised representatives for the Enter and View visit with passes clearly displayed.
- observation of the service by the Enter and View team.
- conversations with patients/service users/visitors/staff. These might take the form of a structured interview and/or survey.
- H&S protocol of the setting being visited must be adhered to and respected by all HWS representatives.
- a check in meeting with the manager of the service/other key staff at the end of the visit to thank them and give detail on what the next steps are.
- a longer meeting may be appropriate depending on the purpose of the visit for the team to debrief on initial findings and check any issues for clarification may also take place.

## 7. After the Enter & View

To ensure that HWS's Enter and View delivers an impact, the following steps should be taken to ensure effective follow up and action following the Enter and View activity:

- The Enter and View team should have an immediate debrief to discuss the following - whether there are any urgent matters of concern which need raising confidentially with the HWS Chief Officer which may require a safeguarding referral (see also HWS Adult and Children Safeguarding policies) or other forms of escalation.
- The key themes emerging from the Enter and View.



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Templates will be developed for report writing but the essential information required is:

- Date, time and name of service visited
- Name of manager/key point of contact
- HWS lead
- Key findings/themes
- Numbers of patients/service users/carers/visitors/staff spoken to – all anonymised. Reports should not include individual details where the person can be identified from these details.
- Recommendations, where appropriate, for improvement.
- Highlighting examples of good/best practice in the quality of care.

Once the Enter and View team have agreed the report, a copy will be sent to the provider for comments on factual accuracy.

The provider should send comments on factual accuracy within 20 working days maximum but ideally sooner.

Once comments on factual accuracy have been received, a last version of the report will be sent to the providers, with a copy to the relevant commissioner, the CQC and Healthwatch England, but ideally sooner.

Once the responses from the providers (and commissioners if relevant) have been received, the report together with a summary of the action to be taken by providers (and commissioners) in response to any recommendations will be published on the HWS website.

HWS will regularly share analysis of Enter and View activity to several forums locally and nationally.

A follow-up to the report may be appropriate, HWS will communicate the timescales for this to the provider/commissioner and include in the report.

As with all other HWS work, Enter and View activity will be included in the HWS Annual demonstrating how the Enter and View activity has made a positive difference to the quality-of-care Salford people receive.

## 8. Greater Manchester

The formation of the Healthwatch in Greater Manchester Network will bring opportunities for joint Enter and View activity. Volunteers from Salford may participate in this. A standard and expectations will be agreed for these volunteers based on HWE principles and each localities own policies.



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