



Enter and View Policy

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## Appendix

1. Enter and View Committee Terms of Reference

## **1. Definition of Enter and View**

An Enter and View visit is where a team of trained individuals, known as Enter and View Authorised Representatives (hereafter referred to as ‘authorised representatives’), enter a service, make observations, collect the views of service users/patients and produce a report.

Service refers to a place delivering publically funded health or social care services, specifically those outlined in 2.1, where Enter and View Applies.

By law a service provider must allow authorised representatives to Enter and View<sup>1</sup>.

## **2. Application of Enter and View**

### **2.1. Where Enter and View Applies**

Enter and View activity can be undertaken with regard to the following organisations or persons<sup>2</sup>:

- NHS Trusts
- NHS Foundation Trusts
- Local Authorities
- A person providing primary medical services (e.g. GPs)
- A person providing primary dental services (e.g. dentists)
- A person providing primary ophthalmic services (e.g. 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).

### **2.2. Exclusions**

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;
- Where the premises are non-communal parts of a care home<sup>3</sup>;
- If the premises where the care is being provided is a person’s own home<sup>4</sup>;
- Where the premises or parts of the premises are used solely as accommodation for employees of service-providers;

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<sup>1</sup> 2008 No. 915 “National Health Service, England”

<sup>2</sup> 2008 No. 915 “National Health Service, England”

<sup>3</sup> Authorised representatives can enter upon invitation, however there is no right of entry

<sup>4</sup> Authorised representatives can enter upon invitation, however there is no right of entry

- 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 authorised representative in seeking to Enter and View its premises is not acting reasonably and proportionately;
- If the authorised representative does not provide evidence that he or she is authorised.

The duty does not apply to the observing of any activities which relate to the provision of social care services to children.

### **3. Purpose of Policy**

This document sets out the approach of Healthwatch Shropshire to Enter and View. The policy is a 'live' document which is reviewed regularly to ensure it stays up-to-date.

This policy does a number of things:

- Explains to staff, volunteers, Authorised representatives, Board members, service users, service providers and the public how and why Healthwatch Shropshire carries out Enter and View visits;
- Outlines the key principles underpinning Enter and View at Healthwatch Shropshire;
- Ensures fairness and consistency in Healthwatch Shropshire's approach to Enter and View;
- Helps service users and service providers to understand what they can expect from Healthwatch Shropshire in relation to Enter and View;
- Explains how Healthwatch Shropshire works with other Local Healthwatch around joint services.

### **4. Enter and View at Healthwatch Shropshire**

Enter and View at Healthwatch Shropshire aims to:

- Gather data on people's experiences of the NHS and publicly funded social care services from the lay perspective;
- Increase Healthwatch Shropshire's contact with the local communities it serves;
- Increase Healthwatch Shropshire's contact with local service providers, Shropshire commissioners and the Care Quality Commission (CQC);
- Ensure visits are tailored to meet the needs of the people of Shropshire.

## **5. Principles**

This policy is underpinned by the following principles:

- Healthwatch Shropshire will ensure that Enter and View is properly integrated into the organisational structure and the processes are in place to ensure that the data gathered is effectively used to improve health and social care in Shropshire;
- All data is demonstrably evidence based;
- A report is produced detailing the findings from every Enter and View visit Healthwatch Shropshire undertakes;
- All reports will be published and made available in the public domain;
- Enter and View visits are carried out with a clear Purpose and all data gathering activities are designed to reflect that Purpose;
- Enter and View is carried out by authorised representatives who are selected through a robust recruitment system, and receive appropriate training and support to ensure they carry out their duties to the highest standards;
- Concerns about a service are escalated through the appropriate channels;
- Enter and View is undertaken only where it can have an impact on the service users.

## **6. Enter and View Committee**

### **6.1. Overview**

The Enter and View Committee is responsible for ensuring that Healthwatch Shropshire carries out all Enter and View related activities in line with the principles outlined in this policy.

The Enter and View Committee is a Committee of the Board and oversees all Enter and View activities of Healthwatch Shropshire. The composition of the Committee and its purpose are outlined in the Terms of Reference (see appendix 1).

The Terms of Reference are published on the Healthwatch Shropshire website.

### **6.2. Volunteer Committee Members**

The non-board member authorised representatives, who sit on the Committee, stand as representatives of all voluntary Enter and View authorised representatives with Healthwatch Shropshire: during discussions and decision-making undertaken by the Committee they are expected to act in the interests of the whole, not on individual interests or motivations.

A Committee member may step down from the Committee at any time by informing a staff member, the chair of the Enter and View Committee or the chair of Healthwatch Shropshire.

### **6.3. Role of the Enter and View Committee**

The Enter and View Committee has specific responsibilities in regards to the decision to undertake an Enter and View visit and the handling of Enter and View reports.

Processes to support the Committee to deliver these responsibilities are outlined in the Enter and View Procedures document.

#### *6.3.1. Deciding to carry out a Visit*

The Enter and View Committee has specific responsibility for ensuring that:

- Every Enter and View visit has a Purpose and that the Purpose is an appropriate reflection of the intelligence that has prompted the visit
- Every Enter and View visit is appropriately authorised by the Committee in advance of it being carried out
- Any relevant parameters for a visit, including whether a visit will be announced or unannounced, are set in advance of putting together a visit team
- The decision to visit, the basis for that decision, the Purpose and any relevant parameters for a visit is documented in the minutes of the meeting.

All decisions to carry out Enter and View visits are ultimately reported to the Board of Healthwatch Shropshire to ensure accountability.

#### *6.3.2. Enter and View Reports*

The Enter and View Committee oversees the standardisation of visit reports, ensuring that all reports are of a suitable quality. The Committee is responsible for approving visit reports for release to the service provider for their comments. Committee members are also involved in the approval of a report for publication.

## **7. Enter and View Authorised Representatives**

### **7.1. Who They Are**

Any individual can be an authorised representative, so long as they have shown themselves to hold values appropriate to Enter and View through the course of the recruitment process, and have met the training requirements set by Healthwatch Shropshire.

All authorised representatives are volunteers. Designated staff members of Healthwatch Shropshire can also be trained in Enter and View. This enables the staff members to have a full knowledge of Enter and View and its processes, to effectively support the volunteers involved in Enter and View and to participate in visits, where appropriate. Healthwatch Shropshire staff members do not have to complete a volunteer application form and attend a volunteer interview, and their attendance at relevant Enter and View meetings is at the discretion of their line manager.

Healthwatch Shropshire's commitment to volunteers is outlined in more depth in HWS Volunteering Policy.

## 7.2. Recruitment and Training

Healthwatch Shropshire's Volunteering Policy stipulates the organisation's requirements on any individual wishing to volunteer with Healthwatch Shropshire and the mechanisms in place to support fair and effective recruitment of volunteers.

These include:

- Role Description
- Application Form
- Interview
- References
- Basic Training Programme.

Healthwatch England guidance<sup>5</sup> stipulates that Enter and View programmes must include a robust recruitment system to ensure that only people with the appropriate attitudes and behaviours act as authorised representatives. Healthwatch England also states that it is crucial that authorised representatives do not carry personal agendas.

In support of this Healthwatch Shropshire requests that any individual wishing to participate in Enter and View activities, on top of undergoing the process of becoming a volunteer with Healthwatch Shropshire, additionally:

- Undergoes a standard level Disclosure and Barring Service criminal records check
- Attends Healthwatch Shropshire approved Safeguarding Adults at Risk training
- Attends Healthwatch Shropshire approved Enter and View training.

Once applicants have met all the above requirements, they are invited to participate in an Enter and View visit. Wherever possible, they will be paired with a suitably experienced authorised representative.

### 7.2.1. Criminal Records Check

In line with relevant legislation, authorised representatives are required to undergo a criminal record check by the Disclosure and Barring Service (DBS) as part of the application process. Authorised representatives require a standard disclosure. Healthwatch Shropshire staff will facilitate the application; ensure the correct policies and procedures are in place; and absorb any associated costs. See Healthwatch Shropshire's DBS Policy and the Policy for DBS Secure Storage, Handling, Use, Retention & disposal of Disclosures and Disclosure Information for additional information.

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<sup>5</sup> Healthwatch, March 2013, 'Enter and View' Study: Final Report: Version: 1.0

### **7.3. Enter and View Meetings**

Authorised representatives are invited and encouraged to attend the Enter and View meetings. These take place approximately once every three months and are designed to provide an opportunity for the following:

- For volunteers to share and learn from their experiences in Enter and View;
- To enable changes and important messages about Enter and View to be communicated;
- Identify knowledge and best practice;
- To provide an opportunity for volunteers to ask questions on Enter and View to other volunteers and Healthwatch Shropshire staff;
- To deliver additional training to enhance the skills and knowledge of volunteers in relation to Enter and View;
- For Healthwatch Shropshire to thank Enter and View authorised representatives;
- To communicate the findings and outcomes of Enter and View visits;
- To identify areas where volunteers feel they require additional support and/or training;
- For Enter and View volunteers to network with each other;
- To promote the work of the Enter and View Committee;
- For Healthwatch Shropshire staff and volunteers to communicate upcoming events and activities that may be of interest to others.

It is asked that authorised representatives try to attend at least two meetings in a twelve month period. Healthwatch Shropshire recognises that authorised representatives are volunteers and commitments may prevent them from attending. To ensure key messages are disseminated to all authorised representatives Healthwatch Shropshire provides key points and updates from the meeting in a timely manner.

### **7.4. Individual Support**

The Volunteer and Involvement Officer is the key contact for authorised representatives.

Healthwatch Shropshire aims to provide personalised support for each authorised representative to support them to develop in the role.

## **8. Healthwatch Shropshire's Approach to Enter and View**

### **8.1. Decision to Visit**

The decision to carry out an Enter and View visit is made by the Enter and View Committee.

With all visits, whether reactionary or part of a planned programme of work, the decision to visit must be informed by intelligence gathered, or presented, to Healthwatch Shropshire's Intelligence, Assessment and Action Committee, or its representatives.

#### **8.1.1. Announced and Unannounced Visits**

The decision to undertake a visit as announced or unannounced must be directly related to the Purpose of the visit and is decided by the Enter and View Committee. The decision must take into consideration the most effective way of gathering the data that is sought through the Enter and View visit.

### **8.2. Principles for Visits**

Healthwatch Shropshire is committed to delivering Enter and View in a manner that is in line with the aims of Healthwatch Shropshire, supportive of the authorised representatives, will be of benefit for users and potential users of a service, and is constructive for the service visited. To this end, Healthwatch Shropshire seeks to ensure the following is in place for every visit:

- The visit team will always consist of a minimum of two authorised representatives, both of whom will be involved in the production of the visit report
- To ensure each visit is adequately prepared for, a planning meeting will take place in advance of every visit involving the authorised representatives on the visit team

### **8.3. Health and Safety on a Visit**

Healthwatch Shropshire is committed to ensuring that the health and safety of service users, staff members, visitors and members of the public that the visit team comes into contact with during the course of an Enter and View visit is not compromised by the actions or presence of any authorised representatives. This includes ensuring that:

- There is no spread of infection through an unwell authorised representative taking part in a visit;
- Authorised representatives comply with the health and safety regulations of a location.

Healthwatch Shropshire is equally committed to ensuring that the dignity of service users is not compromised by its actions.

Behaviour that impinges on: the dignity of service users; the health and safety of service users, staff (including Healthwatch Shropshire staff), other volunteers, visitors to a service, and members of the public; affects the confidentiality of service users; or breaches the code of conduct (see the Volunteering Policy) for authorised representatives will not be tolerated. Concerns will be raised with the authorised representative and may result in the individual being asked to cease participating in Enter and View visits, and potentially being asked to cease association with Healthwatch Shropshire.

#### **8.4. Safeguarding**

Where authorised representatives witness, are informed of, or suspect there is a safeguarding issue they are obliged, by law, to pass that information on to the appropriate bodies as soon as possible. Where there is a concern about safeguarding the Enter and View visit must be terminated immediately: Healthwatch Shropshire refuses to be complicit with safeguarding breaches. Details and procedures relating to safeguarding are contained in the Healthwatch Shropshire Safeguarding Policy.

#### **8.5. Escalation**

Healthwatch Shropshire has an escalation policy outlining the principles and approach of Healthwatch Shropshire to escalating information to external organisation.

#### **8.6. Reporting**

A report is a necessary outcome of a visit.

Healthwatch Shropshire aims to ensure that all visit reports are based only on the data gathered during the Enter and View visit and written in an objective and factual style, with all statements grounded in data and free from subjectivity. In accordance with Healthwatch Shropshire's Data Protection and Confidentiality policies, no individual service user or family member will be personally identifiable in the report. Staff members will not be named in the report however they may be personally identifiable due to their role. Where applicable, a service may request the details of a staff member referred to in the report in order to implement positive change, or provide praise.

The service provider visited will always be given the opportunity to read and comment on the report about their service before it is published in the public domain. Should the service provider choose not to respond the visit report will be published without their comments.

Publication of visit reports is subject to Enter and View Committee and Board approval.

Where the visit is part of a series of visits the Enter and View Committee will consider whether to produce an overarching report compiling the findings from all the visits.

### **8.6.1. Recommendations**

There is scope to include recommendations in the visit report. Healthwatch Shropshire requests that, where there are recommendations, the service must provide follow up information on their actions as a result of recommendations.

Should a provider have concerns about a report they are invited to meet with Healthwatch Shropshire and members of the visit team to discuss its content and their concerns.

### **8.7. Follow Up**

Healthwatch Shropshire will take all reasonable steps based on the circumstances of each visit to be assured that the service has responded to the recommendations of a report where applicable.

### **8.8. Measuring Impact**

Influential Enter and View depends upon effective relationships with commissioners (including the Local Authority and Clinical Commissioning Groups), with regulators (especially CQC), with local politicians (typically via the Health & Wellbeing Board and Overview and Scrutiny Committees) and with Healthwatch England. HWS will develop and maintain these vital relationships. Enter and View can only have limited impact on its own. However, the outputs from Enter and View have the ability to bring about sizable changes, when they supply evidence into programmes progressed through collaboration with the community of health and social care organisations.

Healthwatch Shropshire is committed to developing and maintaining these relationships, thereby striving to enable Enter and View to have the maximum impact.

It is through these same relationships that Healthwatch Shropshire will gather the information necessary to demonstrate the impact of its wider activities, including Enter and View. This will be used, in addition to the initial response, and where applicable follow up response, from providers, to demonstrate the impact of the Enter and View visit, or series of visits, in the annual publically available 'You Said: We Did' report.

Healthwatch Shropshire is committed to undertaking Enter and View only where it will have an impact on the users of the service.

## **9. Joint Working with Other Local Healthwatch**

### **9.1. Overview**

A number of the services in the Shropshire locality are known to be frequently used by individuals who reside outside of Shropshire. Equally, Shropshire residents make use of services located outside of Shropshire.

Where the service is known to be frequently used by residents of another area, Healthwatch Shropshire will contact the Local Healthwatch and/or Welsh Community Health Council to inform them of Healthwatch Shropshire's intention to carry out an Enter and View at the service. Representatives from these organisations may be invited to participate in the visit, depending on the circumstances prompting the visit. Reports and outcomes of the visit will also be shared with these organisations.

When Healthwatch Shropshire considers carrying out an Enter and View to a service located outside of Shropshire, the decision making process, and process of involvement, will be governed by any Memorandum of Understanding in place with the equivalent organisation operating in the locality that the service is situated in. Where there is no Memorandum of Understanding in place, Healthwatch Shropshire remains committed to having a consistent and fair approach to such situations.

## **9.2. Exceptions**

On rare occasions it may be deemed appropriate for another Local Healthwatch to carry out Enter and View visits in Shropshire due to exceptional circumstances. For example, where Healthwatch Shropshire or its volunteers could be seen to have a conflict of interest, or where Healthwatch Shropshire is potentially too involved in the circumstances to be impartial.

## **9.3. Information Sharing**

Where it is appropriate Healthwatch Shropshire will share information with other Local Healthwatch in accordance with its information sharing protocols.

## **9.4. Healthwatch Telford and Wrekin**

As local NHS providers trusts also cover Telford and Wrekin Healthwatch Shropshire recognises the need to ensure that it works closely with Healthwatch Telford and Wrekin to ensure that:

- Enter and View Authorised Representatives are of the same calibre
- Enter and View Authorised Representatives receive the same standard of training and development
- Escalation triggers are compatible.

## **10. Health and Safety**

Healthwatch Shropshire will ensure that an appropriate risk assessment is produced for all Enter and View activities and that the relevant persons receive the outlined training.

## **11. Insurance**

Healthwatch Shropshire will ensure the correct insurance provisions are in place to cover all activities involved in Enter and View.