**Enter and View training**

**Elfwood Park case study answers (classroom session)**

|  |
| --- |
| **WHY is a visit needed? (Reason)** |
| * Because it’s part of the planned yearly work programme
* To find out what is available locally
* To understand the quality of care being provided
 |
| **WHAT are you going to be looking for? (Evidence)** |
| * Services and facilities available
* CQC inspection results
* Awards
* Range of opinions from residents, staff & relatives
 |
| **WHO will it be useful to talk to?** |
| * Residents
* Staff
* Relatives
 |
| **WHERE will you go and what will you not want to see?** |
| SEE:* Shared areas of main building and gardens
* Restaurant (if it’s open when you’re there)
* Service users’ rooms if invited in

DON’T SEE:* Office building and storage areas are not for residents
* Restaurant if not open
* Service users’ private rooms unless invited in
 |
| **WHEN planning for the visit what are you going to want to find out? (Preparation & research)** |
| * Are they informing residents and staff of the visit – how?
* Who will be available to talk to?
* Will it be possible to sample food in the restaurant?
* Is there somewhere private to talk to people?
* Is there pre visit information available to look at?
 |