

Annual Report 2017

Compassion in Care

June 2016

9th Gave a talk on abuse and Whistle-blowing at Amnesty International.

17th Appeared on BBC Points West News at 6.15

19th Spoke to public at rally in London.

20th to 24th Care home research and reading list.

Continued to help journalist with our comprehensive evidence on care home evictions, which we have gathered over a decade, for a future programme.

Remaining time in June: Manned Helpline every Monday, Tuesday and Wednesday from 10am to 4pm. Helpline continues to be busy. All help line cases fully documented and filed. On-going cases updated.

July 2016.

3rd All day filming for a documentary following our work over a 5 Year period.

1st to 12th Scanned first 400 pages of evidence documents to digital copies.

11th Letter to Social Care Minister drafted.

11th Care home we had previously exposed in the news again, wrote update report for website and Twitter.

12th Interviewed on BBC Radio Kent at 7.45am on the issue of complaints about Care Homes.

14th Letter to Social Care Minister sent.

15th New video recorded and published on website, YouTube and Twitter.

18th Whistle-blower Tribunal. Updated our earlier report on "[CQC An On-going Concern](#)" and published on website.

19th to 25th Scanned a further 300 pages of evidence to digital.

25th National broadcaster rang for advice and contacts and assisted with both.

Helpline manned as usual in between other work. All cases fully documented and filed. On-going cases updated.

29th New editorial published on death rates.

30th Care home research on death rates.

August 2016.

2nd Published new information on CQC failures.

3rd to 5th Whistle-blowing research and preparing to have two weeks holiday.

4th Met with relatives of abuse victims.

On holiday 2 wks. from 8th to 23rd August

24th to 26th Everyone contacted and backlog on help-line emails and telephone calls cleared. All cases fully documented and filed and on-going cases updated.

September 2016.

1st National newspaper contacted us for advice and assisted.

2nd BBC Radio called for advice on future programme and assisted.

5th New book published, "[Shadow State](#)" by Alan White, which features an interview with Eileen Chubb.

6th New video posted. Letter to Minister for Social Care.

7th Arranged a panel of speakers for event at Greenwich University.

8th Research on Irish Whistle-blowing Law.

9th and 10th Reading CQC Inspection reports.

Helpline manned every Monday, Tuesday and Wednesday.

12th New updated report on Hillcrest Care home.

13th to 15th Tweeted lots of information on care homes and whistle-blowing cases.

16th to 17th Speaking at Blacklisted, Bullying & Blowing The Whistle event at Greenwich University and arranged a number of Whistle-blowers' workshops.

19th New video posted.

20th Started reading current Misconduct In Public Office (MIPO) law which has a direct impact on care home issues in order to write and submit our report to the Law Commission consultation on MIPO.

21st to 23rd Reading current MIPO law.

26th to 30th Reading Law commission proposals document on MIPO.

29th Filmed working for on-going documentary.

Helpline manned every Monday to Wednesday and other work completed in between this permanent commitment. All cases fully documented and filed and all on-going cases updated.

October 2016

1st More of our families put in touch with BBC Victoria Derbyshire programme for eviction story.

2nd to 4th Spent all day writing our report on MIPO called "Should we abolish accountability?" Cover artwork by my husband Stephen.

5th Published our special report ["Should We Abolish Accountability?"](#)

6th and 7th Sent copy to Law Commission and 200 copies to media and MPs.

Rang police on behalf of a third party to report a care home.

10th Open letter to National Whistle-blowing Guardian published.

11th Call from national TV programme re whistle-blowing, gave advice.

12th to 14th Scanned 340 pages of evidence documents to digital.

17th CQC reports reading day.

18th Pre-filming with BBC Victoria Derbyshire programme in London.

19th and 20th Research reading on Whistle-blowing cases to keep current.

24th New editorial published and lots of whistle-blowing and abuse information tweeted.

25th Meeting Channel 4 journalist re programme on a large care provider.

27th Did live video link to Belgrade conference on the issue of Whistle-blowing.

28th New care home report written, published and tweeted.

Help-line manned every Monday and Wednesday and continues to be busy. All cases fully documented and filed and all going cases updated.

November 2016

1st Arranged for a Whistle-blower to speak in London.

2nd Appeared live on BBC Radio Derbyshire, we were the first charity to raise the issue of people being evicted from care homes when concerns raised. We first highlighted this issue in 1999.

2nd Did interview on LBC radio re care home evictions.

2nd The [eviction story](#) was number one item on BBC website. Also Compassion In Care quoted in The Telegraph and The Independent.

3rd Quoted in the Daily Mail on Care Home Evictions. Huge response on today's Victoria Derbyshire.

Gave quote to The Sunday Express on the issue of CCTV.

4th Gave quote to The Eastern Eye newspaper.

4th Read and fully responded to CQC and others' guidance on evictions.

Over 400 help-line contacts since yesterday due to our publicity on evictions.

Helpline days and times extended worked from 4th to 9th to contact everyone and support. All cases fully documented and filed all ongoing cases fully updated.

10th New care home report written and published.

11th Lots of families put in touch with a national newspaper.

12th to 20th Researching care homes most recently contacted about, cross-referenced companies involved.

23rd ITV at 10.30 on abuse case in Peterborough.

24th and 25th two days holiday.

28th Spoke with producer at Carer's World re doing a future interview.

30th Posted message of support for whistle-blower. New comment on Whistle-blower inquiry judge posted.

Helpline manned Monday to Wednesday all cases fully documented and filed. All ongoing cases fully updated.

December 2016

1st Met with relatives of abuse victims.

2nd to 4th Research and reading days on Whistle-blowing and abuse cases.

5th Met with care home Whistle-blowers.

6th Met with Channel 4 Journalist.

7th News article published. 200 pages scanned to digital copies.

8th Spoke at Goldsmiths College. In Daily Mail.

9th to 23rd Helpline cases administration.

January 2017.

(Holiday until the 8th)

9th Worked all day to clear help-line backlog.

10th Wrote submission on whistle-blowing and importance of media and submitted to consultation by 5pm deadline.

Throughout month worked on response to Law Commission consultation on Protected Data Act (have to research and tackle all areas of law for Edna's Law). The most difficult area is Official Secrets so I wrote Edna's Law recommendations on this area first. I had to read all laws in relation to this which took time.

Channel 4 called re programme.

Another national network called re a case.

11th Law student given requested permission to quote from our published research. Rang Justice Department to support a whistle-blower.

12th to 13th New news report written and published. Designed 14 new picture posters for use on the web-site and Twitter.

16th to 17th Cross-referenced our written case files for our new report highlighting evictions called [Evictions and Restrictions The First 400 Cases](#).

A report showing the patterns emerging from the evidence we have gathered. We emailed the report to all our contacts.

17th Filmed working for on-going documentary.

18th New video. Emailed all MPs new report.

Spoke to journalist seeking advice on whistle-blowing.

19th Two national broadcasters rang for advice on future stories.

20th LBC Radio. I raised issue of not **what** we paying for social care but **who** we are paying.

20th New video up on the issue of [Surrey Care Referendum](#).

21st to 23rd Reading and research time.

23rd National TV and radio programmes rang re information on care home evictions and whistle-blowing in the NHS.

25th In Private Eye Magazine re my report on evictions and restrictions.

25th Put a family in touch with a journalist re abuse they filmed in care home.

26th to 27th All day spent updating our funding profiles on various web-sites and designed a new funding leaflet with all information contained in one place.

28th Wrote to Northern Ireland Government Ministers.

29th Emailed new leaflet to all contacts.

30th Met with journalist from national newspaper re advice on mental health issues.

31st Did In-depth interview on Whistle-blowing with [News Peeks Radio](#).

Helpline manned Monday to Wednesday all cases fully documented and filed. All ongoing cases fully updated.

February 2017

1st New text book called [Age](#) published by Vubpress. I wrote the section on whistle-blowing.

1st New video filmed and published on our website and YouTube.

Decided March 22nd to be CQC protest, sent information/map to all contacts.

2nd Did live interview with RTTV at 8pm re Law Commission's proposals.

3rd to 10th preparation for CQC protest. Designed new banner. Props and costumes made by helpers.

Throughout the month continued to work on report which is to be called "The Public (Interest) Enemy Number One". The submissions for Edna's Law on protected data whistle-blowing.

6th ITV called re doing interview tomorrow which I am unable to do.

7th Filmed working on my report.

8th Two journalists called re advice on care home evictions.

9th Did a Freedom of Information request re so called “bed-blocking” data. Asked how many people were admitted from care homes as am trying to combat the unfair news reports.

13th LBC Radio Interview on Whistle-blower sanctions.

10th to 20th continued to work on Public Enemy report.

14th invited to Hillsborough Law Conference in Liverpool University but cannot afford travel nor time to attend.

14th to 15th Preparations for March 22nd.

16th to 18th Research on care home death rates.

Help-line manned Monday to Wednesday all cases fully documented and filed. All on-going cases updated.

March 2017

1st BBC Radio 4 You and Yours called, I told them about the fee for “Outstanding” rating, they were very surprised.

2nd to 5th Writing report The Public Interest Enemy No 1, aim to publish Friday.

Letter to Prime Minister re protest copied to all parties.

5th Report published, press release to 400 contacts.

7th Did interview on Going Underground for RTTV on my report “[The Public Interest Enemy No 1](#)”, amazing response.

8th Invited to speak outside Parliament for International Women’s Day rally.

9th to 22nd Preparation for demonstration at the CQC. Police informed, flyers and props ready.

22nd [Demonstration outside CQC](#) head office, amazing turnout, families who lost loved ones, whistle-blowers, disability groups and others attended. Six media outlets attended.

23rd Posted pictures on Twitter, amazing feedback from the public.

24th Nursing Times called for quote on article about whistle-blower blacklisting, which appeared in next issue.

25th to 28th Started next special report.

30th Met with family of abuse victim.

Helpline manned Monday to Wednesday and all cases fully documented and filed, all ongoing cases fully updated.

31st Wrote and published new article on Blacklisting.

April 2017

3rd Letter to CQC regarding death rates. Ongoing correspondence.

4th In High Court with Whistle-blower.

6th to 7th Research for new report.

11th LBC Radio 4pm on news story of 900 carers leaving care jobs.

New article up on website. Spoke to journalist from national newspaper.

12th to 17th Easter Holiday.

18th Subject Access Response, massive amount of documentation to read.

19th to 21st Wrote and published open letter to Robert Francis and CQC, serious issues of misconduct disclosed to public.

22nd Huge response from public regarding open letter.

24th Letter from Health Department published along with my response.

24th to 25th New series of cartoons re CQC Web of Deceit. Plus continued reading of Subject Access material.

25th Birkbeck University asked me to speak in June, I suggested I arrange a panel of whistle-blowers. Sent them [Breaking The Silence Parts 1 and 2](#) which they distributed to participants.

Bank Holiday weekend.

Helpline manned Monday to Wednesday, all cases fully documented and filed, all ongoing cases updated.

May 2017

2nd Scanned 250 documents to digital.

3rd Important report published including internal emails obtained via SAR showing the CQC reaction to concerns I had raised about eviction cases.

4th Telephone enquiry from national broadcaster, advised on issues.

Meeting with journalist from national broadcaster on an issue that I can assist with. Families given contact details of journalist.

5th New video and news article published in relation to CQC board meeting discussing Whistle-blowing.

6th and 7th Reading and research days.

8th All day on administration, information packs. Letters to Health Department, CQC, Prime Minister and copied to various MPs.

9th Working on new report.

10th LBC Radio on issue of couples being split up in care homes.

11th Continue to share lots of information out on Twitter.

12th Reading and preparing next report.

15th Letters to Buckingham Palace and Cabinet Office.

16th Two enquiries from national newspapers.

17th Letter of support written for families in Court Of Protection case.

18th Important report written and published including internal emails obtained via SAR showing the reaction from CQC and the Department of Health to my report “CQC An On-going Concern”.

19th National broadcaster Journalist enquiry, put them in touch with expert contact who can assist.

20th to 21st Preparation for the inaugural Gavin MacFadyen Award which will take place at the Byline Festival in the Frontline Club venue on Saturday 3rd June. Letter informing winner, wrote Award citation and Award being prepared.

22nd More cartoons prepared for ongoing series.

23rd Letter to Prime Minister.

24th Reading day.

25th Filmed working.

26th to 29th Bank Holiday.

Helpline manned every Monday to Wednesday, all cases fully documented and all ongoing cases updated. All evidence will be used to identify themes.

June 2017

1st to 2nd Final preparation for Gavin MacFadyen Award.

3rd Award won by Private Eye Magazine. Event filmed. Made new media contacts.

4th Posted Award film and pictures on Twitter.

Press Gazette rang me for quote on the work we do.

5th Two separate enquiries from national broadcasters, will be on-going assistance given on two very different stories.

6th Filmed working on new report about Coppice Lodge care home.

7th Inquiry from journalist from Scottish broadcaster. New report published on the on-going poor care at Coppice Lodge.

8th - 9th Meeting at Goldsmiths College with Faculty Director of CIJ.

10th Spoke with panel of our [Whistle-blowers at Birkbeck University London](#).

12th Important report published including [internal emails obtained via SAR](#) showing the reaction from CQC and the Department of Health to my report "CQC An On-going Concern". Including that the concerns exposed were not only ignored but allowed to continue unchecked, how the registration scam we exposed was continuing and detailing 10 homes from the current worst 47 homes in the country which we had previously highlighted.

13th Research day.

14th Meeting national broadcaster.

15th to 19th holiday.

20th [Open letter to Jeremy Hunt](#) regarding the conduct of CQC.

21st Two media enquiries.

22nd to 23rd Working on Edna's Law report.

24th Spoke at Centre for Investigative Journalism introducing The Gavin MacFadyen Award, film shown of [Ian Hislop accepting Award](#).

26th To 30th Working on Edna's Law report which will be a comprehensive and groundbreaking piece of work which will be published in the coming months.

[Compassion In Care YouTube Channel](#)

Compassion in Care

Reg. Company No. 4868020

Reg. Charity No. 1102282

Income and Expenditure Account Year ending 31st August 2016

INCOME	2016	2015
Donations	8353.61	7968.51
Total Income	8353.61	7968.51
 EXPENDITURE		
Indirect Charitable Expenditure		
Stationary and Postage	158.75	83.19
 ADMINISTRATION EXPENSES		
Office Equipment	746.71	208.31
Web Site Fees	0.00	80.00
Companies House	13.00	13.00
Sundries	385.82	665.62
Fees	7638.28	8060.92
 TOTAL EXPENDITURE	 8942.56	 9111.04
 Excess/Loss income over expenditure		
Carried to Balance Sheet	-588.95	-1142.53

Compassion in Care

Balance Sheet As at 31st August 2016

ASSETS	2016	2015
Current Assets	5348.70	5937.65
Total Assets	5348.70	5937.65
Represented by		
Accumulated fund at beginning of year	5937.65	7080.18
Excess/Loss income over expenditure	-588.95	-1142.53
NET WORTH	5348.70	5937.65

For the year ending 31/08/2016, the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

Director

E. CHUBB

