

Healthwatch Newham Enter and View Policy

Healthwatch has the legal right to visit premises that provide publicly funded health or adult social care services to find out about people's experiences. This policy outlines how we will use our 'Enter and View' power to visit services that provide health or adult social care services to Newham residents.

1. What is Enter and View?

'Enter and View' is a statutory Healthwatch power that provides an opportunity for Authorised Representatives of Healthwatch Newham to review health and social care services in the borough. 'Enter and View' enables Healthwatch to:

- enter health and social care premises to observe the nature and quality of services and find out about how services are provided
- collect the views and experiences of service users, patients, residents, carers and their families about the services they receive
- collect the views and experiences of staff on the service being provided
- collate evidence-based non-clinical findings about what is working well, observed good practice and what could be improved
- use the findings to issue clear and specific recommendations on service improvement to be addressed with the provider
- publish a final report including observations, findings and recommendations, which will be published on our website and shared with a number of stakeholders including the provider, the Care Quality Commission, the London Borough of Newham, commissioners and Healthwatch England and any other relevant partners.
- develop insights and recommendations across multiple sites or services to inform strategic decision making at local and national levels.

2. Where does Enter and View Apply?

Legislation allows 'Enter and View' activity to be undertaken with health and social care services which are funded by the public purse:

- NHS Trusts and NHS Foundation Trusts
- Local Authorities
- Primary medical, dental, ophthalmic and pharmacy services (e.g. GPs, dentists, opticians, pharmacists)
- Bodies or institutions which are contracted by Local Authorities or the NHS to provide health or care services (e.g. adult social care, care homes and day-care centres)

3. Exclusions – Where 'Enter and View' does not apply

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

- If the visit compromises either the effective provision of a service or the privacy or dignity of any person
- If the premises where the care is being provided is a person's own home (an authorised representative may enter if invited by residents, however there is no duty to allow access)
- Where the premises or parts of premises are used solely as accommodation for employees
- Non-communal parts of the premises

- 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, is not acting reasonably and proportionately in seeking to 'Enter and View' the premises
- If the Authorised Representative does not provide evidence that they are authorised.

The duty does not apply to the observing of any activities that relate to the provision of social care services to children.

4. Who can carry out Enter and View visits?

'Enter and View' visits are delivered by Authorised Representatives of Healthwatch Newham, including staff and trained volunteers, with minimum two Authorised Representatives on each visit.

All Authorised Representatives will receive training including 'Enter and View' and Safeguarding training and will undergo a criminal record check by the Disclosure and Barring Service, prior to attending their first visit.

5. Announced visits

Before the visit, Healthwatch Newham will provide verbal and written confirmation to the service provider in advance of a visit informing them of the purpose, content and duration of the visit. The notification process will also ensure that:

- The provider knows the names of the Authorised Representatives involved
- Staff and service users to be interviewed are identified
- The provider knows which activities will be observed
- Consideration is given as to whether it would be beneficial for staff members to accompany the Authorised Representatives
- The provider is informed that they will receive the draft report of findings and recommendations, to give them the opportunity to comment and respond to the findings and points raised, prior to the circulation of the final Enter and View report. The provider will have a specified period in which to submit their comments and responses
- The provider is informed that, where appropriate, draft findings will be shared with relevant parties including those whose information may have led to the visit.

7. Unannounced visits

On occasions Healthwatch Newham will deliver unannounced visits, where no other approaches will produce the information required.

Unannounced visits will be delivered in response to serious concerns highlighted by the community, commissioners or other bodies such as the Clinical Commissioning Group or the Care Quality Commission.

The rationale for undertaking an unannounced visit will be documented by Healthwatch Newham in the final report. Where Healthwatch Newham decides it is necessary to conduct an unannounced visit, the information above will be provided upon arrival.