

1. Definitions

Healthwatch refers to Healthwatch Brighton and Hove.

CEO refers to the Healthwatch Chief Executive Officer.

Healthwatch Board refers to all Healthwatch Directors, the governing body for Healthwatch.

Volunteers refers to all Healthwatch volunteers including Directors.

Authorised Representatives refers to all employees and fully inducted and trained volunteers.

2. Scope

This policy covers all Healthwatch employees and volunteers.

3. Summary - Introduction to Enter and View

Healthwatch is an organisation which ensures people who use health and social care services can have their voices heard by local decision makers. One of the statutory powers of the organisation is to visit health and social care services at the point of delivery, via authorised representatives.

Enter and View is a statutory power for all local Healthwatch organisations, which was written into law by the Health and Social Care Act 2012. During these visits Healthwatch can observe how care is provided first hand, and ask service users, and their carers and relatives, for their views and experiences of the service.

These findings are recorded, and recommendations produced which detail ways that providers could improve their service. This policy sets standards which explain how Enter and View is planned, supported, and carried out within Healthwatch.

4. Authorised Representatives

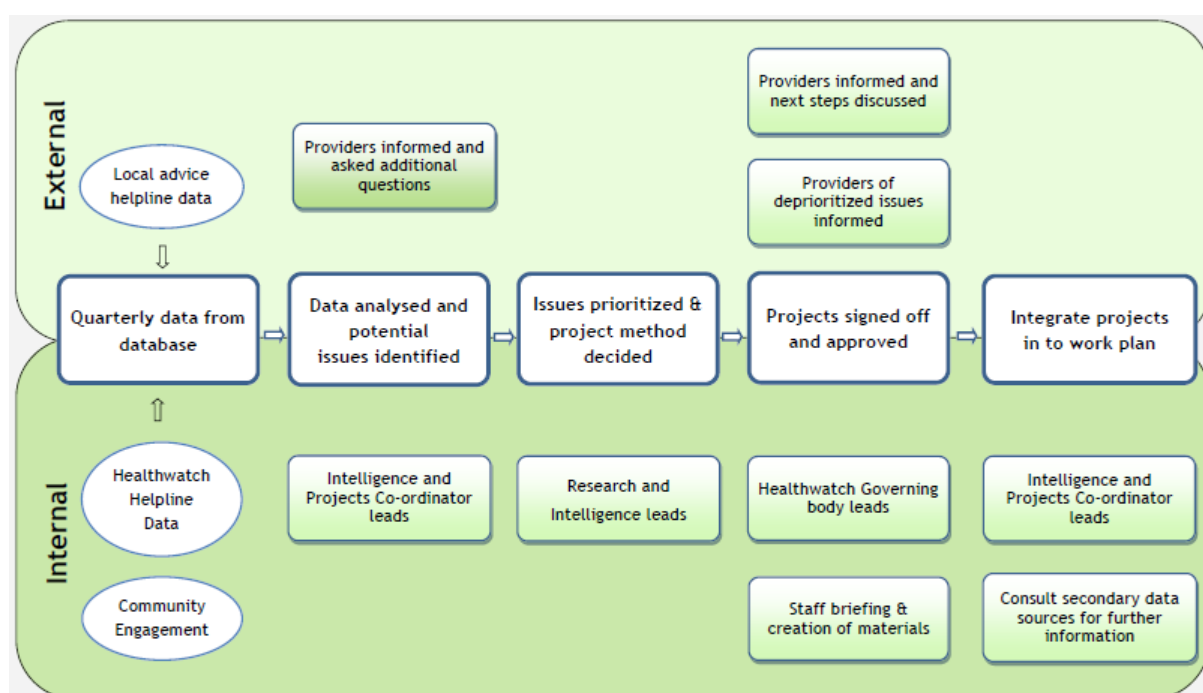
4.1. Under the Health and Social Care Act 2012 and accompanying legislation, certain individuals may be authorised by Healthwatch to enter premises to observe health and social care services being delivered. These individuals are referred to as authorised representatives.

4.2. Authorised representatives can be Healthwatch employees or volunteers. Representatives will include those with wide ranging experience, and will be as representative of the local population as possible.

5. Visiting Criteria

How we decide to do a visit:

- 5.1. Visits may form part of a wider programme of work, be focussed on a single issue across a number of premises, or be initiated in response to local intelligence at a single premises. If Healthwatch’s intelligence suggests that one of these routes could potentially be pursued with one or more local services, the issue will be considered according to the Healthwatch Decision Making & Prioritisation Policy (see Policies section at the end of this document).
- 5.2. If the issue is prioritized by the CEO, it will be implemented by the employee team. In some cases, a decision to undertake Enter and View visits will be taken to The Board before any visits can occur. This will be the case when visits are sensitive and/or likely to attract public or media attention.



- 5.3. Each visit will have a clear and defined purpose, which will be based on the evidence and intelligence Healthwatch gathers. In some situations Healthwatch may accept ‘commissioned’ visits, where local organisations fund Healthwatch to visit and report on local services provided this does not impinge on our independence.
- 5.4. A risk register will be prepared in advance of Enter and View visits which sets out key risks and mitigations. The register will be shared with Authorised Representatives and service employees. The service will also be asked to share their risk register if one exists.

Announced and unannounced Visits:

- 5.5. Healthwatch takes a collaborative approach to working with services. For this reason it is standard practice that plans for visits will be shared with service providers before the visit.

5.6. However, in exceptional situations it may be necessary to conduct unannounced visits. In such cases, the rationale for any unannounced visit will be documented by the CEO, Head of Research and The Board.

Where Enter and View applies:

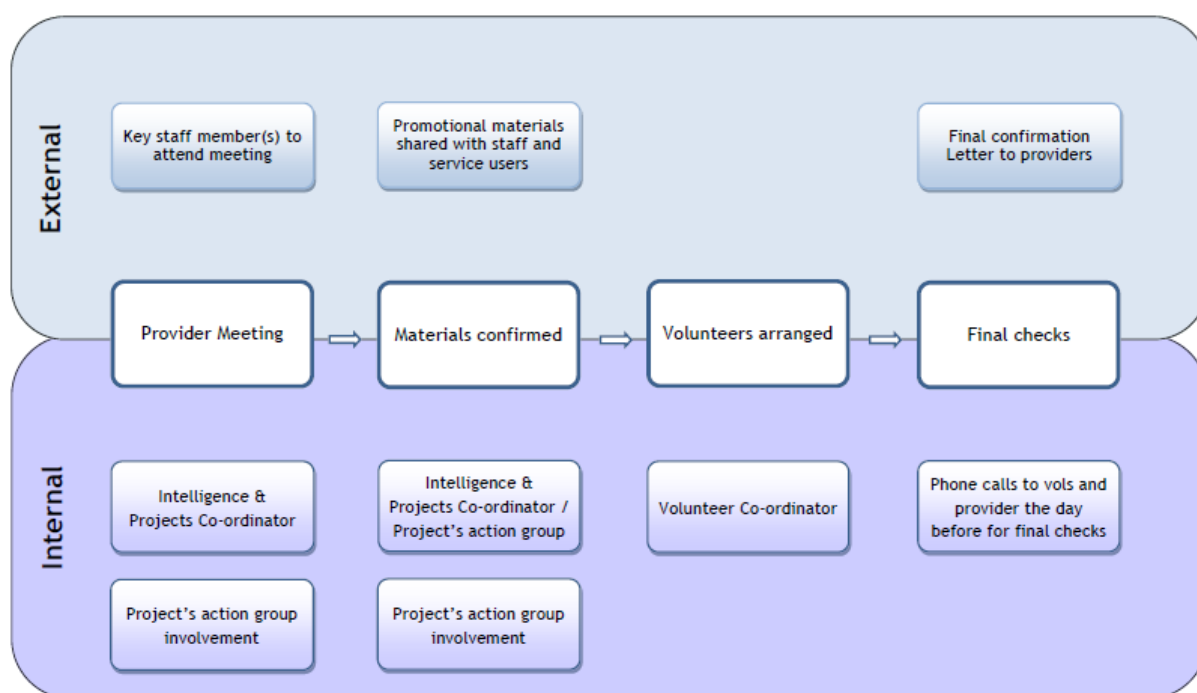
5.7. Enter and View visits will follow the guidance laid out by Healthwatch England detailing where Enter and View does and does not apply.

6. Arranging Visits

What service providers can expect:

6.1. Once a visit has been approved, the Head of Research and Project Coordinator will begin the practical organisation of the visit. Service Providers will receive an explanation of what Healthwatch do, and why their premises have been selected for an Enter and View visit. They will also receive copies of the Enter and View Policy, Volunteer Code of Conduct and the names and details of the Authorised Representatives due to visit the premises. Healthwatch will provide the service with information on the purpose of the visit for employees and service users, including how they can engage in the process.

6.2. Service providers will be asked to provide a suitable date (within a stated timeframe) for announced visits. They will also be asked to provide a key employee liaison for the representatives, as well as directions and other practical information for the day of the visit. The service provider will have a range of opportunities to comment and provide feedback on all parts of the Enter and View process.



What Authorised Representatives can expect:

- 6.3. If selected for a visit, Authorised Representatives will be informed. To ensure impartiality, representatives are disqualified from attending a visit if they have any connection with the service. This can include being a recent previous patient, knowing a current patient, or having any professional connection (past or present) to the service.
- 6.4. Authorised Representatives will be provided with a pack of background information. This will include Healthwatch leaflets, survey materials, information about the visit and any other relevant documents. They can expect support via telephone on the day of the visit if they request it, and the opportunity to reflect on the visit afterwards with Healthwatch employees. Authorised Representatives must bring their identification badges on the day of the visit.

If we need to cancel a visit:

- 6.5. Once an agreed date has been set for a visit, Healthwatch will do its best to ensure that the visit goes ahead. However, in some circumstances this may not be possible. If a visit needs to be cancelled, Healthwatch will contact all relevant parties as soon as possible and inform them.
- 6.6. Authorised Representatives will be asked to share any sensitive paperwork, and retain any documents that can be used again for other visits. Healthwatch will endeavour to reschedule any cancelled visits as soon as is practical.

7. Recruiting and Training Authorised Representatives

Recruiting and Training:

- 7.1. When new Authorised Representatives are required, they will be recruited using the Healthwatch volunteer recruitment procedure.
- 7.2. Before a newly recruited Enter and View Authorised Representative can undertake visits, they will be required to have a standard DBS carried out and completed, attend role specific training, and complete training on adult and children's safeguarding. Additional non-mandatory training will be offered as appropriate and relevant.

Once someone has been accepted:

- 7.3. Once training and a satisfactory DBS check are complete, the volunteer can officially become an Enter and View Authorised Representative. To complete the process they will be asked to sign and abide by the Volunteer Code of Conduct and will be given the Enter and View policy and any supporting reference documents. Finally they will be given their identification badge, and their photograph and name will be uploaded to the Healthwatch website.

Maintaining quality:

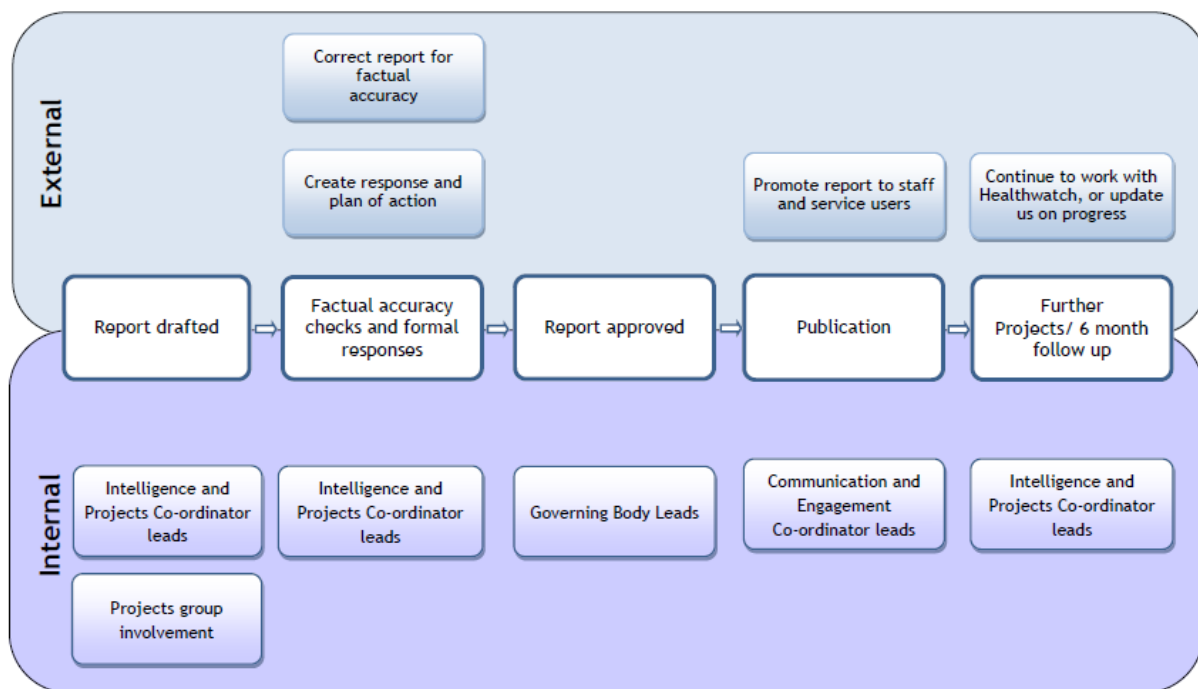
- 7.4. All Authorised Representatives will have access to ongoing supervision and support and the chance to reflect on visits and discuss and share positive practice, learning and things to improve on for future visits.
- 7.5. Any feedback received from the service visited will be shared with representatives in these sessions.
- 7.6. Healthwatch will share a summary of any post-visit feedback with the service employees who supported our visit.

Conduct of Authorised Representatives:

- 7.7. Every Enter and View visit will have a minimum of two Authorized Representatives in attendance. Both will have the opportunity to feedback confidentially on the other representative's conduct during the visit, as will the service provider.
- 7.8. Notwithstanding this, if any breach of the Code of Conduct is observed, it is the duty of the observer to report the incident in full to the relevant Healthwatch employee member, as soon as is practicable.
- 7.9. Authorised Representatives must adhere to the Code of Conduct at all times. If the Code of Conduct is breached at any time, the Healthwatch procedure for the management of volunteer conduct and capability will be followed. If a service provider feels a representative is not acting in line with the Code of Conduct, a visit can be terminated by them on site.

Writing up what we've found:

- 7.10. After the visit, a representative or Healthwatch employee will draft a report and recommendations on the basis of what was spoken about and observed. The draft will first go to the representatives themselves (if they did not write the report) to check that it is an accurate reflection of their experiences. The service provider will then have the opportunity to check the report for factual accuracy.
- 7.11. The service provider will be given 10 working days to respond to the recommendations of the report. These responses will be included in the final report, to ensure that the views and commitments to future action of the provider are fully represented.
- 7.12. If approved, Healthwatch will make the details of the report available to the public and to key health and social care colleagues. The service provider will be encouraged to circulate the report amongst service users and other relevant people.



8. Additional Policies & Documents

8.1. The Healthwatch policies and documents referred to in this policy are available on request by contacting the Healthwatch Team on 01273 234 040 or email to policies@healthwatchbrightonandhove.co.uk.

Date Policy Reviewed	7 June 2023
At the 15 January 2024 meeting of the Healthwatch Brighton and Hove Board of Directors, the Board approved the recommendation to delegate authorisation of operational policies to the Chief Executive Officer of Healthwatch.	
Date Approved by the CEO	22 January 2024
Next Review Date	January 2026