



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

Introduction

This procedure is an expansion of, and should be looked at in conjunction with the Gloucestershire LINK Enter and View Policy.

This procedure describes the processes and arrangements for Authorised Representatives of Gloucestershire Local Involvement Network's (LINK's) to enter and view premises providing health and social care services within Gloucestershire for the purpose of observing services and service delivery. The Gloucestershire LINK Authorised Representatives will observe and assess the nature and quality of services and obtain the views of people using those services, validate evidence already collected and gather information from staff, service users and carers.

Enter and View visits should not take place if any other approach could produce the information the Gloucestershire LINK is seeking.

The relevant Regulator must be informed of all proposed visits. Commissioners will be informed in advance of all announced visits

There are three types of Enter and View visits:

1. Announced
2. Unannounced **WITH** prior warning to the managing organisation (CHANGE ALL THROUGH)
3. Unannounced visits **WITHOUT** prior warning to the Managing Organisation

Before an announced visit:

All announced visits must be agreed with the service provider/managing organisation at least ten working days before the visit. This agreement must include the venue, the time and duration of the visit and its purpose.

The service provider/managing organisation will be informed that they will receive a draft report will be sent within ten working days of the visit to check for factual accuracy and consider any recommendation

The Gloucestershire LINK will supply the service provider/managing organisation with the following information in writing:

- An agreed date and time for the visit, along with an approximate duration together with the names of the Gloucestershire LINK Authorised Enter and View Representatives who will be attending

- The information that has prompted the visit. Sources of information will be anonymised
- The purpose of the visit
- The overall structure of the visit:
 - Identifying any staff and service users that the Authorised Enter and View Representatives want to meet
 - The types of activities that the Authorised Enter and View Representatives wish to observe
 - Whether the Authorised Enter and View Representatives will be providing leaflets or other information about the Gloucestershire LINK
 - Whether or not it would be beneficial for staff or service users to accompany the Authorised Representatives throughout the visit
- The procedure for dealing with any concerns regarding the conduct of the LINK Authorised Enter and View Representatives arising during the visit

A proforma or check list of information to be used at the visit should be agreed by the LINK members concerned.

The service provider/managing organisation will advise the Gloucestershire LINK in writing with details of where and with whom the Authorised Enter and View Representatives should meet at the start of the visit.

The service provider/managing organisation will advise the Gloucestershire LINK in writing with a name and telephone of a contact in case of problems

Before an unannounced Visit WITH prior warning to the Service Provider

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

- spot checks to review aspects of service delivery such as overcrowding in Care Homes

Some unannounced visits may clash with those previously arranged by the regulators, service providers or commissioners and therefore permission to enter the premises at that time may be refused.

Gloucestershire LINK has agreed that there are some circumstances where the service provider/managing organisation can be informed that an unannounced visit is being planned to take place during the next few weeks (a defined time period).

The Gloucestershire LINK will supply the service provider/managing organisation with the following information in writing:

- The timescale in which the unannounced visit may take place
- The names of the Gloucestershire LINK Authorised Enter and View Representatives who will be attending
- The information that has prompted the visit. Sources of information will be anonymised
- The purpose of the visit
- The overall structure of the visit:
 - Identifying any staff and service users that the Authorised Enter and View Representatives want to meet
 - The types of activities that the Authorised Enter and View Representatives wish to observe
 - Whether the Authorised Enter and View Representatives will be providing leaflets or other information about the Gloucestershire LINK
- The procedure for dealing with any concerns regarding the conduct of the LINK Authorised Enter and View Representatives arising during the visit

A proforma or check list of information to be used at the visit should be agreed by the LINK members concerned.

The service provider/managing organisation will advise the Gloucestershire LINK in writing with a name and telephone of a contact in case of problems

Procedure for an unannounced Visit WITHOUT prior warning to the Service Provider

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
- spot checks to review aspects of service delivery such as overcrowding in Care Homes

Some unannounced visits may clash with those previously arranged by the regulators, service providers or commissioners and therefore permission to enter the premises at that time may be refused. This is particularly so in unannounced visits without prior warning and could also be because of a legitimate clinical reason.

Upon arrival, the Authorised Enter and View Representatives must make their presence known to the most senior person on duty, and produce their written authorisation for that visit and supply them with a letter of authority for the visit, together with the following information in writing:

- The information that has prompted the visit. Sources of information will be anonymised
- The purpose of the visit
- The overall structure of the visit:
 - Identifying any staff and service users that the Authorised Enter and View Representatives want to meet
 - The types of activities that the Authorised Enter and View Representatives wish to observe
 - Whether the Authorised Enter and View Representatives will be providing leaflets or other information about the Gloucestershire LINK

- The procedure for dealing with any concerns regarding the conduct of the LINK Authorised Enter and View Representatives arising during the visit

A proforma or check list of information to be used at the visit should be agreed by the LINK members concerned.

At all types of visits

Representatives who are authorised to Enter and View must:

- Wear their Enter and View ID badges in a visible position
- The Gloucestershire LINK Authorised Representatives will produce their Letter of Authority on arrival and wear their ID card throughout the visit. Admittance will be refused if these documents are not available
- Upon arrival, 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 for that visit
- Abide by any request given regarding privacy and dignity, health and safety and hygiene, and co-operate with staff, service users and carers
- Ensure during and before the visit that it is understood that the Gloucestershire LINK cannot deal with individual complaints, but that Authorised Representatives can and should signpost any such requests or disclosures to the appropriate body
- Maintain confidentiality of all verbal and written information. This will include the identification of individuals, access to records and adherence to protocols concerning disclosure by patients, service users and carers. This confidentiality cannot be maintained where any issues are raised in relation to issues of child safety and risk to vulnerable adults where there is an obligation of disclosure
- Not be alone in private with a patient or service user, but remain in communal areas and always work in pairs even when asked to speak in confidence
- Avoid entering any non-communal areas such as bedrooms or staff quarters
- 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

- Work co-operatively with staff, e.g. avoid criticism in front of service users
- Be as unobtrusive as possible and avoid disrupting routines or service delivery
- Value people as individuals, and respect their wishes, e.g. to leave someone alone if asked to do so
- Exhibit no discriminatory behaviour
- Inform the person they have arranged to meet, or to the most senior person on duty of their departure, and advise any urgent matters that require attention, and that a copy of the draft written report will be sent to the service-provider within ten working days
- Use the agreed pro-forma or checklist to record the results of the visit, as well as any additional information pertinent to that visit.
- Inform the most senior person on duty of their departure, and advise any urgent matters that require attention, and that a copy of the draft written report will be sent to the service-provider within ten working days

After all types of visits

Representatives who are authorised to enter and view must:

- Inform the Chair or Vice Chair of Gloucestershire LINK via the Host Organisation as soon as possible of any potential problems or conflict which arose during the visit
- Work together as soon as possible after the visit to de-brief and put together feedback of their findings
- Following the de-briefing session, members should document their findings in writing with assistance from the Host if required. This written report should reflect the reasons for the visit being undertaken, the source of the information and the evidence obtained. The report should be a balanced assessment of the service observed
- Send a copy of the draft report and any recommendations to the service-provider within ten working days to allow them to check for factual accuracy and consider any recommendations

- Allow the service-provider ten working days to respond
- Consider carefully any issues or concerns raised by the service provider/managing organisation and decide whether the draft should be amended
- Send the final report to the commissioners and providers of the service, the Health Community and Care Scrutiny Committee and the Care Quality Commission (CQC)
- Allow the service provider/managing organisation twenty working days of receipt of the final report to acknowledge receipt of the report, and provide an explanation of any action it intends to take, or an explanation of why it does not intend to take action to any recommendations made. There is no obligation on other recipients to respond
- Ensure the final report is made available by publishing it on the Gloucestershire LINK website (www.gloslink.org.uk) and from the Host, GRCC, on request

Review of the Procedure

This policy will be reviewed regularly at a time to be determined by the Gloucestershire LINK Stewardship Board