**[Healthwatch Address line 1]**

**Healthwatch Address line 2]**

**[Healthwatch Address line 3]**

**T:** **[phone number]**

**[main email address]**

**[website address]**

**[date]**

To whom it may concern

[care home address line 1]

[care home address line 2]

[care home address line 3]

**Healthwatch [name] Enter and View visit today**I have asked the lead Authorised Representative to present this letter, on arrival, to the most senior member of staff on duty today in accordance with the Healthwatch Milton Keynes Enter and View policy.

This visit will be conducted by the following Authorised Representatives:

1. [name of lead Authorised Representative] (Lead Representative)
2. [name of Authorised Representative]
3. [name of Authorised Representative]
4. [add further lines for Authorised Representatives as required]

The purpose of this visit is [summarise reason for visit].

All of our Authorised Representatives carry identification with them at all times throughout a visit and should present this on arrival. They have also undergone robust training, which includes adult safeguarding, and are DBS-checked.

Healthwatch [name] has been set up by the Government with a number of legislative requirements, which include:

1. Promoting and supporting the involvement of local people in the commissioning, provision and scrutiny of local health and social care services.
2. Enabling local people to monitor the standard of provision of local health and social care services and whether and how local care services could and ought to be improved.
3. Obtaining the views of local people regarding their needs for, and experiences of, local health and social care services and, importantly, to make these views known.
4. Making reports and recommendations about how local health and social care services could or ought to be improved. These should be directed to commissioners and providers of those services, and people responsible for managing or scrutinising local health and social care services, and shared with Healthwatch England.

(Section 221(2) of The Local Government and Public Involvement in Health Act 2007)

Healthwatch have an additional statutory power to Enter and View providers to observe matters relating to health and social care services.

1. **Organisations must allow an authorised representative to Enter and View and observe activities on premises controlled by the provider as long as this does not affect the provision of care or the privacy and dignity of people using services.**

(The Local Authorities (Public Health Functions and entry to Premises by Local Healthwatch Representatives) Regulations 2013)

If there are any problems, or should something happen during the visit which means the Enter and View visit can’t continue, please call me on [phone number for main contact at Healthwatch]

Following the visit, a report will be drafted and sent to you for comment; you will then have 20 working days to comment on any inaccuracies and must respond to any recommendations. Your response will be added to the report before publishing.

Kind regards,

[Healthwatch main contact name]

[Main contact job title]