

Date: 29th April 2016

BRIEFING PAPER

To: DCC Improvement & Scrutiny Committee - People (for May 18th 2016 Meeting)

Subject: Healthwatch Derbyshire - Enter & View Development

Presenter: David Weinrabe, Enter & View Officer, Healthwatch Derbyshire

Context:

Healthwatch Derbyshire maintains a statutory responsibility to undertake Enter & View visits whenever necessary to a variety of NHS and Social Care adult services. An Enter and View visit is not an inspection but is complementary to the quality monitoring work undertaken by the Care Quality Commission and Derbyshire County Council.

Enter & View visits are undertaken by Healthwatch Authorised Representatives comprising of volunteer community lay members who have undergone comprehensive Enter and View training with Healthwatch Derbyshire and additional Safeguarding Vulnerable Adults training. They have also been screened through the Disclosure and Barring Service (DBS).

During 2016/2017, Healthwatch Derbyshire has been commissioned by DCC to conduct a range of unannounced visits to specified residential services across the county. The service profile and range includes 22 services supporting older persons and 4 services supporting people who have Learning Difficulties.

Purpose of Visits

Whilst the Enter & View activity of Healthwatch Derbyshire is normally triggered as a consequence of evidence and intelligence received from the public, this new "project" is a departure from that process. This commission by DCC represents a proactive strategy, within their Adult Care residential provision, to not only maintain and enhance standards but to influence the aspiration to achieve future CQC outstanding ratings across these services.

Each visit will broadly explore the quality of life and quality of care experiences within the services using wherever possible engagement with residents, relatives/friends of residents and staff members.

Enter & View Officer Appointment

This role has initially been funded for 12 months on a part-time basis (21hrs per week) and I was appointed in April to establish and manage this "project" as well as lead on all Enter & View activities on behalf of Healthwatch Derbyshire.

