**07.3.23**

**FAO Ms Alison Packham**

Dear Ms Packham,

**Notification of upcoming Healthwatch Surrey Enter & View visit**

Healthwatch Surrey is an independent champion that gives the people of Surrey a voice to improve, shape and get the best from health and social care services by empowering local people and communities.

Enter and View is one way Healthwatch Surrey can gather information needed about services and collect views of service users, their carers and relatives, as well as staff. We are working with Surrey County Council, Surrey Heartlands and CQC as part of a series of visits to care homes across Surrey. Following our email conversation with yourself on 23rd February 2023, we would like to visit Brownscombe Residences on **21st March 10.30-12.30.**

During the visit we hope to speak to patients, any visitors who are present, and if possible, to members of staff. We will be speaking to people about their experiences and hope to hear about the things that are being done particularly well, and about things that could be improved.

We will then share a summary of our visit with you which could support improvements to your service and provide opportunities to celebrate what has been heard or seen on the visit. We will collate our findings from all visits to share examples of best practice with homes across the network.

We ask that you please display the enclosed posters in prominent places within the home prior to our visit, so that visitors and residents can be made aware, as we’d like as many people as possible to have the chance to talk to us. One poster is specifically about our visit. The other poster includes a link to an online survey which supports the work of our visits to provide an opportunity for those we are unable to speak to on the day to provide feedback. We kindly request that you also include the link to our survey in any newsletters / social media posts. <https://www.smartsurvey.co.uk/s/HealthwatchSurreyCareHomeFamilyFriendsSurvey/>

We have also enclosed some paper questionnaires, should anyone wish to complete these before our visit or if they are unable to attend on the day.

The visit will be led by Katharine Newman and attended by three other Healthwatch Surrey Authorised Representatives. Details of whom can be found here: <https://www.healthwatchsurrey.co.uk/our-work/enter-and-view/authorised-representatives/>

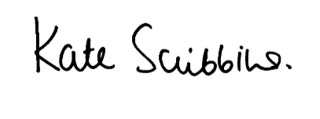
All Authorised Representatives will be wearing Healthwatch Surrey badges on the day of the visit.

More information about our Enter and View work can be found on our website <https://www.healthwatchsurrey.co.uk/our-work/enter-and-view/> and in the leaflet enclosed.

You can contact katharine.newman@healthwatchsurrey.co.uk directly should you wish to discuss anything before the visit.

Our Authorised Representatives will arrive at 10.15 as agreed with yourself, to be shown the home and to discuss any regulations for the day.

Yours sincerely,



Kate Scribbins  
CEO, Healthwatch Surrey