

Code of Conduct for Authorised Representatives conducting Enter & View visits

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 (see section 4 above). 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 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.