

From: Timbrell, Julie
Sent: Friday, August 07, 2020 5:15 PM
To: 'engagementandinvolvement@cqc.org.uk'
Subject: Invitation to attend Southwark's Health and Social Care Communities Scrutiny Commission 10 September, 7pm

Dear CQC

Southwark's Health and Social Care Scrutiny Commission is under taking a review into quality assurance at care homes- both adult and older peoples .

You are invited to attend the next meeting- 10 September at 7pm on Microsoft Teams.

The Commission would appreciate an overview of your inspection regime of care homes, as well as a report on setting out complaints for Southwark Care homes and benchmarking these with other boroughs. Please could this be received by 2 September.

Do please get in touch if you have any questions. I will be back in the office on 20 August .

Kind regards,

Julie Timbrell
Scrutiny project manager

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From: MacFarlane, Emma [<mailto:Emma.MacFarlane@cqc.org.uk>]
Sent: Wednesday, August 12, 2020 5:00 PM
To: Timbrell, Julie
Subject: Scrutiny committee

Dear Julie,

Thank you for your invitation to attend the scrutiny committee on 10th September. Unfortunately I am unable to attend.

In your email you requested an overview of CQC inspection regimes. Prior to the start of the Covid-19 pandemic we inspected services primarily based on their previous rating – within 3 years for services rated Good or Outstanding, within a year for services rated as requires improvement and within 6 months for services rated Inadequate. We would also inspect outside of these time frames if we received intelligence of risk – this could be due to whistleblowing concerns, safeguarding concerns or others. However, at the start of the Covid-19 pandemic we paused all routine

inspection activity and introduced an Emergency Support Framework, which is a call to service providers to establish whether they are 'managing'. This call covers areas including infection control and PPE as well as safeguarding and staffing. During the time our routine inspections were paused we continued to inspect services where we received intelligence of risk and to liaise with our local authority partners closely. We did not conduct any risk-based inspections in Southwark during this period. As lockdown restrictions have eased we are now increasing our inspection activity once again. We have been commissioned by DHSC to conduct a thematic review of infection prevention and control within services and during August we are visiting 300 services nationwide. We are also conducting a greater number of risk based inspections again and our ESF calls to providers continue.

In relation to your second request, can you please clarify what you mean by a 'report on setting out complaints for Southwark Care homes and benchmarking these with other boroughs'? CQC does not investigate individual complaints although we use any information received via complaints to inform our regulatory response, for example, we may go to inspect a service or refer an issue to the Local Authority for investigation.

Kind regards

Emma Macfarlane
Inspection Manager
Care Quality Commission Team B - Hammersmith & Fulham, Kensington & Chelsea,
Westminster, Tower Hamlets, Lewisham and Southwark
Adult Social Care