Healthwatch Cheshire East Enter and View Report	
Enter and View Visit to	**VIVO - Lightfoot Lodge** **Lightfoot Street,** **Chester** **CH2 3AD**
Date and Time	**1st February 2018**
Authorised Representatives	**David Crosthwaite, Jenny Young, Neil Garbett**
Staff Present	**None applicable to task**

Background

Healthwatch Cheshire CIC is the consumer champion for health and care services. It works as an umbrella organisation for both Healthwatch Cheshire East and Healthwatch Cheshire West. We gather the views of local people and look at information about how well local services are performing. We then use that information to assist residents and communities to be listened to by the organisations that provide, fund and monitor services.

What is Enter & View?
Enter and View is part of the local Healthwatch Cheshire CIC programme. The Health and Social Care Act (2012) grants local Healthwatch representatives powers of entry, allowing them to observe service delivery and talk to service users, their families and carers on premises such as hospitals, care homes, dental surgeries and GP practices.

Purpose of the visit

As part of its work plan agenda this year Healthwatch Cheshire CIC continues to work in observing care provision across the area.

This work has the full support of health and Council commissioners.

With this in mind, throughout the year, we visit a number of establishments with the intention of observing settings from a family perspective and gathering feedback from

service users, relatives and staff. This report is based on these observations and conversations.

General Information

On arrival Representatives noted that as viewed from the car park it appeared that the main part of this facility was not in use - with signs directing the visitor to offices at the rear. On enquiry it was found that the site is currently being used purely as a business hub for the company – offices occupied by administration and management staff.

As no services were being provided for the public at this time Representatives were unable to complete any Enter and View activity.