



ENTER AND VIEW POLICY

Endorsed by the HWMK Management Board
on the 27th July 2016.

Review Date: June 2017 or at any time there is a major
organisational change.

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1. Introduction

The Health and Social Care Act 2012 made provision for the establishment of a Local Healthwatch (LHW) for Milton Keynes; it is branded formally as Healthwatch Milton Keynes (HWMK). It has a statutory role to undertake 'Enter and View' (E&V) visits to premises that are providing a range of publically funded services in Milton Keynes. This approach ensures that HWMK is able to comply with its contractual obligations for community engagement and information gathering regarding health and adult social care services being delivered by a range of service providers. This is particularly important where concerns have been raised. In such circumstances it is appropriate for HWMK to see and hear how these services are provided. These visits are called 'Enter and View'.

The purpose of this document is to set out the policy and the key principles underpinning E&V work at HWMK. In addition, it explains the governance arrangements and the level of support provided by the HWMK Enter & View Sub Group that has been set up by the HWMK Management Board to deliver the required outputs and outcomes. It is a 'living' document which is reviewed at least annually to. It is formally endorsed by the HWMK Management Board

The role of HWMK is not to seek out faults with local services, but to consider the provision of the services and how they may be improved or highlight 'good practice'. Properly conducted and co-ordinated visits carried out as part of a constructive relationship between HWMK and organisations commissioning or providing health and social care services may enable ongoing service improvement.

By capturing the views of service users, carers and relatives, along with observing those services at the time of delivery, HWMK can help providers across a range of health and social care sectors identify and share 'good practice' and make changes that can result in a difference to people's experiences of those services in Milton Keynes.

The detail of how and why HWMK carries out E&V visits is explained more fully in this policy. One of its key aims is to promote a sound understanding in the local community – the public, services users, providers, commissioners, as well as volunteers, of the arrangements that are in place locally. Users of the services and the service providers are helped to know what to expect and support is provided to ensure consistency and fairness in HWMK's approach to E&V.

2. Policy Statement

E&V is a core engagement activity for HWMK and it is committed to use its statutory powers to ensure that its approach is transparent, rigorous and visits are carried out to a high standard by competent persons.

The governance arrangements are overseen by the Enter and View Sub Group of the HWMK Management Board chaired by the Enter and View Portfolio Lead with representation from other Board Members, Support Team Members and when appropriate competent HWMK Authorised Representatives (AR's) who have received additional specialist training relevant to Enter & View. These volunteers will be referred to throughout this policy as E&V AR's.

By ensuring that effective decision making processes are in place, HWMK is committed to ensuring that the E&V process is appropriately conducted in a proportionate way by only undertaking visits when it is considered appropriate to do so, using evidence based approach. It is considered that it is the best arrangement for gathering relevant information which can improve the standard of care and service delivery in Milton Keynes.

HWMK strives to ensure that its work represents the varied broad issues and interests of local communities using health and social care services in Milton Keynes.

HWMK recognises that people who become involved with a LHW may have other interests of relevance in health and social care services, including commissioning and delivery which may lead to a potential conflict of interest. Such other interests should not prevent people from being involved with the work of HWMK but it is important that appropriate 'checks and balances' are put in place. This policy includes the framework for declaring and assessing interests and how conflicts will be dealt with. HWMK has a Code of Conduct for Enter & View Authorised Representatives based on the seven Nolan Principles of Public Life.

This Enter and View Policy applies to the HWMK Enter and View Sub Group, all E&V AR's including those with probationary status and any volunteers undergoing training.

3. What is Enter and View – Definition

An Enter & View visit is where a team of trained individuals, known as E&V AR's access a service, make observations, collect views, and produce a report that is ultimately placed in the public domain through the HWMK website. This visit is **NOT** an inspection or audit process, other organisations undertake that role. However, a service provider must allow HWMK representatives to Enter and View the common areas of their premises and to talk to those both giving and receiving care etc.

A 'Service' refers to a place delivering publically funded health or social care services, specifically those outlined in the section: Where Enter and View Applies.

An E&V visit may either be an **announced** visit, or an **unannounced** visit.

4. An Announced Enter and View Visit

This is defined as an E&V visit where the service provider has been advised of the day and time of the visit at least one week in advance and is given the names of the E&V AR's who will form the visit team. The decision to inform the service provider of the nature of the purpose of the visit in advance will reflect the scope and the objective for carrying out the visit.

5. An Unannounced Enter and View Visit

This is defined as an E&V visit where the service provider is unaware that a visit will take place until the visit team arrives. Intelligence received by the Support Team will be used to advise the E&V Portfolio Lead that this is the correct approach to take in the circumstances.

6. Where Enter and View Applies

Enter and View activities can be undertaken with regard to the following organisations or persons:-

- NHS Trusts.
- NHS Foundation Trusts.
- Local Authorities.
- A person providing primary medical services (e.g. GPs).
- A person providing primary dental services (e.g. dentists).
- A person providing primary ophthalmic services (e.g. opticians).
- A person providing pharmaceutical services (e.g. community pharmacists).
- A person who owns or controls premises where ophthalmic and pharmaceutical services are provided.
- Bodies or institutions which are contracted by Local Authorities or the NHS to provide health or care services (e.g. adult social care homes and day-care centres).

7. Exclusions

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

- To the observing of any activities which relate to the provision of social care services to children.
- If the visit compromises either the effective provision of a service, or the privacy or dignity of any person.
- Where the premises are non-communal parts of a care home (**AR's can enter upon invitation; however there is no right of entry**).
- If the premises where the care is being provided is a person's own home (**AR's can enter upon invitation; however there is no right of entry**).
- Where the premises or parts of the premises are used solely as accommodation for employees of service-providers.
- 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 AR in seeking to Enter and View its premises is not acting reasonably and proportionately.
- If the AR does not provide evidence that he or she is duly authorised. (HWMK issues a certificate of competency to E&V AR's on the satisfactory completion of their training. They will also have a current HWMK identification badge which must be worn when undertaking HWMK business. This badge must be surrendered to the HWMK office on request, and when a volunteer AR ceases to participate in HWMK activities).

8. The Enter and View Process

a. Aims and Principles

E&V at HWMK aims to:-

- Gather data on people's experiences of the NHS and publicly funded social care services from the 'lay' perspective.
- Increase HWMK's contact with the local communities it serves.

- Increase HWMK's contact with local service providers, commissioners and the Care Quality Commission (CQC).
- Ensure visits are tailored to meet the needs of the people of Milton Keynes.
- Ensure gathered data is effectively used to improve health and social care in Milton Keynes

These aims are underpinned by the following principles: -

- HWMK will ensure that E&V is properly integrated into the organisational structure and programme of activities with processes in place to ensure that the data gathered is effectively used to promote improved health and social care in Milton Keynes.
- E&V is undertaken where it can have an impact for the service users.
- E&V visits are carried out with a clear purpose and all data gathering activities are designed to reflect that purpose.
- All data is demonstrably evidence based.
- All E&V visit reports will be available in the public domain, subject only to exceptional circumstances when a reason will be given for that decision.
- E&V is carried out by AR's who are selected through a robust recruitment/assessment and training system with support to ensure that they can carry out their E&V activities to the highest standards.
- Concerns about a service are escalated through the appropriate channels at the earliest opportunity.

b. The Enter and View Process

The HWMK E&V process describes the activities and supporting guidance for E&V AR's conducting E&V visits in health and social care services settings accessed by residents of Milton Keynes. The aim of the E&V visits is to improve the services by providing the 'lay persons' perspective in reflecting feedback gathered from those using, or observing the use of the services.

c. Summary E&V Activities

- Visit Decision and Scheduling
- Preparations
- Conduct Visit and Collate Evidence
- Draft and Finalise Visit Report
- Publish Report and Distribute/Share
- Follow-Up

9. An Enter and View Visit – Decision to Visit

The decision to carry out an E&V visit is made by the E&V Sub Group who will report all their activities to the HWMK Management Board. All visits will be announced unless particular circumstances indicate that an unannounced visit is more appropriate. When deciding to schedule a visit, the following must also be considered:-

- Whether the visit is a 'stand-alone' visit, or whether it forms part of a series of visits in a planned programme.
- The purpose of the visit, which must be clearly described.

- Whether the visit is to be conducted as an **announced** visit, or **unannounced** visit based on the **application of a decision making process using relevant criteria**.
- Any **parameters** relevant for the visit, which may include a suggested visit approach.

The Lead AR for the visit or candidates for this role will be trained E&V AR's. The decision will take into consideration the most effective way of gathering the data that is sought through the visit. The decision will be confirmed by the E&V Portfolio Lead. The decision, the basis for the decision, the purpose and relevant parameters for the visit will be documented in the notes of the E&V Sub Group meeting and the visit added to the current E&V Programme.

All decisions to carry out E&V visits will be reported to the HWMK Management Board for endorsement to ensure accountability. However, in respect of an unannounced visit, authorisation will be sought from the E&V Portfolio Lead due to the short lead in time. Either a Planning Sheet, or a CRM E&V Case record will be established for the visit with the purpose, relevant parameters and Lead AR recorded. As further details about the visit are developed these records and the E&V Programme schedule will be updated to support oversight, monitoring and reporting.

10. An Enter and View Visit – Planning and Preparations

a. Visit Team Composition

Each individual E&V visit will be composed of a **minimum** of two AR's, one of whom must be the Lead AR. All unannounced visits will include a trained HWMK Support Team member on the visit team. Consideration should be given to the needs and appropriateness of team size as related to the circumstances of the proposed visit, volunteer preferences and suitability and potential conflicts of interest. A **'back-up'** trained E&V AR member should be identified for the visit in the event of illness or some other unanticipated shortfall in the team.

It is intended that in the future an E&V visit team will include a HWMK Dementia 'Champion' where the service being visited includes patients or residents with dementia. This will not be enforced until there are sufficient AR's who have completed the required training.

b. Initial Planning Activities

Following approval of the decision to visit, the Lead AR will be confirmed and they will liaise with the Support Team E&V Lead to confirm team members and establish their availability for the proposed visit period including the planning meeting.

The Support Team E&V Lead will check with other relevant stakeholders (such as CQC, Milton Keynes Council (MKC), Milton Keynes Clinical Commissioning Group (MKCCG) or others) who perform visits about the planned visit to confirm there are no clashes or inappropriate visit timeframes. In addition, they will check the availability of a HWMK staff member to be on duty during the visit period. An adjustment may be needed following discussion with the visit Lead AR and service provider.

The Support Team E&V Lead will undertake the visit risk assessment and report to the next E&V Sub Group meeting the visit Lead AR and the Support Team Manager.

Where it is an **announced** visit, the Lead AR will make contact with the service provider senior management to arrange a pre-meeting with the purpose of introducing HWMK Enter and View, the proposal to conduct an E&V visit and to establish any dates or time of day that should be avoided for the visit. Alternative dates may need to be considered following discussion with the service provider. The visit Lead AR will have in mind the availability of the proposed visit team, information about the proposed approach to be adopted to gather the required information. The Lead AR may request a brief tour of the service to aid the planning and preparation activities.

The information discussed and agreed at the service provider pre-meeting will be communicated to the HWMK Support Team Manger and the E&V Portfolio Lead as soon as possible. The Support Team Administrator will ensure the Planning Form or CRM E&V visit records are updated.

If the visit is to a care or nursing Home, HWMK recognises that residents may have special instructions in place and wish to ensure that these are taken into account when carrying out the visit. For an **announced** visit, the service provider Manager or Senior Duty staff member at the time of the pre-meeting will be asked to complete a HWMK '**Special Considerations**' Form to advise HWMK of those residents whose capacity may limit their ability to engage with the team or those for whom special instructions are in place. This form will be provided to the HWMK office for filing with the visit Planning Form or CRM E&V Case record.

The visit Lead AR will take with them to the pre-meeting a number of HWMK Enter and View 'flyers' for the service provider to make available to residents or as deemed appropriate to help advertise the future planned visit.

In those circumstances where the Lead AR does conduct a pre-meeting then the service provider must be notified about the visit at least 14 days in advance, giving the provider the opportunity to make HWMK aware of any special arrangements required prior to the visit. Agreement of the responsibility to notify the service provider must be clearly established between the Support Team Manager and the visit Lead AR. The service provider E&V visit notification will give the provider a summary of the reasons for the visit, the proposed date and an E&V resource pack. The visit Lead AR, or the HWMK Support Team will ensure that the assigned visit E&V AR's are made aware of the dates and timings agreed for the E&V visit and planning meeting

c. Planning Meeting

Whether the proposed visit is to be an **announced** or an **unannounced** visit a planning meeting will be held. The AR's who will be carrying out the visit must attend (including those who are from an adjacent LHW if there is a perceived benefit in a joint visit) and actively participate in the planning meeting. If AR's from other LHW are unable to attend then the visit Lead AR must ensure they receive all the relevant information that they need for the visit.

Optionally a HWMK qualified Support Team member may also attend the planning meeting which is intended to confirm the **visit date and time**, an understanding of the **visit purpose** among the team and to discuss the **visit approach** and **data gathering methods** and other relevant considerations including information about the service provider and the services delivered. Accumulated reports and evidence about the service to be visited will provide background information for the team including:-

- Latest CQC inspection or follow-up Reports
- Recent E&V published Reports
- Latest MKCCG visit
- Latest Patient Led Assessments of the Care Environment (PLACE) visit reports
- Service provider website information.

The visit Lead AR and team will consider and decide on the following, as needed ensuring the purpose of the visit is reflected in each of the decisions made:-

- Identify or confirm any requirements for special support needs necessary to facilitate the visit.
- Decide on or confirm the **approaches** to be used to **elicit** service user experiences for the E&V visit; for example – interview, group facilitated discussion, observation, ‘Sit and See’ and/or survey.
- Determine the **key topics** and associated **questions** supporting the **visit purpose** that will be asked of service users, carers and any relatives/visitors and staff as applicable. If a survey is to be conducted, determine the survey questions, target respondents, and methods to be used.
- Decide on the **number** of service users, carers, relatives/visitors and staff as applicable whom it is planned to interact with and/or observe, mindful of any minimum that may be needed for a representative sample if appropriate.
- Decide and define the key areas for ‘**observations**’ for the visit.
- If the visit is to a Care or Nursing Home, review the HWMK ‘**Special Considerations**’ Form completed by the service provider Manager for any constraints on engagements with specific service users.
- Agree how discussion responses and observation outcomes will be recorded and prepare discussion and observation capture forms as appropriate.
- Allocate tasks (which may include question and observation topics) to each AR based on needs, their skills, interests, and experience.
- Agree an approach for writing-up and collating the notes made during the visit (feedback responses captured, survey answers, observations etc) and for producing the draft findings report from the visit, including who will do this if not the Lead AR.
- Collate all materials required for the visit.
- Check location of the service and directions on how to get there, any protocols that may be in operation for visits to that organisation/location, team contact details (email, phone) and any arrangements needed for when and where to meet, and how to travel to the site.
- Where the visit is to be **unannounced**, the Support Team Manager will ensure the visit Lead AR is appropriately prepared to handle the visit particularly the arrival.

The Planning Form or CRM E&V Case record will be available for the planning meeting, and will be updated as information is available and decisions agreed.

d. After the Planning Meeting

After the planning meeting and confirmation of the date of an **announced** visit the service provider will be contacted by telephone at least 5 days before the visit to verify readiness for the visit. The purpose of this confirmation is to ensure that all relevant persons at the location of the service are informed that an **announced** visit will be taking place, in advance of the visit as well as conveying details of what they can expect or confirming the arrangements as discussed and agreed at the pre-meeting. This action is performed either by the visit Lead AR or a Support Team member or administrative support. The service provider will be informed of the date and time of the visit, likely duration, names of the AR's who will visit, the identification that they will be wearing and the summary purpose of the visit. The service provider will also be asked to verify that the visit pack has been received.

Where the timeframe allows the phone call will be followed up with a written letter using the appropriate template; where there is insufficient time for posting the letter then an email will be sent with the relevant details.

All contacts with the service provider (dates, names) and information covered or actions taken will be recorded on the Planning Form or CRM E&V Case record.

The Support Team Manager will prepare and sign a standard HWMK **“letter of Introduction for E&V Visit”** for each visit team member prior to the visit.

For an **‘unannounced’** visit, the Planning Meeting activity is performed but the first and only communication informing the service provider about the visit to be conducted is the **“letter of Introduction for E&V Visit”** handed over on arrival at the premises.

11. An Enter and View Visit – Conducting the Visit

HWMK is committed to ensuring that the health and safety of people (service users, staff members, visitors and members of the public) that the visit team comes into contact with during the course of an E&V engagement is not compromised by the actions or presence of any AR's. This includes ensuring that:-

- There is no spread of infection through an AR who is taking part in visit.
- AR's comply with the health and safety requirements of the location.

HWMK is equally committed to ensuring that the dignity of service users is not compromised by our actions. Behaviour that impinges on the following will not be tolerated:-

- The dignity of service users.
- The health and safety of service users, service provider, HWMK staff, other volunteers, visitors to a service and members of the public.
- The confidentiality of service users.
- The HWMK E&V AR's Code of Conduct.

Note - Concerns related to this issue will be raised with the Lead AR concerned and may result in the individual being asked to cease as an AR participating in E&V visits. In this case their AR badge must be returned/surrendered to the Support Team for destruction. Potentially the individual may be asked to cease their association with HWMK.

On arrival to conduct the visit at the service provider's premises, the '**letter of Introduction**' for each AR will be presented to the Senior Manager on duty.

If the E&V visit is to a Care or Nursing Home and is an **unannounced** visit. The visit Lead AR will present the '**Special Considerations**' Form to the Senior Member of staff on duty for completion and signature before the commencement of the visit.

For an **announced** visit, the Senior Member of staff on duty should be asked either to complete the '**Special Considerations**' Form if not previously completed and signed, or to make any changes to the information already provided if appropriate. The visit Lead AR will ensure that all E&V AR's are clearly aware of residents mentioned on the form and the nature of the consideration notified.

During the conduct of a visit, where a member of the visit witnesses or are informed of or suspects that there is a **safeguarding issue**, they should immediately advise the visit Lead AR who will consider the relevant matters and confirm that the details are to be passed on to the appropriate bodies as soon as possible. The Support Team Manager/Support Team should be contacted immediately and given the relevant information. Where there is an immediate and urgent concern about safeguarding, the E&V visit will be terminated immediately. HWMK will not be complicit in any way with safeguarding breaches.

Wherever possible, the E&V AR's should hold their conversations with care or nursing home residents in **communal areas**. However if they **are specifically invited** to enter a resident's private room **by the resident or resident with their relative/carer or visitor** and the resident is **not** subject to '**Special Considerations**' regarding visits or lack of capacity - as confirmed on the HWMK 'Special Considerations' Form then the AR's shall ensure that there are **two of them present at all times whilst in the room**. The need to enter the room must have a **clear purpose**. (This must be recorded in the E&V AR's visit notes).

During the conduct of the visit, E&V AR's will capture feedback as given and will make notes on observations, as appropriate to the agreed methods decided during planning (survey, written notes, or completed forms). It is not always possible to write these notes while in conversation with users of the services, carers/relatives, visitors or staff. In these cases AR's must write up their contemporaneous notes as soon as possible.

Either near the end of the visit or after the visit has concluded the visit team will gather together and share their findings, particularly any critical feedback received, significant observations made or any changes recommended (as agreed by the team). The visit Lead AR will confirm with the team where they should send their notes, feedback/observations, Forms, Surveys etc. from the visit.

The visit team as a whole or just the visit Lead AR may, before the team leaves meet with the service provider's Senior Staff Member on duty, to share the summary findings and recommendations and/or seek clarification on some information or issues the team may be uncertain of.

12. An Enter and View Visit – Reporting

Ensuring completion of the visit Report is the responsibility of the visit Lead AR, either to write the report themselves or arrange for a team member or other appropriate person to do this. Reports are written using the relevant HWMK E&V Report Template.

A guide on using the templates to write reports is available. The report is based **only** on the data gathered during the E&V visit and should be written in an objective and factual style with all statements grounded in data collected and free from subjectivity. In accordance with Data Protection legislation no individual service user or family member will be personally identifiable in the report. Staff members will not be named in the report however, they may be personally identifiable due to their role. A service may request details of a staff member referred to in the report in order to implement positive change or provide praise. HWMK require that on these occasions the service must provide follow up information on their actions as a result of this change.

The first draft of the report will be shared with the visit E&V AR's for proof reading and to verify completeness/accuracy and to agree the summary findings and recommendations. Feedback must be sent to the visit Lead AR within 2 days of receipt. The draft report will be sent to the HWMK Support Team by prior agreement for further proof-reading and editing as required. The final draft of the report will be sent to the E&V Portfolio Lead for **final** proof-reading and approval for it to be sent to the service provider. The E&V Portfolio Lead has 5 working days to respond to the Support Team so that the **FINAL Draft Report** can be sent to the service provider to check factual accuracy and for their response to the visit findings and recommendations including an Action Plan.

It is HWMK's aim to share every draft E&V report with the service provider within 30 working days of the visit. Draft reports will be sent with the standard '**Letter Accompanying the Report**' to ensure consistency. Should a provider have concerns about an E&V report they are invited to meet with the HWMK Support Team Manager/Support Team E&V Lead or E&V Portfolio Lead to discuss its content and their concerns; members of the visit team may also be invited.

The service visited is encouraged to respond to the draft report within 10 working days of receiving it. Where this is not possible due to exceptional circumstances the service must respond within 30 working days. Where applicable the service is also encouraged to enclose an Action Plan (6 months duration) outlining how they will respond appropriately to the Recommendations outlined in the Final Draft Report. Within 10 working days of receiving their response the Final Draft Report will be edited where appropriate and published in the public domain through the HWMK website. No report will be published until the **FINAL** version has been approved by the E&V Portfolio Lead. The service visited will receive a copy of the Final Report directly. All services who receive an E&V visit are asked to complete a HWMK Evaluation Form of the visit itself and to provide feedback on their experience of the E&V process as a whole as they have experienced it.

a. Reports for a Programme of Visits

Where the visit forms part of a programme of visits, the individual visit report may form an appendix of the overall Programme Report that will be ultimately approved by the E&V Portfolio Lead on behalf of the HWMK Management Board and a copy will automatically be sent to all services that received a visit as part of the Programme.

b. Sharing Enter and View Reports

All reports will be shared directly with HWE through their Hub and with the CQC. A check list for distribution is included on the E&V visit Planning Form and CRM E&V Case Record which is used to establish other copy recipients and record date sent.

This list includes some or all of the following, depending on the service provider of the visit or programme of visits:-

- MKCCG
- NHS England - Local Area Team
- MKC (Joint Commissioning Team, Overview & Scrutiny Committee, Care Quality Information Sharing Group)
- Milton Keynes Health and Wellbeing Board
- Other LHW
- Voluntary & Community Sector Partners

c. Enter and View Reports as a Learning Tool

As a minimum, where an E&V AR is involved in producing the report during the period of their practical training they will always receive feedback to support their development. The first few reports (as a minimum) should be produced by a visit Lead AR. E&V reports may also be shared with other AR's in the HWMK E&V Quarterly Workshops to support the development of all AR's. This will only be done with the author's permission.

13. An Enter and View Visit – Follow-Up

Depending on the visit HWMK may decide to follow-on from the visit with one or more of the following actions:-

- Arrange future E&V visits to the same service provider premises.
- Send a letter 3 months after the visit requesting further information about the service's actions in relation to the recommendations outlined in the visit report. The service is expected to respond within 20 working days. HWMK will take reasonable steps, based on the circumstances of each visit, to be assured that the service has responded to the recommendations of a report where applicable.
- Request a six-month Action Plan.

14. Enter and View Sub Group

a. Terms of Reference

The Enter and View Sub Group has been established by the HWMK Management Board to ensure that all necessary strategic and operational activities and arrangements as required for a successful E&V programme be put in place within the boundaries of the Borough of Milton Keynes.

The purpose of the E&V Sub Group is as follows:-

- To provide overall governance to the activities and decisions for the E&V programme, E&V visits, and related activities.
- To report to the HWMK Management Board on all E&V and related activities.
- To develop a programme of E&V visits to relevant premises in Milton Keynes based on current intelligence / evidence.
- To evaluate the visit programme, propose improvements, and identify outcomes.
- To receive and approve E&V reports for publication.
- To make recommendations to the HWMK Management Board for escalation to HWE and/or the CQC.
- To formulate the recruitment, assessment, training and accreditation of E&V AR volunteers.
- To regularly review and amend the E&V Policy and related procedures/documents as and when appropriate. The amended Policy document will be ratified at a subsequent public meeting of the HWMK Management Board.

b. Sub Group Membership and Roles

The E&V Sub Group members/roles etc will be published on the HWMK website.

c. Enter and View Portfolio Lead

The HWMK Management Board has agreed that the Sub Group dealing with Enter & View will be chaired by the E&V Portfolio Lead assisted by other members of the Board who have an interest or expertise in this area of activity. They will be actively supported by the Healthwatch Officer – Governance, who has been requested by the Support Team Manger to take the lead on this subject following introductory training from HWE and peers who are ‘experts by experience’. The Support Team Manger will oversee all relevant operational activities undertaken by the Support Team.

The E&V Portfolio Lead as the Chair of the E&V Sub Group has the delegated authority from the Management Board to:-

- Recruit, train and accredit E&V AR’s.
- Dismiss E&V AR’s.
- Authorise the programme of announced and unannounced E&V visits on recommendation of the E&V Sub Group following an appropriate decision making process that considers the relevant criteria and risks.

- Invite two other Board members onto the E&V Sub Group. It is preferred that Board Members have completed E&V training as AR's or that they undertake to complete this training as soon as possible.
- Assign an individual from the Sub Group membership to deputise for the Portfolio Lead when necessary.

d. Support Team Sub Group Members

The Support Team Manager shall be a member. The Healthwatch Officer – Governance will also be a Sub Group member and be the note taker at meetings.

e. Conduct of the Sub Group

Dates of Sub Group meetings will be agreed quarterly in advance. Communications will be generally electronic. Meeting papers including an agenda will be circulated a minimum 5 working days in advance of a Sub Group meeting (unless an exception meeting is called).

Sub Group meeting topics will include review of status of scheduled visits and feedback on risk assessments completed, feedback on those visits completed since the previous Sub Group meeting and discussion of proposals for future E&V visits and visit themes to be included in the E&V Programme.

At the Sub Group meeting the following matters are likely to be considered:-

- The Lead AR proposed for each visit, or there will be a need to assign one from potential candidates.
- The '**purpose**' for each E&V visit will be clearly established and recorded
- The potential approach for the conduct of the visit or a related group of visits will be discussed, including options when appropriate.
- The current information about trainee and competent E&V AR's will be presented including potential conflicts of interest,
- The notes will include records of meeting topics, decisions, risk assessments and actions. They will be circulated within 10 working days of the meeting. Sub Group members have 3 working days to respond for critical issues, otherwise adjustments will be handled at the next Sub Group meeting. A signed copy of approved meeting notes is retained and filed in the HWMK Support Team Office.
- Decisions on potential unannounced E&V visits following the application of a decision making process that confirm that appropriate criteria have been duly considered.
- The decisions and potentially confidential supporting information relating to E&V visits recorded in the Sub Group meeting notes will **ONLY** be available to the Management Board Members on request to the E&V Sub Group Chair. For public Management Board meetings they will have Part 2 item status – Confidential.
- The E&V dashboard Status Report (RAG rating) that summarises the E&V announced visits Programme and other appropriate information will be reviewed by the E&V Sub Group. The Sub Group Chair will present it to public

Management Board Meetings and as requested to partners/stakeholders in Milton Keynes.

f. Frequency

The E&V Sub Group will meet monthly, or at other times at the discretion of the Sub Group Chair; a minimum of one Sub Group meeting will be held each quarter. Special meetings may be called at the discretion of the Sub Group Chair, for example, when an urgent 'unannounced' E&V visit is required due to intelligence received.

g. Quorum

The E&V Committee meeting is quorate when there are 3 Sub Group members present, one of whom is a Management Board member.

15. Enter and View Visits Programme

The E&V Sub Group is responsible for the development and monitoring of the E&V programme of visits. Where possible the E&V visit 'themes' that will form the basis of the E&V Programme will be determined for the year by the E&V Sub Group, with more detailed planning and visit decisions on a rolling 3-month basis as a regular E&V Sub Group meeting topic. In some cases E&V visits will be a part of a broader HWMK project, and sometimes a specific 'topic' or 'theme' for an E&V project will be proposed and approved. In considering inclusion of themes, projects and visit proposals, the E&V Sub Group will also assess the knowledge and experience available among the trained AR's for such visits (mindful of any conflicts of interest) and any additional training or 'familiarisation' activities that may be needed in preparation.

In all cases where there is a need for adjustments to the E&V Programme including those arising from urgent 'unannounced' visits and requests received from commissioners or other stakeholders then the E&V Sub Group will determine the action to be taken in conjunction and it will be minuted.

a. Health and Safety Risk Management

HWMK will ensure that an appropriate risk assessment is conducted by a qualified person (usually the Healthwatch Officer – Governance) for **all** E&V visits, both announced and unannounced. All risk assessments conducted will be reported at the following E&V Sub Group meeting. As part of that risk assessment a check will be made to confirm that the relevant persons involved in the visit have received all necessary training. The Support Team Manager will be responsible for determining the approach to be adopted for this risk assessment when an E&V visit is to be an **unannounced** visit. Completion of risk assessments for E&V visits will be recorded on the E&V Planning Sheet or CRM E&V visit record. Any identified '**special considerations**' that apply for a visit to a care home will also be documented and filed with the E&V visit Planning sheet or with the CRM E&V visit record.

b. Insurance

HWMK will ensure that the correct public liability insurance provisions are in place.

c. Recruitment and Training

HWE guidance stipulates that LHW E&V programmes must include a robust recruitment process to ensure that only people with the appropriate attitudes and behaviours act as E&V AR's. HWE also states that it is crucial that AR's do not carry personal agendas. HWMK is committed to the fair treatment of its staff, potential staff, volunteers, potential volunteers, users of its service and users of health and social care services that HWMK representatives come into contact with regardless of race, gender, religion, sexual orientation, responsibilities for dependents, age, physical/mental disability or offending background.

In support of the HWE guidance, HWMK has a number of practices and procedures in place to enable the recruitment, assessment, training and accreditation of E&V AR's by the E&V Sub Group. These include having defined role descriptions, an application form, an interview process, DBS checks, basic and E&V training requirements and a period of probation. HWMK recognises that acting as an AR is a sizeable commitment for an individual and seeks to ensure that volunteers are aware of and comfortable with the commitment that is asked of them. HWMK requires all AR's, including trainee E&V AR's to sign the '**Healthwatch Milton Keynes Code of Conduct- Declaration**' [Appendix C refers].

Members wishing to become a trainee E&V AR must complete the HWMK Volunteer AR Application Form. Although the majority of AR's will be volunteers including Management Board members some will be members of the HWMK Support Team. The following principles and procedures apply to all individuals who act as E&V AR's regardless of their employment status. Completing a volunteer application form and undertaking a volunteer interview does not apply to the HWMK Support Team. Attendance at E&V meetings and workshops is at the discretion of the Support Team Manager

d. Role Description - Enter and View Authorised Representatives

The role description includes the person specification against which volunteer applicants are considered during the recruitment process. The E&V AR role description will be reviewed on a regular basis by the E&V Sub Group and any changes required taken to HWMK Management Board for endorsement. [Refer to Appendix A for role details]

e. Role Description –Enter and View Lead Authorised Representatives

The opportunity to be a visit Lead AR is a role that an AR must choose to undertake. Volunteer AR's who wish to become a Lead AR must first speak with the Support Team Manager about their suitability for this task [Refer to Appendix A for role details]. Suitable individuals will attend additional training as needed designed to equip them with the skills and knowledge to lead other AR's including trainees on E&V visits.

f. Interview

All volunteer applicants are invited to submit a 200 word biography of their education/life experiences. This will be followed by an interview with the Support Team Manager to establish whether they are considered suitable for the role as a representative of the organisation. If the outcome is positive then they may commence E&V AR training. On completion of training they will be assessed and awarded HWMK E&V accreditation if the required standard is achieved.

g. Disclosure and Barring Service (DBS) Check

All E&V AR's will be required to undergo a criminal record check by the **Disclosure and Barring Service (DBS)** as part of the application process. They will require a Standard Disclosure, though an Enhanced Disclosure may be obtained if considered appropriate. The HWMK Support Team will co-ordinate and facilitate this process whilst meeting any associated costs.

h. Training Programme

All E&V AR's are required to complete:-

- AR Induction
- Enter and View Training (HWMK will use the recommended E&V training resources developed by HWE to ensure they are in line with good practice.
- Adult Safeguarding
- Dementia Awareness
- Mental Capacity Act awareness/Deprivation of Liberties
- Practical 'training E&V visits'. These will be to other LHW who are experienced in E&V visits etc.

The purpose of the training visit(s) is:-

- To provide practical instruction in carrying out an E&V visit.
- To develop the volunteer's confidence in carrying out E&V visits.
- To familiarise the volunteer with the environment(s) in which E&V is conducted.
- To familiarise the volunteer with examples of good/bad/mediocre practice in the service environment(s) as are witnessed on the visits.
- To assess the volunteer's ability to gather and respond to feedback.
- To identify possible areas where support and assistance is required.
- To assess the volunteer's demonstrable understanding of the E&V process and its required attitudes and behaviours.

On completion of the training visits, trainee AR's will be provided with constructive feedback from the AR (s) leading the visits. This feedback is an opportunity for the individual to learn and develop their understanding and method of conducting visits.

i. Lead Authorised Representative Training

Additional Training to support the development of 'Lead' AR's may include:-

- Outline of responsibilities of a Lead E&V Authorised Representative.
- Guidance on how to appropriately frame questions.

- Guidance on how to lead a planning meeting etc.
- Scenario training for difficult or challenging situations.
- ‘Effective Essay & Report Writing’ (a free self-paced online Open University Course – Open Learn).
- Supporting and developing new AR’s, including providing feedback to new AR’s.

j. Further Training

Over time some basic training may require updating as Government policies and new legislation are introduced. AR’s are encouraged to keep abreast of such changes, and ‘refresher’ or ‘update’ training will be arranged by HWMK at the E&V Quarterly Workshops.

E&V visits may require specific awareness or overview training for the environment of a service to ensure the purpose and outcome of the E&V visit will be realised (for example, dementia, ‘end of life’, etc.). HWMK intends to include a HWMK Dementia Champion on E&V visit teams to relevant services in the future. “Dementia Friend” training will be required for this role.

Where further training is agreed the E&V Sub Group will request the Support Team Manager to make suitable arrangements, and the training will be incorporated into the HWMK E&V training list. AR expenses will be covered.

k. Enter and View Workshops

Generally held once each quarter, the E&V Workshops will be designed to provide an opportunity for the following:-

- For AR’s to share and learn from their experiences in E&V.
- To enable procedural changes and important messages about E&V to be communicated.
- To identify skills, knowledge and ‘good practice’.
- To provide an opportunity for AR’s to ask questions of other volunteers and HWMK Support Team staff on E&V.
- To deliver additional training and revisions to enhance the skills and knowledge of AR’s in relation to E&V.
- To communicate the findings and **outcomes** of E&V visits.
- To identify areas where AR’s feel they require additional support and/or training.
- For E&V AR’s to network with each other.
- For the HWMK Support Team and AR’s to communicate upcoming events and activities related to E&V that may be of interest.

All E&V AR’s will be invited to attend the E&V quarterly workshops. There is **an expectation** that E&V AR’s will attend **at least two workshops** within a 12 month period, to ensure they can deliver the same quality of volunteering as the other E&V volunteers. Failure to do so may result in AR accreditation being removed.

l. Volunteer Support

The HWMK Support Team Manager is the key primary contact for AR’s and Lead AR’s and acts to oversee all volunteers in these roles. HWMK aims to provide each

AR with a review to support the individual's personal development within the role, at least once annually.

16. Joint Working with Other Local Healthwatch

a. Overview

Where the service provider is shared with another area, HWMK will contact that LHW to arrange a shared E&V visit if necessary. The visit will consist of a minimum of one E&V AR from each LHW involved. The Lead E&V AR will be provided by the LHW where the provider is based.

b. Exceptions

On rare occasions it may be agreed appropriate for another LHW to carry out E&V visits in Milton Keynes, due to exceptional circumstances e.g. where HWMK or its AR's could be seen to having a conflict of interest, or where HWMK is potentially too involved to be appropriately impartial.

c. Information Sharing

HWMK will share information related to E&V with other LHW as appropriate.

d. Measuring Impact

HWMK is committed to undertaking E&V only where it will have an impact on the service users. On its own, E&V can only have limited impact, and primarily this will be where recommendations are low cost. However, the outputs from E&V also have the ability to bring about more sizable changes when the visit evidence is supplied into programmes progressed through collaboration with the community of health and social care organisations.

An influential E&V regime depends upon effective relationships being established with Health and Social Care Joint Commissioners (MKC /MKCCG) the CQC, with local politicians typically via the Milton Keynes Health & Wellbeing Board, MKC Overview and Scrutiny Committee, and with HWE.

HWMK through its Management Board Members and Support Team Manager are responsible for developing and maintaining the vital relationships indicated above, and thereby enables E&V to maximise its impact. Data about the E&V visits and where applicable service provider responses and follow-ups will be used to demonstrate the impact of the E&V visits (or series of visits/the E&V Programme). E&V data will be included in reports provided for public HWMK Management Board meetings, in regular reports to Milton Keynes Council, and in the HWMK Annual Report which is made publicly available.

Appendix A: Enter and View Roles Descriptions

Enter and View Authorised Representatives Role

Purpose

To undertake HWMK Enter and View visits in health and social care settings in services accessed by residents of Milton Keynes, to improve services by providing the lay perspective.

Personal Specification

Essential:-

- Self-aware.
- Reliable.
- Open minded.
- Able to act and report in an objective and consistent manner.
- Display tact and diplomacy in challenging situations.
- A desire to help make positive change for the people of Milton Keynes.
- Excellent listening skills.
- Keen observational skills.
- Good interpersonal skills.
- Understanding of need to maintain confidentiality.

Desirable

- Computer skill.
- Good written communication skills.
- Previous report writing experience.

Restrictions

A standard level Disclosure and Barring Service (DBS) check is required and must be obtained. (This will be facilitated by HWMK)

Key Activities and Responsibilities

- Plan and conduct E&V visits authorised by HWMK.
- Be involved in preparation for E&V visits.
- Observe and gather data on patient/service user experience of health and adult care services.
- Contribute to an evidence based report on the E&V activity / visit.
- Follow HWMK protocols, policies and process for all aspects of E&V visits and activities.
- Undertake E&V visits.
- Attend at least 2 Authorised Representative (AR) workshops each year, and engage with HWMK staff in support of E&V activities.
- Promote HWMK positively.

Time Commitment

Each E&V visit activity consists of 3 stages:-

1. The planning meeting.
2. The visit and writing up notes from the visit.
3. The report writing.

Following initial training a period of probation and training visits with supervision. HWMK requests AR's take part in at least 2 visits per year and attend AR training workshops.

Benefits

The opportunity to contribute to making a real difference to the lives of people locally. HWMK will provide references for all volunteers upon request, and will assist with UCAS or job applications where time permits and this is requested.

Enter and View Lead Authorised Representative Role

Additional Responsibilities

Take responsibility for the planning, delivery, and reporting of E&V visits of health and social care settings in services accessed by residents of Milton Keynes.

Support E&V AR's ensuring that visits are conducted to the highest standard and remain focussed on the purpose of the visit. Lead on the practical training of AR's during their practice visit(s).

Personal Specification

All of the essential requirements of an AR

Leadership potential/capability - to lead a team of AR's and engage with service provider managers.

Restrictions

There are no further restrictions to those required of an E&V authorised representative.

Key Activities and Responsibilities

Undertake **all** of the activities and responsibilities of an **E&V AR**.

In addition:-

- Support trainee E&V AR's during their practical training stage
- Provide evaluation of trainee E&V AR's to the E&V Portfolio Lead
- Lead the planning and oversee the activities to conduct the E&V visit and ensure the creation of the written report for the E&V visit.

Time Commitment

In addition to the time commitment for an E&V AR the Lead role may have additional involvement in the initial stages of visit planning and may undertake the writing of the draft visit report.

Though a Lead AR supports new and probationary AR's in their training visit, it is not anticipated that this will add significantly to the time commitment of the Lead.

Benefits

As well as the benefits indicated as an E&V AR, the Lead role also provides opportunities for developing and demonstrating leadership qualities and report writing capabilities.

Appendix B: Healthwatch Milton Keynes Enter & View Authorised Representatives Code of Conduct & Declaration

All members of HWMK undertaking the role of an Enter & View Authorised Representatives commit to follow the Nolan Principles of Public Life set down below.

The Seven (Nolan) Principles of Public Life

Selflessness - Holders of public office should take decisions solely in terms of the public interest.

Integrity - Holders of public office must avoid placing themselves under any obligation to people or organisations that might try 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.

Objectivity – Holders of public office must act and take decisions impartially and on merit using the best evidence and without discrimination and bias.

Accountability - Holders of public office are accountable to the public for their decisions and actions to the public and must submit themselves to the scrutiny necessary to ensure this.

Openness - Holders of public office should act and take decisions on an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for doing so.

Honesty - Holders of public office should be truthful.

Leadership - Holders of public office should exhibit these principles in their behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour where ever it occurs.

The Enter & View Authorised Representative Code of Conduct Declaration Form sets out what is expected of HWMK Enter & View Authorised Representatives.

A signed copy of this is required to be held by the Support Team before the volunteer can participate on an E&V visit or training visit.

Appendix C Healthwatch Milton Keynes Enter & View Authorised Representative Code of Conduct Declaration Form.

I understand that as an Authorised Representative (or trainee Authorised Representative) I will:

- 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 Milton Keynes Enter & View Authorised Representative.
- Conduct myself in a manner that does not bring Healthwatch Milton Keynes into disrepute or act in a manner that is not in the best interests of Healthwatch Milton Keynes, or the wider community.
- Accept the terms of reference of Healthwatch Milton Keynes for the duration of time I actively perform this 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 any case, I will seek advice from Healthwatch Milton Keynes before reporting.
- Identify and attend training, workshops and other opportunities to develop my understanding of Healthwatch Milton Keynes' 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 to accept gifts or hospitality which could be seen as an attempt to influence the decisions, independence or activities of Healthwatch Milton Keynes?
- Understand and comply with the relevant and current legislation including policies for equal opportunities, discrimination, human rights, data protection and freedom of information.
- Treat all people with respect and act in a way which does not discriminate against or exclude anyone.
- Report back to the office when I attend any activity relating to Healthwatch Milton Keynes.
- Adhere to the Nolan Principles of Public Life
- Adhere to the Healthwatch Milton Keynes Enter and View Policy and associated process, guidance and expectations, and pay particular regard to this during the conduct of Enter and View visits for Healthwatch Milton Keynes.
- Act appropriately when conducting Enter and View visits with other Local Healthwatch.

Healthwatch Milton Keynes Enter & View Authorised Representative

Name **Date**

Signature