

	<h2>Adults and Safeguarding Committee</h2> <h3>14 July 2015</h3>
<p style="text-align: right;">Title</p>	<h3>Healthwatch Barnet Enter and View Summary Report</h3>
<p style="text-align: right;">Report of</p>	<p>James Mass, Community and Wellbeing Assistant Director</p>
<p style="text-align: right;">Wards</p>	<p>All</p>
<p style="text-align: right;">Status</p>	<p>Public</p>
<p style="text-align: right;">Enclosures</p>	<p>Appendix 1A - Summary Report of Enter and View visits from Healthwatch Barnet</p>
<p style="text-align: right;">Officer Contact Details</p>	<p>Sarah Perrin, Prevention and Wellbeing Service Manager, Email: sarah.perrin@barnet.gov.uk Tel:- 020-8359-3487</p>

<h2>Summary</h2>
<p>This report provides a summary of the findings of the Enter and View visits carried out by Healthwatch Barnet during 2014/15 and what the local authority has done as a result.</p> <p>Members are requested to consider the information contained within this report and the report summary of Enter and View visits received from Healthwatch Barnet attached as Appendix A to this report. Representatives from Healthwatch Barnet will attend the meeting to respond to questions.</p>

<h2>Recommendations</h2>
<p>1. That the Committee note and comment on information regarding Enter and View visits carried out by Healthwatch Barnet during 2014/15.</p>

1. WHY THIS REPORT IS NEEDED

- 1.1 The Consideration of Enter and View reports provides the committee with an oversight of the quality, care and safety in residential and health care settings from the view of a lay-person.

2. REASONS FOR RECOMMENDATIONS

- 2.1 Healthwatch Barnet is the consumer champion voice for health and social care users in Barnet and ensures that their voices and concerns are heard. Healthwatch Barnet are statutory members of the Barnet Health and Well-Being Board and have a responsibility to ensure that user views are represented in and considered by the Health and Well-Being Board work programme, and the Health and Well-Being Strategy. Healthwatch Barnet works in partnership with the council and the achievements, activities and outcomes evidenced throughout their first and second year of operation demonstrate that they have successfully established themselves and are meeting their contractual obligations.
- 2.2 During 2014/15, Healthwatch Barnet carried out a total of 30 Enter and View visits to different health and social care settings including 3 re-visits. Enter and View visits are conducted by a small group of trained volunteers who visit health and social care settings to observe and assess the service being provided. The Healthwatch Barnet Enter and View team have a legal right to conduct these visits.
- 2.3 Enter and View visits are intended to add value by providing an additional level of scrutiny in health and social care settings and by working in collaboration with service providers, residents, relatives, carers and those commissioning services.
- 2.4 Following each visit, Enter and View volunteers produce a group report which outlines the details of the visit and provides suggestions for improvement. The reports are sent to the care provider to check for factual accuracy and to respond to any recommendations made. The reports are reviewed and authorised at each stage by Healthwatch Barnet staff, and once finalised are uploaded to the [Healthwatch Barnet website](#). The reports are then sent to the Care Quality Commission and a number of individuals within the Adults and Communities Delivery Unit including; the Safeguarding Team, the Integrated Quality in Care Homes Team, the Quality and Purchasing Team, the Director for Adults and Communities and the Healthwatch Contract Manager.
- 2.5 If Healthwatch Barnet has safeguarding concerns when undertaking an Enter and View visit they raise these concerns directly and as soon as possible with the Safeguarding Team.
- 2.6 Healthwatch Barnet and Adults and Communities work together to ensure that information received from Enter and View Reports can be considered effectively by the Delivery Unit to inform the work that we are carrying out.

Where concerns are raised over the quality of social care provision appropriate action is taken.

- 2.7 Healthwatch Barnet meets on a quarterly basis with the Integrated Quality in Care Homes Team and Care Quality Commission (CQC) representatives. These meetings provide a forum for information sharing and collaborative working to improve the quality of care provision within the borough. Healthwatch Barnet do not undertake visits to homes that are undergoing the Care Quality Commission Inspection process or who are already actively involved with Provider concerns. Enter and View reports received by the Integrated Quality in Care Homes Team are sent to the relevant Quality in Care Advisor who pick up any identified risks raised in a residential home setting and are discussed with the relevant home.
- 2.8 Where Healthwatch Barnet identify that a residential home is not in contact with the Adults and Communities Integrated Quality in Care Home Team Healthwatch Barnet provide contact details to the home or directly contact the Integrated Quality in Care Home Team to provide relevant information.
- 2.9 Healthwatch Enter and View volunteers also attend relevant Care Home Practice Forums. The Integrated Quality in Care Home Team has begun to consider how to strengthen work with Healthwatch in relation to workforce development for example, in developing the work being undertaken by the Community Education Provider Network (CEPN). The aim of CEPN is to arrange and manage the training for local groups of healthcare professionals such as GP's, community pharmacies, community dentists and community service providers.

3 ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

- 3.1 Not applicable.

4 POST DECISION IMPLEMENTATION

- 4.1 Any recommendations made by the Committee will be followed up by Adults and Communities with Healthwatch Barnet with any requests for information being disseminated as appropriate.

5 IMPLICATIONS OF DECISION

5.1 Corporate Priorities and Performance

- 5.1.1 Healthwatch is the primary (and statutory) vehicle through which users of health and care in the Borough have their say and recommend improvements in health and social care services. These should lead to improved, more customer focused outcomes for the objectives in the Health and Wellbeing Strategy 2012-15 and support the Corporate Plan strategic objectives 2015-20 specifically that; the council, working with local, regional and national partners, will strive to ensure that Barnet is the place:-

- Of opportunity, where people can further their quality of life

- Where services are delivered efficiently to get value for money for the tax payer.

5.2 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)

5.2.1 The Healthwatch Contract was awarded by Cabinet Resources Committee on 25 February 2013 to CommUNITY Barnet. The Healthwatch contract value is £197,361 per annum. The contract commenced on 1 April 2013 and expires on 31 March 2016. The contract provides for a further extension of up to two years which, if implemented, would give a total contract value of £986,805.

5.2.2 There are no direct resource implications arising from this report.

5.3 Legal and Constitutional References

5.3.1 Sections 221 to 227 of the Local Government and Public Involvement in Health Act 2007, as amended by Sections 182-187 of the Health and Social Care Act 2012, and regulations subsequently issued under these sections, govern the establishment of Healthwatch, its functions and the responsibility of local authorities to commission local Healthwatch.

5.3.2 The responsibilities of the Adults and Safeguarding Committee are contained within the Council's Constitution - Section 15 Responsibility for Functions (Annex A). Specific responsibilities of those powers, duties and functions of the Council in relation to Adults and Communities include the following specific function:

- Promoting the best possible Adult Social Care services.

5.3.3 The Adults and Safeguarding Committee is responsible for the following:

- Working with partners on the Health and Well-being Board to ensure that social care interventions are effectively and seamlessly joined up with public health and healthcare, and promote the Health and Well-being Strategy and its associated sub strategies.
- Ensuring that the local authority's safeguarding responsibilities are taken into account.

5.4 Risk Management

5.4.1 Healthwatch Barnet has a group of Authorised Representatives. The Representatives are selected through a recruitment and interview process. Reference checks are undertaken. All representatives must complete a Disclosure and Barring Service check. All Authorised Representatives are required to undergo Enter and View and safeguarding training prior to participating in the programme.

5.4.2 Ceasing to carry out Enter and View visits removes the opportunity for an

additional level of scrutiny to assure the quality of service provision.

5.5 Equalities and Diversity

5.5.1 In addition to the Terms of Reference of the committee, and in so far as relating to matters within its remit, the committee should consider:

- The Council's leadership role in relation to diversity and inclusiveness; and
- The fulfilment of the Council's duties as employer including recruitment and retention, personnel, pensions and payroll services, staff development, equalities and health and safety.

5.5.2 The Council is required to give due regard to its public sector equality duties as set out in the Equality Act 2010 and as public bodies, health Partners are also subject to equalities duties contained within legislation, most notably s149 of the Equality Act 2010; consideration of equalities issues should therefore form part of their reports.

5.6 Consultation and Engagement

5.6.1 N/A.

6 BACKGROUND PAPERS

6.1 None