



# **A Guide to Enter and View Visits for Care Home Managers**

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This guide aims to give Care Home Managers the information you need to host an Enter and View visit. It will outline what a visit is and is not and will set out what you can expect from a visit and what Healthwatch expects from you to enable the visit to be as useful and as informative as possible for everyone involved.

We commenced our programme of Enter and View visits in Care Homes in March 2014.

An Enter and View visit is not an inspection; it is complementary to the work of the Care Quality Commission and the County Council. Our aim is to act as a critical friend to your service and we want you to see the visit as useful, informative and helpful to your quality assurance processes. Enter and View Visits will take place both announced and unannounced and can take place at any time when your service is operating.

### **An Enter and View Visit**

Under the Health and Social Care Act 2012: Part 5, Public Involvement and Local Involvement, Healthwatch England and 152 local Healthwatch's were established.

The Local Authorities (Public Health Function and Entry to Premises by Local Healthwatch Representatives) Regulations 2013 (SI 2013/351) allow for 'authorised representatives' from local Healthwatch's to enter and view premises where health and/or social care are delivered and to observe the carrying on of activities on those premises.

An Enter and View visit is where a team of at least 3 Authorised Representatives visit your care home to hear and see how the consumer experiences the service.

During a visit the Authorised Representatives will:

- Collect the views of service users
- Collect the views of carers and relatives of service users
- Collect the views of staff and visitors to the home
- Observe the nature and quality of the service
- Provide the opportunity to receive initial evidence based feedback and recommendations on how the service can improve the consumers experience

## **The purpose of an Enter and View Visit**

Every Enter and View visit will have a specific purpose. Broadly, the purpose will fit into three areas of activity:

- To respond to local intelligence at a single premises
- To contribute to wider local Healthwatch programme of work
- To look at a single issue across a number of premises

### **Intelligence based visit**

As the local consumer champion for Health and Social Care, Healthwatch frequently receives intelligence from within the local community which contributes towards the decision to visit services.

### **Healthwatch Warwickshire's programme of work**

Healthwatch Warwickshire will undertake engagement exercises to focus on a specific theme within health and social care services. For example, the views of people dementia and their carers.

### **Single issue across a number of premises**

Healthwatch Warwickshire is running a series of announced visits within care homes in Warwickshire to determine whether adult care home residents are treated with dignity.

## **Where a visit doesn't apply**

No Enter and View visit should:

- Compromise either the effective provision of your service or anyone's privacy or dignity
- Without the permission of a resident, include entering a resident's room
- Continue if, in your opinion, the visitor is not acting reasonably and proportionately - see Appendix A - Authorised Representative Code of Conduct
- If the Authorised Representative doesn't provide evidence that he or she is authorised e.g. an ID badge

## **Practicalities of a visit**

We expect a visit to last approximately 4 hours, although for larger providers it may be necessary to extend our visits to ensure we visit all areas of the home.

The visit will be a balance of the Authorised Representatives meeting with you as manager and them either together or individually walking around the home talking with service users, their carers and relatives and your members of staff. Authorised Representatives are not there to disrupt the service, but to observe and talk with people.

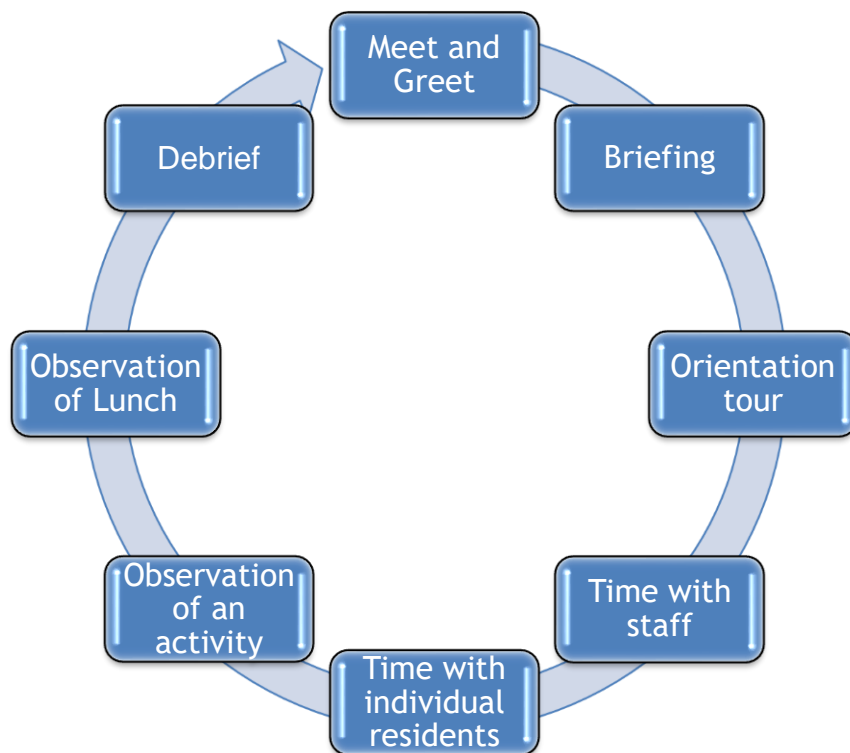
After arriving, you will have the opportunity to brief the Authorised Representatives about the home, including its history, your goals and ethos, what services you provide and any future plans; at the end of the visit you will have the opportunity to be part of a debriefing.

An orientation tour of the home would be useful either by yourself or another member of staff. Authorised Representatives are not able to enter non-communal areas of the home without your permission or the permission of a resident i.e. into their room. During the orientation tour of the home it would help the process if you can introduce the Authorised Representatives to residents, asking them if they would allow the Authorised Representatives to talk with them for a few minutes either straight away or later after the tour. These conversations will enable the Authorised Representatives and the residents to get the most from the visit.

The Authorised Representatives will also wish to speak to at least one member of staff during the visit, although they may briefly speak to other staff during the course of the visit.

During the course of a visit, the Authorised Representatives will wish to observe lunch time within the home and any activities that are taking place.

At the end of the visit, the Authorised Representatives will provide an opportunity to debrief you on the visit. This will include hearing comments from you about the visit. It is also your chance to hear their initial thoughts about your service and to clarify the next steps.



All Authorised Representatives have undergone a DBS check and are not included on any barring lists.

All Authorised Representatives will carry ID clearly showing their picture, name and that they are an ‘authorised representative’ of Healthwatch Warwickshire. If at any point you are unsure if a visitor to your premises is a representative of Healthwatch Warwickshire please call 01926 422823 where a member of our team will be able to confirm their identity.

The visit is not an inspection; it is complementary to the work of the Care Quality Commission and the County Council. Authorised Representatives offer a layperson’s perspective of the service. The Enter and View Authorised Representatives will be writing up a report of their visit that will be available to you for comment before publishing via our website.

## **Unannounced Visits**

If your home is subject to an unannounced visit from Healthwatch Warwickshire, you will receive no notification beforehand of when the visit is taking place.

On arrival at your premises the lead Authorised Representative will ask to speak to the Home Manager or most senior member of staff. The home manager's absence would not be a reason for the visit to be postponed.

## **Announced Visits**

If your home is chosen as part of our programme of work or if we feel that it would be more appropriate to conduct an announced visit you will receive a letter from us informing you that we wish to undertake an Enter and View Visit at your premises.

Please contact the named person on the letter within 10 working days of receipt to acknowledge the visit and to agree some provisional dates for the visit to take place.

We recommend that you inform the care home owner of the visit as they may wish to participate in the visit.

You will then be contacted by an Authorised Representative who will:

- Confirm the date and time of the visit with you
- Confirm the name of the Authorised Representatives who will be visiting
- Highlight any specific areas which they wish to observe

You will be sent posters to display around the home to advertise that Healthwatch will be attending, and the dates/times of the visit. We encourage residents, their relatives or carers and staff to come and talk to us during the visit and to be as honest as possible. Remember we are there to highlight your good practice and to recommend how the lives of your service users can be improved.

All comments which our Authorised Representatives receive will be kept confidential and anonymised in any report.

If there are any reasons why you feel that the scheduled visit would be unable to go ahead as planned, please contact the Enter and View Lead on 01926 422823 as soon as possible.

## Reporting Back

At the end of the visit the Authorised Representatives would like to hold a brief feedback session with you or the most senior member of staff, usually lasting no more than 10 minutes. This feedback will include:

- An overview of the visit
- Initial findings
- What evidence has been collected
- Immediate recommendations
- Agreeing whom the report is going to be sent to at the home
- Answering any of your questions

Within 10 working days of the visit, the Authorised Representatives will submit their report to Healthwatch Warwickshire with their recommendations.

This draft report will then be sent to you for comment along with a Visit Evaluation Form. We ask for this to be returned within 10 working days. Your comments can include a written supplement to the report.

The final report will be sent to you accompanied by a certificate which you may display and the report will be published on our website at [www.healthwatchwarwickshire.co.uk](http://www.healthwatchwarwickshire.co.uk).

The report will also be distributed to interested parties including the Care Quality Commission, Coventry and Warwickshire Integrated Care Board, Warwickshire County Council and Healthwatch England.

## Healthwatch Warwickshire

Healthwatch Warwickshire was established in April 2013. We are the independent consumer champion created to gather and represent the views of the Warwickshire public on health and social care issues. There are 152 Healthwatch's in England - every top tier and unitary local authority in England has one.

We are funded by the Department of Health through the County Council. We are already playing a key role in ensuring that the views of the public and people who use local services are taken into account. We have a seat on the Health and Wellbeing Board and we will report concerns about the quality of health care to the Overview and Scrutiny Committee or Healthwatch England where appropriate, which can then recommend that the Care Quality Commission (CQC) take action.

### Our Core Functions

- Gather views and experiences
- Make these views known both locally and nationally as appropriate

- Promote and support involvement in commissioning of health services and provision of care services
- Where appropriate, recommend investigation or special review of services via Healthwatch England to the CQC
- Provide or signpost to advice and information regarding access to services
- Enable access to NHS Complaints Advocacy Services

Whether it's improving them today or helping to shape them for tomorrow, Healthwatch is all about local voices being able to influence the delivery and design of local services.

For further details visit [www.healthwatchwarwickshire.co.uk](http://www.healthwatchwarwickshire.co.uk)

## **Further info**

Our contact details are:

Healthwatch Warwickshire, 4-6 Clemens Street, Leamington Spa, CV31 2DL  
Telephone: 01926 422823  
[info@healthwatchwarwickshire.co.uk](mailto:info@healthwatchwarwickshire.co.uk)



All our Authorised Representatives have agreed to the Healthwatch Warwickshire Code of Conduct below.

### **Code of Conduct**

This Code of Conduct document sets out what is expected of Healthwatch Warwickshire's Authorised Representatives.

#### **I understand that as an Authorised Representative I will:**

- Be representing Healthwatch Warwickshire when undertaking my duties as an Enter and View Authorised Representative.
- 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 Warwickshire Enter and View Authorised Representative.
- Conduct myself in a manner that does not bring Healthwatch Warwickshire into disrepute or act in a manner that is not in the best interests of Healthwatch Warwickshire or the wider community.
- Accept the terms of reference of Healthwatch Warwickshire 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 all cases, I will seek advice from the Healthwatch Warwickshire team before reporting.
- Identify and attend training and other opportunities to develop my understanding of Healthwatch Warwickshire'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 Warwickshire.
- 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 Warwickshire.
- Adhere to the Nolan Principles of Public Life (see over the page)
- Failure to adhere to this Code of Conduct will lead to my suspension or termination from Enter and View activities.

## The Seven (Nolan) Principles of Public Life

**Selflessness**—Holders of public office should act solely in terms of the public interest.

*Holders of public office should act 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 must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships. *Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might seek to influence them in the performance of their official duties.*

**Objectivity**—Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias. *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 to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this. *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 act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing. *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 should be truthful. *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 exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs. *Holders of public office should promote and support these principles by leadership and example.*