

ENTER AND VIEW - FACTSHEET FOR PROVIDERS

Healthwatch Sunderland has a responsibility to engage local people in monitoring health and social care facilities and Enter and View is Healthwatch Sunderland's power to look at specific providers of these services in order to assess service quality and, where appropriate, to recommend improvements.

Healthwatch Sunderland will only look at facilities in receipt of public funds and has no right of entry to premises that cater for the needs of people under the age of 18.

Unannounced visits will not take place unless a locally expressed concern - such as dirty premises, high infection rates or inordinate clinic waiting times - cannot otherwise be checked.

Where does Enter and View apply?

The legislation places a duty on health and social care providers to allow Authorised Representatives of Healthwatch Sunderland to carry out an Enter and View visit on premises where health and social care is publicly funded and delivered.

This includes:

- NHS Trusts
- NHS Foundation Trusts
- Local authorities
- Primary medical services, such as GPs
- Primary dental services, such as dentists
- Primary Ophthalmic services, such as opticians
- Pharmaceutical services, such as community pharmacists
- Premises which are contracted by local authorities or the NHS to provide health or care services, such as adult social care homes and day-care centres

Who will undertake Enter and View visits?

Only Authorised Representatives of Healthwatch Sunderland will undertake Enter and View activities and a minimum of two such representatives will conduct each visit.

Authorised Representatives will be recruited as volunteers by Healthwatch Sunderland according to a specific role description. We ensure the recruitment process makes provision for all Authorised Representatives to be checked by the Disclosure and Barring Service (DBS). Authorised Representatives will be listed publicly on Healthwatch Sunderland's websites.

What can Service Providers expect of an announced Enter and View?

Before the visit, Healthwatch Sunderland will provide written information to the service provider about the visit's purpose and its approximate duration. The visit itself will have a standard structure to ensure:

- Providers know the names of the Authorised Representatives involved
- Staff and service users whom the Authorised Representatives wish to interview are identified
- Providers know the activities the Authorised Representatives wish to observe

- Consideration is given as to whether or not it would be beneficial for staff members or service users to accompany the Authorised Representatives and visits be conducted accordingly
- Notice is given if any leaflets or other information about Healthwatch Sunderland will be distributed during the visit
- Providers are informed that they will receive draft report of findings and recommendations prior to the final drafting and circulation of the final Enter and View report and will have a specified period in which to submit comments
- Providers are invited to submit written actions they will take in response to the draft report for inclusion in the final version
- Providers know that, where appropriate, draft findings will be shared with relevant parties including any whose information may have led to the visit

Where Enter and View does not apply

In certain circumstances Enter and View cannot proceed because:

- The visit compromises either the effective provision of a service or the privacy or dignity of any person.
- Where the part(s) of premises are used solely as accommodation for employees 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, in seeking to 'Enter and View' its premises, is not acting reasonably and proportionately.
- If the Authorised Representative does not provide evidence that they are authorised to carry out the visit.
- Where the care is being provided is a person's own home. This does not mean that an Authorised Representative cannot enter when invited by residents - it just means that there is no duty to allow Healthwatch Sunderland to enter.
- Where the premises are non-communal parts of care homes, e.g. a resident's bedroom. If a resident asks an Authorised Representative to come into their bedroom and Healthwatch Sunderland agrees to this, it is important that the Authorised Representative is operating within our safeguarding policies and procedures, and the situation has been risk assessed.
- If there are no people in receipt of publicly-funded services on the premises.

What happens after the Enter and View visit?

There are requirements for the service providers to respond to a Healthwatch Sunderland report and its recommendations. How quickly the service needs to respond to the report or recommendations varies depending on whether it is a single provider or multiple providers.

- Single provider - the provider must respond within 20 days of the date of receipt of the report or recommendations. This can be extended to 30 days with the agreement of the Healthwatch Sunderland.
- Multiple independent providers - the providers must respond within 30 days. This includes cases where Healthwatch Sunderland sends a report to one provider but that provider considers that other providers should be involved.