



**Health and Wellbeing Board
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Healthwatch Shropshire Enter & View

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1. Summary

1.1 The purpose of this paper is to explain to and update the Health and Wellbeing Board with respect to 'Enter & View'.

1.2 Enter & View (E&V) is a core activity for Local Healthwatch. As part of its information gathering about services there are times when it is appropriate for Local Healthwatch to see and hear how services are provided: these visits are called Enter and View.

1.3 Following careful planning teams of lay people, Authorised Representatives, trained in carrying out Enter and View, enter a service provider's premises, make observations, collect views and produce a report. Enter and View visits can be announced or unannounced depending on the purpose of the visit.

1.4 The first training session for E&V volunteers in Shropshire will take place on November 28th and an Enter & View Visiting programme will be implemented.

2. Recommendations

2.1 Please note the progress of this work.

REPORT

3. Risk Assessment and Opportunities Appraisal

(NB This will include the following: Risk Management, Human Rights, Equalities, Community, Environmental consequences and other Consultation)

4. Financial Implications

4.1 None at this time

5. Background

Guidance from Healthwatch England

5.1 Healthwatch England circulated a report in May 2013 on E&V as undertaken by the LINK network (prior to the introduction of Healthwatch in April 2013). Key findings were that E&V had been successful and had achieved improvements in quality of care and engagement with users of services and their carers. However, aspects of the E&V process were not undertaken consistently across England leading to varying degrees of success, including reporting, training, execution and follow-up action. The report also identified that E&V needs to be undertaken with a clarity of purpose for each visit in order to be an effective tool to gather information around a given topic.

5.2 Additional recommendations by Healthwatch England for achieving successful outcomes for E&V included:

- A robust recruitment and selection process for Authorised Representatives to ensure only people with appropriate behaviours and attitudes carry out E&V
- Structured reporting offering a balanced view of the service visited in a manner that is easy to assimilate
- E&V can only have an impact where Local Healthwatch is able to achieve influence through partnership.

5.3 Healthwatch England committed to, and developed, a Train the Trainer course to ensure that the approach to E&V by all Local Healthwatch is consistent.

Approach by Healthwatch Shropshire (HWS)

5.4 Healthwatch Shropshire believes that E&V can be an action for positive change. By capturing the views of service users, carers and relatives, that often go unheard it can help providers across a range of sectors identify and share best practice, and to make the changes that can have the biggest difference to people's experiences of services in Shropshire.

5.5 Healthwatch Shropshire has recognised that E&V must be properly integrated into its organisational structure. To do this the appropriate processes have to be in place, therefore ensuring that the data gathered can be effectively used to improve health and social care services in Shropshire. Healthwatch Shropshire is also committed to only undertaking E&V visits when it is appropriate to do so, when E&V is the most appropriate method for gathering information, and where it can have an impact.

5.6 Healthwatch Shropshire has taken steps to ensure that its approach is rigorous and that E&V visits are carried out to a high standard. Healthwatch Shropshire has:

- Developed and implemented a robust recruitment procedure for all volunteers, which has been applied to LINK volunteers as well as new volunteers
- Developed and implemented a Volunteering policy to support authorised representatives in their activities
- Developed an E&V policy
- Developed standardised procedures and accompanying information
- Developed other relevant supporting policies, including Health and Safety
- Developed and implemented an initial induction training session that includes Confidentiality training and Equality and Diversity training
- Developed a training programme for Authorised Representatives that supports both individuals understanding of E&V and their ability to carry out the E&V process
- Outsourced pre-requisite training that is outside of its expertise, including Safeguarding training
- Established a Committee of the Board on E&V to ensure Healthwatch Shropshire as an organisation takes full responsibility for E&V related activities and actions
- Established a process of approval for reporting: reports will be signed off by the Board before they are made public.

5.7 Healthwatch Shropshire recruits volunteers with a diverse range of backgrounds and experiences to act as Authorised Representatives: the common interest is a passion to help service providers engage with the people accessing their service, and their families and/or carers.

5.8 On every visit one of the visit team will be the Lead Authorised Representative, who will have received extra training and will be overseeing the visit as a whole. In line with regulations a list of all HWS Authorised Representatives will be available on the website in due course.

5.9 Healthwatch Shropshire will be visiting providers of services that also provide services to residents of Telford and Wrekin, for example, SaTH and the Shropshire Community Trust. It has been agreed that HWS will work closely with colleagues in Healthwatch Telford & Wrekin on E&V so that providers can be confident that E&V visits will be undertaken in the same way and to the same standard. Where possible the visits will be shared to reduce pressure on providers.

Taking E&V forward

5.10 The first training session for E&V volunteers in Shropshire will take place on November 28th. To ensure that the learning from this Training Session is reinforced a series of pilot visits will take place during December in a variety of types of service providers, including both care homes and hospitals in Shropshire.

5.11 Following initial uncertainty about its application to Local Healthwatch activities, Healthwatch England and the Disclosure and Barring Service confirmed in September that authorised representatives require a standard level DBS check (formerly CRB). Since this announcement all relevant volunteers have completed the application form

5.12 The E&V Committee has agreed its approach to development of a visiting programme. Visits will take different forms:

- Responsive visits: to respond to local intelligence at a single premises
- Planned programmes of work: to contribute to a wider local Healthwatch programme of work

6. Additional Information

6.1 Nothing further

7. Conclusions

7.1 In recognising the potential of E&V in the wider context of its activities at such an early stage in its development Healthwatch Shropshire is developing robust systems and cultivating appropriate and realistic attitudes about E&V. Healthwatch Shropshire is in the process of developing an integrated work programme based around key priority themes for 2014 that will use E&V in conjunction with other Healthwatch Shropshire activities.

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)
Cabinet Member (Portfolio Holder) Cllr Karen Calder
Local Member
Appendices