

Agenda Item: 06.05



Healthwatch Telford and Wrekin Board Meeting

Date of meeting:

13 January 2016

Title:

Enter & View Report

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For Information

Executive Summary

Report to board on the work of the Enter & View Committee

Financial Implications:

None specifically

Equality and Diversity:

None specifically

Public Engagement:

None specifically

Legal Impact:

None specifically

HR Impact:

None specifically

Recommendations:

Healthwatch Telford and Wrekin board are recommended to note the contents of this report

Is there a need to consider inclusion in the Corporate Risk Register?

No

## Enter and View Report - Public Board Meeting, January 2016

Since September 2015, 8x Enter & View visits were completed, with 1x unannounced visit. Visits were initiated arising from local “soft intelligence”, feedback or concerns received, some from a service provider request, and some were included as part of the HWTW Dignity and Respect Programme. 2x visits were returning to a service provider who had previously been visited, and 2x visits were conducted jointly with Enter & View Representatives from Healthwatch Shropshire.

The purpose of the Enter & View visits focus on hearing from the residents, patients, their relatives and visitors, their opinions about the care received, about being treated with dignity and respect, and the food and facilities provided. No Safeguarding alerts were raised with T&W Adult Safeguarding Unit connected to these visits.

Service providers visited include:

- **Lightmoor View Home**, Lightmoor
- **The Cottage Christian Nursing Home**, Newport.
- **Farcroft Home**, Wellington.
- **The Priory Home**, Wellington
- **The Villa Home**, Madeley
- **Woodcote Hall Home**, Newport
- **Ward 9, Princess Royal Hospital** (Acute medical ward specialising in gastroenterology and endocrinology medicine)
- **Ward 7, Princess Royal Hospital** (Acute Medicine/Short Stay Medical Ward)

Reports for Lightmoor View and Cottage Christian Enter & View visits have been Board-approved for publication and are available on the HWTW website, following receiving a response about the report findings from the service provider. 2x draft visit reports are currently with the relevant service provider for factual accuracy review, and response on the visit findings including action plans as appropriate; 4x visit reports are currently being drafted.

Training has been conducted for new candidate Enter & View volunteers, and some authorised E&V Representatives have undertaken “Sit and See” and Dementia Champion training.

At the December Enter & View workshop, the Acting-Manager for Lightmoor View Home provided volunteers with a valuable insight into caring for people with Dementia, and this was followed by a member of the Admiral Nurses team who continued the theme of providing information about dementia.

The Enter & View Board Committee have met monthly. Meetings review the progress of the programme including planned and completed visits, consider any “urgent-response” visit needs, discuss issues, and the service provider visit plans for the next 3-month period. Further E&V Representative training needs have been identified and will be put into action over the coming months. Changes and improvements to the Enter & View practices and documented in the E&V Policy and Procedures have been discussed and proposed based on feedback received and including visit experiences. The amended Policy document will be presented for Board approval at the next public board meeting.