

Healthwatch Wiltshire's Care Homes Enter and View Evaluation Report

What we did:

Healthwatch Wiltshire (HWW) formed an Enter and View (E&V) working group to test the robustness of the E&V policy and procedure. Following thorough discussions of the policy, procedure and process, volunteer training and DBS checks, the group decided that it would carry out pilot visits to a number of care homes in Wiltshire to test the process. The Wiltshire Care Partnership (umbrella organisation for care homes in Wiltshire) was asked if any care home providers would be willing to take part in the pilot visits. A number responded and welcomed the opportunity to be visited and to find out more about how the visits would impact on service delivery and how they could aid service improvement. It was decided to carry out pilot visits to three homes, Ferfoot Care Home in Chippenham, Maristow House Nursing Home and Castle View Residential Nursing Home in Salisbury.

The E&V teams felt that each visit went well, and overall the standard of care observed by authorised representatives was of a good quality. We found that all residents we observed or talked with were content living in their care home and that they welcomed the opportunity to talk to volunteers about their experiences. Staff were welcoming and accommodating, supporting the visit to run smoothly, answering questions alongside carrying out their duties. The E&V teams only identified minor issues.

Teams spent time with each of the care home managers at various points throughout the visit, were able to talk to staff, and spent time talking to residents and a few relatives. There was also time spent observing care and support being given. At the end of each visit the care home manager was thanked and given a brief indication of a generally positive report. The E&V team spent some time evaluating the visit and agreed outcomes and recommendations.

What we've learnt:

Following the 3 visits the team met to evaluate the process to identify areas of learning and improvement.

We had a discussion with the CQC representative for Wiltshire around how CQC inspections and E&V visits differ. There are areas of overlap between inspections and E&V visits, but only in that both make observations about a service and have conversations with residents using that service. Visiting E&V teams must make clear the difference between observations and feedback from service users, families and staff.

“the 'outside' was interested and cared enough to come and ask how they were”

The importance of triangulating any evidence

We had conversations with other local Healthwatch organisations about how they are carrying out their E&V programme. We agreed that there are clear differences between Enter and View visits and engagement activities. Healthwatch England also provided us with some guidance.

“It is important that we visit with positive intention to celebrate the good practices”

Improvements we will make:

- HWW will request to see any feedback collected by the care home (from residents and families) and the complaints log;
- HWW will meet with the care home manager at the end of the visit to check information if we are uncertain or have questions about things we saw or were told;
- The draft report will be shared with the service provider and its response to it included as an appendix to the report on the basis that this is useful for people who read the report;
- If an issue is identified by one service user (for example) then HWW will speak to other service users to see if the issue is ‘shared’;
- A section will be added into the report where good practice and positive comments can be shared.

Feedback from providers included:

- The value of E&V for capturing service user feedback is significant (especially as sometimes the CQC does not have enough time for this);
- The importance of triangulating any evidence;
- The power of language; when making a positive comment don’t caveat with ‘but’ or ‘however’ (for example);
 - Being clear about the difference between HWW and the CQC whilst recognising that there is overlap;
 - Understand that lay people will view a HWW report as an ‘official’ document and as a result HWW have a great responsibility to ensure that it is high quality and accurate.

“The carers are nice and look after me well”

Next steps:

HWW now has the ability to carry out E&V with confidence. In 2015 we will work in partnership with Wiltshire People First to deliver a project called 'Quality Checkers' looking specifically at dementia services for people with learning disabilities. To inform HWW's work monitoring the new Wiltshire Dementia Strategy as series of E&V visits will be planned to assess services being provided for people living with dementia. These visits will be carried out in partnership with our voluntary sector dementia partners. There will also be circumstances where HWW will have to consider invoking its E&V powers, these are:

- If we receive a referral from Wiltshire Council's Quality Assurance Board;
- If the CQC ask us to look at a specific area to assist their inspection regime;
- If through HWW's quality monitoring we identify a trend or pattern of concern;
- If we are alerted to concerns from a number of local people;
- Or as a result of observations made whilst carrying out engagement.

Acknowledgement:

HWW would like to thank the 3 homes who were kind enough to give us the opportunity to test our E&V processes. The feedback from residents, staff and providers has been valuable in enabling us to evaluate how we will carry out enter and view visits in the future. Thanks also goes to the HWW volunteer authorised representatives who gave up their time to share their knowledge and experience throughout this project.



**"I feel safe here,
everything is done for
me and that boosts
my confidence"**



**"I enjoy working here.
We have regular staff
meetings where we
can raise issues"**

For more information about Enter and View

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