

The CQC Motto

Lie, Lie and Lie Again

A special report by Eileen Chubb.

©June 7th 2017

Coroner's Report Regulation 28 report to prevent future deaths.

In June 2016 a coroner's inquest verdict was published into the death of Olive Wilmott who died in **December 2015** at Coppice Lodge. Cause of death a urinary tract infection, dementia and fractured hip.

Cause of concern was there had been no effective investigation into references in records that she was pushed nor was this reported.

There were insufficient staff on duty to meet Mrs Wilmott's needs of 15 minutes observations. There was only one member of staff on duty for each floor of the home.

Copies of this report were sent to Ideal Homes, The CQC and Local Safeguarding.

CQC Lie One

In **December 2015** we published the report "CQC An On-going Concern" This report listed hundreds of care homes across the country including **Coppice Lodge** owned by Ideal Care Homes. that CQC had registered as **new** owners when in fact they were the same owners. This report was sent to The Health and Social Care Minister. Given the serious issues we exposed we would have expected a response but we have received none.

We published evidence that Coppice Lodge had an appalling history of poor care going back many years, These reports were archived and the public told that the home was under new ownership. Resulting in poor care continuing.

CQC An On-going Concern

<http://www.compassionincare.com/node/229>

Since that time as a result of Subject Access Requests made to the CQC we obtained internal emails between the CQC and Health Department which we published last month,

<http://www.compassionincare.com/node/309>

Which included the following email about Our Report CQC An On-going Concern.

From Person at CQC to Andria Sutcliffe CQC

Subject Response To Compassion In Care (Never **received by us**)

13th June 2016

“Thanks Andrea I think you have captured all the issues. The reality being there are some good points being made but it is hidden in some noise particularly when making references back to pre , new methodology- we recognise that, hence developing it. Also in some cases in relation to new registrations and e.g. **Ideal Homes** we have actually inspected within months of the registration changing which completely goes C In Cs point yet it is used as evidence to discredit us, anyway we will continue to work through the specific not least because we will want to reassure ourselves that we looking at the services that may pose some risk”

The point I was making is that this home was owned by Ideal Homes and had an appalling history of poor care and enforcements and yet all this evidence was archived under the heading “ Old Provider” when it was reregistered to a “ New Provider” which was also Ideal Care homes. Misleading the public.

The Health Department ask CQC for reassurance that My Report was not raising genuine issues and the CQC give those assurances and nothing was done at all.

CQC Lie Two.

Today I checked CQC's website to find that Coppice Lodge is now shown to be owned by Ideal Care Homes and when you follow the link it has been altered to say respectively that the old Provider was Anchor Care homes. So now the public will think it was a different owner. This is a deliberate lie to mislead the public. I have all the original inspection reports which state clearly that the old owner was Ideal care homes. In response to the detailed comprehensive evidence contained in "CQC An On-Going Concerns" CQC act to protect their reputation by falsifying their own inspection reports.

CQC Lie Three

A search of company House taking four minutes produced the fact that Anchor care Homes has a previous Company Name, Ideal Care Homes group Ltd which coincidentally ceased trading in **December 2015** .

A search of Ideal Care homes in their various groups and anchor care homes show they share most of the same Directors.

CQC were providing misleading information to the public and when we exposed this, they falsify that same information to further mislead and they can't even do that right because put the old and new owners back to front. CQC wonder why I attack them, they cannot comprehend why all I see are the consequences of their actions, and the consequences are Olive Wilmott and the countless others who suffer and die for the want of care.

Eileen Chubb

The Evidence

Coppice Lodge Requires improvement

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The provider of this service changed - see old profile

Overview Inspection Summary **Reports** Registration Info Contact

Reports

Inspection carried out on 5 January 2017
During a routine inspection

This inspection took place on 5 and 6 January 2017 and was unannounced. Coppice Lodge is run by Ideal Care Homes (Number One) Ltd. The service is registered to provide accommodation for 64 older people. There were 26 people living at the service on the days we visited. The service is split across two floors each with communal living spaces, there were 13 people living upstairs and 13 people living downstairs.

We carried out an unannounced comprehensive inspection of this service on 6, 7 and 12 October 2016. Breaches of legal requirements were found in relation to safeguarding people from abuse, consent, safe care and treatment, staffing and governance. We took action to ensure the necessary improvements were been made to make sure people received safe care and support.

The service had a registered manager in place at the time of our inspection. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons.' Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

Share your experience

Provider portal >

Archived: Coppice Lodge

The provider of this service changed - see new profile

Overview Inspection Summary **Reports** Registration Info Contact

This location was archived on 12 July 2013.
What is an archived location?
The provider of this service changed - see new profile

Overview and CQC Inspections

Click for key ✓ ✗ ✕ | ☆ ● ● ● ● ●

Details about this location

Registered Provider	Ideal Care Homes Limited
Registered Manager	Mrs. Joanne Fogg
Overview of the service	Coppice Lodge provides accommodation and personal care for up to 64 people and is located in the residential area of Arnold. The home is close to a range of local amenities.

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Details about this location

Registered Provider	Ideal Care Homes Limited
Registered Manager	Mrs. Joanne Fogg

