

Enter and View visits



@HWatchSefton



@HWSFindServices



Healthwatch Sefton

www.healthwatchsefton.co.uk

Healthwatch Sefton has the power to Enter and View providers, to observe matters relating to health and social care services. This leaflet gives providers, commissioners and Sefton residents information about this function.

What is Healthwatch?

Healthwatch Sefton exists to make health and social care services work for the people who live in Sefton or use services based in Sefton. Everything we say and do is informed by our connections to local people.

Our sole focus is on understanding the needs, experiences and concerns of people of all ages who use services, and to speak out on their behalf.

Our role is to ensure that local decision makers and health and care services put the experiences of people at the heart of their work. We believe that asking people more about their experiences can identify issues that, if addressed, will make services better.

We are uniquely placed as we have a national body, Healthwatch England. Both organisations have significant statutory powers to ensure that the voice of people who want to have a say about health and social care services is strengthened and heard by those who commission, deliver and regulate health and care services.

We gather the views and experiences of people in a number of different ways, which can include conducting an Enter and View visit.

What is an Enter and View visit?

Enter and View is about seeing and hearing for ourselves how services are being run and allows Healthwatch Sefton to collect the views of service users at the point of service delivery. This might involve talking to staff, services users or observing service delivery.

Enter and View visits are conducted by Authorised Representatives for Healthwatch Sefton who are trained volunteers and staff members.

Visits can be announced or unannounced.

All Enter and View visits have a clear purpose as identified by Healthwatch Sefton, to ensure effective evidence gathering and reporting. The purpose might be to contribute to a local Healthwatch programme of work, or have a more direct purpose as a result of an issue which has been identified.

The findings and the report from visits will be shared with appropriate organisations, for example, the Care Quality Commission (CQC), commissioners, the local Overview and Scrutiny Committee and Healthwatch England.



An Enter and View visit is not:

An inspection - the CQC is the inspector. Healthwatch Sefton offers a lay perspective, rather than an in-depth formal inspection.

A standalone activity - it is just one tool available to Healthwatch Sefton for collecting evidence for a defined purpose. It is part of a wider engagement strategy.

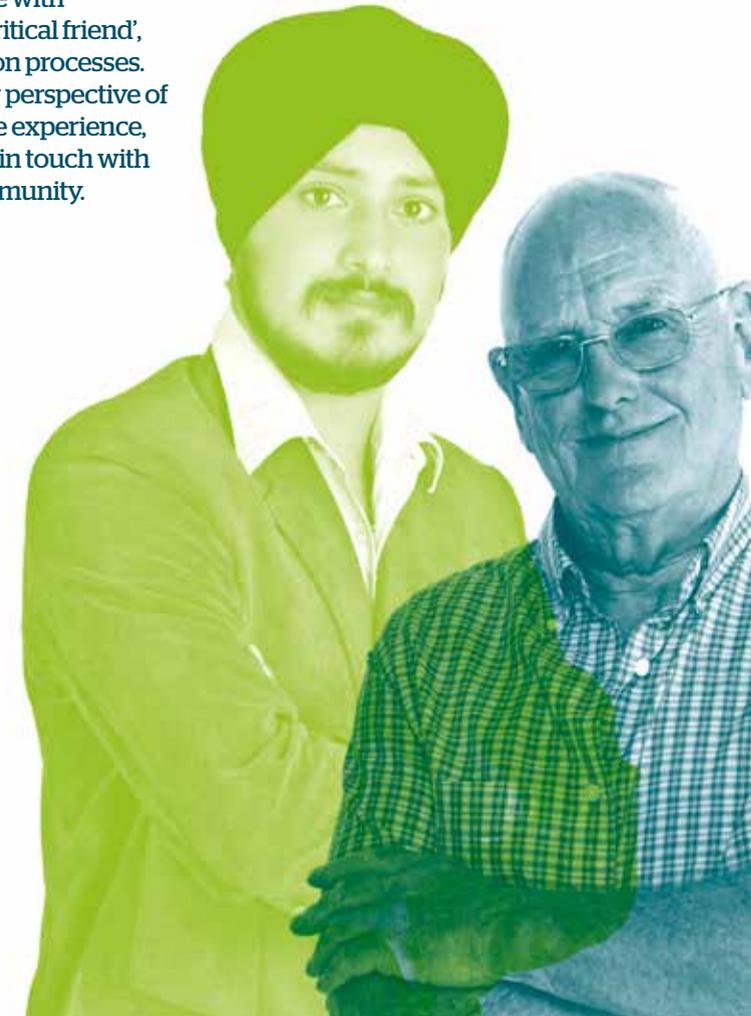
How will this benefit you?

A chance to showcase and share best practice, eg activities that work well, as Authorised Representatives will report on the positive aspects of care, not just the negatives.

A chance for you to demonstrate to the CQC inspectors and other regulators that you actively support user experience and engagement in the development of your service provision.

A chance for you to engage with Healthwatch Sefton as a 'critical friend', outside of formal inspection processes. This will help to bring a lay perspective of your services, based on life experience, common sense and being in touch with service users and the community.

A chance to offer your service users an independent, trusted party (Authorised Representative) with whom they feel comfortable sharing experiences. This will help you to capture and reflect the views of your service users with the aim of improving service delivery.



Legislation allows Enter and View visits to be undertaken in:

(The guiding principle is where health and social care is funded from the public purse):

- NHS Trusts
- NHS Foundation Trusts
- Local Authorities
- Primary Services - GPs, Dentists, Opticians, Pharmacists
- Bodies or institutions which are contracted by the Local Authority or the NHS to provide health and social care services (eg adult care homes and day care services)

The Local Authorities (Public Functions and Entry to premises by Local Healthwatch Representatives) Regulations 2013.



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.
- If the premises where the care is being provided is a person's own home (this does not mean that an Authorised Representative cannot enter when invited by residents - it just means there is no duty to allow them to enter).
- Where the premises are non-communal parts of care homes.
- Where the premises or parts of the premises are used solely as accommodation for employees.
- 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 eg 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 they are authorised by Healthwatch Sefton.
- This duty does not apply to the observation of any activities which relate to the provision of social care services to children.

What you can expect from Healthwatch?

Where a visit is announced to the service provider beforehand, there will be an agreed entry point for Enter and View Authorised Representatives. Announced visits also provide the opportunity for questions to be asked and allow promotion of the visit to service users, carers and family members.

If an Enter and View visit is unannounced, Authorised Representatives will announce their arrival promptly to a senior member of staff, will be wearing an ID badge, will share with the provider a letter of authorisation and will state the purpose of the visit.

Authorised Representatives conducting Enter and View visits will have gone through a comprehensive training process and will have access to supervision and ongoing training and support. They will also have been DBS checked and have accessed safeguarding training for adults and children.

You will have the opportunity to see and comment on the visit report before it is distributed and publicised. We report findings and associated recommendations - good and bad - to providers, the CQC, the Local Authority, Commissioners, Healthwatch England and other relevant partners.



What happens during an Enter and View visit?

- We collect the views of service users, patients and residents
- We collect the views of carers and relatives
- We collect the views of staff
- We observe the nature and quality of services
- We collate evidence-based feedback

If you would like more information about Healthwatch Sefton, Enter and View visits or becoming an Authorised Representative of Healthwatch, see our contact details below.

Write to us using our Freepost address:

FREEPOST - RTCG-HGXH-LHRS
Sefton Council for Voluntary Service (CVS)
3rd floor, Suite 3B, North Wing
Burlington House
Crosby Road North
Waterloo
Liverpool
L22 0LG

Telephone:

0800 206 1304

Text:

07434 810438

Visit our website:

www.healthwatchsefton.co.uk

Email enquires:

info@healthwatchsefton.co.uk



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