

Enter and View (citizen inspection) lead representative

What is the goal to be achieved?

Gather high quality information on health and care services/settings from citizen lead inspections o help improve local health and care services and ensure the views of patients, service users and carers are heard and considered

What tasks need to be done to achieve this goal?

Before:

- **Ensure authorised representatives' ID and DBS checks are up to date (staff)**
- **Ensure visit fits in with HWH priorities and is agreed with board (staff)**
- **Arrange (staff) and attend (and sometimes chair/lead) Enter and View planning meetings**
- **Contact venue to arrange visit (staff)**
- **Conduct background research on venue (CQC reports, newspaper reports, service descriptions)**
- **Help to draft questions and agree approach and goals of visit**
- **Brief new/ad hoc Enter and View representatives**

During:

- **Arrive promptly at agreed time and location**
- **Lead questioning of staff and patients/residents/carers/staff about experience of service**
- **Talk to a reasonable number of patients**
- **Agree tasks (note taking, drafting, review, pictures)**
- **Take part in debrief meeting to agree outline findings and recommendations**

<p>After:</p> <ul style="list-style-type: none"> • Write up visit notes to agreed protocols and send to co-ordinator • Draft report (staff) • Review and comment on draft report • Revise report if necessary (staff) • Send draft to service provider to comment on accuracy//fact (staff) • Amend factual content if necessary (staff) • Send to provider for formal response (staff) • Publish and publicise report (staff and volunteers) • Follow up on recommendations (staff) 	
<p>Role description for one volunteer</p> <p>Lead enter and view visits to health and care setting in Hackney to gather quality information on the service and patient/service user and carer experience of those services. Attend and where agreed lead enter and view planning meetings and contribute to decisions around key lines of inquiry and approach; contribute to the final report, findings and recommendations. Lead reps will also help to support and advice general enters and view representatives taking part in visits.</p>	
<p>Skills and Qualities Required</p> <p>Essential</p> <ul style="list-style-type: none"> • Hackney resident or strong Hackney connection • Ability to talk to people about health and social care issues, particularly vulnerable or disempowered people • Observant • Excellent communication skills, written and spoken • Punctual 	<p>Desirable</p> <ul style="list-style-type: none"> • Ability to speak a community language as well as English • Background working in health or social care

<ul style="list-style-type: none">• Have natural curiosity and confidence to ask questions Ability to use computers/email and word	
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Level of commitment required A minimum of four full days across two months (reps will not be expected to take part in all visits)
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Training that could be offered <ul style="list-style-type: none">• Enter and view training• Safeguarding training Training on changes in health and social care eg. Care Act

Potential progression routes <ul style="list-style-type: none">• progression to become service reps on health or social care committees/projects
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