



Your voice on local health and social care

## **Enter and View Policy and Procedure**

### **Introduction to the Isle of Wight LINKs Enter and View Sub Committee.**

A LINK (Local Involvement Network) is a network of local people and groups. It listens to what you have to say about health and social care services in your area, and tells councils and the NHS what it has discovered. They are then legally obliged to give the LINK any information it asks for and to respond to any recommendations the LINK makes, so that services can get better.

The LINK Stewardship Group is an elected group of 15 LINK members, who have agreed to help develop the LINK by forming its deliberative assembly. All members agree to abide by the Code of Conduct and sign up to the Nolan Principles of Public Life. All members of the SG are equal members.

Local Involvement Networks (LINKs) have an important statutory power that entitles authorised representatives of the LINK to be able to enter and view health and social care services as they are being provided. Certain individuals can be authorised to enter, view and observe health and social care activities and the legislation is clear that it is only 'authorised representatives' who can carry out this role on behalf of a LINK.

The Enter and View Sub Committee is an authorised sub group of the Stewardship Group whose remit is to oversee the development, implementation and administration of all authorised Enter and View procedures. This includes the recruitment, training and visit briefing for all Authorised enter and View Visiting Team members. They report directly to the Stewardship Group for all ratification.

### **Visiting Team Member Recruitment.**

Any individuals wishing to become Visiting Team members must first be registered LINKs members. The Enter and View subcommittee will oversee their recruitment based upon the following procedure.

Visiting Team members will be selected by meeting essential criteria in terms of skills, personal qualities, knowledge and experience and a willingness to comply with the requirements of the role.

Furthermore representatives on the Team will also be expected to sign up to the seven principles of public life:

#### **Selflessness**

Act only in terms of the public interest, not in order to gain any financial or other benefits for self, family or others



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### **Integrity**

Not be placed under any financial or other obligation to outside individuals or organisation that might seek to influence the performance of official duties

### **Objectivity**

Make decisions on merit and the basis of evidence

### **Accountability**

Be accountable for decision and actions to the public and submit to whatever scrutiny is appropriate

### **Openness**

Be as open as possible about all decisions and actions. Give reasons for decisions and restrict information only when the wider public interest clearly demands.

### **Honesty**

Declare any private interests relating to public duties and take steps to resolve any conflicts arising in a way that protects the public interest

### **Leadership**

Promote and support these principles by leadership and example

They will receive an Enter and View information pack that will explain the roles and responsibilities of an approved enter and view representative of the LINK. It will also explain that the role is exempt from the Rehabilitation of offenders act and that their successful application will be subject to a full CRB check. A separate envelope will be included for them to make a declaration of any relevant convictions (where relevant means a conviction which would normally exclude an application), such convictions are listed below.

1. Any conviction spent or unspent for a crime of a sexual or violent nature.
2. Any caution or official reprimand for any crime of a sexual or violent nature.
3. Any conviction spent or unspent for a crime against property where that conviction indicates intent to steal from or defraud others by means of deception and/or coercion for personal gain.

The pack will also include an application form and the hosts will provide support for those who require assistance to complete it. The suggested form is given overleaf:



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## LINKs Visiting Team Application Form

Name	<input type="text"/>	
Address	<input type="text"/>	
Phone	<input type="text" value="Home"/>	<input type="text" value="Mobile"/>
Email	<input type="text"/>	

Have you received a Visiting Team Information Pack?			
Yes	<input type="text"/>	No	<input type="text"/>

Are you willing to participate in a Visiting Team workshop?			
Yes	<input type="text"/>	No	<input type="text"/>

Are you willing to have a Criminal Records Bureau check?			
Yes	<input type="text"/>	No	<input type="text"/>

Are you willing to sign up to the Principles of Public Life and personal code of conduct?			
Yes	<input type="text"/>	No	<input type="text"/>

Are you willing to have your name published as a member of the Team?			
Yes	<input type="text"/>	No	<input type="text"/>

Are you currently pursuing a health or social care complaint?			
Yes	<input type="text"/>	No	<input type="text"/>

Tell us briefly why you would like to join the Visiting Team – please use a separate sheet.			
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<input type="text"/>	<input type="text"/>
Signed	Dated



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3. Once an application is received and the minimum requirements have been met the applicant will be invited for an interview with three members of the Enter and View sub committee. The interview questions will be based upon the person specification (below) and will be identical for every candidate.

**Person Specification.**

<b>Skill</b>	<b>Essential</b>	<b>Desirable</b>
Communicating with others	√	
Listening to others	√	
Respecting others	√	
Working with others	√	
<b>Personal Qualities</b>		
Considerate	√	
Sensitive	√	
Respectful	√	
<b>Experience and Knowledge</b>		
Adhering to confidentiality rules		√
Experience of different backgrounds and cultures		√
Being accountable to others for your actions		√

4. All successful applicants will then be asked to attend the next available training workshop and will be expected to complete Enter & View training. The workshop will provide an opportunity for them to learn more about being a member of the Team and give you an opportunity to work through some case studies to see what the role is all about. It will also mean the LINK can be sure they meet the essential criteria of being a Team member.

5. Following attendance at a workshop applicants will be informed as to whether they have met the essential criteria. If they have not met the essential criteria they will be informed which aspects they didn't meet. The LINK will then work with them to overcome any barriers there might be to their meeting the criteria.



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6. If the applicant has met the essential criteria and is still keen to join the Team they will be guided through the process of joining and becoming an authorised representative. This will include:

- i** .Receiving a copy of the Visiting Team Information pack – if not done so already.
- ii** .Completing a Criminal Records Bureau (CRB) check (See Section 7)
- iii** .Signing up to the Principles of Public Life
- iv** .Signing up to a personal Code of Conduct (see below)

#### Code of Conduct.

- treat staff, service users, residents, patients, their carers and families fairly, courteously, and with sensitivity and respect;
  - ensure that the dignity and privacy of service users, residents patients, carers, families and staff are maintained at all times;
  - be as unobtrusive as possible, and inform staff on duty about what they are doing at each stage of the visit;
  - value people as individuals, respecting the different and diverse people they meet;
  - exhibit no discriminatory behaviour;
  - have respect for individual confidentiality, not disclosing confidential or sensitive information unless there is a genuine and urgent concern about the safety and wellbeing of a user, resident or patient, or if the individual concerned consents to the sharing of the information;
  - cooperate with requests from staff, users, residents, patients carers and their families if necessary, and comply with all operational or health and safety requirements;
  - avoid interrupting the effective delivery of health or social care provision;
  - authorised representatives should refrain from making unreasonable demands on staff, users and patients or disrupting services outside the agreed visiting schedule;
  - recognise that user, resident or patient needs should always take priority; and be guided by staff where operational constraints may deem visiting activities inappropriate or mean that staff are unable to meet the requests of the authorised representative
- vi** .Authorising your name to be published as a Team member
  - vii** .Receiving a copy of the Department of Health Code of Conduct for Entering and Viewing Services

Once these have been completed and they have received their CRB certificate and had it verified, they will then be able to participate as Visiting Team member and their membership will last for one year.



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## **Enter and View Subcommittee Commitment Prior to the Visit.**

Where the Stewardship Committee has identified a need for an Enter and View, visit the Enter and View subcommittee will complete the following steps.

1. Produce an exact remit for the visit based wholly and exclusively upon the recommendations of the Stewardship Group.
2. Liaise closely with providers whose service is to be visited (announced visits only) in order to ensure that they are fully informed about the purpose of the visit and to arrange a suitable time for the visit to take place given any timescale considerations.
3. Identify those visiting team members whose stated conflicts of interest and experience best suit them to the visit remit.
4. Form a “project group” for the proposed visit and invite chosen visiting team members to discuss the purpose of the visit. This discussion will focus upon:
  - Ensuring the visit forms part of an evidence based project.
  - Whether a visit has recently been carried out by another organisation or group (for example the regulator or another service user group) and whether this information has been taken into account by the project group
  - Information that has stimulated the visit
  - Relevant timescales and any proposed visit dates (this will be subject to the agreement of the services provider if it is an announced visit)
  - The purpose of the visit
  - The proposed shape and format of the planned visit
  - What the desired outcomes of the visit are
  - What information is required from the services provider
  - Named contacts and staff at the service being visited and any relationships already established by the project group
  - How findings from the visit will be fed back to the project group

Following this meeting the Visiting Team will assume responsibility for the visit and will be supported by the Host:

- Arranging the visit with the services provider
- Contacting the relevant regulator
- Communicating with the services provider in advance of the visit
- Carrying out the visit
- Preparing a report on the findings of the visit



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- Making a copy of the report available to the services provider for factual agreement
- Making a copy of the final report available to the project group
- Conducting post visit feedback

### **Enter and View Subcommittee Commitment Post Visit.**

The project group will debrief the visiting team. The discussion will focus upon how the visit went. What went well and what could have gone better. The debrief will seek to identify any extra training needs and feedback will also be sought from the service provider visited.

In particular the Enter and View Subcommittee will seek to ensure that all authorised visiting team members conducted both the visit remit and themselves in keeping with the code of conduct:

The project group will then report all findings and recommendations directly to the Stewardship Group for their further consideration.

The Isle of Wight LINK is hosted by



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