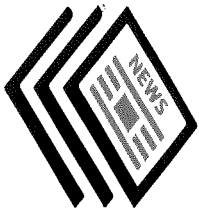


Signposting & Information



Sign up to our monthly newsletter to get the latest health and social care news, events and consultations. www.healthwatchll.com

Contact us

Healthwatch Leicester and Leicestershire

Clarence House, 46 Humberstone Gate, Leicester, LE1 3PJ

0116 2518313

enquires@healthwatchll.com

www.healthwatchll.com

[@HealthwatchLeic](https://twitter.com/HealthwatchLeic)



Talk to us
Make your
voice count.

healthwatch
Leicester

healthwatch
Leicestershire



Your Independent Voice for Health and Social Care Services in Leicester and Leicestershire



Engage with your
COMMUNITY
Inspiring Change

BEYOND
THE
OVER

What is Healthwatch Leicester and Leicestershire?

Healthwatch Leicester and Leicestershire is the independent consumer champion for health and social care services in Leicester and Leicestershire delivered by Engaging Communities an independent Community Interest Company.

Our job is to champion the interests of those using health and social care services across Leicester and Leicestershire, and give local people an opportunity to speak out about their concerns.

We will listen to your views, concerns and suggestions about services and use that information to help shape and improve them. We can provide information to help you make choices about the services you use.

We hold meetings and events, gather views through surveys and carry out Enter & View visits. We share your issues of concern, your views and experiences to those who run, plan and regulate local health and social care services.

Get involved and make a difference.

- » You can become a volunteer to help us with carrying our Healthwatch duties such as, Enter and View visits.
- » You can take part in surveys and consultations.
- » Sign up to our newsletter and receive regular updates on our work.
- » Participate in our engagement meetings and events held around the City and County.

Whether you are looking for information, have concerns about local health and social care services or would like to receive our newsletter.. Healthwatch Leicester and Leicestershire wants to hear from you!





NHS

EMERGENCY DENTAL SERVICES NOW AVAILABLE

www.jdrmdentalcare.co.uk

Leicester - 0116 2961473

Westcotes - 0116 2961478

Loughborough - 01509 642225

Oakham - 01572 729368

Melton Mowbray - 01664 431290

Open 8.00am - 8.00pm - 7 days a week
Provided by JDRM

Non-emergency appointments are also available

JDRM
JDRM Dental Care

The duty to allow entry does not apply in the following circumstances:

- If the visit compromises either the effective provision of a service or the privacy or dignity of any person.
- Where the premises are non-communal parts of Care Homes.
- Where the premises or parts of premises are used solely as accommodation for employees of the organisation.
- Where health and social care services are not provided at the premises; such as offices or where they are not being provided at the time of the visit, e.g. when facilities are closed.
- If the Authorised Representative does not provide evidence that he or she is authorised.
- This duty does not apply to the observation of any activities which relate to the provision of social care services to children.
- If the premises where the care is being provided is a person's own home (however, this does not mean that an Authorised Representative cannot enter when invited by residents - it just means that there is no duty to allow them to enter).



What can you expect from Healthwatch?

- Enter and View visits can be announced or be unannounced.
- Authorised Representatives will announce their arrival promptly to a senior member of staff, will wear ID badges and will state the purpose of the visit.
- All Authorised Representatives conducting Enter and View visits will have gone through a comprehensive selection process and training, and will have access to effective supervision and ongoing training and support. They will also have been DBS checked.
- You will have the opportunity to see and comment on the visit report before it is distributed or publicised. We report findings and associated recommendations - good and bad - to providers, CQC, Local Authority, NHS England, Healthwatch England and any other relevant parties.

What happens during an Enter and View visit?

- We collect the views of services users, patients and residents.
- We collect the views of carers and relatives of service users.
- We collect the views of staff.
- We observe the nature and quality of services.
- We collate evidence-based feedback.

Enter and View visits



www.healthwatchll.com

Phone: 0116 251 8313

If you would like more information about Healthwatch Leicester and Leicestershire and our Enter and View Programme, please visit our website www.healthwatchll.com or call

0116 251 8313

Published May 2018



Enter and View

Healthwatch Leicester and Leicestershire is covered under legislation to Enter & View a range of care establishments to view the quality of care that is provided (within the Local Government and Public Involvement in Health Act 2007 and the Health and Social Care Act 2012). This leaflet gives providers and commissioners information about this function.

What is Healthwatch?

Healthwatch is an independent consumer champion for Health and Social Care in England. It was set up on the 1st April 2013 as a result of the Health and Social Care Act 2012.

Healthwatch Leicester and Leicestershire sits alongside 151 other local Healthwatch organisations across England. We want to hear what people have to say about health and social care services, whether that be admiration, criticism or ideas for improvement.

We reinforce the collective voice of patients and the public, so that service providers and commissioners listen to what they have to say. We then hold them to account for how they use the information we provide to shape, inform and influence service delivery and design.

By making sure the views and experiences of all people are gathered, analysed and acted upon, including those who find it difficult to speak up and be heard, we can help make services better now and in the future. We gather the views and experiences of people in a number of different ways, which can include conducting an Enter and View visit.

What is an Enter and View visit?

Enter and View is seeing and hearing for ourselves how services are being run. It allows Healthwatch Leicester and Leicestershire to collect the views of service users at the point of service delivery. This involves talking to staff, service users and visitors and observing service delivery first hand.

Enter and View visits are conducted by Authorised Representatives for Healthwatch Leicester and Leicestershire who are volunteers that have undergone specialist training. They are trained to visit a range of NHS and social care premises, and talk to staff, patients, carers and other service users about their experiences.

The information collected is used to make recommendations on how services can be improved. Our Enter and View reports are shared with other agencies including the Care Quality Commission (CQC) as well as being made available to the public on our website.



How will this benefit you?

- Enter and View visits are an opportunity for you to engage with Healthwatch Leicester and Leicestershire as a “critical friend” outside of the formal inspection processes.

- The “Authorised Representatives” who conduct Enter and View visits are trained volunteers who are all DBS checked. As lay people, they offer your service users and staff an independent, trusted party with whom they feel comfortable sharing experiences with.

- An Enter and View visit provides you with an opportunity to demonstrate to the CQC Inspectors and other regulators and Commissioners that you actively support patient experience and engagement in the development of your service provision.

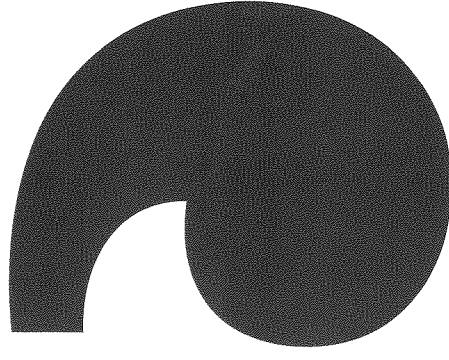
- Following on from a visit, you will receive a Healthwatch Leicester and Leicestershire Enter and View report, detailing all comments, observations, findings and recommendations for improvements to service delivery. You will also have the opportunity to comment on our report before it is published.

An Enter and View visit is not an inspection.

Healthwatch offers a layperson's perspective rather than an in-depth formal inspection conducted by the Regulatory body, the CQC.

Our Enter and View programme is not a standalone activity. It is just one tool available to us for collecting evidence and feedback and is part of a wider engagement strategy.

- Authorised Representatives will report on all aspect of care. Enter and View visits can be an opportunity to showcase and share ‘best practice’



Contact us

Phone
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Email: enquires@healthwatchll.com

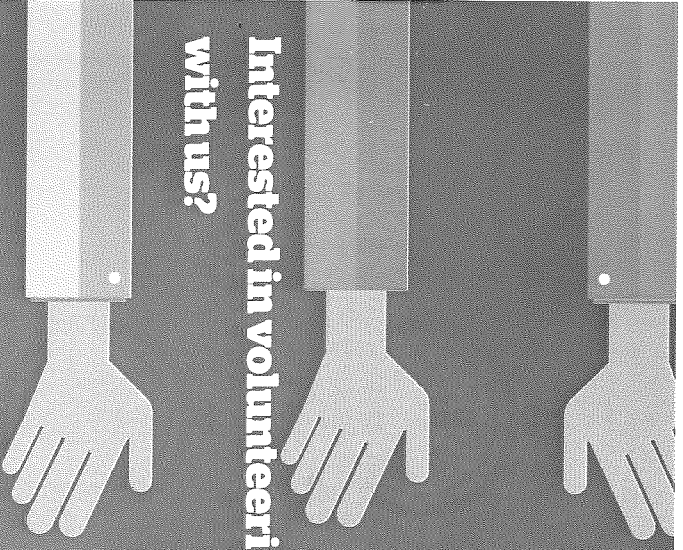
Post:

Write to us at Healthwatch Leicester and Leicestershire
Clarence House
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Leicester
LE1 3PJ.
For more information visit our website at
www.healthwatchll.com

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Make your
voice count.**

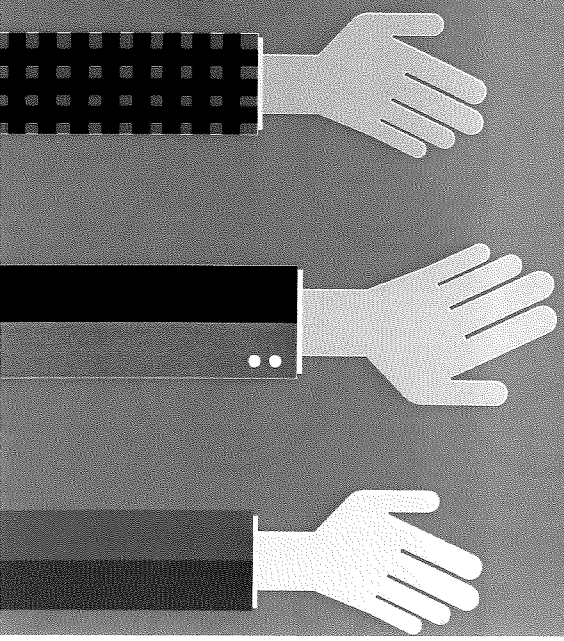


**Interested in volunteering
with us?**



Phone: 0116 2518313

**GIVE
YOUR
TIME**



Why volunteer with Healthwatch Leicester and Leicestershire?

Thank you for thinking about offering your time to volunteer with Healthwatch Leicester and Leicestershire. Volunteers are an integral part of our organisation and are vital to the work that we do. Volunteers play a crucial role in helping to ensure that we can raise the profile of issues that matter when it comes to improving our health and social care services.

We offer a range of different volunteering roles and the work we do can be very rewarding. Volunteers help us to spread the word about Healthwatch and help people find the information that they need about health and social care. We are a small organisation with a big job to do so every volunteer that invests their time with us is greatly valued.

What we do: Healthwatch Leicester and Leicestershire is the independent consumer champion for health and social care in your local area, delivered by Engaging Communities (ECS). The Healthwatch network is made of up of local Healthwatch across each of the 152 local authority areas and Healthwatch England, the national body. Our job is to champion views of patients and social care users across Leicester and Leicestershire. We work to help local people get the best out of their local health and social care services and provide information and signposting so they understand what services are available and so they can access the right services. Whether it's improving services today or helping to shape them for tomorrow, our role is to engage with local people and give them an opportunity to speak out about health and social care services in Leicester and Leicestershire.

Do I need experience to volunteer?

No. We are keen to involve people who are both experienced and new to volunteering in the health and social care landscape. We have roles to suit everyone! We will provide you with all the training you need. We are looking for enthusiastic people with a keen interest in improving health and social care services in Leicester and Leicestershire.

Benefits of volunteering with us

We can be flexible to accommodate your interests and time commitment and can offer you benefits in return for your time with us. These include:

- Induction and training relevant to your role
- Out of pocket expenses (including parking)
- The opportunity to meet new people
- The opportunity to develop new and existing skills
- Regular volunteer updates
- Support and advice from the Healthwatch staff team

What opportunities do you have for volunteers?

We have a whole range of opportunities for volunteers. From helping us to spread the word about our work, to representing us at meetings, reading and reviewing information and visiting health and social care services on our behalf. This booklet sets out the roles available to Healthwatch volunteers and the skills and experience desirable to carry out each role. The people that we help and support come from a variety of different backgrounds, different cultures and have a wide range of needs. That is why we seek volunteers with different experiences and skills.

The roles available are:

- Enter and View Authorised Representative
- Events and Engagement
- Marketing and Promotions
- Researcher
- Reading panel member

For more information or if you are interested in becoming a Healthwatch Leicester and Leicestershire volunteer, please get in touch with us.

Contact **Healthwatch Leicester and Leicestershire** on **0116 2518313** and join us in giving local people a voice in health and social care services across Leicester and Leicestershire.



Marketing and Promotions

This is an opportunity to raise awareness of Healthwatch Leicester and Leicestershire. To help distribute our materials and leaflets in your local area and promote our services.

This role involves the following activities:

- Promote the role of Healthwatch, its events and projects to local people.
- Tell people about Healthwatch and encourage them to be involved.
- Assist the Healthwatch staff team to distribute promotional materials and information about local services.
- Encouraging others to become involved in Healthwatch Leicester and Leicestershire.



Desirable skills and experience
No special experience or qualifications are needed, although desirable qualities are listed below, as suitability for the role will be assessed.

- Able to travel around the local area
- Good communication skills
- Willingness to work as part of a team
- Able to follow instructions and guidance

There are no set days or minimum time commitment required. Healthwatch Leicester and Leicestershire is flexible and can work around your availability.

Reading Panel

The reading panel is made up of local residents who review new and existing Healthwatch Leicester and Leicestershire documents before they are published. This includes, for example, customer leaflets, standard letters and other publications. The group checks the documents to make sure they are easy to read, clear, accessible and contain the right information.

Reading Panel

We need volunteers for our reading panel to:

- Help us to ensure our printed materials are clear, jargon free and easy to understand
- Review our printed and digital information and give us honest feedback and suggestions on how we can improve the way in which we display information to make it accessible to all.

Desirable skills and experience

- Basic IT knowledge and ability to use email

It is not necessary to travel for this role as the reading panel is a virtual group. Documents are sent via email or in the post and panel members can feedback in either in writing or via the telephone.



Events & Engagement

The opportunity to support Healthwatch Leicester and Leicestershire at local and county-wide events. To engage with local people and encourage others to become involved. This role involves the following activities:

- Liaising in your area with other people encouraging them to become involved with Healthwatch Leicester and Leicestershire.
- Support Healthwatch staff team at events and local drop ins by staffing the display stands and promoting the work of Healthwatch Leicester and Leicestershire.
- Be the eyes and ears of the local community or community of interest

and bring to the attention of the staff team issues or concerns.

- Collate the views of people to input to Healthwatch developments and initiatives.

Desirable skills and Experience

- Be able to travel around the local area.
- Be able to follow guidance and instructions.
- Have the ability to develop a good rapport with local people.
- Good interpersonal skills
- Be able to communicate with a wide range of people in person, on the telephone and by email.



Researcher

This role involves the following activities:

- Designing Surveys
- Conducting Fieldwork - carrying out interviews and focus groups
- Data input
- Social media and monitoring/analysis
- Data analysis - Qualitative and Quantitative

There is an opportunity to get involved with supporting the Research Team as part of the many projects that Healthwatch Leicester and Leicestershire undertake. The list is not exhaustive.

Desirable Skills and Experience:

- Some knowledge and understanding of health and social care service provision. This could be through working in a

particular service area or a general understanding/experience as a carer or service user, or from an interest in this area

- Commitment to improving the lives of others
- Understanding of the importance of confidentiality and ability to respect this at all times
- Good written English skills
- Secondary data research and data input
- Basic IT skills and the ability to use email.
- The ability to travel

You will be offered the support and training necessary to complete the tasks set out above. With ongoing support from the Research Team.

Enter & View - Authorised Representative

Under the Healthwatch regulations, local healthwatch organisations have the power to carry out visits in health and care provider settings.

As an authorised Representative, your role will be to enter health and social care services (e.g. Care homes, Hospitals, GP surgeries) observe and talk with patients, relatives, and staff. The purpose of the visit will be to identify good practice that can be celebrated and shared with others, and to identify any issues about which service users feel concerned.

As an Authorised Representative, the role includes:

- Attending briefings with the Enter and View lead to prepare for visits
- Attending training
- Visit premises where health and social care services are provided and be observant

- Maintain notes of the visits and produce a report to outline the findings and if applicable offer recommendations for change

Desirable skills and experience

- Some knowledge and understanding of health and social care service provision
- Be able to feedback information correctly and factually
- Be punctual and reliable
- Understanding the importance of confidentiality and ability to respect at all times
- Be non-judgemental and treat people with dignity and respect at all times
- Good interpersonal skills with the ability to talk and listen to people from all walks of life
- Good writing skills to a level enabling contribution to report writing

