

Healthwatch Tameside Enter & View Policy

Healthwatch Tameside has a statutory power to 'Enter and View'. This means we can enter premises where NHS or adult social care services are being delivered, observe the delivery of care and talk to people who are receiving care services. This statutory power comes with some requirements in terms of how it is managed.

This means that we must:

- Publish a role description and recruitment policy for Enter and View representatives.
- DBS check all Enter and View representatives.
- Have a clear decision making process for deciding when to exercise the Enter and View power (this includes having a clear rationale for using the power on every occasion we use it).
- Provide training to all Enter and View representatives.
- Ensure that any Enter and View activity does not interfere with the effective delivery of care by the provider being visited.
- Ensure that Enter and View representatives always act in a respectful manner (service providers may require us to leave if they feel our behaviour is inappropriate).
- Ensure that Enter and View visits only cover communal areas in residential care services. Residents may invite us into their rooms but we have no automatic right to enter. NB Enter and View does not include home care services or children's homes.
- Ensure that Enter and View representatives only observe areas where care is delivered (i.e. there is no right to enter admin areas or to look at paperwork/care records).

Enter and View Representatives

Role Description and Personal Attributes:

Healthwatch Tameside gives citizens and communities a stronger voice to influence and challenge how health and social care services are provided within the Tameside Borough. We also enable people to share their views and concerns about their local health and social care services and understand that their contribution will help us to build a picture of where services are doing well and where they can be improved. Healthwatch Tameside also provides people with information about their choices and what to do when things go wrong.

In order to help us we are currently looking for Enter and View volunteers.

Purpose and role:

Enter and View representatives provide a pool of vetted and trained individuals who can help Healthwatch perform its statutory Enter and View function.

The role of Enter and View Representatives is to visit premises where health or care services are delivered: to observe the delivery of care and to talk to patients and their relatives/carers as directed.

The specific activities to be undertaken by Enter and View representatives include:

1. Visiting health and care services, as approved by the Healthwatch Board, under the direction of the Healthwatch staff team.
2. Approaching and talking to people who use the service we are Entering and Viewing.
3. Asking questions that have been agreed with Healthwatch staff in advance and writing the answers accurately onto the template provided.
4. Following direction and observing the areas that you have been assigned to, writing your comments on the template provided.
5. Working as a team (supported by the paid staff at Healthwatch Tameside) to gather evidence-based information when carrying out an Enter and View.
6. Attending all the necessary training that will be provided.
7. Travelling within the Tameside Borough to the Enter and View site (transport costs will be provided).
8. With the support of the paid staff, verifying and sharing the findings from the Enter and View visits as appropriate.
9. Attending supervision sessions.
10. Representing Healthwatch Tameside, with the support of the paid staff, at appropriate meetings.
11. Adhering to the policies and procedures laid down by Healthwatch Tameside.

Personal Attributes (all volunteers should possess the following characteristics or skills or be willing to work towards them):

1. Have a commitment to completing this time limited piece of work.
2. Ability to ask and record answers to probing questions in clear legible handwriting.
3. Speak clearly.
4. Possess good judgment and independence of mind.
5. Be able to work as part of a team.
6. Experience of good communication and listening skills.
7. Ability to stick to the guidelines laid down by Healthwatch Tameside and understand that different tasks are required at different stages of the process.
8. Ability to attend meetings and training.
9. Ability to travel across Tameside Borough (travel expenses provided).
10. Ability to separate out your personal views from the comments you receive from the people you talk to during this visit - and to report people's comments impartially (regardless of your own personal feelings on the subject).
11. Understanding of what Healthwatch Tameside does and what our aims are. *
12. Understanding of why we are carrying out specific Enter and View activities and how Enter and Views fit into the bigger picture of Healthwatch Tameside. *
13. Understanding of who our partners are and who we will work with in order to get the best outcome from Enter and View activities. *

* These will be gained as part of Enter and View Representatives' training.

Recruitment Policy - Enter and View Representatives

Healthwatch has a phased recruitment, training and support process for all volunteer roles. This process is used for recruiting Enter and View volunteers.

Stage 1 - Defining the role

Before volunteers are sought for any role, a clear role description and set of required personal attributes will be produced. If one is already in existence it will be reviewed and (if appropriate) revised.

Stage 2 - Advertising

All volunteer roles are advertised in a range of ways, including:

- Through Volunteer Centre networks and systems
- On the Healthwatch Tameside website
- In Healthwatch Tameside eBulletins and publications
- By direct mailshot to existing and former Healthwatch volunteers

Stage 3 - Informal meeting

All potential volunteers who make contact are invited to an informal meeting with a Healthwatch staff member. This may be on a one to one basis or as part of a small group. The purpose of this meeting is to:

- Provide an overview of Healthwatch Tameside, our role and our work
- Discuss the specific volunteer role - to help the prospective volunteer understand more about what is expected
- Outline the training and support we offer to our volunteers
- Provide written copies of the role description, personal attributes and expression of interest form

Following this informal meeting, the prospective volunteer may choose whether or not to make a formal expression of interest in the role.

Stage 4 - Formal expression of interest

At this stage prospective volunteers are required to complete a short (2 sides of A4 paper) expression of interest form.

Once a completed expression of interest form has been received an informal interview takes place with a member of Healthwatch staff. This takes the form of a conversation during which the personal attributes necessary for the role are discussed and the prospective volunteer is encouraged to give examples from their life to demonstrate these attributes. A standard pro-forma is used to record this information.

Following the informal interview, the interviewing staff member (with support from the Healthwatch Manager if required) forms a judgement about whether or not the prospective volunteer is suitable to proceed to the next recruitment stage. The volunteer may also choose to withdraw at this point.

Stage 5 - DBS Check and training

All Enter and View representatives are required to have a DBS check. This process can take some time so as soon as the expression of interest stage is completed the DBS check process will start. Healthwatch will follow established good practice in terms of DBS checks. This means that anyone who anticipates that a conviction, caution or similar item will show on the DBS certificate is expected to discuss this confidentially in advance with the Healthwatch Manager. A caution or conviction is not an automatic barrier to undertaking any voluntary role - each situation is considered individually in the context of the role applied for.

All Healthwatch volunteer roles require some formal training. All volunteers are expected to attend all relevant training sessions. Any volunteer who is unable to attend an organised group training session is expected to make arrangements with Healthwatch staff to catch up with this training before they can commence in their role.

Basic safeguarding training is mandatory for many Healthwatch volunteer roles.

Once DBS checks and training are successfully completed the volunteer is confirmed in their role on a trial basis. Should there be a question about the successful completion of the training or the DBS check this will be referred to the Healthwatch Manager for consideration.

Again, at the end of training the volunteer may choose to withdraw.

Stage 6 - Trial period

Once volunteers have completed training they are supported through a trial period (normally three months). During this period they will be observed and supported in their roles. At the end of the trial period volunteers may be confirmed in role, offered additional training/support or directed towards a more suitable volunteering opportunity for their skills and abilities.

All volunteers are provided with supervision (either individually or in a group setting), coaching and training as appropriate. Enter and View representatives will be expected to attend refresher training prior to each set of visits - this is not only to refresh their skills but also to set the context for the specific service provider being visited.

Further notes

At each stage of the process, there is an opportunity for reflection by the volunteer and staff. The process may be ended at any point, by mutual agreement or under the direction of the Healthwatch Manager. Any volunteers who are unsuitable for their role, or who choose not to take it on may be offered other volunteering opportunities and developmental support.

All Healthwatch staff are deemed to be Healthwatch Enter and View Representatives, providing they successfully undertake a DBS check and the training. This is because staff members may be required to support volunteers during Enter and View visits.

Protocol for Agreeing use of Enter and View Power

This protocol describes the arrangements for Healthwatch Tameside (Healthwatch) to Enter and View premises providing health and social care services within Tameside Borough for the purpose of observing services and service delivery and for interviewing patients/service users and their family/carers.

Healthwatch Enter and View Representatives may observe and assess the nature and quality of services, obtain the views of people using those services, validate evidence already collected and gather information from staff, service users and carers.

The Healthwatch has the power to enter and view care services provided by:

- NHS Trusts
- NHS Foundation Trusts
- Local Authorities
- Primary Medical Services, e.g. GPs
- Primary Dental Services
- Primary Ophthalmic Services
- Pharmaceutical Services
- Bodies or institutions which are contracted by Local Authorities, NHS England, or Clinical Commissioning Groups (CCGs) to provide care services.

Commissioners have a responsibility to ensure that any contracts with independent providers allow authorised representatives to enter and view.

This document contains criteria for deciding upon and arranging a visit. Separate documents include the behaviour and conduct expected by Healthwatch when people are entering & viewing services.

This guide should be used in conjunction with policies and guidance on DBS (Disclosure and Barring Service), the Healthwatch Code of Conduct, plus any other relevant guidance and policies.

Healthwatch should, prior to commencing visits, introduce itself to the managers of premises to be visited, to build positive and constructive working relationships and explain its role and purpose.

General criteria for deciding upon and arranging a visit

This guidance describes the circumstances under which Healthwatch may decide to invoke its powers of enter and view:

- Healthwatch must be clear that, under the legislation, it has powers of entry to the premises to be visited and must be clear which aspects of service delivery at that premises fall within their remit.
- Where Healthwatch does not wish to exercise the formal power of enter & view but wishes to visit a service informally, this may be negotiated with the manager and commissioner of that service.
- Announced visits must be documented as part of the current work plan. A letter or email announcing the visit must give the reasons for the visit and set out the practical arrangements, e.g. if a disabled parking place is required.
- Un-announced visits should not take place if any other approach could produce the information Healthwatch is seeking. Un-announced visits must be in response to a concern highlighted by the community or reputable external organisations - e.g. reports of dirty premises, statistics showing high infection rates, or spot checks to review aspects of service delivery such as waiting times for clinic attendances. The rationale for undertaking such a visit must be documented by Healthwatch, along with the reason for not addressing the situation in another way.
- The duty of entry does not allow for un-announced visits which are not reasonable and proportionate, and Healthwatch will run the risk of being refused entry on those grounds.
- Healthwatch must produce a visit profile for unannounced visits, including a written rationale for its decision to visit. This should contain: the intelligence that has stimulated the visit, the purpose, intended outcomes, intended plan of action.
- Visits cannot be carried out in response to one individual person's complaint, issue or concern alone - there must be a significant body of evidence to justify a visit.
- Only authorised representatives may enter and view. Healthwatch Tameside's Enter and View Representatives will have to meet criteria highlighted in the role description. Consideration should also be given to the appropriateness of the gender, ethnicity and age demographics of the representatives intending to visit.
- All authorised persons must be in receipt of a current DBS check which satisfies the Healthwatch Manager that they are a suitable person to carry out this activity.
- Each authorised person must be provided with written evidence of their right to enter and view, and produce this authorisation upon arrival at any premises. This written authorisation will be issued for each specific visit or project and will only be valid for officially organised visits in accordance with this protocol.
- Healthwatch will make publicly available (via its website) a list of its authorised representatives.
- Visits will normally be arranged and confirmed in writing, agreeing date, time, length of visit, specific service/premises areas to enter and view, and the names of the persons attending. Normally a member of the Healthwatch staff team will take part in the visit.

Authorisation to visit

Planned visits will normally be authorised by:

- A full meeting of the Healthwatch Board

Un-announced visits (or planned visits when there is no Board meeting planned prior to the visit) must be authorised by:

- A full meeting of the Healthwatch Board (if practicable); **or**
- The Healthwatch Chair (or 2 other Board members if the Chair is unavailable within a reasonable time); **and**
- The Chief Executive Officer (or Healthwatch Manager if the Chief Executive is unavailable within a reasonable time).