


Healthwatch Telford & Wrekin

Agenda Item:	
<p>Healthwatch Telford and Wrekin Board Meeting</p>	
Date:	13 <sup>th</sup> April 2015
Title:	<b>Enter &amp; View Report</b>
Author:	Carolyn Henniker Board Enter & View Chair.
For Information X	For Information
Executive Summary:	None
Financial Implications:	None specifically
Equality and Diversity:	None specifically
Public Engagement:	None specifically
Legal Impact:	None specifically
Recommendations:	None Specifically
Is there a need to consider inclusion in the Corporate Risk Register?	No

## Enter and View Report for the Public Board on 13 April, 2015

### Completed Visits

<b>Completed Visits</b>	<b>Visit Month</b>	<b>Status</b>
<i>PRH Children's Ward, Telford</i>	<i>April, 2014</i>	<i>Report Published</i>
<i>Cottage Christian, Newport</i>	<i>May, 2014</i>	<i>Report Published</i>
<i>Downing House, Dothill</i>	<i>June, 2014</i>	<i>Report Published</i>
<i>Wellington Medical Practice</i>	<i>July, 2014</i>	<i>Report Published</i>
<i>The Priory, Wellington</i>	<i>August, 2014</i>	<i>Report Published</i>
<i>PRH Ward 7, Telford</i>	<i>August, 2014</i>	<i>Report Published</i>
<i>PRH Ward 17, Telford</i>	<i>September, 2014</i>	<i>Report Published</i>
<i>PRH Ward 10, Telford</i>	<i>October, 2014</i>	<i>Report Published</i>
<b>Beaumaris Court, Newport</b>	<b>November, 2014</b>	Service Provider has not responded; <b>Awaiting submission for Board approval for publication</b>
<b>Lake View Home, Brookside</b>	<b>December, 2014</b>	<b>Published</b>
<b>Morris Care, Wellington</b>	<b>March, 2015</b>	<b>(A familiarisation pre-visit was conducted in February) Draft Report is in progress</b>
<b>Lightmoor View Home, Lightmoor, Telford</b>	<b>March, 2015</b>	<b>Draft Report is in progress</b>
<b>Hatton Court Home, Cold Hatton, Telford</b>	<b>March, 2015</b>	<b>Draft Report is in progress</b>

We have completed 15 visits in our first year so far, with two unannounced visits, and one pre-visit familiarisation event. 3 visits were initiated directly from feedback received, and others from local "soft intelligence" or Service Provider concerns.

### Visit Planning:

<b>Committee Approval &amp;/or Pre-Planning</b>	<b>Planning</b>
<b>5</b>	<b>1</b>

Training for Enter & View Representative Volunteers has been planned for later in April – Enter & View Training, Adult Safeguarding, Mental Capacity Act (MCA), and Deprivation of Liberties (DOLS).

By invitation of Care & Nursing Home Managers, some E&V Representatives/staff have started to attend Resident and Relative Meetings to tell people about Healthwatch and Enter and View. We are hoping in the future this will further encourage more service users and their relatives to provide feedback to Healthwatch, including when their Home is visited by the HW Enter & View team, to help address issues, improve services received, and spread information about good practices reported.

There have been 3x Enter & View Workshops during the year. The next Enter and View Workshop is planned for April (following E&V Training day) for Authorised Representatives and those in training; Committee elections for 2015 year are due to be completed at that meeting. I would like to thank Committee members past and present for their contributions to the work of the Committee, Chris for taking over the staff role for Enter & View mid-year, and helping us to migrate to new Report templates, and to all of the E&V Representatives and trainee representatives for their commitment and hard work supporting the E&V visits, and especially to those who led the Visits and wrote the Visit Report.