

Enter and View leaflet

Information for providers



The Healthwatch network

The Healthwatch network exists to help ensure that people's needs are at the heart of health and social care. We listen to what people like about services, and what could be improved.

Under the Local Government and Public Involvement in Health Act 2007, providers of health and care have a duty to allow access to Healthwatch to carry out Enter and View activities. This duty applies to services receiving public funds, such as hospitals and care homes. It is an opportunity to spot how services could improve by hearing what people who use them think

Enter and View

Enter and View visits are conducted by Authorised Representatives who are local Healthwatch staff and volunteers. Authorised Representatives will have undergone a recruitment process and training, and are required to have a DBS check. All Authorised Representatives are issued with ID that they must present at the visit.

Before the visit, Healthwatch will get in contact with you to explain the purpose of the visit and to arrange date and time. They will also tell you how many people will be part of the visit, discuss how long it will take and any information or posters they can send you to let people who use the service know about it.

The majority of visits are announced, but there are some Healthwatch who choose to carry out unannounced visits from time to time. On the day there will be an Enter and View lead who will introduce themselves and check the visit is still ok to go ahead. During the visit Healthwatch will speak to people who use the service, family friends, and they may choose to speak to staff as well. Enter and View is not an inspection, and Authorised Representatives will not ask to see personal or sensitive information such as care plans.

You can ask the visit to be stopped at any point if it is compromising the privacy or dignity of people using the service, or you feel an Authorised Representative is acting in a way that is not reasonable or proportionate.

At the end of the visit the lead will explain what will happen next, and may also share positive reflections or concerns they may have.

After the visit a report will be written based on what people who use the service have said and shared with you for factual accuracy. You may also wish to comment on any recommendations made. The final report will be shared with the provider, commissioner, regulator, and the public.

The report is an opportunity for good practice about the service to be highlighted and shared. It may be part of a wider piece of work that is looking to improve the experiences of people across a number of services. If local Healthwatch have concerns following the visit they will discuss these with you, and any action they will need to take. The visit is also an opportunity for people to ask questions about what other health and care services are available to them in the community.

To speak to your local Healthwatch about how they carry out their visits, or if you are not happy with a visit, get in touch: www.healthwatch.co.uk/find-local-healthwatch

