



# COMPASSION IN CARE

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19<sup>th</sup> September 2017

To Ms Doyle- Price; Under Secretary of State  
Care and Mental Health.  
The Department of Health  
Richmond Hs, London SW1A 2NS

Your Ref; PO-1088218

Dear Ms Doyle-Price,

In response to your letter of 14<sup>th</sup> September 2017,

Firstly I have to presume that you have either not read the comprehensive evidence submitted with my previous **ten letters** or that you have read it and decided to become implicated in this scandal by also failing to act. Either way your letter completely ignores the issues I have raised.

I note your reference to the "Previous Governments Actions" and would point out that the Secretary of State **throughout** the period in question was Jeremy Hunt so please do **not** even try to deflect responsibility with that ploy.

You refer me back to the CQC, who have also failed to reply to the concerns raised. I would point out that Robert Francis QC was asked by **Jeremy Hunt** to conduct the (FTSU) Whistle-blowing inquiry and the concerns I raised regarding the misconduct of Robert Francis whilst he was conducting this inquiry was **before** he became a CQC board member. The FTSU is the responsibility of Jeremy Hunt and that is where the buck stops.

You have completely failed to mention **at all** the evidence in the form of internal emails between the Department of Health and CQC regarding my report "CQC An On-going Concern" which was sent by your Department to the CQC. Yet you state that, "its important the CQC is allowed to operate independently" the evidence shows this stance **is only** taken when fundamental failures are exposed. The Department of Health were happy to issue a statement about the CQC to the BBC Victoria Derbyshire Programme on July 6<sup>th</sup> 2017 regarding the CQC "State of Care" report.

You have completely ignored the evidence sent to you which clearly shows that care homes highlighted in my report "CQC an On-going Concern" have **subsequently** harmed vulnerable people

and still no action is taken. The CQC website continues to **intentionally** mislead the public with exactly the same false information highlighted in my report.

As of yesterday the CQC web-site is still registering **old** providers as **new providers** and burying their abusive histories. For example a large group of BUPA Care homes were recently reregistered under the new ownership of BUPA care homes who have always owned them and among this group are some of the very worst homes, homes which we have tracked for years and now discover that all that appalling history is now buried in an archive.

Know well the extent of the abuse that has been excused so far because today vulnerable people are suffering appalling treatment and tomorrow we will again expose both the abuse and the part you have directly played in this abuse by your failure to act. Defending the CQC has cost lives, how many more need to suffer neglect, abuse and die before you act?

The evidence we have thus far submitted includes your own internal emails confirming **what you knew, when you knew it and what you did about it.**

#### THE EVIDENCE PREVIOUSLY SUBMITTED

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

<http://www.compassionincare.com/node/292>

<http://www.compassionincare.com/node/299>

<http://www.compassionincare.com/node/301>

<http://www.compassionincare.com/node/307>

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<http://www.compassionincare.com/node/323>

<http://www.compassionincare.com/node/329>

<http://www.compassionincare.com/node/337>

<http://www.compassionincare.com/node/335>

You state that "The Government is committed to ensuring that Whistle-blowers are supported and protected" I would pass that message to the 47 Whistle-blowers who contacted CQC with concerns and had their names given by CQC to their employers, only it would be adding insult to injury.

As a whistle-blower myself I was fortunate in having a **very** different regulator who investigated the abuse and supported the 7 whistle-blowers through the trauma that followed and I am always grateful for that because I know the battle that has to be fought to get abuse stopped **even** when

you have a competent and ethical regulator. The CQC are complicit in covering up abuse, betraying whistle-blowers and their only area of competence is in protecting themselves.

I refer you back to the evidence and questions submitted and I expect those questions to be responded to. I have waited six months for a response and the clock is still ticking.

I remind you that I am aware of your stance thus far, which has been to seek reassurances from the CQC which is akin to seeking reassurance's from the captain of the Titanic about the number of lifeboats.

I look forward to a full and proper response without further delay.

Yours Sincerely

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

Eileen Chubb

CC Health Select Committee  
Jeremy Hunt



Department  
of Health

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

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020 7210 4850

Ms Eileen Chubb  
19A Tranmere Road  
Orpington BR5 1DT

14 SEP 2017

*Dear Ms Chubb*

Thank you for your further correspondence of 20 June, 26 July, and 18 and 22 August to Jeremy Hunt about whistleblowing. I apologise for the long delay in replying.

As we have set out in previous replies, we are committed to improving openness and ensuring whistleblowers are viewed and considered as an asset and receive proper support.

As your complaint alleges misconduct by three members of the Care Quality Commission (CQC) board, I would refer you back to the CQC and its internal complaints procedures. As you know, the CQC is an independent body with its own procedures and policies, and is responsible for addressing concerns about its services.

As you will also be aware, the previous government asked Sir Robert Francis QC to lead the Freedom To Speak Up (FTSU) independent policy review in June 2014, after hearing about the experiences of whistleblowers and other concerns that the NHS was not doing enough to protect and support whistleblowers. The purpose of the review was to provide independent advice and recommendations on creating a more open and honest reporting culture in the NHS.

The Government response to the FTSU consultation was published on 16 July 2015, and progress against the recommendations outlined in the FTSU report is published within the Department of Health Annual Report. The Government believes that this work is helping to create a culture where staff feel able to raise concerns and that those concerns are acted on without reprisal.

You may also be aware that the CQC, and therefore its board, is accountable to Parliament, through the Health Select Committee and through the National Audit

Office, which undertakes reviews which are then reported to the Public Accounts Committee. It is important that the CQC is allowed to operate independently, but I hope you will feel reassured that the Government is committed to ensuring that whistleblowers are supported and protected, and that the CQC will continue to be held to account.

I hope this reply is helpful.

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

**JACKIE DOYLE-PRICE**