



COMPASSION IN CARE

Reg. Charity No. 1102282
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24th October 2017

OPEN LETTER to:

Ms Kay F Sheldon

Address unknown so posted on social media and sent
c/o Care Quality Commission Board as ex-Board member
Care Quality Commission (CQC)
151 Buckingham Palace Road
London SW1W 9SZ

CEASE AND DESIST MAKING UNTRUE ALLEGATIONS AGAINST COMPASSION IN CARE

We require you to cease and desist from publishing or repeating your untrue allegation that Compassion In Care or anyone connected with this charity is *"using fake accounts"* and is *"not very honourable"*. It is a serious matter to imply this or to make such claims against a registered charity so we require you to send evidence for your claim to our Trustees at the above address within seven days or to delete the tweet and apologise.

On 10th August 2017 you posted a message on social media alongside what appears to be an edited screenshot of our post of 7th August 2017, in which you wrote *"Looks like someone is using fake accounts for 'Likes' on this account – not very honourable"*. You later retweeted your own comment again with *"Hmm"* and that second post has now been removed but a screenshot of it was sent to us.

As no other user account was mentioned, this has been perceived as a malicious attempt to smear Compassion In Care and to cast doubt on our integrity. As an experienced social media user you know that anyone who is not blocked can *"Like"* a public tweet.

We often ignore online smears and we are aware that some people have briefed in private against this charity because they dislike us frequently exposing failures in care and regulation. In your case our supporters have insisted that you should be held to account publicly in case someone might be misled by your words, eg if they were unfamiliar with our work but aware that you once held a high profile, publicly funded post as an ex-Board member of CQC. There might be a particular risk of this if they were unaware of Compassion In Care's long history of publishing evidence of abuse of vulnerable people and the failures and misconduct by CQC, including during the time you were there.

It is shameful but revealing that a former member of the CQC Board would go to the lengths of using social media in such a way, in an attempt to discredit Compassion In Care.

False allegations by you or anyone else against Compassion In Care will not be tolerated and legal action will be taken if necessary.

Below left is the screenshot sent to Compassion In Care showing your “Hmm” tweet and on the right is what we found online today.



The “Hmm” tweet appeared to show you “Replying to @CompassnInCare” but we find this puzzling because if you did in fact “reply to @CompassnInCare” your post was never seen in our notifications. We do not understand why not, or why you later deleted that second tweet, and it is only now that we have been made aware of your attempted smear.

Below for transparency is our original post clearly showing “16” and “152” which strangely do not appear on your two tweets. We do not know why and so we must leave it to others with more knowledge of social media and editing of screenshots to explain it or to draw their own conclusions while we concentrate on demonstrating how you have used social media to try to defame this charity by making a false allegation.



We look forward to receiving a prompt and public apology if you are “honourable” yourself.

Eileen Chubb

Founder & Director of Compassion In Care