

**Enter and View Policy  
For Gloucestershire  
Local Involvement Network (LINK)**

## Introduction

This policy has been written in accordance with The Code of Conduct relating to Local Involvement Networks' Visits to Enter and View Services (Gateway Reference 10194) prepared by the Department of Health. Copies can be obtained from the Host, GRCC, upon request.

This policy describes the arrangements for members of the Gloucestershire Local Involvement Network's (LINK) Enter and View Group to visit premises providing health and social care services within Gloucestershire. The members will observe and assess the nature and quality of services and obtain the views of people using those services. The Gloucestershire LINK may be able to validate the evidence already collected from local service users, their carers and families. The role of the Gloucestershire LINK is not to seek out faults from local services, but to consider the standard and provision of services and how they may be improved.

Under the Local Government and Public Involvement in Health Act 2007, the LINK has the power to Enter and View care services provided by:

- NHS Trusts
- Primary Care Trusts (PCTs)
- Primary Medical Services, e.g. GPs
- Primary Ophthalmic Services
- Bodies or institutions which are contracted by Local Authorities or NHS trusts, Primary Care Trusts (PCTs) or Strategic Health Authorities to provide care services
- NHS Foundation Trusts
- Local Authorities
- Primary Dental Services
- Pharmaceutical Services

Commissioners have a responsibility to ensure that any contracts with independent providers made after April 2008 allow authorised Representatives to Enter and View.

## Authorised Enter and View Representatives

Authorised Enter and View Representatives will be appointed by the Gloucestershire LINK Governance Group in accordance with the Gloucestershire LINK "Procedure to become an Authorised Enter and View Representative" (available on the Gloucestershire LINK website [www.gloslink.org.uk](http://www.gloslink.org.uk) and on request from the Host, GRCC).

A list of Authorised Representatives will be available to the public on the Gloucestershire LINK website ([www.gloslink.org.uk](http://www.gloslink.org.uk)) and on request from the Host, GRCC.

### Criteria for deciding upon and arranging a visit

- Enter and View visits are **NOT** inspections but are to observe service delivery, and talk to patients and users of the facility
- Organisations are inspected by the Regulators to assess their performance in relation to Regulations, National Minimum Standards and Core Standards. The aim of these inspections is to identify evidence of compliance with these standards. As part of this process, the Regulators may also take into account reports from Enter and View visits which give an account of people's experiences when using these services
- Visits cannot be carried out in response to an individual complaint, issue or concern
- The Gloucestershire LINK will be clear that, under the legislation, they have 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 (see section on Exclusions)
- Enter and View visits can be announced or unannounced and should be used as an adjunct to evidence already collected from service users, carers, patients and their families. The relevant Regulator must be informed of all proposed visits. Commissioners will be informed in advance of all announced visits
- Announced visits will be arranged and confirmed in writing to the managing organisation, agreeing the date, time, length of visit specific service/premises areas to enter and view, and the names of any persons attending. These visits will be documented as part of the current workplan
- Unannounced visits will **NOT** take place if any other approach could produce the information the Gloucestershire LINK is seeking and must be in response to a concern highlighted by the community. The rationale for undertaking such visits will be documented by the Gloucestershire LINK along with the reason for not addressing the situation in any other way. Examples of this type of concern are: reports of dirty premises, statistics showing high infection rates, or spot checks to review aspects of service delivery such as overcrowding in Care Homes
- Only Authorised Enter and View Representatives may carry out visits and shall always operate in pairs.

- Each Authorised Representative will hold an Enter and View ID card, and be provided with a Letter of Authority specific to the visit being undertaken. Both must be produced upon arrival at the premises concerned

## Exclusions

The Gloucestershire LINK does **NOT** have the right to enter the following:

- Social care services for children
- Where care is being provided in the person's own home, (unless specifically invited to do so by the resident)\*
- Premises or parts of premises used as accommodation for staff
- Non communal parts of care homes such as individuals bedrooms (unless specifically invited to enter by the resident)
- Premises where care is not provided, e.g. offices, or where care is not currently being provided, e.g. out of clinic opening times
- Where the Authorised Representative cannot provide evidence of their right to enter and view, e.g. if they have lost their letter of authorisation
- If the visit would compromise any person's privacy and dignity
- Where care is being provided in a penal institution or police station
- Where the visit would compromise service delivery, e.g. in the event of a major incident resulting in significant numbers of casualties occurring during a visit to A&E (Accident and Emergency)

\*An Enter and View Authorised Representative should not be alone with an individual resident of a care home in a private area. If a resident asks to speak an Authorised Representative in confidence, two Authorised Representatives **must** always be present.

## Conduct during and after the visit

Persons authorised to Enter and View will:

- Have a clear view about the purpose of its visit, and be as informed as possible beforehand

- Make their presence known to the person they have arranged to meet, or to the most senior person on duty, and produce their written authorisation
- Adhere to the Gloucestershire LINK Code of Conduct and behave in responsible and reasonable manner
- Co-operate with requests from staff, service users and carers and work in a spirit of openness and partnership with them
- Ensure during and before the visit that it is understood that the LINK cannot deal with individual complaints, but that LINK Authorised Representatives can and should signpost any such requests or disclosures to the appropriate agency
- Maintain confidentiality of all verbal and written information whilst being aware of the obligations of disclosure regarding issues of child safety and vulnerable adults
- Individual patient / client records will not be looked at except on the specific request of the individual concerned
- Never give opinion or advice on specific care or treatment regimes to patients or service users, their relatives or carers. Any such queries must be referred to the staff in charge
- Not accept gifts, gratuities or benefits
- Be as unobtrusive as possible and avoid disrupting routines or service delivery
- Exhibit no discriminatory behaviour
- Inform the person they have arranged to meet, or to the most senior person on duty, that they are leaving the premises and that a copy of the draft written report will be sent to the service-provider within ten working days

### **After the Visit:**

Following a de-briefing session, the Authorised Enter and View Representatives should document their findings in writing. This written draft report should reflect the reasons for the visit being undertaken and the source of the information / evidence obtained.

A copy of the draft report and any recommendations will be sent to the service-provider within ten working days to check for factual accuracy and consider any recommendations. The service-provider should then be allowed ten working days to raise any concerns about perceived inaccuracies.

### **The Final Report:**

Where recommendations are made, the service-provider should respond within twenty working days of receipt of the Final Report, both to acknowledge receipt and provide an explanation of any action it intends to take, or an explanation of why it does not intend to take action. There is no obligation on other recipients to respond.

The Final Report will be sent to the commissioners and providers of the service, to the relevant Scrutiny Committee and to the Care Quality Commission (CQC). The final report will be available on the Gloucestershire LINK website ([www.gloslink.org.uk](http://www.gloslink.org.uk)) and on request from the Host, GRCC

### **Review of Policy:**

This policy will be reviewed at least annually or as necessary at a time to be determined by the LINK Stewardship Board