



Date of meeting	Monday 17 th November 2008
Title of paper	Enter and View Outline
Agenda item no	C1
Paper number	10
Action required	For Discussion: To note and discuss the 'enter and view' outline.
Paper prepared by	MAC

Wandsworth Local Involvement Network (Wandsworth LINK)

Enter and View Policy: Implementation Workstreams

Introduction

At the Wandsworth LINK Interim Executive meeting on 20 October 2008, members agreed in principle to move forward with a plan for how the LINK should exercise its “enter and view” powers and the selection, training and support of LINK authorised representatives undertaking visits to health and social care premises.

As a first step to implementing this objective, the IE requested a “headlines-type” paper for its next meeting identifying the inter-related tasks which the LINK Host would need to complete in order to bring the policy into action. The following paper identifies these key tasks as “workstreams” in the implementation process and creates a format to show their relationships.

Following its acceptance by the IE, this approach will be fleshed out with operational details and the LINK Host will commence work on its implementation.

It is recommended that the IE receive progress reports at subsequent meetings based on fuller versions of this template as this part of the workplan develops.

Workstreams

Working from the paper agreed by the IE in October and with reference to the NCI ***Code of Conduct relating to LINKs’ visits to enter and view premises*** and taking account of the comments made by IE members and the local situation with health and social care bodies in Wandsworth, we have identified the following workstreams. They are identified in boxes down the left side of the paper and out to the side of each one we have indicated: 1) context (i.e. why this is required and what it relates to); 2) indicators of success (i.e. we will know it has happened); 3) risks (i.e. what might prevent achieving the objective and 4) mitigation (i.e. what might be done to reduce any risk of not meeting the objective. This is a standard approach to project management. IE Members will appreciate that much of this detail cannot be completed until the IE agrees this as its approach and the Host begins work to operationalise the process.

Workstream	Context	Success indicators	Risks	Mitigation
Agree the enter and view policy as part of LINK code of conduct	<i>LINKs Regs</i> 2008	Done at IE meeting 20-10-08	N/A	N/A
Adopt NCI Code of Conduct on enter and view	Government expectation	Done at IE meeting 20-10-08	N/A	N/A

Publish the policy on LINK website and publicise through LINK communications	<i>LINKs Regs</i> 2008	To appear on LINK website and be reported in next LINKed-UP newsletter	N/A	N/A
Identify process for appointing persons from the general LINK membership to be “authorised representatives”	<i>LINKs Regs</i> 2008 reflecting sub-group structure and achieving a balance of interests			
Designate members as “prospective authorised representatives” subject to satisfactory CRB checks and completion of training				
Identify CRM clearance procedure, collect and submit details from prospective authorised representatives.	<i>LINKs Regs</i> 2008			
Appoint person or committee to undertake “appointed person” role to scrutinise and approve CRB certificates	<i>LINKs Regs</i> 2008			
Devise training programme for CRB-cleared prospective authorised representatives,	reflecting content of NCI Code of Conduct, including local procedures for producing reports of visits and providing feedback to providers and Overview and Scrutiny Committees			
Publish, publicise and keep up to date a list of “authorised	<i>LINKs Regs</i> 2008; notify NHS and local			

representatives”	authority stakeholders (including Health and Social Services Overview and Scrutiny Committees)			
Establish relationship with PALS services in providers for regular supply of anonymised information				
Devise procedures and creating an IT enabling capacity including the LINK website for handling, processing, storing, and analysing information generated by visits and preparing reports based on visits for transmission to appropriate bodies and recording their responses and actions	following the good practice described in the NCI Code.			
Identify potential premises sites for visits beginning in 2009, schedule visits with providers, identify members of visiting team				
Submit enter and view policy and procedures for confirmation to newly elected LINK Executive in January 2008	Decision of IE on 20 October 2008			
Initiate and support agreed schedule of visits, including any “unannounced” visits as agreed by Executive				
Identify procedure for multi-LINK visits to services covering areas	following NCI guidance of collaborative			

larger than Wandsworth	working between LINKs when available			
Establish relationship with regulator (Care Quality Commission)	When established in 2009; integrate local intelligence with national findings and initiatives			
Report periodically to Members and the community on enter and view activity undertaken	Via website and newsletters; evidence of positive effects on standards and quality of health and social care experienced by Wandsworth residents			
Publish and publicise, including in the Annual Report, findings of enter and view activity and action taken by providers in response to LINK reports	<i>LINKs Regs</i> 2008			

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