



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 View¹.

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 persons²:

- 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 home³;
- If the premises where the care is being provided is a person’s own home⁴;

¹ 2008 No. 915 “National Health Service, England”

² 2008 No. 915 “National Health Service, England”

³ Authorised representatives can enter upon invitation, however there is no right of entry

⁴ Authorised representatives can enter upon invitation, however there is no right of entry

- Where the premises or parts of the premises are used solely as accommodation for employees of service-providers;
- 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 is most appropriate response by Healthwatch Shropshire to information received.

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.

6.4.6.3. 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.

6.4.1-6.3.1. 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
- Urgent Enter and View visits must be authorised by the Chief Officer and Enter and View Officer in discussion with the Committee Chair or Chair of Board.
- 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.

6.4.2-6.3.2. 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 guidance⁵ 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:

⁵ Healthwatch, March 2013, 'Enter and View' Study: Final Report: Version: 1.0

- 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.

7.3. Enter and View Volunteer Meetings

Authorised representatives are invited and encouraged to attend the Enter and View Volunteer 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 about Enter and View of 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 Enter and View Officer is the key contact for authorised representatives and in his/her absence the Volunteer Officer

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 held by Healthwatch Shropshire.

8.1.1. Announced, Semi-announced⁶ and Unannounced Visits

The decision to undertake a visit 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.

Decisions to make announced or semi-announced visits will be determined by the need to communicate with service users, their visitors or relatives.

Decisions to make unannounced visits are taken in response to serious concerns received or identified by Healthwatch Shropshire. This decision may be taken outside of a Committee meeting.

⁶ Services who receive a semi-announced visit are informed of a period time in which a visit may take place, but not given an exact date or time.

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 team must raise their concerns with the provider and where there are serious concerns, contact the Enter and View Officer/ Chief Officer immediately. At the end of a visit, any safeguarding concerns must be immediately communicated to the Enter & View Officer or Chief Officer. 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 organisations.

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 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 publically available 'You Said: We Did' report.

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 Shropshire. Equally, Shropshire residents make use of services located outside 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 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 on visits to shared providers.

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.