

‘Enter and View’ Policy and Procedures

Introduction:

Healthwatch Lambeth is an independent charity and part of a network of local Healthwatch organisations across England. We have operated in Lambeth since 2013, working from the statutory framework of the Health and Social Care Act, 2012. This requires us to:

- promote and support the involvement of people in commissioning, provision and scrutiny of local health and social care services
- obtain the views of people about their needs for, and their experiences of, local health and social care services
- make reports and recommendations to people responsible for commissioning, providing, managing, or scrutinising local health and social care services about how they could or ought to be improved.
- provide advice and information about access to local health and care services and about choices that may be made with respect to aspects of those services.

We believe that for health and social care to really work for people, the views and experiences of people who use services, and people who for various reasons struggle to access them, must be fully considered.

Healthwatch Lambeth seeks, analyses, and publicises the widest range of views from local people so their voices are taken seriously by commissioners and services. We work to make sure decisions about service development, access, quality, and outcomes take proper account of what’s really happening to people who need to benefit. Promoting equality and fairness and reducing the inequalities and discrimination some people experience in services is at the heart of our work.

Our success depends on our ability to reach and give voice to underserved populations and to build partnerships with the NHS, Lambeth Council, and local voluntary and community organisations with whom we have excellent relationships. Our ambition is to continue to grow and develop as an effective agent of local change finding constructive ways to challenge assumptions and stereotypes, so services improve for all but especially for people who are least heard and most in need.

There are a variety of ways that Healthwatch Lambeth uses to collect information from users of services, carers and organisations representing service user groups. One of these is the process called Enter and View whereby Authorised Representatives visit services

and observe how services are provided. The Authorised Representatives will seek the views of those receiving and providing the service and publish a publicly available report of their findings.

There is a responsibility on Healthwatch Lambeth to make clear to the public, and providers of services how it decides to undertake its Enter and View visits. This is explained in the information below.

Healthwatch Lambeth Enter and View Programme.

1.1 Healthwatch Lambeth shall determine a Visiting Programme related to its terms of reference and current priorities to carry out its statutory duties in relation to National Health and Adult Social Care Services commissioned, provided for, and used by the residents of Lambeth.

1.2 Legislation allows 'Enter and View' activity to be undertaken in the following organisations or services:

- NHS Trusts
- NHS Foundation Trusts
- Local authorities
- Primary medical services, such as GPs
- Primary dental services, such as dentists
- Primary Ophthalmic services, such as opticians
- Pharmaceutical services, such as community pharmacists
- Premises which are contracted by local authorities or the NHS to provide health or care
- Services, such as adult social care homes and day-care centres

The list of service providers who have a duty to allow entry is set out in section 225 of the Local Government and Public Involvement in Health Act 2007¹ and supplemented by Reg 14 of the 2013 regulations².

1.3 The frequency and range of such visits will be determined by Healthwatch Lambeth based on the organisation's Business Plan and Strategy. An agreed number and types of services to be visited will be planned on annual basis.

1.4 The legislation does require Healthwatch Lambeth to make publicly available the agreed criteria it uses for undertaking Enter and View visits. These are listed below.

- To contribute to a wider Healthwatch programme of work.
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¹ [Local Government and Public Involvement in Health Act 2007 \(legislation.gov.uk\)](http://legislation.gov.uk)

² [The Local Authorities \(Public Health Functions and Entry to Premises by Local Healthwatch Representatives\) Regulations 2013 \(legislation.gov.uk\)](http://legislation.gov.uk)

- There are common concerns about the quality of a service a reduction or absence of a service. E.g., feedback from staff, service users', Integrated Care System/Board, Patient Advice and Liaison Service (PALS), etc.
- To monitor and assess the impact of changes that had been introduced in services which may have arisen from consultation proposals.
- To monitor issues identified through the Integrated Care System/Board, Lambeth Council Commissioning, and Contract Compliance services and local and regional Quality Surveillance Groups.
- Following up on issues raised through the Care Quality Commission's statutory report processes.
- Complaints or concerns received from the public via individuals or special interest groups.
- To look at single issues across several premises or providers.
- Work undertaken with service user groups and providers to identify and promote good practice.

2. Authorised Representatives

The legislation states that only 'Authorised Representatives' can conduct a visit and then only for the purpose of carrying out the activities of the local Healthwatch they represent.

An authorised representative must undergo a 'Disclosure and Barring Service' check and hold a certificate to show this prior to conducting visits. Healthwatch Lambeth must make publicly available an up-to-date list of all Authorised Representatives.

Healthwatch Lambeth members and participants who wish to become Enter and View Authorised Representatives must make an application to Healthwatch Lambeth and be appointed following a selection process. An interview panel (approved by the Board of Trustees) will meet with the applicants and appoint according to an agreed person specification. The appointment as an Authorised Representative will expire one year after it is granted but may be revoked earlier in certain circumstances. A panel agreed by the Board will meet and review all Authorised Representatives prior to the expiry date of their authorisation to review and confirm their continued approval.

3. How arrangements for visits will be made

3.1 After the decision has been made on the services to be visited, arrangements for visits shall be made by the Healthwatch Lambeth with the appropriate Health or Adult Care Service Manager. The relevant Head of Service will also be notified as follows:

- NHS and Foundation Trusts and NHS services, the Chief Executive's Office
- Adult Care Services, Executive Director of Adult and Community Services.

- NHS Community Health Services, the Head of CHS Office
 - NHS Private and voluntary sector contracted out services, the office of the Chief Executive or regional Director of the company or organisation providing the services.
 - Adult Social Care Homes, private and voluntary sector contracted out services, the Office of the Chief Executive of the company or organisation providing the service.
- 3.2 The Healthwatch Lambeth visiting team will negotiate with each service to be visited to agree on the following:
- The date and time of the visit and how long it will last.
 - The purpose of the visit and any issues it wishes to discuss
 - The types of activities and service areas authorised representatives would like to access and observe.
 - The names of the Authorised Representatives visiting the service.
- 3.3 Prior to the visit, Healthwatch Lambeth will make available to the service manager information for distribution and/or for display in the premises being visited so that patients, service users, residents and staff are aware of the role of Healthwatch Lambeth and the purpose of the visit.
- 3.4 Visits will take place at mutually agreed times which could include evenings and weekends where appropriate.
- 3.5 Once the date, time and location of the visit has been confirmed, Healthwatch Lambeth Authorised Representatives identified for the visit will be notified and given any relevant information held by Healthwatch Lambeth.
- 3.6 Reasonable time will be allowed for the service to make arrangement for the visit, bearing in mind the type of visit requested. Ideally visits should not clash with, or duplicate others visits or inspections by statutory regulators, hinder medical programmes, or impede customer care.
- 3.7 Generally no visit shall be made without prior arrangement. There may be exceptional circumstances where unannounced visits may be made without any prior notice.
- 3.8 Visits, whenever possible, should last up to four hours and with a minimum of two people. Where the premises to be visited are quite large, and the number of people to be engaged with substantial, the visiting team may be increased to complete the task.

3 Preparations for the Visit

- 4.1 Information and documentation profiling the service to be visited, its size and purpose and any current policy statements/protocols/other information that would be useful for the Enter and View visit will be requested before the visit by Healthwatch Lambeth staff. It may also be useful for an initial

meeting to be arranged with the relevant Service Manager to plan the visits, but it is not expected that this will always be necessary.

- 4.2 Healthwatch Lambeth will indicate to the service any visitor disabilities or access issues. If a visitor has special parking needs or must be accompanied on the visit.
- 4.3 Where possible prior to a visit the Approved Representatives will meet for a briefing to:
 - Re-confirm the purpose of the visit and any special circumstances.
 - Discuss what issues will be particularly important during the visit.
 - Discuss the questions they want concentrate on to gain the information they need.
 - Identify the number of staff, residents, service users and patients to be approached and how that should be done
 - Confirm who will write the report.
 - Consider any last-minute information and its potential impact on the visit.

4 During the Visit

- 4.1 Healthwatch Lambeth's Authorised Enter and View representatives, where possible, will report to the person in charge of the service on arrival.
- 4.2 Authorised Enter and View representatives will be provided with ID badges by Healthwatch Lambeth which must be worn during the whole of the visit.
- 4.3 Patient/service user/resident/carer sensitivity, privacy, dignity, and confidentiality will be respected at all times. Enter and View Representatives should be careful not to interfere with a patient's, residents, service user's treatment in any way.
- 4.4 On most visits Healthwatch Lambeth's Authorised Enter and View Representatives will wish to see not only the facilities used by the residents, patients and service users, but to speak to them. Wherever possible this will be done with their consent and should not interfere with their treatment or cause personal embarrassment.
- 4.5 Healthwatch Lambeth's Authorised Enter and View Representatives will usually prefer visits to be of an informal nature rather than a 'guided tour'. They would not wish to take senior staff away from other duties merely to be in attendance. However, an opportunity to discuss issues arising from the visit with senior staff or service managers would be desirable at some point during the visit.
- 4.6 Healthwatch Lambeth's Authorised Enter and View representatives would welcome the opportunity of speaking with any members of staff about the functioning of the service.

5 At the end of the visit

- 5.1 It is very important that the Enter and View team meet somewhere with privacy at the end of the visit to allow them to discuss and agree on their observations.
- 6.2 Healthwatch Lambeth Enter and View representatives at the end of the visit should brief the Service Manager on any key issues positive and negative. Following the visit Healthwatch Lambeth will send a letter outlining the

Issues discussed and identifying any issues that are in need of clarification.

6 Visit Reports

- 7.1 The agreed report writer should write up the report whilst the information is fresh in their memory. The report should clearly state and reflect the reasons for the visit being undertaken and how any evidence or information obtained meets the objectives of the visit.
- 7.2 Enter and View representatives should also make clear where their information was provided, taking care, of course, always to respect confidentiality. Such sources could include:
 - authorised representatives' observations.
 - discussions with staff.
 - discussions with residents, service users and patients.
 - comments from carers and/or relatives.
 - structured interviews and/or documentation provided by the staff/the proprietor.
- 7.3 Findings should offer a balanced assessment of the service and, where appropriate make recommendations for improvement. As with their own documentation of the visit the findings should be drawn from a range of sources and those sources should be made clear.
- 7.4 No report will identify individual residents, patients, or members of staff by name in the body of the report. Staff will be identified by their job title.
- 7.5 The Enter and View Representative that agreed to write the report will input observations and comments from the other representatives and seek to send a draft report to the Healthwatch Lambeth within seven days of the visit.
- 7.6 Healthwatch Lambeth will circulate the draft to other members of the Enter and View Team for factual accuracy. Once any changes requested have been incorporated, the draft report will be quality assured and sent to the service manager or another identified responsible person.
- 7.7 From the date the report is received, 20 days is allowed for an acknowledgment of the report and any actions the service intends to take in

respect of the report or recommendations made. A written response is also expected explaining why the service does not intend to take any action in respect of that report or recommendation.

- 7.8 In the event that there are several senior officers or a board that needs to respond to the report 30 days is allowed for an acknowledgement and a response.
- 7.9 After response from service manages and any necessary agreed amendments, the draft report will be presented to a meeting of the Healthwatch Lambeth Board for their approval. The Board will also examine issues arising from the Report which they agree should be referred to any other organisation, statutory body, or regulator. The Board will also decide at this stage whether to publish the report on its website.
- 7.10 Healthwatch Lambeth will monitor cost of its Enter and View activities and publish a record of these in its annual report.

Approved on:

For review on: