

Review of Enter and View - Interim Report

Local Healthwatch have a power to “Enter and View” (E&V) settings where publicly-funded health and social care is provided. Healthwatch Worcestershire (HWW) is clear that E&V is an engagement activity; it is one of the tools available to speak with/listen to people who use health and social care settings, and to see for ourselves how services are being provided.

HWW spent some time defining its approach to Enter and View and establishing the policy and processes that we follow. Our visits are led by a member of staff or director accompanied by trained volunteers, all of whom have had an enhanced DBS check. HWW currently has a total of 6 volunteers plus 4 staff/Directors who are the Authorised Representatives to carry out these visits.

During 2015/16 HWW has undertaken two programmes of Enter and View visits resulting in a total of 13 visits to residential and nursing home settings for older people. These were chosen on the basis of criteria such as achieving a geographical spread, visiting large and small establishments and those that were owned by individual owners as well as groups. The focus of all the visits has been “meaningful activity” - this includes physical, social and leisure activities (e.g. arts and crafts, quizzes, discussion groups, music etc.), but as important can be people being involved to the level of their ability and wishes in the day to day running of the home.

As we go into our new contract and look at business priorities for the coming year it is timely to review Enter and View activity, with a view to understanding the impact of Enter and View in improving the quality of care in these settings, in line with our current business priority. This will help to inform any E&V programme for 2016/7.

In order to do this HWW devised a simple survey (see table below) that was e-mailed to all of the managers in the settings that we visited. Of the 13 surveys distributed we received:

- 8 completed responses
- 2 settings have had a change of manager/manager on maternity leave so no reply has been received
- 3 settings have not replied despite two reminder emails being sent

The responses to the survey are set out in the table below. Points to note are:

- All 8 respondents are very satisfied or satisfied with the preparation for the E&V visit and the conduct of them
- There are mixed views about whether the reports produced by HWW were a fair and balanced reflection of the E&V visit - 2 settings were very satisfied that this was the case; 3 were satisfied and 3 were neither satisfied or dissatisfied
- However, there were higher levels of satisfaction that the recommendations made in the Report reflect the information collected during the visit and set out in the reports - with 1 provider being very satisfied that this was the case, 6 being satisfied and one neither satisfied nor dissatisfied
- On the question of whether the recommendations had been implemented in their setting - 3 providers were very satisfied this was the case, 4 were satisfied and 1 was neither satisfied or dissatisfied

- Six of the eight respondents were very satisfied (1) or satisfied (5) that the Enter and View visit had made a difference to meaningful activity in the home. The other 2 respondents were neither satisfied nor dissatisfied about this aspect
- All reported they were very satisfied or satisfied that they had shared the reports with residents and visitors who wished to see it and with the home owner; that the owner had checked that the recommendations had been implemented in the home and that regulators had been made aware of the Report
- Six were very satisfied (1) or satisfied (5) that commissioners and the regulator (WCC, CCG or CQC) have checked that the recommendations in the E&V report had been implemented in the home. The other 2 respondents were neither satisfied or dissatisfied about this

We recently met with the CQC Adult Social Care Inspection team for Worcestershire. They reported that they had received the E&V Reports and that where these had been received before inspectors carried out their visits that they had considered the reports as part of their intelligence gathering. Of particular interest to them was how the provider had responded to the Report, which they felt informed them about how well led the setting was.

Overall the responses give an encouraging picture. The process for arranging and carrying out the visits seem to work well from a provider perspective. However there is more to do to better understand the provider reviews of the reports and the impact of E&V from both the providers' and regulators' perspectives.

Next steps:

- Telephone conversations with a sample of providers to better understand how the E&V visit made a difference to meaningful activity in the home
- Further discussions with both WCC and CCGs on how they see the value of the reports, and also on what steps they can take to promote Healthwatch to providers
- Conversation with ACT to explore whether they can promote HWW to providers
- Team discussion (staff & volunteers) to determine the effectiveness of E&V processes and outcomes, and to consider both the limitations and potential of this approach as we seek to improve the quality of adult social care.

Summary:

The powers invested in Local Healthwatch in respect of Enter & View are relatively limited and as an organisation HWW only uses E&V when it is believed there are no viable alternatives. We are conscious that this activity is resource-intensive, and therefore need to be assured - and to reassure others - that the investment is a wise one that results in improved quality of care for the people of Worcestershire who live in residential settings. We also must ensure that the activity fits clearly within the business priorities for our organisation. Thus, this review should help to identify impact both in the homes that have participated in the programme, but also in the wider sector of residential and nursing homes. We need to consider how we might extrapolate our findings (which in terms of our sample of 13 homes represents about 10% of the market) to this wider audience and ensure that any learning can be shared effectively across the sector.

HWW REVIEW OF ENTER & VIEW (E&V) - QUESTIONS FOR CARE HOME MANAGERS

As you know HWW has carried out an engagement (Enter and View) visit to your home. We are now reviewing our visits to see if there are ways that we can improve our own work. We would be grateful if you could complete the survey below by **ticking the box in the column that best reflects your answer.**

QUESTION	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
BEFORE THE VISIT					
How satisfied are you with the explanation of the purpose of HWW's Enter & View (E&V) visit to you?	4	4			
How satisfied are you with the communication about and the arrangements made for the visit?	4	4			
DURING THE VISIT					
How satisfied are you with the timing of HWW E&V visit to you?	3	5			
How satisfied are you with the way that the team conducted themselves during the visit?	3	5			
THE REPORT OF THE VISIT					
How satisfied are you that the report produced by HWW was a fair and balanced reflection of the E&V visit?	2	3	3		
How satisfied are you that the recommendations made in the Report reflect the information collected during the visit and set out in the Report?	1	6	1		
How satisfied are you that that you had the opportunity to comment on the Report and provide a response to the recommendations?	3	3	2		
How satisfied are you that the Report has been made available to residents and visitors who wish to see it?	3	5			

QUESTION	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
AFTER THE VISIT					
How satisfied are you that the recommendations made in the Report by HWW have been implemented in your setting?	3	4	1		PTO ...
How satisfied are you that the Enter and View visit by HWW has made a difference to meaningful activity in the home?	1	5	2		
How satisfied are you that the home owner / group have been made aware of the recommendations in the HWW E&V Report?	4	4			
How satisfied are you that the home owner / group have checked that the recommendations in the HWW E&V Report have been implemented in the home?	3	5			
How satisfied are you that regulators (e.g. CQC, WCC or CCG) have been made aware of HWW E&V Report of the visit to the home?	3	5			
How satisfied are you that regulators (e.g. CQC, WCC or CCG) have checked that the recommendations in the HWW E&V Report have been implemented in the home?	1	5V	2		

Do you have any other comments or suggestions about ways in which our Enter and View visits could be improved?

- Feedback session and Report to reflect the same findings
- Thought the visit was very well carried out
- Brilliant visit everyone was treated with respect and dignity. Healthwatch visitors very professional and asked some pertinent questions
- As far as possible recommendations have been implemented. The visit was conducted very professionally, however some of the recommendations were unrealistic i.e. moving the seats in the lounges residents indicate where they wish to sit and can become distressed
- Maybe a longer time spent at the home would have given you more insight into how our residents spend their day