



Enter and View Policy

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## **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'), access a service, make observations, collect views and produce a report.

Service refers to a place delivering publicly funded health or social care services, specifically those outlined in Section 2 – Where Enter and View Applies.

By law a service provider has a duty *to* allow authorised representatives to Enter and View. However, certain exclusions apply.

## **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:

- 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 (authorised representatives can enter upon invitation, however there is no right of entry);
- If the premises where the care is being provided is a person's own home (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 Doncaster 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, Board members, service users, service providers and the public how and why Healthwatch Doncaster carries out Enter and View visits;
- Outlines the key principles underpinning Enter and View at Healthwatch Doncaster;
- Ensures fairness and consistency in Healthwatch Doncaster's approach to Enter and View;
- Helps service users and service providers to know what they can expect from Healthwatch Doncaster in relation to Enter and View;
- Explains how Healthwatch Doncaster works with other Local Healthwatch around joint services

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

Enter and View at Healthwatch Doncaster aims to:

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

## 5. Principles

This policy is underpinned by the following principles:

- Healthwatch Doncaster 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 Doncaster;
- All data is demonstrably evidence based;
- All reports are available in the public domain, subject only to exceptional circumstances.
- 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 undertaken only where it can have an impact on the service users.

## 6. Enter and View Planning Group

### 6.1 Overview

The Enter and View Planning Group is a committee of the Board and oversees all Enter and View activities of Healthwatch Doncaster. The composition of the Planning Group and its purpose are outlined in the Terms of Reference (see Appendix 1).

The Terms of Reference and the composition of the Planning Group will be published on the Healthwatch Doncaster website.

### 6.2 Delegation of Healthwatch Doncaster Board Authority

#### 6.2.1 Announced Visits

Healthwatch Doncaster delegates to the Board Member with responsibility for Enter and View, the authority to authorise the programme of announced visits through the Enter and View Planning Group.

#### 6.2.2 Unannounced Visits

Healthwatch Doncaster delegates to the Board Member with responsibility for Enter and View, the authority to authorise unannounced Enter and View visits, on recommendation of Board, staff or Planning Group.

#### 6.2.3 Status of Volunteers

Healthwatch Doncaster delegates to the Board Member with responsibility for Enter and View, the authority to confer authorised representative status to volunteers upon the completion of required training.

### **6.3 Volunteer Enter and View Planning Group Members**

The voluntary authorised representatives who sit on the Enter and View Planning Group do so for a two year term. They stand as representatives for all voluntary Enter and View authorised representatives with Healthwatch Doncaster: during discussions and decision-making undertaken by the Planning Group they are expected to act in the interests of the whole, not on individual interests or motivations.

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

### **7.1 Who They Are**

Although the majority of authorised representatives will be volunteers, some will be staff members from Healthwatch Doncaster. Healthwatch Doncaster's commitment to volunteers is outlined in more depth in the Volunteering Policy.

The following principles and procedures are applied to all individuals who act as authorised representatives regardless of their employment status. The exceptions are that Healthwatch Doncaster's staff members do not have to complete a volunteer application form and interview and that attendance at relevant Enter and View meetings is at the discretion of their line manager.

### **7.2 Recruitment and Training**

Healthwatch England guidance 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, and in line with its Volunteering Policy, Healthwatch Doncaster has a number of mechanisms around the recruitment of authorised representatives:

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

Healthwatch Doncaster is committed to the fair treatment of its staff, potential staff, volunteers, potential volunteers, users of its service and users of health and social care services Healthwatch Doncaster representatives come into contact with, regardless of race, gender, religion, sexual orientation, responsibilities for dependents, age, physical/mental disability or offending background.

### **7.2.1 Role Description**

The role description includes the person specification against which applicants are considered during the recruitment process. The role description is reviewed on a regular basis by the Enter and View Planning Group and taken to Healthwatch Doncaster Board for any ratification required. See Appendix 2.

### **7.2.2 Application Form**

Applicants must complete the standard Healthwatch Doncaster Volunteer Application Form.

### **7.2.3 Initial Meeting**

All applicants are invited to an initial meeting to establish whether the applicant is suitable for Healthwatch Doncaster and Enter and View, and whether Healthwatch Doncaster is suitable for the volunteer.

Healthwatch Doncaster recognises that acting as an authorised representative is a sizeable commitment for an individual and seeks to ensure that applicants are aware of, and comfortable with, the commitment that is asked of them; the meeting is one element through which Healthwatch Doncaster seeks to achieve this.

### **7.2.4 Eligibility**

Where the applicant for this role is not already a volunteer with Healthwatch Doncaster, they will be required to follow the application process for volunteers.

### **7.2.5 Disclosure and Barring Service Check**

Authorised representatives need to undergo a criminal record check by the Disclosure and Barring Service (DBS), as part of the application process. Authorised representatives require an enhanced disclosure. Healthwatch Doncaster staff will facilitate the application; ensure the correct policies and procedures are in place; and absorb any associated costs.

### **7.2.6 Basic Training Programme**

All authorised representatives will have completed the following training:

- Healthwatch Doncaster volunteer induction
- Equality and Diversity
- Confidentiality
- Data Protection
- Adult Safeguarding
- Enter and View

Healthwatch Doncaster will use the recommended training resources developed by Healthwatch England to ensure they are in line with good practice; however, Healthwatch Doncaster will include additional exercises as appropriate to support individual learning.

The Enter and View training programme will also include training visits.

The purpose of these visits is:

- To provide practical instruction in carrying out an Enter and View visit;
- To develop the volunteers' confidence in carrying out Enter and View visits;
- To familiarise the volunteer with the environment(s) that Enter and View is carried out in;
- To familiarise the volunteer with examples of good/bad/mediocre practice in the environment(s) as are witnessed on the visits;
- To assess the volunteers' ability to respond to feedback;
- To identify possible areas where assistance is required;
- To assess the volunteers demonstrable understanding of the Enter and View process and its required attitudes and behaviours.

On completion of these visits trainee authorised representatives will be provided with feedback from the authorised representative(s) leading the visits. This feedback is an opportunity for the individual to learn and develop their understanding and method of conducting visits. The feedback will be constructive.

### **7.3 Enter and View Quarterly Workshop**

Held once a quarter, Enter and View quarterly workshops 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 Doncaster staff;
- To deliver additional training to enhance the skills and knowledge of volunteers in relation to Enter and View;
- 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 elect volunteers to sit on the Enter and View Planning Group;
- For Healthwatch Doncaster staff and volunteers to communicate upcoming events and activities that may be of interest to others.

All Enter and View volunteers will be invited to attend an Enter and View quarterly workshop and there is an expectation that volunteers will attend at least two in a twelve-month period to ensure they can deliver the same quality of service as the other Enter and View volunteers.

#### **7.4 Individual Support**

The Volunteer Co-ordinator is the key contact for authorised representatives and 'Lead' authorised representatives and acts to oversee volunteers in these roles.

Healthwatch Doncaster aims to provide each authorised representative with a review at least annually to support the individual's personal development within the role.

#### **7.5 Lead Enter and View Authorised Representatives**

The opportunity to be a 'Lead' is one that the volunteer must choose to undertake.

Volunteers who wish to become the 'Lead' must first speak with the Volunteer Co-ordinator about their suitability for this task (see Appendix 3 for Lead Enter and View Authorised Representative role description).

Suitable individuals will attend additional training designed to equip them with the skills and knowledge to lead other volunteers in Enter and View visits.

Training will include:

- Outline of responsibilities of a Lead Enter and View Authorised Representative
- Guidance on how to appropriately frame questions
- Leading a planning meeting
- Scenario training for difficult situations
- Report writing
- Supporting and developing new authorised representatives
- Providing feedback to new authorised representatives.

### **7. Announced and Unannounced Visits**

#### **8.1 The Approach**

During the time when an Enter and View visit is taking place a Healthwatch Doncaster staff member will be on duty.

The decision to undertake a visit will be taken by the Enter and View Planning Group. The decision must take into consideration the most effective way of gathering the data that is sought through the visit.

All visits will be announced unless particular circumstances dictate that an unannounced visit is more appropriate, in which case the decision to visit will be taken by the Board Member with responsibility for Enter and View. In all cases the correct procedure must be followed with regard to liaising with other agencies for example CQC so as to avoid duplication.

## **8.2 Announced**

An announced visit is defined as an Enter and View visit where the provider has been advised at least one week in advance of the day and time of a visit.

On an announced visit, the provider will have been give the names of the authorised representatives who will make up the visit team.

The decision to inform the provider of the purpose of the visit in advance must reflect the purpose of the visit and the objective for carrying out the visit.

## **8.3 Unannounced**

An unannounced visit is defined as an Enter and View visit where the provider is unaware that a visit will take place in advance of the authorised representative's arrival.

A Healthwatch Doncaster staff member will make up a member of the visit team during all unannounced visits.

## **9. Process**

Healthwatch Doncaster will follow the Procedure Document as set out in Annex 1. The Enter and View Planning Group has the authority to amend the Procedure Document as and when appropriate.

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

### **10.1 Overview**

Where the service provider is shared with another area, Healthwatch Doncaster will contact that Local Healthwatch to arrange a shared Enter and View visit consisting of a minimum of one Enter and View Authorised Representative from each Local Healthwatch involved. The Lead Enter and View Authorised Representative will be provided by the Local Healthwatch where the provider is based.

### **10.2 Exceptions**

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

### **10.3 Information Sharing**

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

### **11. Health and Safety**

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

### **12. Insurance**

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

## **Appendix 1**

### **Enter and View Planning Group**

#### **Terms of Reference**

##### Purpose

- To develop a programme of Enter and View visits to care homes and NHS premises across Doncaster including hospitals, GP practices, pharmacists, dentists and opticians
- To receive and approve Enter and View reports for publication
- To evaluate the programme and identify outcomes
- Make recommendations to the Board for escalation to Healthwatch England and/or CQC
- To agree and review the training programme for Enter and View volunteers
- To report to the Board on all activities

##### Membership

- Board member with responsibility for Enter and View - Chair
- Volunteer Co-ordinator
- 3 x Enter and View volunteers (selected from Enter and View volunteer membership for a term of two years)

##### Quorum

- Three (3) – one must be the Board member with responsibility for Enter and View

##### Frequency of meetings

- At start up monthly
- Ongoing meetings planned at discretion of committee

##### Conduct of the group

- Papers to be circulated a minimum 1 week in advance
- Minutes to be circulated within 2 weeks of meeting
- Communication to be electronic
- Dates of meetings to be agreed quarterly in advance
- Minutes to be submitted to the following Board meeting

## **Appendix 2**

### **Enter and View Authorised Representative**

#### **Purpose**

To conduct Enter and View visits in health and social care settings in services accessed by residents of Doncaster, to improve services by providing the lay perspective.

#### **Key Activities**

- To plan and conduct Enter and View Visits authorised by Healthwatch Doncaster
- To observe and gather data on patient/service user experience
- To contribute to an evidence based report on the Enter and View activity
- To promote Healthwatch Doncaster positively
- To follow Healthwatch Doncaster protocols and policies on all aspects of Enter and View visits, including the Code of Conduct and Confidentiality policy
- To be involved in preparation for Enter and View visits
- To attend at least 2 Authorised Representative workshops each year and engage with Healthwatch Doncaster staff support

#### **Role Requirements**

##### Essential:

- Self-aware
- Reliable
- Open minded
- Ability to act and report in an objective and consistent manner
- To display tact and diplomacy in challenging situations
- A desire to help make positive change for the people of Doncaster
- Excellent listening skills
- Keen observational skills
- Good interpersonal skills
- Understanding of need to maintain confidentiality

##### Desirable

- Computer skills
- Good written communication skills
- Previous report writing experience

## **Time Commitment**

Each Enter and View activity consists of 3 stages:

- the planning meeting
- the visit
- writing the report

Following initial training and supervision, Authorised Representatives are expected to attend at least 1 visit per year and attend Authorised Representatives Workshops.

## **Restrictions**

An Enhanced Disclosure and Barring Service (DBS) check is required. This is facilitated by Healthwatch Doncaster.

## **Training and Support**

You will receive a full induction, which includes Equality and Diversity Awareness training, Data Protection training and Confidentiality training. You will also receive Adult Safeguarding training. Once you have completed the Enter and View training, you will have the opportunity to complete additional training at the workshop events and will be invited to all Healthwatch Doncaster volunteer activities.

You will receive support from the Lead Enter and View volunteer on any visits you are involved in and there will always be a member of staff on call when a visit is taking place.

## **Benefits**

Apart from the opportunity to make a real difference to the lives of people locally, Healthwatch Doncaster will ensure that we enable our volunteers to gain experience across areas of their interest.

## **How to Apply**

If you are interested in becoming a Healthwatch Doncaster volunteer or Authorised Representative, please contact [info@healthwatchdoncaster.org.uk](mailto:info@healthwatchdoncaster.org.uk) or phone 01302 965450.

## Appendix 3

### Lead Enter and View Authorised Representative

#### Purpose

To take responsibility for the planning, delivery and reporting of Enter and View visits in health and social care settings in services accessed by residents of Doncaster. To support Enter and View Authorised Representatives, ensuring that visits are conducted to the highest standard and remain focussed on the purpose of the visit. To lead on the practical training of new Enter and View Authorised Representatives.

#### Key Activities

- To support new Enter and View Authorised Representatives during their practical training stage
- To provide evaluation of new Enter and View Authorised Representatives to the Director with responsibility for Enter and View
- To lead the planning of, oversee the carrying out of and create the written report for Enter and View activity
- To promote Healthwatch Doncaster positively
- To follow Healthwatch Doncaster protocols and policies on all aspects of Enter and View visits, including the Code of Conduct and Confidentiality policy
- To attend at least 2 Authorised Representative workshops each year and engage with Healthwatch Doncaster staff support

#### Role Requirements

Essential:

- Experience as an Enter and View Authorised Representative
- Leadership
- Self-aware
- Reliable
- Open minded
- Supportive
- Patient
- Ability to act and report in an objective and consistent manner
- To display tact and diplomacy in challenging situations
- Negotiation skills
- A desire to help make positive change for the people of Doncaster
- Excellent listening skills
- Keen observational skills
- Good interpersonal skills
- Understanding of need to maintain confidentiality
- Computer skills

- Excellent written communication skills and previous report writing experience

### **Time Commitment**

Each Enter and View activity consists of 3 stages: the planning meeting, the visit and the report writing. Following initial training and supervision, we ask that you take part in at least 2 visits per year and attend Authorised Representatives Workshops.

### **Restrictions**

An Enhanced level Disclosure and Barring Service (DBS) check is required. This is facilitated by Healthwatch Doncaster.

### **Training and Support**

You will receive a full induction, which includes Equality and Diversity Awareness training, Data Protection training and Confidentiality training. You will also receive Adult Safeguarding training. Once you have completed the Enter and View training, you will have the opportunity to complete additional training at the workshop events and will be invited to all Healthwatch Doncaster volunteer activities.

You will receive support from the Lead Enter and View volunteer on any visits you are involved in and there will always be a member of staff on call when you are actually on a visit.

### **Benefits**

Apart from the opportunity to make a real difference to the lives of people locally, Healthwatch Doncaster will ensure that we enable our volunteers to gain experience across areas of their interest.

### **How to Apply**

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## Appendix 4

### Healthwatch Doncaster Authorised Representatives

#### Code of Conduct

This Code of Conduct document sets out what is expected of Healthwatch Doncaster Authorised representatives.

#### **I understand that as an Authorised Representative I will:**

- Act and conduct myself in a reasonable and responsible way to any staff, volunteers or members of the public I work with or meet as a Healthwatch Doncaster representative.
- Conduct myself in a manner that does not bring Healthwatch Doncaster into disrepute or act in a manner that is not in the best interests of Healthwatch Doncaster or the wider community.
- Accept the terms of reference of Healthwatch Doncaster for the duration of my role.
- Never disclose confidential and sensitive information unless there is a legal duty to do so in the interests of child protection or protection of vulnerable adults. In any case, seek advice before reporting.
- Identify and attend training and other opportunities to develop my understanding of Healthwatch Doncaster's work.
- Declare any conflict of interest, or anything that might be seen by others as a conflict of interest, as soon as it arises.
- Not accept gifts or hospitality which could be seen as attempts to influence the decisions, independence or activities of Healthwatch Doncaster.
- Understand and comply with the relevant and current legislation including policies for equal opportunities, discrimination, human rights, data protection etc.
- Treat all people with respect and act in a way which does not discriminate against or exclude anyone.
- Report back when I attend any activity relating to Healthwatch Doncaster.

- Adhere to the Nolan Principles of Public Life

**The Seven (Nolan) Principles of Public Life**

**Selflessness** - Holders of public office should take decisions solely in terms of the public interest. They should not do so in order to gain financial or other material benefits for themselves, their family, or their friends.

**Integrity** - Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might influence them in the performance of their official duties.

**Objectivity** - In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.

**Accountability** - Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.

**Openness** - Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.

**Honesty** - Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.

**Leadership** - Holders of public office should promote and support these principles by leadership and example.

Healthwatch Doncaster Representative

Name .....

Signature .....

Date .....

## **Annex 1**

### **Process for an Enter and Visit**

#### **1. Decision to Visit**

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

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 Doncaster's Enter and View Committee.

At the time of deciding to schedule a visit, the following must also be decided:

- Whether the visit is a stand-alone visit or whether it forms part of a series of visits in a planned programme;
- The purpose of the visit;
- Any relevant parameters for the visits.

The decision, the basis for the decision, the purpose and any relevant parameters for the visits must be documented in the minutes of the meeting.

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

Where Board confirmation for a visit is required at short notice Healthwatch Doncaster will gain permission from the Chair of the Enter and View Planning Group.

#### **2. Composition of Enter and View Visiting Team**

Each individual Enter and View visit will be composed of a minimum of two authorised representatives, one of whom must be a 'Lead'.

Where the visit forms part of a planned programme the decision will be made about whether the visits should be undertaken by the same, or different volunteers. This decision will take into account: the Purpose of the series of visits; the composition of any previous visit teams to the service providers/locations involved; and the availability of authorised representatives.

#### **3. Planning Meeting**

The objective of the planning meeting is to establish the details of how the visit, or series of visits, will be carried out in order to meet the aim of the visit. The Purpose of the visit must be reflected in all the details of the visit.

During the planning meeting the following must be done:

- Set a date and time for the visit(s) and ensure there are no clashes or inappropriate visit timeframes) and ensuring a Healthwatch Doncaster staff member is available to be on duty;
- Assess accumulated reports and evidence about the service to be visited including:
  - Recent Enter and View reports
  - The last Care Quality Commission (CQC) inspection reports
  - Any other recent visit reports e.g. Clinical Commissioning Group (CCG) visit; Patient Led Assessments of the Care Environment (PLACE) visit reports
- Identify any requirements for special support needs necessary to facilitate the visit;
- A decision made on the numbers of service users, carers and staff who it is planned to interact with (including a minimum to make the sample representative) and/or observe;
- Set the questions that will be asked of service users, carers and/or staff as applicable;
- Define the key areas of observation for the visit;
- Agree how discussion responses and observation outcomes will be recorded, and so prepare discussion and observation capture forms as appropriate;
- Allocate tasks to each authorised representative based on their skills and experience;
- Agree an approach for collating and writing up notes, and for producing draft findings from the visit;
- Collate materials required for the visit and prepare the 'Visit Folder';
- Check the location of the service and directions on how to get there;
- Arrange when and where to meet, and how to travel to the site.

The purpose of the visit must be reflected in each of these decisions in order to meet the required outcomes of the visit.

The authorised representatives who will be carrying out the visit must attend and actively participate in the planning meeting.

#### **4. Informing the Provider**

After the planning meeting has confirmed the date of an announced visit the service provider must be rung. This action is performed either by the visit 'Lead' or the Volunteer Co-ordinator of Healthwatch Doncaster. The service provider will be informed:

- Date of visit;
- Time of visit;
- Likely duration of visit;
- Names of the representatives and the identification they will be wearing;
- The purpose, where applicable.

This is to ensure that all relevant persons at the location of the service are informed that a visit will be taking place in advance of the visit, as well as conveying details of what they can expect. Details of the date of the phone call and the person spoken to are then recorded for future reference.

The phone call will be followed up with a letter sent by the Volunteer Co-ordinator on behalf of The Chief Operating Officer of Healthwatch Doncaster, confirming arrangements for the visit. As well as the letter, the provider will be sent leaflets explaining Enter and View and, where applicable, posters to put up informing service users, carers and staff of the visit. The date the letter is sent will be recorded for future reference.

Where there is insufficient time to post a letter to the service an email will be dispatched to ensure the service has details of the visit in writing.

The notification period must reflect the Purpose of the visit and where possible will happen at least 20 days in advance.

## **5. Conducting the Visit**

Healthwatch Doncaster 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 visit;
- Authorised representatives comply with the health and safety regulations of a location.

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

Behaviour that impinges on: the dignity of service users; the health and safety of service users, staff (including Healthwatch Doncaster 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 Appendix 4) 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 Doncaster.

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 Doncaster refuses to be complicit with safeguarding breaches. Details and procedures relating to safeguarding are contained in the Healthwatch Doncaster's Safeguarding Policy.

Authorised representatives are obliged to report any appropriate matters to the Care Quality Commission (CQC).

## **6. Reporting**

### **6.1 Visit Reports**

Visit reports are written by the visits' 'Lead', using Healthwatch Doncaster's Enter and View Report Template. The first draft is shared with the other authorised representatives present on the visit to input their opinions. The draft report is then sent to the Volunteer Co-ordinator for proof-reading and support with editing, and then shared with the Enter and View committee for approval: the committee has three working days to respond.

It is Healthwatch Doncaster's aim to share every draft report with the service provider within ten working days of the visit. Where this is not possible due to exceptional circumstances the draft report must be shared with the service within thirty working days. Draft reports will be sent with a standardised letter accompanying report to ensure consistency.

The report is based only on the data gathered during the Enter and View visit and should be written in an objective and factual style, with all statements grounded in data and free from subjectivity. In accordance with Healthwatch Doncaster'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 details of a staff member referred to in the report in order to implement positive change, or provide praise. Healthwatch Doncaster requires that on these occasions the service must provide follow up information on their actions as a result of this change.

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

The service visited is encouraged to respond to the draft report within ten working days of receiving it: where this is not possible due to exceptional circumstances the service must respond within thirty working days. Where applicable the service is also encouraged to enclose a six month action plan outlining how they will respond appropriately to the recommendations outlined in the draft report.

Within ten working days of receiving their response the draft report will be edited where appropriate and published in the public domain. No report will be published until the final version has been approved by the Enter and View Planning Group: to save time this will be done electronically.

The service visited will receive a copy of the final report directly.

## 6.2 Programme Reports

Where the visit forms part of a programme of visits the individual visit report will form an appendix of the overall programme report. The Programme Report will be ultimately approved by the Board and a copy will automatically be sent to all services who received a visit as part of the Programme.

## 6.3 Sharing Reports

All reports will be shared directly with Healthwatch England through the Hub and the Care Quality Commission (CQC). Where applicable a report will also be shared directly with:

- Clinical Commissioning Group (CCG)
- NHS England
- Local Authority
- Other Local Healthwatch
- Health and Wellbeing Board
- Quality Surveillance Group (QSG)
- Health Overview and Scrutiny Committee (HOSC)
- Partners in the Third Sector

## 6.4 Learning Tool

As a minimum, during the period of practical training, the report an authorised representative is involved in producing will always receive feedback to support their development. This also applies to reports produced by a new 'Lead'.

Enter and View reports may also be shared with other authorised representatives in the Quarterly Workshops in order to support all authorised representatives' development. In this instance the report's original author will not be identified without their permission.

## 7. Follow Up

Depending on the visit Healthwatch Doncaster may decide to follow on from the visit with one or more of the following actions:

- Arrange future Enter and View visits to the same service premises;
- Send a letter 3-9 months after the visit requesting further information about the service's actions in relation to the recommendations outlined in the visit report: the service is required to respond;
- Request a six month action plan.

Healthwatch Doncaster 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. 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 and Wellbeing Board and Overview and Scrutiny Committees) and with Healthwatch England. Effort needs to be applied to developing and maintaining these vital relationships. Enter and View can only have limited impact on its own, chiefly where recommendations are very low cost. 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 Doncaster is committed to developing and maintaining these relationships, thereby striving to enable Enter and View will have the maximum impact.

It is through these same relationships that Healthwatch Doncaster 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 Healthwatch Doncaster Annual Report which is publicly available.