

Policies and procedures

Code of Conduct for Authorised Representatives conducting Enter & View visits

Created/revised:	August 2019
Approved by:	Governance Committee, 17/9/19
Next review due:	May 2022



When visiting the premises of any health and social care service provider, Healthwatch authorised representatives:

- Will treat the staff, service users, residents, patients, and their carers and families, fairly, courteously and with sensitivity and respect, and ensure that their dignity and privacy is maintained at all times
- Will be as unobtrusive as possible and keep the staff on duty informed about what they are doing at each stage of the visit
- Will exhibit no discriminatory behaviour and value people as individuals, showing respect for their differences and diversity
- Will not disclose confidential or sensitive information - unless there is an urgent concern about the safety or well-being of an individual, or if that person consents to the sharing of the information
- Will comply with all operational or health and safety requirements
- Will not interrupt the effective delivery of any health or social care service
- Will co-operate fully if circumstances arise during a visit that mean staff are unable to comply with their requests
- Will not make unreasonable demands on staff, service users or patients
- Will respect the needs and wishes of staff, service users, residents, patients, and their carers and families, which will take priority at all times.

Before leaving the premises, the authorised representative will speak to the service provider's designated point of contact and provide brief feedback about the visit.

Service users, residents, patients, carers and families are under no obligation to engage with authorised representatives during a visit. However, they should be advised of the purpose of the visit and invited to share their views or provide Healthwatch with feedback about any aspect of the visit, including the conduct of the authorised representatives.

Dealing with complaints

If a service provider considers the conduct of an authorised representative to be unacceptable, the visit may be terminated forthwith. The service provider must substantiate the complaint by writing to Healthwatch Havering within 10 working days so that an investigation can be arranged. During this time, the authorised representative(s) complained about will not be allowed to conduct any further visits. The outcome of the investigation will be reported to the service provider who lodged the complaint and to the relevant regulatory or commissioning agency/ies.

What is Healthwatch Havering?

Healthwatch Havering is the local consumer champion for both health and social care in the London Borough of Havering. Our aim is to give local citizens and communities a stronger voice to influence and challenge how health and social care services are provided for all individuals locally.

We are an independent organisation, established by the Health and Social Care Act 2012, and employ our own staff and involve lay people/volunteers so that we can become the influential and effective voice of the public.

Healthwatch Havering is a Community Interest Company Limited by Guarantee, managed by three part-time directors, including the Chairman and the Company Secretary, supported by two part-time staff, and by volunteers, both from professional health and social care backgrounds and lay people who have an interest in health or social care issues.

Why is this important to you and your family and friends?

Following the public inquiry into the failings at Mid-Staffordshire Hospital, the Francis report reinforced the importance of the voices of patients and their relatives within the health and social care system.

Healthwatch England is the national organisation which enables the collective views of the people who use NHS and social services to influence national policy, advice and guidance.

Healthwatch Havering is your local organisation, enabling you on behalf of yourself, your family and your friends to ensure views and concerns about the local health and social services are understood.

Your contribution is vital in helping to build a picture of where services are doing well and where they need to be improved. This will help and support the Clinical Commissioning Groups, NHS Services and contractors, and the Local Authority to make sure their services really are designed to meet citizens' needs.

***'You make a living by what you get,
but you make a life by what you give.'***
Winston Churchill

Joining Healthwatch Havering

Local people who have time to spare are welcome to join us as volunteers. We need both people who work in health or social care services, and those who are simply interested in getting the best possible health and social care services for the people of Havering.

Our aim is to develop wide, comprehensive and inclusive involvement in Healthwatch Havering, to allow every individual and organisation of the Havering Community to have a role and a voice at a level they feel appropriate to their personal circumstances.

We are looking for:

Members

This is the key working role. For some, this role will provide an opportunity to help improve an area of health and social care where they, their families or friends have experienced problems or difficulties. Very often a life experience has encouraged people to think about giving something back to the local community or simply personal circumstances now allow individuals to have time to develop themselves. This role will enable people to extend their networks, and can help prepare for college, university or a change in the working life. There is no need for any prior experience in health or social care for this role.

The role provides the face to face contact with the community, listening, helping, signposting, providing advice. It also is part of ensuring the most isolated people within our community have a voice.

Some Members may wish to become **Specialists**, developing and using expertise in a particular area of social care or health services.

Supporters

Participation as a Supporter is open to every citizen and organisation that lives or operates within the London Borough of Havering. Supporters ensure that Healthwatch is rooted in the community and acts with a view to ensure that Healthwatch Havering represents and promotes community involvement in the commissioning, provision and scrutiny of health and social services.

Interested? Want to know more?



Call us on **01708 303 300**

email enquiries@healthwatchhavering.co.uk

Find us on Twitter at [@HWHavering](https://twitter.com/HWHavering)



*Healthwatch Havering is the operating name of
Havering Healthwatch C.I.C.
A community interest company limited by guarantee
Registered in England and Wales
No. 08416383*

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Queen's Court, 9-17 Eastern Road, Romford RM1 3NH
Telephone: 01708 303300*

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