



COMPASSION IN CARE

Reg. Charity No. 1102282
Founder and CEO Eileen Chubb
Patrons
Roger Graef OBE
Erin Pizzey
Auriol Walters

19A TRANSMERE ROAD
PETTS WOOD
ORPINGTON
KENT
BR5 1DT
www.compassionincare.com
info@compassionincare.com

 @compassnincare

15/August/2018

You're Ref PO-1113878

To Caroline Dinenage Dep of Health

Dear Ms Dinenage,
In Response to your letter dated 24th July 2018,

You state incorrectly that I wrote to you on two dates, but you do not state which year. I raised a number of serious issues with your Department in March 2017 and have forwarded to you comprehensive evidence in support of these concerns.

I have had to subsequently write more than a dozen letters chasing a response.

I have had to contact the Health Select Committee regarding your conduct in failing to respond to the concerns we have raised. All of this evidence and correspondence is published on our website.

You go on to state that ***"I am sorry you are unhappy with the previous response"***

What previous response? Your last letter to me dated 18th December 2017 States you were not yet in a position to respond to my concerns. Your above statement can only be viewed as an attempt to deliberately mislead readers of this correspondence.

One of the issues raised did indeed include whistle-blowing, you state I did not share evidence with CQC; this is again misleading as I asked CQC what evidence

they required. The full correspondence with CQC is published on our web-site as you well know.

You state you do not intervene in individual cases; we are a national charity raising evidenced concerns of public interest. We have provided you with evidence that included copies of internal emails between your department and CQC regarding the work of this charity and our report "CQC an On-going Concern" This evidence shows no such reluctance to intervene when it's convenient to yourselves and is kept secret.

Regarding the concerns we have raised about the conduct of Robert Francis QC whilst he was conducting a public inquiry commissioned by the Department of Health and paid for with public funds. As I have repeatedly pointed out to you my concerns relate to the time period **prior** to Robert Francis becoming a CQC board member. I fail to see how CQC are responsible for investigating this, so please explain.

After one year and five months of waiting for a response, your letter completely ignores the issues raised with you and attempts to generalise everything as a complaint about CQC. The issues we have raised clearly are your responsibility to investigate.

I refer you to all our previous correspondence and evidence and expect a full investigation and action to be taken without delay.

Be in no doubt that I will not be fobbed off with policy statements or dishonest assertions.

Yours Sincerley

Eileen Chubb

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



Department
of Health &
Social Care

From Caroline Dinéage MP
Minister of State for Care

39 Victoria Street
London
SW1H 0EU

020 7210 4850

PO-1113878

Ms Eileen Chubb
Compassion in Care
19A Tranmere Road
Orpington BR5 1DT

24 JUL 2018

Dear Ms Chubb,

Thank you for your letters of 8 January and 22 February about whistleblowing. I apologise for the very long delay in replying.

I am sorry that you were unhappy with the previous response.

The Care Quality Commission (CQC) is an arm's length body of the Department. As part of our sponsorship role, we work with the CQC to ensure it is accountable, it is delivering its agreed objectives and that there is a proportionate approach to assurance based on a mutual understanding of risk. The Department has oversight of its performance but does not get involved in its day-to-day activities. As part of our broader assurance processes, Departmental officials contacted the CQC regarding the concerns you have raised.

In respect of your concerns about the CQC's registration procedures, I understand that these are explained on the CQC's website. If you have any concerns relating to specific providers, then I would advise that you take up this matter with the CQC directly.

The Department understands that you have decided not to share your evidence with the CQC and that it has therefore been unable to fully investigate your concerns regarding whistleblower confidentiality. The CQC has advised that it remains open and committed to further dialogue should you decide to provide it with the information to which you refer.

The CQC must be allowed to investigate complaints regarding itself in the first instance. Should you allow the CQC to investigate in full but continue to be unhappy with its response, you may wish to escalate your case to the Parliamentary and Health Service Ombudsman. This would be the most appropriate course of action as the Department does not intervene in individual cases. You can contact the Ombudsman at his website: www.ombudsman.org.uk.

I apologise again for the very long delay in responding.

Yours

CAROLINE DINENAGE



Department
of Health

From Jackie Doyle-Price MP
Parliamentary Under Secretary of State for Care and Mental Health

39 Victoria Street
London
SW1H 0EU

020 7210 4850

PO-1099064

Ms Eileen Chubb
Compassion in Care
19A Transmere Road
Orpington BR5 1DT

18 DEC 2017

Dear Ms Chubb

Thank you for your further correspondence of 19 September and 8 November about the way in which the Care Quality Commission (CQC) is handling a number of whistleblowing concerns.

I apologise for the long delay in responding to you and I regret that I am still not in a position to provide a full reply. I would like to assure you that officials are looking into your concerns and that I will write to you as soon as I am able.

In order to fully explore your concerns, my officials would like to share some of the content of your correspondence with the CQC. I would be grateful if you could please confirm that you are content for us to do so. You can do this by writing for my attention to the address above, or through the Department's web contact form, which you can find at <http://www.gov.uk/dh>.

I hope that this response assures you that your serious and longstanding concerns are receiving attention.

Jackie

JACKIE DOYLE-PRICE