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# Enter & View

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# What is Enter & View?

Enter and View' is the opportunity for authorised representatives to go into health and social care premises:

- To hear and see how the consumer experiences the service
- To collect the views of service users (patients and residents)
- To collect the views of carers and relatives of service users
- To observe the nature and quality of services
- To collate evidence-based feedback
- To report to providers
- To develop insights and recommendations

It is NOT an inspection!



# Key benefits of Enter & View

To encourage, support, recommend and influence service improvement by visiting services to:

- Capture and reflect views of service users
- Offer an independent party for sharing experiences
- Identify and share ‘best practice
- Encourage providers to engage with local Healthwatch as a ‘critical friend’
- Gather evidence at the point of service delivery
- Support the local Healthwatch remit



# What happens?



## Selection of premises:

- In 2014/15 we visited 13 care homes
- In 2015/16 we will visit community phlebotomy services

## Visits conducted by authorised representatives

## Draft report with recommendations

## Share findings and encourage service improvements

- Publication of final report
- Positive actions taken by the service providers
- Learning from others

# Examples of good practice in care homes

- Catering - choice; help and support; celebrating special events; drinks and snacks available all day; cultural and dietary differences.
- Activities - activity boards; wide range of activities; staff joining in; assessment of activities; volunteers.
- Staff responsiveness - understanding and knowledge of residents; dementia awareness; daily meaningful interaction.
- Complaints - Complaint's policy displayed in public areas; residents feel they can talk to staff about anything.
- Other - External spaces; board showing day, date, weather; doors with written and picture signs; memory boxes; International Day; sweet dispenser with old fashioned sweets.



# Sharing and learning today...

- Share existing good practice
- Come up with new ideas that care homes can implement
- Think about what help care homes may need to implement the ideas and who may be able to help them
- Help care homes find solutions
- Make a pledge!



Finally...



*“I alone cannot change the world but I can cast a stone across the waters to create many ripples.”*

*Mother Theresa*

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