

healthwatch

West Sussex

What is 'Enter and View'?

The Health and Social Care Act 2012 and associated regulations enable the 'Enter and View' provision for Healthwatch. 'Enter and View' is the opportunity for Healthwatch West Sussex to conduct an objective and independent visit into any health and/or social care premises, where services are funded by the NHS or WSCC. The purpose of these visits is to examine the nature and quality services; and the environment in which they are provided.

It is a means to collect views from patients, service users and residents about good and poor practice at the point of care and service delivery; and to include the views of carers, family and friends.

The 'Enter and View' is carried out by Authorised Representatives who are trained, DBS checked and briefed fully on the role and the exact purpose of the visit. They interview and observe during the visits (using all their senses) and report the views and experiences of the service users.

This information is collated into an evidence based report which includes formal recommendations and examples of good practice. The report is shared with providers, CQC, Local Authority and NHS commissioners, Healthwatch England and the public.

The purpose of 'Enter and View'

The aim of 'Enter and View' is to ensure that users' voices are heard, their experiences are acknowledged and recorded; and that this evidence is used to highlight and promote existing good practice or make recommendations for improvements in the quality of care, practice and environment.

Local Healthwatch have an additional power to Enter and View providers ^{15,16} so we can observe matters relating to health and social care services. These powers do not extend to Enter and View of services relating to local authorities' social services functions for people under the age of 18.

Organisations must allow an authorised representative to Enter and View and observe activities on premises controlled by the provider as long as this does not affect the provision of care or the privacy and dignity of people using services ^{17,18}. Providers do not have to allow entry to parts of a care home which are not communal areas or allow entry to premises if their work on the premises relates to children's social services.

¹⁵ *The Local Authorities (Public Health Functions and entry to Premises by Local Healthwatch Representatives) Regulations 2013. (18 February 2013).*

¹⁶ *The arrangements to be made by Relevant Bodies in Respect of Local Healthwatch Regulations 2013." (28 March 2013).*

¹⁷ *The Local Authorities (Public Health Functions and entry to Premises by Local Healthwatch Representatives) Regulations 2013. (18 February 2013).*

¹⁸ *The arrangements to be made by Relevant Bodies in Respect of Local Healthwatch Regulations 2013." (28 March 2013).*



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