

## **Policies and procedures**

# **Code of Conduct**

## **for Authorised Representatives conducting Enter & View visits**

|                  |                              |
|------------------|------------------------------|
| Created/revised: | May 2025                     |
| Approved by:     | Governance Board,<br>20/5/25 |
| Next review due: | May 2026                     |



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

- Withdraw from the visit if tested positive for Covid or experiencing any symptoms of a cold or flu
- 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
- Be as unobtrusive as possible and keep the staff on duty informed about what they are doing at each stage of the visit
- Exhibit no discriminatory behaviour and value people as individuals, showing respect for their differences and diversity
- 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
- Comply with all operational or health and safety requirements
- Not interrupt the effective delivery of any health or social care service
- Co-operate fully if circumstances arise during a visit that mean staff are unable to comply with their requests
- Not make unreasonable demands on staff, service users or patients
- 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.

## **Safeguarding**

Although Healthwatch Havering has no direct safeguarding responsibilities for activities within facilities that its authorised representatives visit, they have a general duty to report to the appropriate authority any safeguarding concern of which they become aware during a visit.

Accordingly, if, during the course of the visit, an authorised representative witnesses (or is informed of) anything that they consider may breach the standards of safeguarding of vulnerable adults or children or which jeopardises any other aspect of service user safety or care, this must be brought to the notice of the senior member of staff on duty as soon as reasonably practicable.

On leaving the premises this must be reported forthwith to the Company Secretary who will consider whether the circumstances require formal report to the relevant regulatory or commissioning agency/ies and/or the Safeguarding Team.

In any circumstance where a safeguarding report is considered necessary, the person(s) observing the specific incident of concern should, so far as is reasonably practicable, make an immediate record of the incident and identify those involved (both staff and service user(s)), outlining the issue(s) of concern and the time and location of the incident. Where the incident is observed by more than one member of Healthwatch, each must make their own record without conferring together. The record(s) should be provided to the Company Secretary as soon as possible after the event.

Caution must be exercised when observing or reporting an incident of concern and authorised representatives are not expected to place themselves at risk of harm as a result of observing an incident or to intervene directly.

## 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](mailto:enquiries@healthwatchhavering.co.uk)**



Find us on Twitter at @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*

*Registered Office:*

*Queen's Court, 9-17 Eastern Road, Romford RM1 3NH*

*Telephone: 01708 303300*



Call us on **01708 303 300**



email **[enquiries@healthwatchhaverling.co.uk](mailto:enquiries@healthwatchhaverling.co.uk)**



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

