



Your voice on local health and social care

# bulletin

West Sussex LINK

AUGUST 2009

## Could you be part of the LINK's *'Enter & View'* visiting team?

Before responding to that question, read on and we will explain what *'Enter & View'* is, how it fits into the work of the LINK, and the sort of people we are looking for to be part of our visiting team.

### The work of the LINK

The reason that LINKs were set up is to give everyone an opportunity to say what they think about their local health and social care services – what is working well and what is not so good – and to give people an opportunity to monitor and check how services are planned and run. Each LINK then feeds back what people have said about services to the providers and commissioners responsible for them, so that things can change for the better.

Sometimes, in order to ensure that their reports and recommendations are fully researched and tell an accurate and complete story, it is necessary for the LINK to physically enter some health and social care premises to observe the nature and quality of services. This is what is known as *'Enter & View'*.

### Enter & View

The Local Government and Public Involvement in Health Act 2007, which resulted in the establishment of LINKs, included provisions relating to LINKs' visits, recognising that there will be times when it is appropriate for LINKs to see and hear for themselves how services are provided.

That is why the Government has introduced duties on certain commissioners and providers of health and social care services to allow *'authorised representatives'* of LINKs to enter premises that providers own or control.

### Who can be in the visiting team?

The legislation is clear that only *'authorised representatives'* can enter and view premises and that in order for an individual to be considered *'authorised'* the LINK must have agreed procedures about who can be granted that status.

Part of the West Sussex LINK procedures will be a days' training course (planned for mid October) that will provide more information on the legal framework, further details of the role and the key skills and personal qualities needed. It will also include case studies exploring in real time how to prepare, carry out and report findings.

In addition, selection procedures will include a Criminal Records Bureau (CRB) check.

The LINK is also required to make public a comprehensive up to date list of all of its *'authorised representatives'*.

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## Who are we looking for?

To be a successful candidate you are likely to have some knowledge of health and social care services either from work, volunteering, or personal experience. You will be comfortable talking with service users and be able to take accurate notes of what you see and hear during your visits. If you are selected to attend the training day, you should know by the end of the session whether you are right for the role.

## What is the commitment?

We aim to create a pool of 'authorised representatives' who could be available to undertake 'Enter & View' work on behalf of the West Sussex LINK. Individuals would then be called upon to undertake visits as and when the LINK work plan requires. It is anticipated that individuals would not be called upon more than once a month. All visits will be carried out by a minimum of two LINK participants.

Each visit would be preceded by a short briefing meeting and followed up by another to agree the findings and produce the necessary report.

## Expenses and Payments

Although this work is voluntary and unpaid, 'authorised representatives' will be entitled to claim out of pocket expenses in connection with their LINK related work in accordance with the LINK Policy on the Reimbursement of Expenses.

## What Next?

If, having read this bulletin, you would like to be considered for the visiting team, please register your interest with us by:

- emailing [westsussexlink@makesachange.org.uk](mailto:westsussexlink@makesachange.org.uk)
- telephoning **0300 111 0102** or
- writing to **Freepost RSCG-BYGL-LGKS, West Sussex LINK, Billingshurst, RH14 9EY.**

In each case please give your name and state that you are registering your interest in being part of the West Sussex LINK visiting team.

## Further Questions?

If you have any further questions, please contact our Development Officer, Olly Grice, by any of the above methods.

West Sussex LINK is hosted by

For more about the LINK go to our website [www.makesachange.org.uk](http://www.makesachange.org.uk) West Sussex News Page.

