

Enter & View

Authorised Representatives

Recruitment Pack



Enter & View Recruitment Pack

This recruitment pack will provide you with information on becoming an Enter & View Authorised Representative.

We hope you will find the pack interesting and useful and we look forward to receiving your completed Application Form.

This recruitment pack includes:

- ☐ Introduction to Healthwatch Leicestershire
- ☐ What is Enter & View?
- ☐ Recruitment Process
- ☐ Authorised Representative Role Description
- ☐ Application Form



Introduction to Healthwatch Leicestershire

Healthwatch Leicestershire are the consumer champions for health and social care services within the county.

We give local people and communities a stronger voice to influence and challenge how health and social care services are provided locally. By making sure the views and experiences of all people who use services are gathered, analysed and acted upon, we can help make services better now and in the future.

Healthwatch Leicestershire:

- provides people with information, advice and support about local health and social care services
- gathers the views and experiences of local people
- influences the way services are designed and delivered based on evidence from those who use services
- influence how services are set up and commissioned by having a seat on the local Health and Wellbeing Board
- passes information and recommendations to other local Healthwatch, Healthwatch England and the Care Quality Commission.



What is Enter & View?

Healthwatch Leicestershire (HWL) has the power to enter and view adult health and social care services to get a feel for how they are delivering.

Enter & View visits are carried out as 'announced visits' where arrangements are made between the HWL team and the service provider, or if certain circumstances dictate as 'unannounced' visits.

Enter & View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation – so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Enter and view is the opportunity for authorised representatives to:

- Enter health and social care premises that are publicly funded to see and hear consumer experiences of the service
- Observe how the service is delivered, often by using a themed approach
- Collect the views of service users (patients and residents) at the point of service delivery
- Collect the views of carers and relatives
- Observe the nature and quality of services
- Collect evidence-based feedback
- Report to providers, Care Quality Commission, Local Authorities, Commissioners and Healthwatch England and other relevant partners.

What happens during an Enter & View visit?

- We collect the views of service users, patients and residents
- We collect the views of carers and relatives of service users
- We collect the views of staff
- We observe the nature and quality of services
- We collate evidence-based feedback.

The results of the visits are used to:

- Improve services
- Ensure equality of services
- Recognise and promote good practice and highlight areas of excellence
- Influence future developments.

What will happen after a visit?

- Our representatives will write a report about what they observe and find out during their visit.
- The report will make recommendations for improvement, and also highlight good things about the service.
- Enter & View reports will be made available to the public.

The key benefits of Enter & View are:

- Capturing and reflecting the views of service users, their carers and relatives who often go unheard e.g. care home residents
- Offering service users an independent trusted party with whom they feel comfortable sharing experiences
- Engaging carers and relatives
- Identifying and sharing 'best practice' e.g. activities that work well
- Keeping 'quality of life' matters firmly on the ground
- Encouraging providers to engage with HWL as a 'critical friend'
- Gathering evidence at the point of service delivery, to add to a wider understanding of how services are delivered to local people
- Supporting the HWL remit to help ensure that the views and feedback from service users and carers play an integral part in local Commissioning
- Sharing this evidence and outcomes with other monitoring and inspections e.g. Care Quality Commission, Local Authority Inspections, Commissioning Group Inspections and those activities carried out by NHS England.

Recruitment Process

It is important that Enter & View Authorised Representatives have the right range of skills, interest and experience to contribute to a successful visit and to enable us to capture information.

Who can carry out visits?

- Members of the public volunteer to become Authorised Representative to carry out visits on behalf of Healthwatch Leicestershire.
- They must complete an Application Form, attend the 'Preparation for Enter & View' Session and be checked by the Disclosure and Barring Service (DBS).
- Our volunteers are trained to deal with sensitive situations and confidential information appropriately.

To find out more or to read our Enter & View Reports go to:

healthwatchleicestershire.co.uk/enter-view

Authorised Representative Role Description

Key Duties

- Support the delivery of the Enter & View work programme
- Undertake authorised Enter & View visits
- Complete a report on any Enter & View visits
- Present report to Enter & View and Safeguarding Working Group

Qualities of a good Authorised Representative

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| <ul style="list-style-type: none"> ▪ Communicate with others ▪ Listen to other ▪ Respect others ▪ Be patient – show compassion ▪ Work collaboratively with others as a team ▪ Operate in an evidence-based manner ▪ Be observant ▪ Show consideration, sensitivity and respect to all, irrespective of background, culture, ethnicity, age, gender or presenting issues ▪ Show dignity to service users and recognise whether others are doing likewise ▪ Adhere to confidentiality rules | <ul style="list-style-type: none"> ▪ Be accountable for your actions ▪ Recognise personal limitations and when to ask for help ▪ Apply the Seven Principles of Public Life (The Nolan Principles) <ul style="list-style-type: none"> ▪ Selflessness ▪ Integrity ▪ Objectivity ▪ Accountability ▪ Openness ▪ Honesty ▪ Leadership |
|---|---|

Desirable skills/experience

- Report writing (training will be given)

Training and support

- What is Enter & View? – Background and methodology*
- Safeguarding – Protecting vulnerable adults
- Report writing
- Health and Social Care – How does Healthwatch fit in?

***Must be completed before undertaking any Enter and View visits**

In addition to all training you will be supported by the lead staff member and the Enter & View and Safeguarding Work Group.

Reporting

- You will report to the Enter & View and Safeguarding Work Group and HWL Strategic Board.

Disclosure and Barring Service – DBS Check (Previously CRB check)

- This role will require you to submit to a DBS check. Any highlighted issues will be referred with the Chair of the Enter & View and Safeguarding Working Group for a final decision.

Time Commitment

- 1 day training
- Commitment to participate in future Enter & View visits

Expenses

- All volunteer expenses will be paid in line with the Healthwatch Leicestershire Expenses Policy.

Enter & View Authorised Representative Application Form

1. Please state any experience, skills and attributes that you think may be relevant to carrying out this role

a) Experience (i.e. Life/Professional)

b) Skills (i.e. Writing Reports)

c) Attributes (i.e. Attention to detail)

2. In applying for this role as detailed above, please describe below your reasons and expectations of wishing to become an Enter & View Authorised Representative

3. Commitment to training - There is a 'Preparation for Enter & View' session that you must complete before you would be able to undertake the Authorised Representative role. You must be able to commit to one day of training.

☐ I will attend a 'Preparation for Enter & View' Session

4. Declarations

- a) Please give details of any circumstances which may adversely affect your performance during this activity or which if made public, may adversely affect the reputation of Healthwatch Leicestershire **(If none, write none).**

- b) Any employment or activity, which may present a conflict of interest when undertaking Enter & View activity

5. Confidentiality

All the information provided will be dealt with in strictest confidence

6. Please provide your contact details below:

Name	
Address	
Postcode	
Telephone Number	
Email Address	
Signature	
Date	

Please return the completed form to:

Healthwatch Leicestershire

FREEPOST LE 3528

Voluntary Action LeicesterShire,

PO BOX 30, Leicester, LE1 5SN

or email form to: info@healthwatchleics.co.uk

healthwatch
Leicestershire