



Enter & View Policy

Reviewed: 06/10/2014

CONTENTS	Page
1. Definition of Enter & View	2
2. Application of Enter & View	2
2.1. Where Enter & View Applies	2
2.2. Exclusions	2
3. Purpose of Policy	3
4. Enter & View at Healthwatch Telford and Wrekin	3
5. Principles	4
6. Committee	4
6.1. Overview	4
6.2. Delegation of Enter & View Authority	5
6.2.1 Announced visits	5
6.2.2 Unannounced visits	5
6.2.3 Status of Volunteers	5
6.3 Volunteer Committee Members	5
6.4 Election Regulations	5
7 Volunteers	6
7.1 Who They Are	6
7.2 Recruitment and Training	6
7.2.1 Role Description	7
7.2.2 Application Form	7
7.2.3 Initial Meeting	7
7.2.4 References	7
7.2.5 Disclosure and Barring Service Checks	8
7.2.6 Basic Training Programme	8
7.3 E&V Quarterly Workshops	9
7.4 Individual Support	9
7.5 Lead Enter & View Authorised Representatives	9
8 Announced and Unannounced Visits	10
8.1 The Approach	10
8.2 Announced	10
8.3 Unannounced	10
9 Process	11
10 Joint Working with Other Local Healthwatch	11
10.1 Overview	11
10.2 Exceptions	11
10.3 Information Sharing	11
10.4 Healthwatch Telford and Wrekin	11
11 Health and Safety	12
12 Insurance	12

Appendices:

1. Enter & View Committee Terms of Reference
2. Enter & View Authorised Representative Role Description
3. Lead Enter & View Authorised Representative Role Description
4. Authorised Representative Code of Conduct

Annexes

1. Process for Enter & View
1. **Definition of Enter & View**

An Enter & View visit is where a team of trained individuals, known as Enter & 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 publically funded health or social care services, specifically those outlined in 2. Where Enter & View Applies.

By law a service provider must allow authorised representatives to Enter & View¹.

2. Application of Enter & View

2.1. Where Enter & View Applies

Enter & 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;

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

- 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 & 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 Telford and Wrekin to Enter & 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 Telford and Wrekin carries out Enter & View visits;
- Outlines the key principles underpinning Enter & View at Healthwatch Telford and Wrekin;
- Ensures fairness and consistency in Healthwatch Telford and Wrekin's approach to Enter & View;
- Helps service users and service providers to know what they can expect from Healthwatch Telford and Wrekin in relation to Enter & View;
- Explains how Healthwatch Telford and Wrekin works with other Local Healthwatch around joint services

4. Enter & View at Healthwatch Telford and Wrekin

Enter & View at Healthwatch Telford and Wrekin aims to:

- Gather data on people's experiences of the NHS and publicly funded social care services from the lay perspective;
- Increase Healthwatch Telford and Wrekin's contact with the local communities it serves;
- Increase Healthwatch Telford and Wrekin's contact with local service providers, Telford and Wrekin commissioners and the Care Quality Commission (CQC);

- Ensure visits are tailored to meet the needs of the people of Telford and Wrekin.

5. Principles

This policy is underpinned by the following principles:

- Healthwatch Telford and Wrekin will ensure that Enter & 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 Telford and Wrekin;
- All data is demonstrably evidence based;
- All reports are available in the public domain, subject only to exceptional circumstances.
- Enter & View visits are carried out with a clear Purpose and all data gathering activities are designed to reflect that Purpose;
- Enter & 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 & View undertaken only where it can have an impact on the service users.

6. Enter & View Committee

6.1. Overview

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

The Terms of Reference and the composition of the committee is published on the Healthwatch Telford and Wrekin website.

6.2. Delegation of Healthwatch Telford and Wrekin Board Authority

6.2.1. Announced Visits

Healthwatch Telford and Wrekin delegates to the Director with responsibility for Enter & View, the authority to authorise the programme of announced visits through the Enter & View Committee.

6.2.2. Unannounced Visits

Healthwatch Telford and Wrekin delegates to the Director with responsibility for Enter & View, the authority to authorise unannounced Enter & View visits, on recommendation of Board, staff or committee.

6.2.3. Status of Volunteers

Healthwatch Telford and Wrekin delegates to the Director with responsibility for Enter & View, the authority to confer authorised representative status to volunteers upon the completion of required training.

6.3. Volunteer Committee Members

The voluntary authorised representatives who sit on the committee are recruited by election for a one year term. They stand as representatives for all voluntary Enter & View authorised representatives with Healthwatch Telford and Wrekin: 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.

6.4. Election Regulations

- The annual election is held at an E&V workshop. The upcoming election must be advertised to all volunteers.
- Any authorised representative may nominate themselves for election to the committee by notifying the Chair two weeks before the advertised date of the election.
- There are no restrictions on the number of terms an individual can stand for a seat on the committee.
- Each voluntary authorised representative has one vote per vacancy on the committee.
- In all elections, voters have the opportunity to cast one of their votes on Reopen Nominations (RoN).

- The format of the election consists of:
 - Ask for nominees to make themselves known
 - Introductions from the candidates
 - Ballot
 - Results will be published within seven days
 - The Director with responsibility for Enter & View will act as returning officer
- Ballot papers will be issued to all authorised representatives present at the meeting.
- Where a voluntary authorised representative wishes to step down from the committee before completing the full term, they are asked to give a notice period of four weeks. An extraordinary election will be held at the E&V quarterly workshop following the announcement of their withdrawal using the procedures above.

7. Enter & View Authorised Representatives

7.1. Who They Are

Although the majority of authorised representatives will be volunteers, some will be staff members from Healthwatch Telford and Wrekin and other organisations. Healthwatch Telford and Wrekin'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 Telford and Wrekin staff members do not have to complete a volunteer application form and interview, and that attendance at relevant Enter & View meetings is at the discretion of their line manager.

7.2. Recruitment and Training

Healthwatch England guidance² stipulates that Enter & 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.

² Healthwatch, March 2013, 'Enter & View' Study: Final Report: Version: 1.0

In support of this, and in line with its Volunteering Policy, Healthwatch Telford and Wrekin has a number of mechanisms around the recruitment of authorised representatives:

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

Healthwatch Telford and Wrekin (HWS) 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 Telford and Wrekin 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 & View Committee; and taken to Healthwatch Telford and Wrekin Board for any ratification required. See Appendix 2.

7.2.2. Application Form

Applicants must complete the standard Healthwatch Telford and Wrekin 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 Telford and Wrekin and Enter & View, and whether Healthwatch Telford and Wrekin is suitable for the volunteer.

Healthwatch Telford and Wrekin 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 Telford and Wrekin seeks to achieve this.

7.2.4. References

Where the applicant for this role is not already a volunteer with Healthwatch Telford and Wrekin, they will be required to follow the application process for volunteers which will include the details of two referees who can supply Healthwatch Telford and Wrekin with character references.

7.2.5. Disclosure and Barring Service Check

Authorised representatives need to undergo a criminal record check by the Disclosure and Barring Service (DBS), *previously Criminal Records Bureau*, as part of the application process. Authorised representatives require a standard disclosure. Healthwatch Telford and Wrekin 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:

- Healthwatch Telford and Wrekin volunteer induction
- Equality and Diversity
- Confidentiality
- Data Protection
- Adult Safeguarding
- Deprivation of Liberties
- Enter & View

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

The Enter & View training programme will also include training visits. These may be with either Healthwatch Telford and Wrekin or Healthwatch Shropshire as available.

The purpose of these visits is:

- To provide practical instruction in carrying out an Enter & View visit;
- To develop the volunteers confidence in carrying out Enter & View visits;
- To familiarise the volunteer with the environment(s) that Enter & 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 & 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. E&V Quarterly Workshop

Held once a quarter, E&V quarterly workshops are designed to provide an opportunity for the following:

- For volunteers to share and learn from their experiences in Enter & View;
- To enable changes and important messages about Enter & View to be communicated;
- Identify knowledge and best practice;
- To provide an opportunity for volunteers to ask questions on Enter & View to other volunteers and Healthwatch Telford and Wrekin staff;
- To deliver additional training to enhance the skills and knowledge of volunteers in relation to Enter & View;
- To communicate the findings and outcomes of Enter & View visits;
- To identify areas where volunteers feel they require additional support and/or training;
- For Enter & View volunteers to network with each other;
- To elect volunteers to sit on the Enter & View Committee;
- For Healthwatch Telford and Wrekin staff and volunteers to communicate upcoming events and activities that may be of interest to others.

All Enter & View volunteers will be invited to attend an E&V 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 volunteering as the other Enter & View volunteers.

7.4. Individual Support

The Manager is the key contact for authorised representatives and 'Lead' authorised representatives and acts to oversee volunteers in these roles.

Healthwatch Telford and Wrekin 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 & 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 Manager about their suitability for this task (see appendix 3 for Lead Enter & 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 & View visits.

Training will include:

- Outline of responsibilities of a Lead Enter & 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.

8. Announced and Unannounced Visits

8.1. The Approach

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

The decision to undertake a visit will be taken by the Enter & View Committee. 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 Director with responsibility for Enter & View.

8.2. Announced

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

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

9. Process

Healthwatch Telford and Wrekin will follow the Procedure Document as set out in Annex 1. The Enter & View committee 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 Telford and Wrekin will contact that Local Healthwatch and/or Welsh Community Health Council to arrange a shared Enter & View visit consisting of a minimum of one Enter & View Authorised Representative from each Local Healthwatch involved. The Lead Enter & View Authorised Representative will be provided by the Local Healthwatch where the provider is based, for example Healthwatch Telford and Wrekin will lead on visits to Princes Royal Hospital.

10.2. Exceptions

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

10.3. Information Sharing

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

10.4. Healthwatch Telford and Wrekin

Due to sharing the Shrewsbury and Telford Hospital Trust (SaTH) Healthwatch Telford and Wrekin recognises the need to ensure that it works closely with Healthwatch Shropshire to ensure that:

- Enter & View Authorised Representatives are of the same calibre;
- Enter & View Authorised Representatives receive the same standard of training and development;
- Escalation triggers are compatible;

Healthwatch Telford and Wrekin will meet these requirements by:

- Holding regular meetings with Healthwatch Shropshire;
- Sharing information on policies and procedures relating to Enter & View;
- Inviting Healthwatch Shropshire to attend E&V quarterly workshops, and attending Healthwatch Shropshire's equivalent events at least twice in twelve months;
- Planning E&V quarterly workshops in conjunction with each other to ensure consistency;
- Inviting Healthwatch Shropshire to workshop element of developing programmes of work.

11. Health and Safety

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

12. Insurance

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

Annex 1

12.1. Decision to Visit

The decision to carry out an Enter and View visit is made by the 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 visits must be documented in the minutes of the committee 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 Telford and Wrekin will gain permission from the Chair of the Enter and View committee.

12.2. 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'.

12.3. Planning Meeting

A planning meeting will be held and will be attended by the **visit** authorised representatives and a member of Healthwatch Telford and Wrekin staff.

12.4. Informing the Provider

Unless the proposed visit is to be an 'Unannounced visit', the proposed **visit** must be notified to the **service** provider concerned at least 14 days in advance, giving the provider opportunity to make Healthwatch Telford and Wrekin aware of any special arrangements prior to the visit. The notification will give the provider **a summary** of the reasons for the visit, the proposed date and **resource pack**.

After the planning meeting has confirmed the date of an **announced** visit the service provider must be **contacted by telephone**. This action is performed either by the visit 'Lead' or the Volunteer and Involvement Officer. 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 summary 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 on Healthwatch Telford and Wrekin's database.

Where the timeframe allows, the phone call will be followed up with a written letter using the template (see appendix 5). As well as with 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 on the Healthwatch Telford and Wrekin database.

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, and this will include the same information as would have been included in a written letter.

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

12.5. Conducting the Visit

Healthwatch Telford and Wrekin is committed to ensuring that the health and safety of people (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 engagement 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 Telford and Wrekin is equally committed to ensuring that the dignity of service users is not compromised by our actions.

Behaviour that impinges on the following will not be tolerated:

- the dignity of service users;
- the health and safety of service users, staff (including Healthwatch Telford and Wrekin staff), other volunteers, visitors to a service, and members of the public;
- affects the confidentiality of service users; or
- breaches of the code of conduct for authorised representatives (see the Volunteering Policy).

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 Telford and Wrekin.

Where authorised representatives witness, are informed of, or suspect, that 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 Telford and Wrekin refuses to be complicit with safeguarding breaches. Details and procedures relating to safeguarding are contained in the Healthwatch Telford and Wrekin Safeguarding Policy.

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

12.6. Reporting

12.6.1. Visit Reports

Visit reports are written by the visits' 'Lead', using Healthwatch Telford and Wrekin's Enter and View Report Template (**appendix 8**). 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 and Involvement Officer for proof-reading and support with editing, and then shared with **the Director responsible for approval: the Director has five working days to respond.**

It is Healthwatch Telford and Wrekin's aim to share every draft report with the service provider **within twenty 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 the standardised Letter Accompanying Report to ensure consistency (**appendix 9**).

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 Telford and Wrekin'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 Telford and Wrekin require 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 invited to meet with Healthwatch Telford and Wrekin Enter and View Representatives (usually Manager and Board Director or Volunteer and Involvement Officer) to discuss its content and their concerns; members of the visit team may also be invited.

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 committee and ratified by a quorum of the board has approved it: to save time this will be done electronically.

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

All services who receive an Enter and View visit are asked to complete an evaluation form of the visit itself (see appendix 10) and to provide feedback on their experience of the Enter and View process as a whole (appendix 11).

12.6.2. Programme Reports

Where the visit forms part of a programme of visits the individual visit report may 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.

12.6.3. 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
- Telford and Wrekin Partners In Care (SPIC)
- Health and Wellbeing Board
- Quality Surveillance Group (QSG)
- Health Overview and Scrutiny Committee (HOSC)
- Partners in the Third Sector

12.6.4. Learning Tool

As a minimum, during the period of practical training where an authorised representative is involved in producing the report, they will always receive feedback

to support their development. Similarly the first few reports (as a minimum) **should be** produced by a visit 'Lead'.

Enter and View reports may also be shared with other authorised representatives in the Quarterly Workshops in order to support **the development of** all authorised representatives'. This will only be done with the **author's** permission.

12.7. Follow Up

Depending on the visit Healthwatch Telford and Wrekin 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 Telford and Wrekin 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.

12.8. 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. 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 Telford and Wrekin 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 Telford and Wrekin 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 annual publically available 'You Said: We Did' report.

Healthwatch Telford and Wrekin is committed to undertaking Enter and View only where it will have an impact on the service users.

During the planning meeting the following must be done:

- Set a date and time for the visit(s) fitting around other planned visits by other organisations to the provider as known. The Volunteer and Involvement Officer is to check **with other stakeholders (such as CQC, Local Authority QSG, or others who perform visits)** about planned visits **before and** following the planning meeting to confirm there are no clashes or inappropriate visit timeframes, and to ensure a Healthwatch Telford and Wrekin staff member is available to be on duty **during the visit period.**
- 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 on the approaches to be used to elicit service user experiences for the Enter and View visit (for example interview, group facilitated discussion, observation/”sit and see”, survey)**
- 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;
- **Determine** the questions that will be asked of service users, carers and/or staff **as applicable, and if a survey is to be conducted, determine the survey questions and target respondents.**
- 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’ (see **appendix 4**).
- Check the location of the service and directions on how to get there, **and any protocols that may be in operation for visits to that organization/location.**
- Arrange when and where to meet, and how to travel to the site.
- **Ensure the visit “Lead” is appropriately prepared to handle the visit arrival, where the visit is to be an “Un-announced visit”.**

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.

DRAFT

Appendix 1

Enter & View Committee

Term of Reference

Purpose

- To develop a programme of Enter & View visits to care homes and NHS premises across Telford and Wrekin including hospitals, GP practices, pharmacists, dentists and opticians
- To receive and approve Enter & 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 & View volunteers
- To report to the Board on all activities

Membership

Director with responsibility for Enter & View
Manager
Community Engagement Officer
2 Enter & View volunteers (elected from Enter & View volunteer
membership for a term of one year)

Observers as Appropriate

Information Officer
Healthwatch Telford and Wrekin representative
Care Quality Commission (CQC)

Chair

Board Member (or deputy)

Secretary

Administrative Officer or nominated member of the Committee

Quorum

3 (of whom one is a HWTW Board Member)

Frequency of meetings

At start up monthly, ongoing meeting plan at discretion of committee

Conduct of the committee

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

*Members have three working days to respond

DRAFT

Appendix 2

Enter & View Authorised Representative

Purpose

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

Key Activities

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

Person Specification

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 Telford and Wrekin
- 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 & 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

A standard level Disclosure and Barring Service (DBS) check is required. This is facilitated by Healthwatch Telford and Wrekin.

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 and Deprivation of Liberties training. Once you have completed the Enter & View training, you will have the opportunity to complete additional training at the workshop events and will be invited to all Healthwatch Telford and Wrekin volunteer activities.

You will receive support from the Lead Enter & 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 Telford and Wrekin will ensure that we enable our volunteers to gain experience across areas of their interest and will provide references for all volunteers upon request and will assist with UCAS or job applications where time permits.

How to Apply

If you are interested in becoming a Healthwatch Telford and Wrekin volunteer or Authorised Representative, please contact info@healthwatchtelfordandwrekin.org.uk or phone 01952 739540.

Lead Enter & View Authorised Representative

Purpose

To take responsibility for the planning, delivery and reporting of Enter & View visits in health and social care settings in services accessed by residents of Telford and Wrekin. To support Enter & 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 & View Authorised Representatives.

Key Activities

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

Person Specification

Essential:

- Experience as an Enter & 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 Telford and Wrekin
- 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

Desirable

- Access to a car

Time Commitment

Each Enter & 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

A standard level Disclosure and Barring Service (DBS) check is required. This is facilitated by Healthwatch Telford and Wrekin.

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 and Deprivation of Liberties training. Once you have completed the Enter & View training, you will have the opportunity to complete additional training at the workshop events and will be invited to all Healthwatch Telford and Wrekin volunteer activities.

You will receive support from the Lead Enter & 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 Telford and Wrekin will ensure that we enable our volunteers to gain experience across areas of their interest and will provide references for all volunteers upon request and will assist with UCAS or job applications where time permits.

How to Apply

If you are interested in becoming a Healthwatch Telford and Wrekin volunteer or Authorised Representative, please contact info@healthwatchtelfordandwrekin.org.uk or phone 01952 739540.

DRAFT

Healthwatch Telford & Wrekin Authorised Representatives Code of Conduct

This Code of Conduct document sets out what is expected of Healthwatch Telford and Wrekin 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 Telford and Wrekin representative.
- Conduct myself in a manner that does not bring Healthwatch Telford and Wrekin into disrepute or act in a manner that is not in the best interests of Healthwatch Birmingham or the wider community.
- Accept the terms of reference of Healthwatch Telford and Wrekin 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 Telford and Wrekin'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 Telford and Wrekin.
- Understand and comply with the relevant and current legislation including policies for equal opportunities, discrimination, human rights, data protection and freedom of information 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 Telford and Wrekin..
- Adhere to the Nolan Principles of Public Life (see over the page)

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 Telford and Wrekin Representative

Name..... Date

Signature