

Compassion In Care
Summary of Work for the Year
September 2018 to September 2019

2018	
September 4	Helpline 10-4 One news editorial published 4 hours research CQC
5	Helpline 10-4 3.5 hours research on US whistleblowing law
6	All day research on US whistleblowing systems
7	All day research on US whistleblowing systems
10	Helpline 10-4 Safeguarding conference call with family of abuse victim Read NHS debate on whistleblowing
11	Helpline 10-4 Petition to Parliament written and sent to Petitions Office
12	Helpline 10-4 Safeguarding reports, reading & research 2.5 hours
13	Whistleblower reference sent to prospective employer Met representative of Courage Foundation
14	New editorial published 3.5 hours monitoring CQC reports
17	Helpline 10-4 Spoke with the director of a documentary film project News article published re Sussex Health Care Horncastle Care Home
18	Helpline 10-4 Tweeted lots of information about evidence on CCTV in care homes
19	Helpline 10-4 Extra busy helpline all day
20	Safeguarding conference call with family 2 hours general admin 2.5 hours research on UK whistleblowing
24	Helpline 10-4 Helped family of abuse victim with how best to use Twitter re their case
25	Helpline 10-4 4 hours reading CQC reports
26	Helpline 10-4 Daily Mirror asked me to do an appeal for care home stories on a specific topic
27	Safeguarding conference call
28	Re-edit of the Parliamentary petition General admin
October	
1	Helpline 10-4 Work for the Year report published and circulated to relevant parties Contacted Andrew Hosken of R4 to tell him he won Gavin MacFadyen Award for the story he broadcast earlier in the year about the 47 whistleblowers' names given to their employers by CQC

	Sent leaflets to a volunteer for a conference they were attending to raise awareness about this charity's work
2	Helpline 10-4 Preparation for the Gavin MacFadyen Award, ie press releases etc Asked CIJ if we could use their venue for presentation
3	Helpline 10-4 Continued preparation for Gavin MacFadyen Award Confirmation of presentation to be incorporated in Logan Symposium Continued preparation re press release to all news outlets
4	Continued preparation for Gavin MacFadyen Award Printed 500 helpline contact forms
5	Admin and correspondence
8	Helpline 10-4 Responded to CQC press release re BIS Dept awarding them £500k to encourage care homes to use technology Designed new poster Scales of Justice
9	Helpline 10-4 In touch with national media re ongoing story Cleared all backlog of emails
10	Helpline 10-4 National broadcaster called re advice on dubious organisation Tweeted a lot re Protect PCAW anniversary
11	Recorded video and posted re Protect PCAW Old Deanery film reposted as link broken National broadcaster called re the Old Deanery film
12	WB research all day
15	Helpline 10-4
16	Helpline 10-4 Admin 3 hours
17	Helpline 10-4 Admin 3 hours
18	Met with family re abuse case
19	All day reading CQC reports, histories on care homes with historical poor care which CQC had tried to hide by archiving
22	Helpline 10-4
23	Helpline 10-4 Spoke to national broadcaster re story on safeguarding
24	Helpline 10-4 Started work on new special report "BUPA Global Moral Meltdown"
25	Continued work on above report and published Posted video on our YouTube channel on Australian abuse story and latest BUPA abuse story in UK
26 Oct to 2 Nov	Holiday
November	
5	Helpline 10-4
6	Helpline 10-4
7	Helpline 10-4
8	Admin all day
9	Worked all day on website

10-11	Worked all day on transfer of website content to a new platform
12	Helpline 10-4 Continuing website work
13	Helpline 10=4 Continued website work Wrote petition to Parliament and published
14	Helpline 10-4 Continued website work Published letter to Department of Health Published report on Meadbank and SHC homes
15	Continued work on new website
16	Continued work on new website
19	Helpline 10-4 Continued work on new website
20	Helpline 10-4 Continued work on new website Spoke to national print journalist re story on care home
21	Helpline Worked on new website 4 media enquiries (3 film, 1 print)
22	All day research for a media enquiry story
23	Media contact put us in touch with relatives and whistleblowers re a story for tomorrow's Guardian
24	Front page of Guardian on care home profits Attended Gosport demonstration in Whitehall
26	Helpline 10-4 Second story in Guardian – Deaths from hunger, thirst and bedsores
27	Helpline 10-4 Work on new website Editorial re a bus driver/whistleblower case news story
28	Helpline 10-4 Working on finalising new website Work til late re special report on Overton House care home
29	Research and helped advise national broadcaster re documentary
30	Worked all day writing Rockley Dean report
December	
3	Helpline 10-4 BBC Radio Essex 9.15 broadcast major item on Edna's Law
4	Helpline 10=4 Moving last of content to new website
5	Helpline 10=4
6	All day on admin
7	Website content published on Overton House Spoke to Private Eye re story going in next issue Tweeted support re care home whistleblower protesting in West Country
10	Helpline 10-4 Working on new website content
11	Helpline 10=4 In Private Eye today re CCTV in care homes Wrote and published response to BBC1 care drama

12	Helpline 10-4 Posted Private Eye story details on Twitter Met with group of whistleblowers Then started to transfer pictures to new gallery on website
13	Contacted whistleblowers to arrange Alternative Christmas Message video Continued to transfer photos to new gallery Wrote editorial
14	Wrote script for the Alternative Christmas Message Documentary maker here all day filming During filming, Health Dept rang re ongoing concerns re CQC and whistleblowing after much pressure from us. Scheduled call for 17 th Dec to discuss further
17	Helpline 10-4 Spoke to Health Department Spoke to a documentary maker re an ongoing project and put them in touch with relevant whistleblower
18	Helpline 10-4
19	Helpline 10-4 Organised film clips coming in from whistleblowers for our Christmas Message video
21	Admin all day
24	On front page Guardian re New Cross Healthcare story which linked to a story I had covered a year earlier
25 December to 1 st January	On holiday but 30 December on front page Sunday Express re death rates in care homes (a story I had worked on earlier with them)
2019 January	
1	Journalist from Daily Mail requested quote for feature re my nomination for Inspirational Woman of the Year Award
2	Documentary filmmaker rang re an alleged whistleblower in Guardian – I explained why they were not a whistleblower and I referred them to There Is No Me in Whistleblower to explain why, then put them in touch with a genuine whistleblower
3	National print journalist needing advice on a story
4	Spoke to national broadcaster for future story about 3 care companies
6	Story in Daily Mail re care homes
7	Helpline 10-4 Letter to Health Dept written and published National magazine wants to do a feature
8	Helpline 10-4 Wrote press release and bio for Lewisham Pensioners Forum event Commented on APPG Guardian story and Huntercombe whistleblowers story
9	Reference for whistleblower Emailed lots of research for national print story re APPG system Put whistleblower in touch with journalist who could do story without naming them Spoke to a national broadcaster re future story Helpline 10-4 National radio rang re future story on CCTV in care homes
10	In Daily Mail feature as one of the nominees for Inspirational Women of Year Video published on Des Kelly re social care

	Open letter to Judy Downey of Relatives & Residents Association re their appointment of a trustee implicated in abuse Put 2 whistleblowers who live in same town in touch with each other for support
11	Film-maker called to discuss future project 120 new helpline contacts since yesterday's Daily Mail story about our work
14	Helpline 10-4 3 hours admin Documentary filming from 11am onwards
15	Helpline 10-4 11am filming with a different international documentary film-maker NMC case referral
16	Helpline 10-4 Prepare documents for phone call tomorrow Transferred photos onto new website
17	Spoke to national broadcaster Sent batch of 31 key documents to international broadcaster re future film
18	All day digitising articles for care home evidence files
21	Helpline 10-4 Editorial published exposing the APPG on Whistleblowing and the lobbying scandal A national broadcaster rang re future story
22	Attended Parliament with whistleblowers and families for Public Accounts Committee re lack of investigations into abuse and avoidable deaths Worked on helpline 4pm to 8pm
23	Helpline 10-4 All day researching
24	Wrote report "A slap in the face for Gosport Families by PHSO" International film director rang twice re queries for future film, reported very happy with progress Worked until 9pm and published the Gosport Families report
25	Helpline 10-4 Met whistleblower to discuss their case for 1 hour Daily Mail rang to say I had reached the final five in the Inspirational Women Award
28	Helpline 10-4 2 hours on admin Spoke to a national print journalist re story on care
29	Helpline 10-4 Met with group of whistleblowers for 2 hours Sent film footage to national documentary maker 1 hour training on new technology Daily Mail rang to book filming session re Award ceremony
30	Spoke at 3 sessions during an all day event at Lewisham Pensioners Forum
31	Published editorial "If you can" and published 2 animated videos Spoke to national print journalist re Parliamentary story
February	
1	Published film clips of sessions from Lewisham Pensioners Forum
4	Helpline 10-4 Wrote special report on 5 care homes re HC1 and David Behan
5	Helpline 10-4 Research 4 hours re whistleblowing case
6	Helpline 10-4

	Daily Mail filming re Award 6.45 Spoke to thesis student on a care topic they needed help with
7	Met whistleblower in morning 3 hours CQC reports
8	Meeting whistleblower in morning Admin rest of day
11	Helpline 10-4 Spoke to national print journalist re future story
12	Helpline 10-4 Published new report "Calling time on abuse"
13	Helpline 10-4 Highlighted new HC1 case called Ghyll in Essex linked to yesterday's HC1 special
14	BBC Radio Essex re Ghyll case Admin 3 hours
18	Helpline 10-4 Spoke to national radio programme re response to CQC's "Tell us about your care" campaign Published editorial re Bolton Council "Paying for excellence" campaign.
19	Helpline 10-4 Daily Mail called re photo shoot on 1 st
20	Helpline 10-4 In Private Eye today re SHC homes Published new report on Charnwood Home Designed 3 new posters Wrote and published letter to Health Department 2 references for whistleblowers
21	Daily Mail arrangements are ongoing National broadcaster rang re mental health story General admin
22	Met with relative at 1pm
25	Helpline Received letter form Health Department and wrote response, published both letters
26	Helpline 10-4 New animation published called "The Definition of Lobbying"
27	Helpline 10-4
28	Met relatives of care home Residents in London
March	
1	All day photoshoot for Daily Mail
4	Helpline 10-4 3 hours research for future report
5	Helpline 10-4 Admin 4 hours
6	Helpline 10-4 Daily Mail story published on all Award finalists
7	Featured in Daily Mail Lunch at Clarence House with Duchess of Cornwall All day and evening at Award
8	256 helpline enquiries re yesterday's feature in Daily Mail so worked till 10.30pm to clear all enquiries
11	Helpline still very busy, tweeted Camilla's speech and posted new video

12	Helpline 10-4 Editorial published re Mencap story Editorial published on separate hydration story National print journalist discussion re story
13	Helpline 10-4 Working on new special report Posted new video on YouTube and tweeted
14	11am-2.30 discussion with national print journalist
15	Admin all day
18	Helpline 10-4 National documentary maker enquiry
19	Helpline 10-4 Continued work on special report "Consider the Consequences" working title
20	Helpline 10-4 Published "No safe harbour" report Published "Parkview perjury" on why those who protect abusers are registered fit and proper persons
21/22	Holiday
25	Helpline 10-4 3 new posters 3 hours admin
26	Helpline 10-4 Whistleblower put in touch with national print journalist who can help them National broadcaster called for advice on obtaining information using FoI procedure
27	Helpline 10-4 2 national print journalists re ongoing stories
28	Advised a national print journalist on care home evictions Wrote reference for a whistleblower Published letter re Department of Health issues Taught some relatives how to do a video blog
29	Filming with a documentary maker Emailed letter to MP re PHSO complaint
April	
1	Helpline 10-4 Spoke on Radio Kent at 8.40 Spoke to 2 national print journalists re ongoing stories
2	Helpline 10-4 New editorial Worked til 9pm on first draft of a new report
3	Helpline 10-4 Filming with a documentary maker Published new editorial
4	Preparing evidence for a family complaint
5	3 hours filming with documentary maker 3 new Edna's Law posters designed
8	Helpline 10-4 Published new editorial "PHSO No Go" Wrote response to Bluebell Care Home story
9	Helpline 10-4 New editorial Toxic Vicious Circle

	New poster Spoke to national magazine re ongoing story
10	Helpline 10-4 In Private Eye re CQC changing their re-registration next week due to our ongoing work in exposing this scam
11	Admin
12	Day off
15	Helpline 10-4 All day on new report "The Unfit and Improper CQC", written and published today Twitter campaign on national train stations from Lands End for Edna Campaign support
17	Helpline 10-4
18-22	Holiday
23	Complaint and evidence sent to ICO re breach of confidentiality
24	Helpline 10-4
25/26	Holiday
29	Helpline 10-4 4 hours research, 2 hours admin
30	Helpline 10-4 On LBC radio at 5.30 re Four Seasons care homes Saw Edna's Law banner on TV programme about Glasgow Pride
May	
1	Helped national print journalist with story about a large care home chain
2	3 hours admin 3 hours whistleblowing research
3-7	Holiday
7	Helpline 10-4 Admin
8	Helpline 10-4 Helped family to use Twitter to highlight their case
9	National print journalist enquiry
10	Admin all day
13	Helpline 10-4 Published editorial "Why do people fight for justice?" 3 thank you letters and general admin
14	Helpline 10-4 Spoke to Australian TV journalist in early hours
15	Helpline 10-4 4 hours admin Spoke to Australian TV
16	2 families of abuse victims put in touch with national broadcaster 3 hours admin
17	Radio 4 interview re Cornwall care homes Spoke to Australian journalist
20	Helpline 10-4 4 hours admin
21	Helpline 10-4 Spoke to national broadcaster 3 hours admin and research
22	Helpline 10-4

	Research on CCTV in care homes and latest developments
23-27	Holiday long weekend
28	Helpline 10-4 Response editorial published re police on MIPO FOI on a particular care home submitted
29	Helpline 10-4 Watched new Panorama and wrote response editorial
30	All day clearing helpline backlog
31	Admin Saw very impressive trailer of forthcoming film for cinema re our work
June	
3	Helpline 10-4 Filming with national broadcaster for future story New poster designed for website
4	Helpline 10-4 CQC website research from 8-2pm Funding applications from 6-8PM
5	Helpline 10-4 All day working on fundraising, preparing letters and information packs
6	60 copies of Work for the Year report, our accounts and new funding letters prepared for posting. One online funding application completed.
7	Fundraising packs posted Stopped eviction of Resident from a care home
8	Helpline 10-4 6 hours work on fundraising Printed another 100 copies of Work for the Year, accounts and letters to post Published special report re abuse of funding re nursing and residential care
11	Helpline 10-4 Sent letter to CQC National broadcaster discussion re ongoing story
12	Helpline 10-4
13	Wrote response to the Oxfam inquiry re whistleblowing
14-23	Holiday
24	Helpline 10-4 Two care homes with missing inspection reports highlighted. FOI submitted
25	Helpline 10-4 National broadcaster rang re ongoing story
26	Researched, wrote & published special report on Melville care home Helpline 10-4 FOI submitted to local authority 3 national print journalists called re news story on abuse data Contacted MP re Melville story
27	Worked 9 hours on funding
28	5 hours photo copying and assembling 200 funding information packs Wrote a detailed press release regarding the APPG on whistleblowing and emailed to all MPs
July	
1	Helpline 10-4

	4 hours admin
2	Helpline 10-4 Spoke to a national print journalist re ongoing story
3	Helpline 10-4 Listened to Parliamentary debate on whistleblowing
4/5	Wrote and published detailed response to whistleblowing debate
8	Helpline 10-4 Submitted FOI re Parkview Home Continuing Healthcare Funding to Bolton CCG Helped family of abuse victim to use social media to highlight their case
9	Helpline 10-4
10	Helpline 10-4 Wrote further special report re Melville care home re FOI I received today, 9 years of public money wasted on poor care.
11	3 new posters designed 6 hours admin 2 helpline contacts taught to use social media
15	Helpline 10-4 7 hours whistleblowing law research
16	Helpline 10-4 Worked until 9pm on whistleblowing law
17	Helpline 10-4 Worked until 10pm to write and publish special report "The Scandal Behind UK Whistleblowing Law"
18	Emailed all MPs and media contacts a copy of above report
19	26 funding applications posted Editorial published about Navex Global being BUPA's whistleblowing compliance company, cross referenced to 2015 case criticizing BUPA whistleblowing compliance. Highlighted Navex Global fund WBUK and the APPG on Whistleblowing
22	Helpline 10-4 FOI submitted 3 hours admin
23	Helpline 10-4 4 hours reading/researching CQC care home inspection reports
24	Helpline 10-4 Research on Parliamentary Standards 2 new posters designed 3 hours admin
25	All day clearing outstanding admin
26	Reading and researching international whistleblowing law
29	Helpline 10-4 2 references written for whistleblowers Wrote to Parliamentary Standards Office re rules on conduct 3 hours admin
30	Helpline 10-4 Spoke to documentary maker re research for ongoing story 21 funding applications posted
31	Helpline 10-4
August	
1	Spoke to radio journalist re story on specific subject

2	FOI response received re Parkview Bolton Wrote and published special report highlighting the system and care home's fraudulent claims for NHS money. Informed NHS Counter-fraud authority and NMC
4	Second FOI on Parkview funding received
5-11	Holiday (meant to be for 2 weeks but had to delay 2 nd week due to workload)
12	Helpline 10-4 Meeting with families of abuse victims
13	Helpline 10-4 4 hours admin Spoke to national broadcaster re story
14	Helpline 10-4 Wrote detailed report with links to our work and sent to all general secretaries of all unions and also regional secretaries of TUC
15	Wrote to CQC re Parkview care home and published letter highlighting that CQC had not identified serious fraud and that Parkview care home had nursing residents but was not registered for nursing care. Sent all my evidence to the Public Accounts Select Committee.
16	All day on outstanding admin
19-23	5 days holiday
27	Helpline 10-4 4 hours admin
28	Helpline 10-4 3 hours admin
29	All day research international whistle blowing law effectiveness
30	All day research CQC inspection reports
September	
2	Helpline 10 to 4 The Gavin MacFadyen Award winner announced 5 hours admin Whistleblower reference given
3	Helpline 10-4 Press release written and sent to all relevant parties
4	Helpline 10-4 New leaflet designed 6 hours general admin
5	All day admin
6	Met with 3 whistle-blowers 5 hour research on care home "Safeguarding Shambles" reports
9	Helpline 10-4 Gave quote for next week's Private Eye 4 hours admin
10	Helpline 10-4 3 hours admin Wrote reference for a whistleblower
11	Helpline 10-4 2 hours admin
12	Wrote reference for a whistleblower Interview broadcast on national Australian radio re BUPA care home scandal Letter to stop care home eviction

13	All day admin
16	Helpline 10-4 Pre-recorded TV interview with ABC Australian broadcaster 3 hours admin Social media lesson for a helpline Caller
17	Helpline 10-4 Worked until late on special report
18	Helpline 10-4 Published special report "The Halford Hallmark of Deceit" Posted update on petition for Edna's Law on change.org
19	4 new posters designed 6 hours outstanding admin
20	Sent ABC 103 reports for research
21	Saturday met with whistle-blower Filming with documentary maker all afternoon
22	Helpline 10-4 All day on Award preparation
23	Helpline 10-4 New leaflets designed and ordered 3 hours admin 1 safeguarding conference call
24	Helpline 10-4 4 hours care home research
25	Helpline 10-4 5 hours admin
26	Admin all day, cleared backlog
27	Day off
28	Gavin MacFadyen Award ceremony so all day Saturday in London