

**You
Said**

We Did

Enter and View

What did we do?

- Healthwatch Wiltshire developed an Enter and View programme, by imbedding a formal policy and procedure, training for 38 staff and volunteers to conduct the visits, and template questions for residents, their families and care staff.
- Enter and View teams visit care homes throughout the county, usually on an announced basis. Teams also make unannounced visits when invited to do so by the Care Quality Commission or Wiltshire's Quality Assurance Team.
- Visit reports, including recommendations, were published on the Healthwatch Wiltshire website <https://www.healthwatchwiltshire.co.uk/>.

Why did we do it?

- Healthwatch Wiltshire has a statutory duty to monitor the quality of services, and this involves talking to service users at the point of service delivery.

What did people say?

- In general, people appreciated the residential care they received and the skills and qualities of the staff who provided it.
- People who were receiving Intermediate Care to prepare them for returning home were sometimes unsure about the next steps. They also encountered delays, sometimes lengthy, while domiciliary care packages were put in place.
- Relatives and friends who would be supporting people when they did go home were also unsure about the process and would like to have been more involved in it.

What happened next?

- Enter and View visit reports were circulated to the care home managers and commissioners.
- Healthwatch Wiltshire's recommendations were followed up to see if they had been implemented (e.g. simple steps to make environments more dementia friendly).

What was the impact?

Wiltshire people living in care homes, their families and their friends, have been asked for their views on the services they receive, and their experiences are now taken into account when providers are monitored by commissioners.