**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? |