



Care Quality Commission
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14 July 2017

Dear Mrs Chubb,

I note that you are accusing me of being a liar on the basis of remarks I made at the 9th Annual Dementia Congress in a debate held on 10 November 2014 about the role of the media in exposing poor care. Yours and Karis le Winton's assertion is that I accused whistle blowers at The Old Deanery of not contacting CQC with their concerns. That is not what I said – this is:

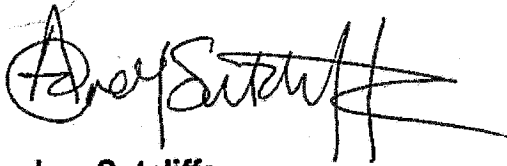
"But what of the responsibilities of the media when they do find poor practice? Preparing to reveal a major scandal can mean that people are exposed to abuse and neglect for longer.

This time last year somebody working in a care home witnessed abuse and neglect. Did she raise it with the managers of the home? Did she make a referral to safeguarding? No she didn't. The information was not shared with the owners until two months later when staff were suspended. The undercover footage was not shared with anyone until the Panorama programme aired five months later at the end of April and only then could the police take action."

It is quite clear that I am talking about the undercover investigator and my point was that she had access to information that she did not share with the appropriate authorities until long after the video footage was recorded.

I was not talking about the whistle blowers who were and had been members of staff at The Old Deanery. Indeed, the inspection we carried out in November 2013 had been prompted by whistleblowing concerns that on unannounced inspections staff were being drafted in from the neighbouring service so we inspected both at the same time.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Andrea Sutcliffe'. The signature is stylized, with a large initial 'A' and a long horizontal stroke at the end.

Andrea Sutcliffe
Chief Inspector, Adult Social Care
Care Quality Commission



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Dear Mrs Chubb,

I am writing further to the television interviews you gave last week when CQC launched the report on the state of adult social care services, 2014 to 2017. This was an important milestone for CQC and indeed those with an interest in adult social care, as it made known our national findings from over 33,000 inspections since we introduced our new regulatory approach in October 2014 and set further context for our future priorities.

It was good to discuss these issues with you during our televised panel discussion on BBC Two's Victoria Derbyshire programme last Thursday (6 July), so that we could voice a matter that is of fundamental importance to both of our organisations – the need for people to receive safe, high-quality and compassionate care.

During this interview, you stated that there are '47 whistle blowers whose identities have been disclosed to their employer by the CQC' – a claim I understand you made again that evening on Channel 4 News and have been stating on social media and on your website.

Having sought advice from colleagues and reviewed your website, we do not recognise this statement; therefore, I ask you to please disclose the full details of your concerns so that we can look into these further.

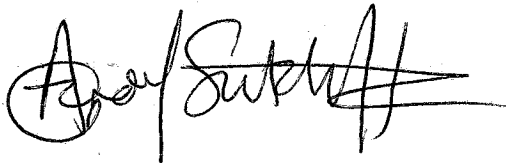
We take your statement very seriously. As the quality regulator for England, we appreciate that we cannot maintain a constant presence within individual services every day and so, information of concern raised by staff helps us form a picture of how well a service is caring for people and whether we need to take action in people's best interests. We would not wish to deter anyone from continuing to do this.

The information disclosed to us is dealt with in confidence and people can raise their concerns anonymously if they wish to do so. The only instances when we may need to share these details with others includes if we believe a person in

vulnerable circumstances is at risk of harm, if a serious crime has been committed and/or if another organisation needs to take action to ensure the safety and quality of care. This is clearly explained in our Privacy statement on our website.

I trust that you will provide these details in a timely manner so that we can have had the opportunity to review and respond to them.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Andrea Sutcliffe', written in a cursive style.

Andrea Sutcliffe
Chief Inspector, Adult Social Care
Care Quality Commission