



Enter and View Policy

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## Introduction

The purpose of the Enter and View Policy is to set out the approach of Healthwatch Telford and Wrekin to 'Enter and View'. The policy is a 'living' document which is reviewed regularly to ensure it stays up-to-date

The Local Government and Public Involvement in Health Act 2007 made provision for the establishment of LINKs and included provisions relating to LINKs ability to enter and view services. This was revised in 2008, and in the Health and Social Care Act (2012) which made provision for the establishment of Local Healthwatch, and included provisions relating to the rights of Local Healthwatch to enter and view services.

As part of community engagement information gathering about health and adult care services, there are times when it is appropriate for local Healthwatch to see and hear how the services are provided: these visits are called Enter and View. The role of Healthwatch is not to seek out faults with local services, but to consider the provision of the services and how they may be improved or highlight a good practice. Properly conducted and coordinated visits carried out as part of a constructive relationship between a Local Healthwatch and organisations commissioning or providing health and social care services may enable ongoing service improvement. By capturing the views that often go unheard, of the users of those services, carers and relatives, and by observing those services at the time of delivery, Healthwatch Telford and Wrekin can help providers across a range of health and care sectors identify and share best practice, and make changes that can result in a difference to people's experiences of those services in Telford and Wrekin.

The purpose of this document is to outline the policy and key principles underpinning Enter and View at Healthwatch Telford and Wrekin, and explain the governance and support provided by the E&V Board Committee for this activity within Healthwatch. How and why Healthwatch Telford and Wrekin carries out Enter and View visits is explained to promote understanding in the local community - the public, services users, service providers, and commissioners, as well as volunteers and staff of Healthwatch. Users of the services and the service providers are helped to know what to expect, and support is provided to ensure consistency and fairness in Healthwatch Telford and Wrekin's approach to Enter and View.

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## Policy Statement

Enter and View is a core engagement activity for Local Healthwatch. Healthwatch Telford and Wrekin is committed to use Enter and View, to ensure that its approach is rigorous, and that Enter and View visits are carried out to a high standard. Governance of Enter and View in Healthwatch Telford and Wrekin is established by a committee of the Healthwatch Telford and Wrekin Board, chaired by and with representation from Healthwatch Telford and Wrekin Board Directors, and includes staff, and elected Enter and View Authorised Representative volunteers. By ensuring effective decisions and processes are in place, Healthwatch Telford and Wrekin is committed to ensure that the Enter and View process is appropriately conducted and in an accountable way, only undertaking Enter and View visits when it is appropriate to do so, when Enter and View is the most appropriate method for gathering information, and where it can have an impact on services in Telford and Wrekin.

Healthwatch Telford and Wrekin strives to ensure that its work represents the varied and broad issues and interests of local communities using health and social care services in Telford and Wrekin. Healthwatch Telford and Wrekin recognise that people who become involved with Healthwatch may have other interests of relevance in health and social care services, including commissioning and delivery, which may lead to a potential conflict of interest. Such other interests should not prevent people from being involved with the work of Healthwatch Telford and Wrekin, but it is important that checks and balances are put in place. This policy includes the framework for declaring and assessing interests and how conflicts will be dealt with in terms of Healthwatch Enter and View work. Healthwatch Telford and Wrekin has devised a code of conduct based on implementing the Nolan Principles of Public Life, and this is applied to the work of the Enter and View committee, and those volunteers involved in Healthwatch Telford and Wrekin Enter and View visits and related activities.

The Enter and View Policy applies to the Enter and View Committee, all trained Enter and View Authorised Representatives of Healthwatch Telford and Wrekin including those with probationary status, and any volunteers undergoing training for Enter and View who participate in visits as part of that training.

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## What is Enter and View - Definition

An Enter and View (E&V) 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. This visit is not an inspection. By law a service provider must allow authorised representatives to Enter and View<sup>1</sup>.

‘Service’ refers to a place delivering publically funded health or social care services, specifically those outlined in the section: “Where Enter and View Applies”.

An Enter and View visit may either be an ‘announced’ visit, or an ‘unannounced’ visit.

### Announced Enter and View Visit

An announced visit is defined as an E&V visit where the provider has been advised of the day and time of a visit at least one week in advance, and is given the names of the authorised representatives who will form the visit team. The decision to inform the service provider of the nature of the purpose of the visit in advance will reflect the scope and the objective for carrying out the visit.

### Unannounced Enter and View Visit

An unannounced visit is defined as an E&V visit where the service provider is unaware that a visit will take place in advance of the authorised representative’s arrival.

## Where Enter and View Applies

Enter and View activities 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).

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<sup>1</sup> 2008 No. 915 “National Health Service, England”

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## Exclusions

The duty to allow entry does not apply in the following circumstances:

- To the observing of any activities which relate to the provision of social care services to children.
- 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. E&V authorised representatives are provided with a certificate on completion of training, and a Healthwatch Telford and Wrekin E&V authorised representative badge. This badge must be surrendered to the Healthwatch Telford and Wrekin office on request, and when a volunteer ceases to participate in Healthwatch Telford and Wrekin E&V activities.

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## Enter and View Process

### Aims and Principles

E&V 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.
- Ensure gather data is effectively used to improve health and social care in Telford and Wrekin.

These aims are underpinned by the following principles:

- Healthwatch Telford and Wrekin will ensure that E&V is properly integrated into the organisational structure and programme of activities with processes in place to ensure that the data gathered is effectively used to promote improved health and social care in Telford and Wrekin.
- E&V is undertaken where it can have an impact for the service users.
- E&V visits are carried out with a clear purpose, and all data gathering activities are designed to reflect that purpose.
- All data is demonstrably evidence based.
- All E&V visit reports are available in the public domain, subject only to exceptional circumstances.
- E&V is carried out by authorised representatives who are selected through a robust recruitment system, and who receive appropriate training and support to ensure they carry out their E&V activities to the highest standards.
- Concerns about a service are escalated through the appropriate channels.

### Approach - the Enter and View Process

The Healthwatch Telford and Wrekin E&V process describes the activities and supporting guidance for conducting E&V visits in health and social care services settings accessed by residents of Telford and Wrekin. The aim of the E&V visits is to improve the services by providing the ‘lay’ perspective in reflecting feedback gathered from those using, or observing use of, the services.

#### Summary E&V activities:

Visit Decision and Schedule

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- Visit Planning and Preparations
- Conduct Visit and Collate Evidence
- Draft and Finalise Visit Report
- Publish Report and Distribute/Share
- Follow-Up

## An Enter and View Visit - Decision to Visit

The decision to carry out an E&V visit is made by the E&V Committee. All visits will be announced unless particular circumstances dictate that an unannounced visit is more appropriate.

An exception to this may be where the need for a visit is triggered as a ‘responsive’ visit, though these will be rare.

When deciding to schedule a visit, the following must also be decided (whether the decision to visit is made by the E&V Committee, or is a ‘responsive’ visit):

- 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, which must be **clearly described**
- Whether the visit is to be conducted as an ‘**announced**’ visit, or as an ‘**unannounced**’ visit based on the **application of a decision process using relevant criteria**.
- Any **parameters** relevant for the visit, which may include suggested visit approach.
- A **Lead authorised representative** for the visit, or candidates for this.

The decision will take into consideration the most effective way of gathering the data that is sought through the visit. The decision will be confirmed by the Director with responsibility for E&V based on the outcome of the decision process. The decision, the basis for the decision, the purpose, and relevant parameters for visit, will be documented in the minutes of the E&V Committee meeting, and the visit added to the E&V Programme.

All decisions to carry out E&V visits are reported to the full Board of Healthwatch Telford and Wrekin to ensure accountability. Where Board decision and confirmation for a visit is required at short notice, such as the circumstances for a ‘responsive’ visit, authorisation for the visit will be obtained from the Board Chair of the E&V Committee.

Either a Planning Sheet, or a CRM E&V Case record, is established for the visit with the purpose, relevant parameters, and Lead authorised representative recorded. As further details about the visit are developed these records and the E&V Programme schedule are updated, to support oversight, monitoring and reporting.

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## An Enter and View Visit - Planning and Preparations

### Visit Team Composition

Each individual E&V visit will be composed of a minimum of two authorised representatives, one of whom must be a Lead authorised representative. All ‘unannounced’ visits will include a Healthwatch Telford and Wrekin staff member on the visit team (qualified as an E&V authorised representative). Consideration should be given to the needs and appropriateness of team size as related to the circumstances of the proposed visit, volunteer preferences and suitability, and potential conflicts of interest. A ‘back-up/reserve’ authorised representative team member should be identified for the visit, against needs arising following illness or some other unanticipated shortfall in the team.

It is intended that in the future, an E&V visit team will include a Healthwatch Telford and Wrekin Dementia Champion where the service being visited includes patients or residents with dementia. This will not be enforced until there are sufficient authorised representatives who have completed the required training.

### Initial Planning Activities

Following approval of the decision to visit, the Lead authorised representative will be confirmed. The visit lead confirms candidate team members and establishes their availability for the proposed visit period including for the planning meeting.

The Chief Officer will check with other stakeholders (such as CQC, Local Authority Quality Steering Group (QSG), or others who perform visits) about the planned visits, to confirm there are no clashes or inappropriate visit timeframes, and availability of a Healthwatch Telford and Wrekin staff member to be on duty during the visit period. An adjustment may be needed in discussion with the visit lead and service provider.

The Chief Officer will conduct the visit risk assessment, and report to the next E&V Committee meeting, and as appropriate to the visit lead and Director with responsibility for E&V.

Where the visit is an ‘announced’ visit, the lead will make contact with the service provider (Manager - Care Home, Ward Manager or Service Manager - Hospital, etc.) to arrange an initial pre-meeting with the purpose of introducing Healthwatch, Enter and View, the proposal to conduct an E&V visit, and to establish any dates or time of day that should be avoided for the visit. Alternative dates may need to be considered in-case adjustments are needed in discussion with the service provider. The visit lead will have in mind the availability of the proposed visit team, and information about the possible or proposed approach(s) that will be adopted to gather information. The lead may request a brief tour of the service to aid the visit planning and preparation activities.

The information discussed and agreed at the service provider pre-meeting - announced visit dates, time, the visit lead and authorised representatives on the team, will be communicated to Healthwatch Telford and Wrekin Administration as

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soon as possible; staff or office support will ensure the Planning Form, or CRM E&V visit record, are updated.

If the visit is to a Care or Nursing Home, Healthwatch Telford and Wrekin recognises that residents may have special instructions in place and wish to ensure that these are taken into account when carrying out the visit. For an **‘announced’** visit, the service provider manager or senior duty staff member at the time of the pre-visit will be asked to complete a **‘Special Considerations’** form to advise Healthwatch Telford and Wrekin of residents whose capacity may limit their ability to engage with the team, or those for whom special instructions are in place. The Special Considerations Form completed by the Service Provider Manager or senior staff member acting as duty-manager and signed, will be provided to the Healthwatch Telford and Wrekin office for filing with the visit Planning Form, or CRM E&V Case record.

The visit lead may take with them to the pre-meeting, a **visit package** of Healthwatch and ‘Enter and View’ flyers for the service provider with sufficient for the provider to make them available as deemed appropriate to help advertise the future visit.

In those circumstances where the Lead does not conduct a pre-meeting, unless the proposed visit is to be an **‘unannounced’** visit, then the service provider concerned must be notified about the visit at least 14 days in advance, giving the provider the opportunity to make Healthwatch Telford and Wrekin aware of any special arrangements required prior to the visit. Agreement of the responsibility to notify the service provider must be clearly established between the Chief Officer and the visit Lead. The service provider E&V visit notification will give the provider a summary of the reasons for the visit, the proposed date, and an E&V resource pack

The visit ‘Lead’, or Office support, will ensure the assigned visit authorised representatives of the dates and timings agreed for the E&V visit, and planning meeting

### Planning Meeting

Whether the proposed visit is to be an **‘announced’** or an **‘unannounced’** visit, a planning meeting will be held. The authorised representatives who will be carrying out the visit must attend, including those who are from Healthwatch Shropshire, or other local Healthwatch, and actively participate in the planning meeting. If authorised representatives from other healthwatch are unable to attend then the lead must ensure they receive all the relevant information they need for the visit. Optionally, a Healthwatch Telford and Wrekin qualified staff member may also attend the planning meeting.

The planning meeting is intended to confirm the **visit date and time**, an understanding of the **visit purpose** among the team, and discuss the **visit approach** and **data gathering methods**, and other relevant considerations including information about the service provider and the services delivered.

Accumulated reports and evidence about the service to be visited will provide background information for the team, including:

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- Latest Care Quality Commission (CQC) inspection or follow-up Reports
- Recent E&V published Reports
- Clinical Commissioning Group (CCG) visit; Patient Led Assessments of the Care Environment (PLACE) visit reports
- Service provider website information.

The visit lead and team will consider and decide on the following as needed, ensuring the purpose of the visit is reflected in each of the decisions made:

- Identify or confirm any requirements for special support needs necessary to facilitate the visit.
- Decide on or confirm the **approaches** to be used to **elicit** service user experiences for the E&V visit; for example - interview, group facilitated discussion, observation, ‘Sit and See’, and/or survey.
- Determine the **key topics** and associated **questions** supporting the **visit purpose** that will be asked of service users, carers and any relatives/visitors, and staff, as applicable. If a survey is to be conducted, determine the survey questions, target respondents, and methods to be used.
- Decide on the **number** of service users, carers and any relatives/visitors, and staff, as applicable, whom it is planned to interact with and/or observe, mindful of any minimum that may be needed for a representative sample if appropriate.
- Decide and define the key areas for ‘**observations**’ for the visit
- If the visit is to a Care or Nursing Home, review the ‘**Special Considerations**’ form completed by the service provider manager for any constraints on engagements with specific service users.
- Agree how discussion responses and observation outcomes will be recorded, and prepare discussion and observation capture forms as appropriate.
- Allocate tasks (which may include question and observation topics) to each authorised representative based on needs, their skills, interests, and experience.
- Agree an approach for writing-up and collating the notes which must be made during the visit (feedback responses captured, survey answers, observations etc), and for producing the draft findings report from the visit, including who will do this, if not the lead authorised representative.
- Collate all materials required for the visit;
- Check location of the service and directions on how to get there, any protocols that may be in operation for visits to that organization/location,

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team contact details (email, phone), and any arrangements needed for when and where to meet, and how to travel to the site.

- Where the visit is to be ‘unannounced’, the Chief Officer will ensure the visit ‘Lead’ is appropriately prepared to handle the visit, and in particular to handle the visit arrival.

The Planning Form or CRM E&V Case record will be available for the meeting, and will be updated as data is available and decisions agreed.

### After the Planning Meeting

After the planning meeting and confirmation of the date of an **announced** visit, the service provider will be contacted by telephone at least 5 days before the visit to verify readiness (go ahead) for the visit. The purpose of this confirmation is to ensure that all relevant persons at the location of the service are informed that an **announced** visit will be taking place, in advance of the visit, as well as conveying details of what they can expect, or confirming the arrangements as discussed and agreed at the pre-visit. This action is performed either by the visit ‘Lead’, a staff member, or administrative support. The service provider will be informed of the date and time of the visit, likely duration, names of the authorised representatives who will visit and identification they will be wearing, and the summary purpose of the visit. Then service provider will also be asked to verify that the visit pack has been received.

Where the timeframe allows, the phone call will be followed up with a written letter using the appropriate template; where insufficient time for posting the letter then an email will be sent with the relevant details.

All contacts with the service provider (dates, names) and information covered or actions taken will be recorded on the Planning Form, or CRM E&V Case record.

The Chief Officer will prepare and sign a standard Healthwatch Telford and Wrekin “**letter of introduction for E&V Visit**” for each visit team member, including the visit Lead, and will ensure these are provided to the authorised representatives and visit lead before the start of the visit.

For an ‘**unannounced**’ visit, the Planning Meeting activity is performed, but the first and only communications informing the service provider about the visit to be conducted is the “**letter of Introduction for E&V Visit**”.

### An Enter and View Visit - 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 E&V 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.

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- Authorised representatives comply with the health and safety regulations of the 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, service provider and 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 authorised representative code of conduct [*Refer to the Appendix, and Volunteering Policy*].

Concerns related to this will be raised with the authorised representative concerned, and may result in the individual being asked to cease participating in as an authorised representative participating in E&V visits. In this case their authorised representative badge must be returned /surrendered to staff at the Healthwatch Telford and Wrekin office. Potentially the individual may be asked to cease association with Healthwatch Telford and Wrekin.

On arrival to conduct the visit at the service provider premises, the ‘**letter of introduction**’ for each authorised representative will be presented to the senior service provider manager on duty.

If the E&V visit is to a Care or Nursing Home and is an ‘**unannounced**’ visit, the visit lead will present the **Special Considerations** Form to the service manager or senior duty staff member present, for completion and signature before the commencement of the visit. For an **announced** visit, the service manager should be asked either to complete the Special Considerations Form if not previously completed and signed, or to make any changes to the information already provided if appropriate. The visit ‘Lead’ will ensure that all authorised representatives are clearly aware of residents mentioned on the form, and the nature of the consideration notified.

During the conduct of a visit, where an authorised representative witnesses, are informed of, or suspects that there is a safeguarding issue, they are obliged by law to pass that information on to the appropriate bodies as soon as possible. The Chief Officer, staff (office) or Director with responsibility for E&V should be contacted immediately and given relevant information. Where there is an immediate and urgent concern about safeguarding, the visit ‘Lead’ must be informed and the E&V visit will be terminated immediately. Healthwatch Telford and Wrekin will not be complicit in any way with safeguarding breaches. Details and procedures relating to safeguarding are contained in the Healthwatch Telford and Wrekin Safeguarding Policy.

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

Wherever possible, E&V authorised representative conversations with Care or Nursing Home residents should be conducted in communal areas. When E&V authorised representatives are specifically invited to enter a resident’s private room by the resident, or resident with their relative/carer or visitor, and the resident is not subject to ‘special considerations’ regarding visits or lack of capacity - as confirmed on the Healthwatch Telford and Wrekin ‘Special Considerations’ Form (established with the service provider management before the start of the visit), then the authorised representatives shall ensure that there are two representatives present while in the room, and the need to enter the room is with clear purpose. (This must be recorded in the authorised representative’s visit notes).

During the conduct of the visit, authorised representatives will capture feedback as given, and will make notes on observations, as appropriate to the agreed methods decided during planning (survey, written notes, or completed forms). It is not always possible to write these notes while in conversation with users of the services, carers/relatives, visitors or staff; in these cases, authorised representatives must write up as soon as opportunities occur after the conversation.

Either near the end of the visit, or after the visit has concluded, the team will gather together and share their findings, particularly any critical feedback received, significant observations made, or any changes recommended (as agreed by the team). The visit Lead will confirm with the team where they should send their notes, feedback/observations, Forms, Surveys etc. from the visit.

The visit team as a whole, or just the visit ‘Lead’, may before the team leaves meet with the service provider manager or senior staff member on duty, to share some summary findings and recommendations, and/or seek clarification on some information or issues the team may be uncertain of. The service provider will be informed these findings are initial draft information prior to collation and consideration for the Report.

### **An Enter and View Visit - Reporting**

Ensuring completion of the visit Report is the responsibility of the visit ‘Lead’, either to write the report themselves or arrange for a team member or other appropriate person to do this. Reports are written using the relevant Healthwatch Telford and Wrekin E&V Report Template. A guide on using the templates to write reports is available.

The report is based only on the data gathered during the E&V visit and should be written in an objective and factual style, with all statements grounded in data collected 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

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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.

The first draft of the report is shared with the authorised representatives present on the visit - to proof-read, verify completeness and accuracy, and agree the summary findings and recommendations. Feedback must be sent to the visit 'Lead' within 2 days. The draft report may be sent to Healthwatch Telford and Wrekin staff, by prior agreement, for proof-reading and support with editing. The final draft of the report is then sent to the Director responsible for E&V - for final proof-read and approval to send to the Service Provider. The Director has five working days to respond. The Director approval sent to the office is to send the Draft Report to the service provider to check factual accuracy and for their response to the visit findings and recommendations, including a plan of action.

It is Healthwatch Telford and Wrekin's aim to share every draft E&V 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 the Report' to ensure consistency.

Should a provider have concerns about an E&V report they are invited to meet with Healthwatch Telford and Wrekin E&V authorised representatives (usually Chief officer/Manager and Board Director with responsibility for E&V) 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 an action plan (6 month) outlining how they will respond appropriately to the recommendations outlined in the draft report.

Within 10 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 Board Member with responsibility for E&V, on behalf of the Board. The service visited will receive a copy of the final report directly.

All services who receive an E&V visit are asked to complete an evaluation form of the visit itself and to provide feedback on their experience of the E&V process as a whole, as they have experienced it.

### Reports for a Programme of Visits

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 Member responsible for E&V on behalf of the Board, and a copy will automatically be sent to all services who received a visit as part of the Programme.

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## Sharing Enter and View Reports

All reports will be shared directly with Healthwatch England through the Healthwatch Hub and the Care Quality Commission (CQC). A check list for distribution is included on the E&V visit Planning Form, and CRM E&V Case Record, which is used to establish other copy recipients, and record date sent. This list includes some or all of the following, depending on the service provider of the visit, or programme of visits:

- Clinical Commissioning Group (CCG) [Telford and Wrekin, Shropshire]
- NHS England
- Telford and Wrekin Council [Quality Monitoring Team]
- Shropshire Council [Quality Monitoring Team]
- Health and Wellbeing Board [Telford and Wrekin, Shropshire]
- Telford and Wrekin Scrutiny Committee [Shropshire Scrutiny Committee]
- Joint Health Overview and Scrutiny Committee (HOSC) [Telford and Wrekin, Shropshire]
- Quality Surveillance Group (QSG)
- Primary Care Joint Commissioning Board
- Telford and Wrekin Partners In Care (SPIC)
- Other Local Healthwatch
- Partners in the Third Sector

## Enter and View Reports as a Learning Tool

As a minimum, where an authorised representative is involved in producing the report during the period of practical training, they will always receive feedback to support their development. The first few reports (as a minimum) should be produced by a visit ‘Lead’.

E&V reports may also be shared with other authorised representatives in the Healthwatch Telford and Wrekin E&V Quarterly Workshops to support the development of all authorised representatives’. This will only be done with the author’s permission.

## An Enter and View Visit - 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:

- Request a six-month action plan.
- Arrange future E&V visits to the same service provider 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 expected to respond.

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Healthwatch Telford and Wrekin will take 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.

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## Enter and View Board Committee

### Terms of Reference

The Enter and View Committee is a committee of the Healthwatch Telford and Wrekin Board of Directors that oversees all E&V activities of Healthwatch Telford and Wrekin.

The purpose of the E&V Committee is as follows:

- To provide Board governance to the activities and decisions for the E&V programme, E&V visits, and related activities.
- To report to the Board on all E&V and related activities.
- To develop a programme of E&V visits. The programme scope will include care homes and health premises (NHS, including hospitals, clinics, GP practices, pharmacists, dentists and opticians) across Telford and Wrekin.
- To evaluate the programme, propose improvements, and identify outcomes.
- To receive and approve E&V reports for publication
- Make recommendations to the Board for escalation to Healthwatch England and/or Care Quality Commission (CQC)
- To review and agree the training needs and training programme for candidate and qualified E&V authorised representative volunteers
- To amend the E&V Policy and Process as and when appropriate. The amended Policy document will be ratified at a subsequent public meeting of the Board (as agreed with Board Chair or deputy Chairs).

### Committee Membership and Roles

The current E&V committee members are published on the Healthwatch Telford and Wrekin website.

#### Board Director Enter and View Committee Chair

The Chair and Deputy Chairs of the Healthwatch Telford and Wrekin Board of Directors shall appoint the Director with responsibility for Enter and View.

The Board Director assigned with E&V responsibility will Chair the E&V Committee.

Healthwatch Telford and Wrekin Board of Directors delegate authority to the Director with responsibility for E&V to authorise the programme of announced visits, through the E&V Committee.

Healthwatch Telford and Wrekin Board of Directors delegate authority to the Director with responsibility for E&V to authorise unannounced E&V visits - on recommendation of the E&V Committee, or Healthwatch Telford and Wrekin Chief Officer or staff member with responsibility for E&V, or Board member through their representative committee members, and, following an appropriate decision process that considers relevant criteria, and risks.

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Healthwatch Telford and Wrekin Board of Directors delegate authority to the Director with responsibility for E&V to confer authorised representative status to volunteers upon the completion of references checks, DBS check, and all required training. This status may be delayed for a probationary period while the candidate authorised representative gains experience of an E&V visit, and confirms their commitment to further E&V activities and programme support.

### **Board Director Committee Members**

The Chair and Deputy Chairs of the Healthwatch Telford and Wrekin Board of Directors shall invite two other Board Director members to the E&V Committee. It is preferred that Board Committee members have completed E&V training as authorised representatives, or that they undertake to complete this training as soon as possible.

A deputy may be assigned from the Board Committee members.

### **Staff Committee Members**

The Chief Officer shall be a committee member. Where a staff member is assigned with E&V responsibility (*where this post is assigned*), then that staff member will also be a committee member.

### **Volunteer Committee Members**

Volunteer authorised representative committee members are appointed by election. Between two and four elected authorised representative volunteers will serve on the committee. Volunteer committee members are elected for a one-year term. There are no restrictions on the number of terms an individual can be elected to the committee.

Where a volunteer authorised representative wishes to step down from the committee before completing the full term, they should give four weeks' notice of their wish. An 'extraordinary election' will be held at the next E&V quarterly workshop following the announcement of the committee member's withdrawal, using the volunteer committee member election procedures described in the next section.

Volunteer committee members stand as representatives for all of the volunteer authorised representatives with Healthwatch Telford and Wrekin. During discussions and decision-making undertaken by the E&V committee, they are expected to act in the interests of the whole community and not according to individual interests or motivations.

### **Committee Secretary**

An administrative staff officer (where available), or a member of the E&V Committee

### **Observers**

Observers may be invited to attend a particular Committee meeting when appropriate and with clear purpose, as agreed with Board Chair. By invitation,

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observers may include other staff members, Board members, authorised representatives, Healthwatch Shropshire E&V staff, E&V Chair, and E&V authorised representatives, and representatives from Care Quality Commission (CQC).

## Volunteer Committee Member Election Regulations

Election of E&V authorised representative committee members is held annually at an E&V workshop. The election must be advertised to all authorised representative volunteers.

Any authorised representative may nominate themselves for election to the committee by notifying the Chair two weeks before the advertised date of the workshop/election.

Each volunteer 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:

- Request nominees to make themselves known
- ‘Introductions’ from the candidates
- Run Ballot
- Ballot papers will be issued to all authorised representatives present at the meeting.
- The Director with responsibility for E&V will act as ‘returning officer’
- Results will be announced immediately, or published within seven days

## Conduct of Committee

Dates of Committee meetings will be agreed quarterly in advance. Committee communications will be electronic.

Meeting papers including a meeting agenda will be circulated a minimum 1 week in advance of a Committee meeting (unless an exception meeting is called).

Committee meeting topics will include review of status of scheduled visits and feedback on risk assessments completed, feedback on those visits completed since the previous committee meeting (including any ‘responsive’ visits), and discussion of proposals for future E&V visits and visit themes to be included in the E&V Programme. At the Committee meeting, a Lead authorised representative will be proposed for each visit, or need to assign one identified with potential candidates. The ‘purpose’ for each E&V visit will be clearly established and recorded, and the potential approach for the conduct of the visit or a related group of visits discussed, including options when appropriate. Current information about the trained volunteer authorised representatives (list, potential conflicts of interest, etc) and status of those volunteers in training for authorised representatives will also be made available for the committee meeting.

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Committee minutes will include records of meeting topics, decisions, and actions. Meeting minutes will be circulated within 2 weeks of the meeting. Committee members have 3 working days to respond for critical issues, otherwise adjustments will be handled at the next Committee meeting. A signed copy of approved meeting minutes is retained and filed in the Healthwatch Telford and Wrekin office.

Committee decisions on potential ‘unannounced’ E&V visits will be made using a decision process that confirms that appropriate criteria for the visit to be ‘unannounced’ are considered by the E&V Committee. As decisions, and potentially confidential supporting information relating to E&V visits are recorded in the committee meeting minutes, approved minutes will be available to Executive or other Board meetings on request to the E&V Committee Chair and Chief Officer/Manager. Committee meeting minutes will not be made available for Public Board meetings.

An E&V Status Report that summarises the E&V Programme and other appropriate information will be provided by the E&V Committee Chair for Public Board Meetings, and as requested to support Executive Board meetings and Board meetings with Telford and Wrekin Council.

## Committee Meetings

### Frequency

The E&V Committee will meet monthly, or at other times at the discretion of the Committee; a minimum of one Committee meeting will be held each quarter.

Exception meetings may be called at the discretion of the Committee Chair, for example, when a ‘responsive’ E&V visit is proposed which is a candidate for being an ‘unannounced’ visit.

### Quorum

The E&V Committee meeting is quorate when there are 3 committee members present, one of whom is a Board E&V committee member.

## Enter and View Visits Programme

The E&V Committee with the Chief Officer are responsible for the development and monitoring of the E&V Programme of visits. Where possible the E&V visit ‘themes’ that will form the basis of the E&V Programme will be determined for the year by the E&V Committee, with more detailed planning and visit decisions on a rolling 3-month basis as a regular E&V Committee meeting topic. In some cases E&V visits will be a part of a broader Healthwatch Telford and Wrekin Project, and sometimes a specific ‘topic’ or ‘theme’ for an E&V Project will be proposed and approved. In considering inclusion of themes, projects and visit proposals, the E&V Committee will also assess the knowledge and experience available among the volunteer authorised representatives for such visits (mindful of any conflicts of interest), and any additional training or ‘familiarisation’ activities that may be needed in preparation.

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In all cases where there is a need for adjustments to the E&V Programme, including arising from ‘responsive’ visits and requests received from commissioning groups or other stakeholders, the E&V Committee will decide on the applicability of E&V of the theme or topic proposed, agree priorities for the schedule, be mindful of Healthwatch Telford and Wrekin capacity for visits/topics and availability of authorised representatives, and ensure clarity is achieved for the purpose of each visit. These decisions and adjustments will be recorded in the E&V Committee minutes.

## Health and Safety Risk Management

Healthwatch Telford and Wrekin will ensure that an appropriate risk assessment is conducted by a qualified person (usually the Chief Officer) for all E&V visits, both announced and unannounced. All risk assessments conducted will be reported at the following E&V Committee meeting.

As part of that risk assessment, a check will be made to confirm that the relevant persons involved in the visit have received all necessary training, and required checks including Disclosure and Baring Service Check (DBS). The Chief Officer will be responsible for determining the approach to be adopted for this risk assessment when an E&V visit is to be an unannounced visit.

Completion of risk assessments for E&V visits will be recorded on the E&V Planning Sheet, or CRM E&V visit record. Any identified ‘special considerations’ that apply for a visit to a Care Home will also be documented and filed with the E&V visit Planning sheet, or with the CRM E&V visit record.

## Insurance

Healthwatch Telford and Wrekin will ensure that the correct public liability insurance provisions are in place to cover all activities, staff, and volunteers, involved in E&V.

## Recruitment and Training

Healthwatch England guidance<sup>2</sup> stipulates that local Healthwatch E&V 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 agenda. Healthwatch Telford and Wrekin 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 that 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

In support of the Healthwatch England guidance, and in line with the Volunteering Policy, Healthwatch Telford and Wrekin has a number of mechanisms and practices

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<sup>2</sup> Healthwatch, March 2013, ‘Enter & View’ Study: Final Report: Version: 1.0

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in the recruitment of authorised representatives. These include having defined role descriptions, an application form, a process that involves an interview, references, Checks -including Disclosure and Barring Service Checks (DBS), basic Training requirements, and a period of probation. Authorised Healthwatch Telford and Wrekin recognises that acting as an authorised representative is a sizeable commitment for an individual and seeks to ensure that candidate applicants are aware of, and comfortable with, the commitment that is asked of them. Healthwatch Telford and Wrekin require all authorised representatives, including candidate authorised representatives, to sign the ‘**Healthwatch Telford and Wrekin Authorised Representative Code of Conduct**’ [*Refer to Appendix*].

Applicants as a candidate E&V authorised representative, must complete (or have completed)) the standard Healthwatch Telford and Wrekin Volunteer Application Form.

Although the majority of authorised representatives will be volunteers including Board Directors, some will be staff members from Healthwatch Telford and Wrekin and other organisations. [*Refer to the Healthwatch Telford and Wrekin Volunteering Policy for more information on Healthwatch Telford and Wrekin’s commitment to volunteers.*] The following principles and procedures apply to all individuals who act as E&V authorised representatives regardless of their employment status. Completing a volunteer application form and volunteer interview does not apply to Healthwatch Telford and Wrekin staff members. Attendance at E&V meetings and workshops is at the discretion of the Chief Officer (line manager).

**Role Description - Enter and View Authorised Representatives**

The role description includes the person specification against which candidate applicants are considered during the recruitment process. The E&V authorised role description will be reviewed on a regular basis by the E&V Committee, and changes required taken to Healthwatch Telford and Wrekin Board for ratification. [*Refer to Appendix for role details*]

**Role Description -Enter and View ‘Lead’ Authorised Representatives**

The opportunity to be a visit ‘Lead’ is a role that an authorised representative must choose to undertake. Volunteer authorised representatives who wish to become a ‘Lead’ must first speak with the Chief Officer about their suitability for this task [*Refer to Appendix for role details*]. Suitable individuals will attend additional training, as needed, designed to equip them with the skills and knowledge to lead other authorised representative volunteers, or candidate/probationary authorised volunteers, on E&V visits

**Interview**

All volunteer applicants are invited to an initial meeting to establish whether the applicant is suitable for Healthwatch Telford and Wrekin, for E&V, and whether Healthwatch Telford and Wrekin is suitable for the volunteer. The initial Volunteer meetings and interview is one element through which Healthwatch Telford and

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Wrekin seeks to achieve an understanding of the candidate E&V volunteer, and their awareness of the commitment for E&V.

### References and Checks

A candidate applicant for E&V authorised representative role is required to have followed the application process for Healthwatch Telford and Wrekin volunteers which includes providing the details of two referees who can supply Healthwatch Telford and Wrekin with character references. [*Refer to Volunteer Policy for volunteer recruitment requirements and process*]

Authorised representatives are required to undergo a criminal record check by the **Disclosure and Barring Service (DBS)** as part of the application process.

Authorised representatives require a standard disclosure, though an enhanced disclosure may be obtained. Healthwatch Telford and Wrekin staff supported by the Healthwatch Telford and Wrekin Volunteer co-ordinator facilitate the application for this, ensure that the correct policies and procedures are in place, and meet associated DBS check costs.

### Basic Training Programme

In addition to completion of the Healthwatch Telford and Wrekin volunteer induction (which includes training and awareness of Equality and Diversity, Confidentiality, and Data Protection), in all authorised representatives are required to complete:

- Adult Safeguarding Training
- Deprivation of Liberties, and Mental Capacity Act awareness
- Enter and View Training

Healthwatch Telford and Wrekin will use the recommended E&V 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. Healthwatch Telford and Wrekin will offer E&V training opportunities to candidate E&V authorised representatives from Healthwatch Shropshire where appropriate, and may use similarly offered Healthwatch Shropshire training places to Healthwatch Telford and Wrekin candidate E&V authorised representatives.

Currently Healthwatch Telford and Wrekin engage with Shropshire Partners in Care (SPIC) for the Adult Safeguarding, Deprivation of Liberties, and Mental Capacity Act awareness and training.

The ‘basic training’ programme will also include ‘training E&V visits’. These may be visits with either Healthwatch Telford and Wrekin or Healthwatch Shropshire, as available. The purpose of the training visits is:

- To provide practical instruction in carrying out an E&V visit.
- To develop the volunteers confidence in carrying out E&V visits.

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- To familiarise the volunteer with the environment(s) in which E&V is conducted.
- To familiarise the volunteer with examples of good/bad/mediocre practice in the service environment(s) as are witnessed on the visits.
- To assess the volunteers ability to gather and respond to feedback.
- To identify possible areas where support and assistance is required.
- To assess the volunteers demonstrable understanding of the E&V process, and its required attitudes and behaviours.

On completion of the training visits, trainee authorised representatives will be provided with constructive 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.

### **‘Lead’ Authorised Representative Training**

Additional Training to support the development of ‘Lead’ authorised representatives may include, as needed by the individual:

- Outline of responsibilities of a Lead E&V Authorised Representative
- Guidance on how to appropriately frame questions, lead a planning meeting,
- ‘Scenario training’ for difficult situations
- ‘Effective Report Writing’ (a free self-paced online Open University Course)
- Supporting and developing new authorised representatives, including providing feedback to new authorised representatives.

### **Further Training**

Over time some basic training may require update as Government policies and laws change expectations and regulations in areas such as ‘Adult Safeguarding’, ‘Mental Capacity’ and ‘Deprivation of Liberties’. Authorised representatives are encouraged to keep abreast of such changes, and in some cases ‘refresher’ or ‘update’ training may also be organized for this by Healthwatch Telford and Wrekin. Speakers - either subject expert guests, or a volunteer, may also be invited to an E&V Quarterly Workshop to facilitate further learning, or an understanding of changes, and offer an opportunity for volunteers to ask questions.

E&V visits may require specific awareness or overview training for the environment of a service to ensure the purpose and outcome of the E&V visit will be realised (for example, dementia, ‘end of life’, etc.). Healthwatch Telford and Wrekin intends to include a Healthwatch Telford and Wrekin Dementia Champion on E&V visit teams to relevant services in the future. “Dementia Friend” training will be required training for this role.

Where further training is agreed the E&V Committee will request the Chief Officer to make suitable arrangements, and the training will be incorporated into the Healthwatch Telford and Wrekin E&V training list.

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## Enter and View Workshops

Held once each quarter, the E&V Workshops are designed to provide an opportunity for the following:

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

All E&V volunteers will be invited to attend the E&V quarterly workshops. There is an **expectation** that E&V volunteers will attend **at least two workshops** within a twelve-month period, to ensure they can deliver the same quality of volunteering as the other E&V volunteers.

## Volunteer Support

The Healthwatch Telford and Wrekin Chief Officer is the key primary 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 to support the individual’s personal development within the role, at least once annually.

## Joint Working with Other Local Healthwatch

### 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 E&V visit. The visit will consist of a minimum of one E&V authorised representative from each Local Healthwatch involved. The Lead

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E&V authorised representative will be provided by the Local Healthwatch where the provider is based.

### Exceptions

On rare occasions it may be agreed appropriate for another Local Healthwatch to carry out Enter and 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 to be appropriately impartial.

### A Special Case - Shrewsbury and Telford Hospital Trust

Due to sharing the Shrewsbury and Telford Hospital Trust (SaTH), Healthwatch Telford and Wrekin recognises the need to work closely with Healthwatch Shropshire for E&V to support visits involving the hospitals and associated clinics and services. Healthwatch Telford and Wrekin will endeavour to:

- Hold regular meetings with Healthwatch Shropshire where E&V is included on agenda topics
- Invite Healthwatch Shropshire to joint planning activities or workshops for developing E&V programmes of work related to SaTH.
- Share information that affects policies and procedures relating to E&V.
- Establish compatible escalation triggers
- Involve E&V authorised representatives of the same calibre
- Train and develop E&V authorised representatives to comparable standards
- Plan shared workshops and training to ensure consistency
- Invite Healthwatch Shropshire E&V representatives to attend E&V quarterly Workshops at least once during the year, and attend equivalent Healthwatch Shropshire events where possible.

### Information Sharing

Healthwatch Telford and Wrekin will share information related to E&V with other Local Healthwatch as appropriate, in accordance with the Healthwatch Telford and Wrekin information sharing protocols and agreements.

### Measuring Impact

Healthwatch Telford and Wrekin is committed to undertaking E&V only where it will have an impact on the service users. On its own, E&V can only have limited impact, and primarily this will be where recommendations are low cost. However, the outputs from E&V also have the ability to bring about more sizable changes when the visit evidence is supplied into programmes progressed through collaboration with the community of health and social care organisations.

An influential E&V depends upon effective relationships established with Health and Social Care Commissioners (including the Local Authority and Clinical

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Commissioning Groups), with regulators - especially CQC, with local politicians typically via the Health & Wellbeing Board, and Overview and Scrutiny Committees, and with Healthwatch England.

Healthwatch Telford and Wrekin Board with the Chief Officer are responsible for developing and maintaining the vital relationships indicated above, and thereby enable E&V to maximise its impact.

Data about the E&V visits, and where applicable service provider response, and follow-ups, will be used to demonstrate the impact of the E&V visits, (or series of visits/the E&V Programme). E&V data will be included in reports provided for Public Board Meetings, in regular reports to Telford & Wrekin Council, and in the Healthwatch Telford and Wrekin Annual Report which is made publicly available.

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## Appendix A: Enter and View Roles Descriptions

### Enter and View Authorised Representatives Role

To undertake Healthwatch Telford and Wrekin Enter and 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.

#### Personal Specification

Essential:

- Self-aware
- Reliable
- Open minded
- Ability to act and report in an objective and consistent manner
- 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

#### Restrictions

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

#### Key Activities and Responsibilities

- Plan and conduct E&V Visits authorised by Healthwatch Telford and Wrekin
- Be involved in preparation for E&V visits
- Observe and gather data on patient/service user experience of health and adult care services
- Contribute to an evidence-based report on the E&V activity / visit
- Follow Healthwatch Telford and Wrekin protocols, policies and process for all aspects of E&V visits and activities, including the Code of Conduct and Confidentiality policy
- Undertake E&V visits
- Attend at least 2 authorised representative workshops each year, and engage with Healthwatch Telford and Wrekin staff in support of E&V activities

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- Promote Healthwatch Telford and Wrekin positively

### Time Commitment

Each E&V visit activity consists of 3 stages: the planning meeting; the visit and writing up notes from the visit; the report writing. Following initial training, period of probation and training visits with supervision, Healthwatch Telford and Wrekin requests Authorised Representatives take part in at least 2 visits per year, and attend Authorised Representatives Workshops.

### Benefits

The opportunity to contribute to making a real difference to the lives of people locally, both in small and larger outcomes.

Healthwatch Telford and Wrekin will provide references for all volunteers upon request, and will assist with UCAS or job applications where time permits and this is requested

### Enter and View ‘Lead’ Authorised Representative Role

Take responsibility for the planning, delivery, and reporting of E&V visits of health and social care settings in services accessed by residents of Telford and Wrekin.

Support E&V authorised representatives ensuring that visits are conducted to the highest standard and remain focussed on the purpose of the visit.

Lead on the practical training of new or probationary E&V authorised representatives during their practice visit(s).

### Personal Specification

All of the essential requirements of an authorised representative.

Leadership potential / capability - to lead a team of authorised representatives, and engage with service provider managers.

### Restrictions

There are no further restrictions to those required of an E&V authorised representative.

### Key Activities and Responsibilities

Undertake all of the activities and responsibilities of an **E&V authorised representative**. In addition:

- Support new and probationary E&V authorised representatives during their practical training stage
- Provide evaluation of probationary E&V authorised representatives to the Director with responsibility for E&V
- Lead the planning and oversee the activities to conduct the E&V visit, and ensure the creation of the written report for the E&V visit.

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### **Time Commitment**

In addition to the time commitment for an E&V authorised representative, the 'Lead' role may have additional involvement in the initial stages of visit planning, and may undertake the writing of the draft visit report.

Though a 'Lead' authorised representative supports new and probationary authorised representatives in their training visit, it is not anticipated that this will add significantly to the time commitment of the 'Lead'.

### **Benefits**

As well as the benefits indicated as an E&V authorised representative, the 'Lead' role also provides opportunities for developing and demonstrating leadership qualities, and report writing capabilities.

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## Appendix B: Healthwatch Telford and Wrekin Authorised Representative Code of Conduct

Healthwatch Telford and Wrekin staff and volunteers including authorised representatives, and candidate authorised representatives commit to follow the Nolan Principles of Public Life.

The Authorised Representative Code of Conduct sets out what is expected of Healthwatch Telford and Wrekin E&V Authorised Representatives. A signed copy of this is required before participating on an E&V visit, or training visit.

### 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.

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## Healthwatch Telford and Wrekin Authorised Representative Code of Conduct

I understand that as an Authorised Representative (or candidate 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 Telford and Wrekin, or the wider community.
- Accept the terms of reference of Healthwatch Telford and Wrekin for the duration of time I actively preform this 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 from Healthwatch Telford and Wrekin before reporting.
- Identify and attend training, workshops, 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.
- Treat all people with respect and act in a way which does not discriminate against or exclude anyone
- Report back to the office when I attend any activity relating to Healthwatch Telford and Wrekin.
- Adhere to the Nolan Principles of Public Life
- Adhere to the Enter and View Policy and associated process, guidance and expectations, and pay particular regard to this during the conduct of Enter and View visits for Healthwatch Telford and Wrekin. Act appropriately when conducting Enter and View visits with other local Healthwatch.

### Healthwatch Telford and Wrekin Authorized Representative

Name ..... Date .....

Signature .....

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