

Enter & View: Information for Service Providers

Who is Healthwatch Shropshire?

Healthwatch Shropshire is the independent consumer champion for health and social care in Shropshire. We aim to ensure that people from across all of Shropshire have an opportunity to voice their opinion on the health and social care services affecting them. We are one of many local Healthwatch across England.

What we do

We listen to peoples' experiences, look for trends and influence commissioning, provision and scrutiny of local health and social care services. We also provide an information and signposting service. We are not individual case workers, but where people need that we signpost them to the right service.

What is Enter and View?

We gather information on peoples experiences of health and social care services and there are times when it is appropriate for Healthwatch Shropshire to see and hear for ourselves how services are provided: these visits are called Enter and View.

Teams of specially training volunteers (called authorised representatives) visit a service, make observations, collect people's opinions and experiences, and produce a report which is then published.

Enter and View visits can be announced or unannounced; it will depend on why we are there.

'Enter and View' was transferred to local Healthwatch in the Health and Social Care Act 2012.

Why would we be visiting your service?

There are two possible reasons why Healthwatch Shropshire would be visiting your service:

In reaction to information received

People tell us about their experiences and we look at the wider context. Where we see a trend (positive or negative) and it is the most appropriate action we can do an 'Enter & View'.

As part of a piece of work

When doing a piece of research into a specific topic we gather information in different ways, 'Enter & View' is one way of gathering information.

Where can 'Enter & View' take place?

'Enter & View' activity can be undertaken anywhere health and/or social care is funded by public monies, including: hospitals, GPs, dentists, opticians, pharmacies, care homes, and day-care centres. 'Enter & View' does not apply to the observing of any activities which relate to the provision of social care services to children.

Why do we do 'Enter & View' visits?

'Enter & View' enables a service provider to see and hear things from the perspective of the individual using the service. Listening to the service users can



enable a service to ensure that the systems, processes, procedures, policies and culture in place match the needs and wants of its clients more effectively, and deliver tailored, high-quality care, but also to identify where there is potentially room for improvement.

'Enter & View' is also about identifying and sharing best practice across a range of sectors.

As Healthwatch Shropshire we can also help you: we can help give recognition to what you are doing well and we can help take the issues affecting your service to the commissioners.

What do you need to do on the day?

When we visit we want to see 'the everyday' so please carry on as normal. The structure of every visit will be different because each one is designed around the service and the Purpose of that individual visit. The details will be communicated to you by the visit team either before the visit, or on the day.

The visit team might ask for a tour round the service, a chat with staff, a chat with the manager or senior staff members. You don't have to accompany the visit team as they do the visit - in fact it is better if you leave them to it.

Our visits should not get in the way of your service delivery - if you are worried they are you need to tell the authorised representatives and if necessary you can ask them to stop the visit.

Your Rights

- Authorised representatives must present themselves to the service before starting the visit.
- Authorised representatives must be wearing their badge. A full list of our authorised representatives is available on our website.
- Authorised representatives must act reasonably and proportionately on a visit.
- 'Enter & View' should never compromise the effective provision of a service or the dignity of any person.
- 'Enter & View' only applies to the communal parts of a care home (we can only enter a resident's bedroom, staff rooms, offices, kitchens, laundries etc. upon invitation)

If you are concerned about any of the above during the visit you must tell the authorised representatives at once and you have the right to ask the visit to stop. You should also ring the office and inform a member of the Healthwatch Shropshire staff team. Be aware we may well re-arrange the visit.

What if you don't want us to visit?

Under legislation we have the right to enter a service and carry out Enter and View. However if there is a genuine reason why an Enter and View visit should not take place on a particular day we will work with you to rearrange the visit.

How can you help the process?

We want to work with you. We believe that by working together we can both have the biggest impact on the experiences of people accessing your service. Through a few simple ways we can do this:

- Ensure someone who knows that the visit is taking place will be there on the day: this helps avoid confusion
- We might want to speak to service users, you can help us do this by:
 - Telling the service users that the visit will be taking place



- Distribute the ‘Enter & View’ leaflet to service users and their friends and families
- If we have asked you to put up a poster advertising our visit please put it somewhere prominent

Step by Step Guide

1. Healthwatch Shropshire makes the decision to visit. The authorised representatives design the visit around the service and the Purpose of the visit.
2. On Announced visits we will contact you arrange a time and date to visit.
3. On the day the visit team will arrive, announce themselves and their intentions to you and show you their identification badges.
4. The visit team should tell you there and then if there is anything you need to know.
5. The visit team will tell you when the visit is finished.
6. We will write a draft report and send it to you as soon as possible. You have the opportunity to comment on the report and correct factual inaccuracies.
7. The report is updated following your input.
8. Once finalised the report is made public and posted on our website. A copy is sent to Healthwatch England, to the Care Quality Commission, to you and is shared with anyone else who would benefit from it, for example Shropshire Council.
9. We ask you to complete an evaluation form.
10. If the visit is part of a programme of work an additional report looking at the theme will be published and shared with the same partners.

Should we see or hear anything that concerns us during the visit we will terminate the visit and report our concerns to the relevant bodies, i.e. Care Quality Commission, Adult Safeguarding team.

One of the key values of Healthwatch Shropshire is that we are an independent organisation people can speak to anonymously, including whilst we are undertaking an Enter & View visit. As such there might be things that are said to us, or we observe, that will be reported anonymously in the report which you will not have heard about in advance because they have been judged to not require immediate attention.

Our ‘Enter & View’ policy is available on our website; this will provide you with more detailed information about the ins and outs of the process. Alternatively you can contact Healthwatch Shropshire directly.

Key Principles to ‘Enter & View’ at Healthwatch Shropshire

- It is not an inspection: we cannot look at care plans, medication or management plans
- Every visit has a clear Purpose
- Visits are not made because of one comment
- It is only one of the ways for gathering evidence open to Healthwatch Shropshire
- ‘Enter & View’ must be proportionate and appropriate
- We must work in partnership and build good relationship to have the biggest impact

