HEALTH AND ADULT SERVICES SELECT COMMITTEE

3 May 2017

| Barking & Dagenham Healthwatch’s Enter & View and Project Reports |
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| Report of Barking and Dagenham Healthwatch |

### Open Report | For Information
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### Summary:

The local Healthwatch, the consumer champion for both health and social care, aims to give local residents and communities a stronger voice to influence and challenge how health and social care services are provided within the borough. The role of the local Healthwatch is to undertake local research about what people who use services are looking for and identify gaps in service.

Legislation, including the Health and Social Care Act 2012, gives local Healthwatch bodies the power to carry out ‘enter and view’ of health and social care premises to see for themselves how services are provided. After conducting an ‘enter and view’, Healthwatch bodies may produce a report and recommendations for the service provider to action.

Below, this report provides the electronic internet links to reports arising from enter and view visits and projects undertaken by Healthwatch.

- a) **Healthwatch undertook an unannounced enter and view visit to Mandarin ‘A’ Ward at Queen’s Hospital on 16 September 2016.** The report resulting from this visit and the response from the Hospital Trust can be accessed by clicking on this link: [Enter & View - Mandarin ‘A’](#)

- b) **On 27 September 2016 Barking and Dagenham Healthwatch carried out an announced enter and view visit to Bennetts Castle Care Centre.** A copy of this report with the provider’s response can be found at the link below: [Enter & View - Bennetts Castle Care Centre](#)

A presentation summarising the findings of the visits with the providers’ responses in each case will be delivered by Healthwatch’s representatives to the Health and Adult Services Select Committee (HASSC) at the meeting.

### Recommendation(s)

The HASSC is recommended to note the outcomes of the reports having received the presentation at the meeting, and provide any comments to the representative to support Healthwatch’s aims.
Reason(s)

It is good practice for Healthwatch to share its information about health services with the HASSC to support the Committee in its ‘critical friend’ function.

Background Papers Used in the Preparation of the Report:

None.

List of appendices:

Appendix 1 – Healthwatch Presentation Slides