



**Enter & View
Application Pack**

Becoming and Authorised Representative for Healthwatch Redbridge

In this pack you will find:

- Information about the role of an Authorised Representative for Enter and View;
- A role description with information about what we will want you to do;
- Training dates and the expectations we will require from you; and
- An application form and equality monitoring form.

Authorised Representatives for Enter & View role

Background

Healthwatch Redbridge is the consumer champion for health and social care in this borough. Local Healthwatch's exist in every local authority area in England, as required by the 'Health and Social Care Act' 2012. Our job is to collect local people's views and experiences of their services and then to work with service providers to help them work better.

Enter & View

To enable Healthwatch Redbridge to fulfil its role and to gather the information about local health and social care services, it is sometimes necessary for representatives to see and hear for themselves how these services are provided. For this purpose, Healthwatch Redbridge will approve certain individuals as its "Authorised Representatives", to enter premises where publicly funded health and social care services are provided (with some exceptions), and to observe the nature and quality of those services.

What does it take to be an Authorised Representative?

You will need to be local to Redbridge, a member of Healthwatch Redbridge and have some knowledge of health and social care services, either from working or volunteering for them, and/or by personal experience. You will also need a strong desire to work for, connect with and represent the views of users and patients.

Please refer to the list of skills, experience and abilities contained within this pack for more information on what it takes to be an Authorised Representative.

The visits

Healthwatch Redbridge will decide what premises will be visited and which services are viewed.

As an Authorised Representative you will be able to undertake one visit per month as part of a team. You will need to attend a briefing meeting before the visit, prepare for your visit, and attend a meeting afterwards to agree with team members on the key points for the written report.

What support do Authorised Representatives receive?

Advisory guidance is available on the role and responsibilities of Authorised Representatives including a code of practice which promotes the importance of good practice and details legal responsibilities. Full training on this and other areas is provided to all Authorised Representatives by way of a three module training course and ongoing support throughout the duration of the role.

Healthwatch Redbridge is keen to support their Authorised Representatives. They will assist Authorised Representatives by drafting the following guides and procedures:

- A guide for preparing for a visit
- A pre-visit checklist
- An explanatory leaflet to leave with providers and users
- A visit template - detailing aims and objectives of the visit
- Reporting, monitoring and evaluation arrangements
- Assessment Criteria

Becoming an Authorised Representative

Interested people are selected by a recruitment process that includes an application form, an interview, taking up references, successful completion of a training course and a Disclosure and Barring Service (DBS) check. Authorised Representatives names will be published on our website and in our Annual Report.

Expenses and payments

Whilst the role is voluntary, all reasonable out of pocket expenses will be reimbursed.

Please note that volunteers do not carry out 'inspections': visits are designed to gather information for the working groups. The aim of 'Enter and View' is to enable communities to have access to the best services possible by working constructively with service providers and commissioners.

For people who are interested in inspecting services, please refer to the Care Quality Commission website: www.cqc.org.uk

Enter and View Training

An applicant will need to provide:

- an acceptable DBS Disclosure;
- appropriate references; and
- successfully complete a training session.

The next training sessions are being held on:

Applicants need to attend and complete one of the training sessions below. You can book for either day.

Tuesday 3 November 2015 9.30am - 4.30pm

OR

Tuesday 10 November 2015 9.30am - 4.30pm

Lunch will be provided. All information will be provided in printed format complete with a folder and any access requirements will need to be known prior to the session. We can provide information on USB sticks, large print and Easy Read at the present time.

Once an applicant has completed a training session, provided appropriate references and an acceptable DBS Disclosure; they will be authorised to conduct Enter and View visits.

Role Description

Time Commitment:

It is not expected that the role will exceed 8 hours per month. It will be necessary for these hours to be worked flexibly to allow visits to take place when required. This may include evenings and weekends.

Accountability:

The post holders will be tasked by and will be accountable to Healthwatch Redbridge.

Their names will be published by Healthwatch Redbridge in accordance with Government legislation.

Location:

The post holders will be expected to undertake duties within the premises of various care service providers within London Borough of Redbridge and other areas where services are provided in those premises for residents of Redbridge.

Financial:

This is a volunteering role and post holders will not receive payment in respect of their activities in relation to the role. Reasonable expenses will be reimbursed in line with the current Healthwatch Redbridge volunteering policy.

Introduction:

The post holder will need to:

- have completed the Application Form;
- have completed the Enter and View Training Course and demonstrated that they have the appropriate personal skills, awareness and understanding of the role.
- show they possess an appropriate certificate of clearance from the Disclosure and Barring Service (DBS);
- provide suitable references
- be approved by Healthwatch Redbridge

Purpose:

To be responsible for the planning, implementation and delivery of the following functions on behalf of Healthwatch Redbridge:

1. To consider and plan the aims, objectives and itineraries for individual visits.
2. To conduct Enter and View visits in line with the regulations and guidance referred to above.
3. To gather and analyse data arising from visits to provide an evidence base to inform and direct the work of Healthwatch Redbridge

The post will include the following tasks:

- Gather and analyse intelligence and information from a range of sources on the specific issues that form the basis for conducting individual visits in order to be adequately informed prior to conducting the visit.
- Liaising with the relevant people on the part of the service providers to make arrangements for the conduct and format of individual visits.
- The gathering of evidence from a range of sources and in appropriate formats in line with the aims and objectives for the visit.
- The timely preparation of reports following each visit supported by evidence in line with the aims and objectives for the visit to be submitted to Healthwatch Redbridge.
- To represent Healthwatch Redbridge in a professional manner.

Principal activities:

- To request, obtain and analyse relevant data prior to conducting a visit.
- To agree the aim and desired outcomes of the visit, to prepare a pre visit checklist.
- To make the necessary arrangements for the conducting of the visit.
- To gather evidence under the parameters of the aims and objectives for the visit.
- To produce and disseminate appropriate information and briefings.
- To represent Healthwatch Redbridge in a professional and courteous manner and to follow established best practice.

The ideal applicant will have the following skills, experience and abilities:

Essential:

Authorised Representatives for Enter and View must:

- Be registered members of Healthwatch Redbridge.
- Must have a DBS Disclosure or be willing to obtain one through Healthwatch Redbridge.
- Attend scheduled training courses and meetings in respect of this role
- Be able to demonstrate awareness and understanding of the role of Enter and View,
- Be able to follow Healthwatch Redbridge procedures, the regulations and Code of Conduct.
- Be able to listen, be observant, patient and respectful and be sensitive to people's feelings.
- Have a commitment to uphold the principles of Healthwatch Redbridge, to abide by the Procedures of Healthwatch Redbridge and to behave in a professional and courteous manner at all times when engaged in activities on behalf of Healthwatch Redbridge.
- Be able to provide a one year commitment to this role.

Desirable:

- Good computer skills including a basic ability to use the internet as a tool for research ICT skills; to be able to communicate by email and to send and receive attachments and to use a word processor.
- Experience of research work.
- Experience of producing reports, briefings etc supported by evidence.
- Ability to absorb, clarify and summarise both written and spoken information.
- Highly developed written and verbal communication skills.
- Able to work on own initiative and as part of a team.
- An ability and to work flexible hours; including evenings and weekends on occasions.
- A willingness to travel around the borough of Redbridge and to a wider area on occasions.

