



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](https://twitter.com/compassnincare)

Summary of work for year mid July 2017-August 2018

2017	
17 July	2 enquiries from national media, advised as required Researched CQC care homes
18 July	Letters to CQC
19 July	11 new helpline cases following last week's media coverage
20 July	Spent day in court with whistleblower
21 July	Detailed response to CQC sent, published and posted on social media Spent 3 hours also helping national media outlet on research for big story next week
24 July	Two letters sent for families to local authorities. One letter written for families to care home provider. Press release written and emailed to all media outlets.
25 July	Cleared all emails and helpline calls
26 July	In Private Eye story re my report <i>CQC An Ongoing Concern</i> and homes that I had previously named, now found to be involved in current major abuse. Afternoon: live link to family meeting with CQC
27 July	Letter to Jeremy Hunt published, Response to tribunal fees published. Rest of day filming with documentary maker and new video clip posted
28 July	Research on CQC Conference call helping family at meeting with Safeguarding
	Holiday cancelled, helpline still too busy to take time off
2/3 August	Working on helpline backlog
4 August	Preparation for CQC research
7/8 August	Research all day
9 August	Helpline still busy due to Private Eye story and response
10 August	4 new posters designed
11 August	Demonstration leaflets designed and ordered
12 August	2 letters for families 2 reports for whistleblowers 2 references for whistleblowers
15 August	Response to CQC's latest letter 100 medals glued for protest demo, cut out by hand to save money
16 August	Private Eye call, helping with follow-up story next week. Preparation for demonstration continues
17 August	Media enquiry from health magazine, advised as required A family required a media contact, advised as required

	Continued with demonstration preparations
18 August	Protest outside Health Department Interviewed outside Dept of Health after our protest, for a documentary on NHS
20 August	(Sunday) Front page story on Sussex Health Care investigation
21 August	Lots of information out on social media today. Film of protest posted on website, YouTube and social media Letter to Jeremy Hunt summarising everything to date Emailed information pack to all other campaign groups Leaflets sent to supporters around the country
22 August	<i>The Hunt for Justice</i> report published today and emailed to Jeremy Hunt
23 August	Helpline very busy, including more complaints re CQC naming of whistleblowers to employers. In Private Eye today, follow-up story on Sussex Health Care homes. Posted Private Eye issue number on CIC website and social media Wrote and published editorial " <i>Too Big to Fail</i> ", on HC1 buying BUPA Care Homes linking situation to Sussex Health Care and how future care homes "would not be allowed to get too big" and yet exactly the same is happening Special report <i>The Hunt for Justice</i> emailed to all relevant contacts Texted and emailed all relevant contacts re HC1 editorial
24 August	Meeting with family
25 August	Holiday to Sunday 3rd September
4 Sept	Cleared backlog of 700 emails National broadcaster rang re support for whistleblower who had contacted them Response to CQC Andrea Sutcliffe, published all letters on website & social media Response to Jeremy Hunt Helpline very busy, continuing to clear backlog
5 Sept	Conference call with family to Safeguarding Lots of information tweeted
6/7 Sept	Ongoing case with Sussex Health Care families Started work on detail of Edna's Law, the disclosures section Posted on Twitter some pictures from Karis's Edna's Army "muddy races" team to raise funds, posted "hot coals" quote on social media Made formal complaint to Dept of Health re their behaviour to date (still no response in Sept 2018) Received letter from Andrea Sutcliffe at CQC and responded Spoke to HSJ and sent them evidence for article Drafted and sent letter to Public Accounts Select Committee
8 Sept	Researching CQC
11 Sept	Letter written to support a group of families taking action
12 Sept	Research whistleblowing
13 Sept	Two whistleblower references Research on whistleblowing and checking latest PIDA cases
14 Sept	All day on Edna's Law Disclosure research continuing Letter from DoH received, wrote and published our response on CIC website
15 Sept	3 hours CQC research (average 9 hours a week on this) Media enquiry from national broadcaster Media enquiry from print media
18 Sept	All day on Edna's Law (in between helpline)
19 Sept	2 hours CQC research, worked till 8.30pm, found new failures in inspection regime.

	Started new report
20 Sept	BBC Radio Kent interview on CCTV Started researching CCTV in care homes
21 Sept	Started new report on CQC failings in re-registration statement
22 Sept	Working on new report: <i>CQCA Likely Story</i>
25 Sept	Met with national broadcaster re <i>CQCA Likely Story</i> National broadcaster rang re sedative drugs used in care homes
26 /27 Sept	All day working on <i>CQCA Likely Story</i>
28 Sept	Continued to research CQC's website
29 Sept +2/3 Oct	All day on <i>CQCA Likely Story</i>
4 Oct	Published <i>CQCA Likely Story</i> to coincide with coverage in Private Eye BBC Radio Kent on CCTV at 8am BBC Radio Kent on abuse reports and Safeguarding at 6pm
5 Oct	Spoke to national broadcaster re research for future programme New editorial published. 25 social media posts exposing fact that CCTV in care homes campaign is being funded by Philip Scott, formerly Southern Cross management, who is now running CCTV company (see CIC's past work visiting 60 Southern Cross care homes and exposing appalling standards of care, abuse and neglect)
6 Oct	National broadcaster rang re Sussex Health Care, sent them lots of information BBC TV Points West called, gave quote On LBC Radio 8pm re Sussex Health Care
7 Oct	Wrote response to reported quote of MP Philip Lee: " <i>We live in a selfish society</i> " Published report
9 Oct	Attended graduation of whistleblower New video posted and tweeted Further information posted on social media re Philip Scott & CCTV campaigner Jayne Connery on CCTV evidence
10 Oct	BBC News camera crew at 2pm, for broadcast tonight
11 Oct	National broadcaster rang re Sussex Health Care Regional broadcaster rang re Norfolk story Another national broadcaster rang re security whistleblowers
12 oct	New editorial published Lots of social media posts with information links
13 Oct	Worked all day on CCTV report
16 Oct	New editorial published re Sunday Times comments of Andrea Sutcliffe Spoke to national broadcaster re care home group
17 Oct	New poster series " <i>Golden Rules of Campaigning</i> " published Spoke to a national broadcaster and advised
18 Oct	Private Eye <i>CQCA Likely Story</i> Health magazine rang re queries
19 Octd	Typing up CCTV report. CIC Trustees' meeting 6pm
20 Oct	Working on special report: <i>Reality (CCTV) Check</i> Helpline very busy this week due to publicity
23/24 Oct	CCTV report, working on typing up and research
25 Oct	Attended filming at BBC TV in Tonbridge for <i>Turning Back The Years</i> to be broadcast in Spring 2018

26 Oct	Filming all day with documentary maker Sun newspaper rang re "Bed and Breakfast" news item, gave quotes Spoke to 2 national broadcasters and advised
27 Oct	Sun newspaper published big story with my quotes re Bed & Breakfast story <i>Reality CCTV Check</i> published, deadline met 8pm interview with freelance journalist Opened <i>Gavin McFadyen Award</i> inviting nominations from whistleblowers
30 Oct	Sent 400 emails with copy of <i>Reality CCTV Check</i> 7pm spoke to national broadcaster re future story
31 Oct	Prepared 5 new posters Appeared in HSJ story today re 47 whistleblowers betrayed by CQC
1 Nov	Emailed evidence to Rosie Cooper on Health Select Committee Wrote three references for whistleblowers
2 Nov	Returned to work on Edna's Law report
3 Nov	Lots of information posted on Twitter
6 Nov	Appeared on ITV <i>This Morning</i> in 2 slots, first with Teresa, a relative whose loved one was abused and then did a phone-in advice slot after the programme Helpline very busy. 6pm spoke to national broadcaster correspondent
7 Nov	187 Helpline contacts dealt with so far, responded to, advised & logged in detail
8 Nov	All day on helpline calls, huge response to ITV coverage CCTV advocate contacted us re CCTV report Letter to Jeremy Hunt, copy to Health Service Editorial on good manager who was sacked case
9 Nov	Spoke 3 times to a national broadcaster correspondent researching story Helpline continues to be busy
10 Nov	In Daily Mail 3 new articles on website
13 Nov	Spoke to national broadcaster with story Helpline still very busy, all calls documented and filed, advice and support given Freelance journalist emailed re advice on whistleblowing questions
14 Nov	Interview pre-recorded with <i>ITV Meridian</i> Helpline still very busy National broadcaster contacted us re advice on bullying in the workplace
15 Nov	Helpline continues to be busy, cleared 186 further cases (since ITV programme) as going on long weekend
20 Nov	Scottish broadcaster called re whistleblowing story
21 Nov	On <i>ITV Meridian</i> , top story re whistleblowers from Sussex Health Care
22 Nov	Helpline very busy Helped 2 people petition Parliament Feedback on one case (do not always get feedback but 3 people were NOT evicted due to our advice, families rang to say thank you)
23 Nov	Spoke to group of families, advised further Spoke to Scottish broadcaster for second time Spoke to current affairs programme re bullying story
24 Nov	Pre-recorded interview for Radio 4 6.30pm did interview with freelance journalist re coroners' courts
27 Nov	Helpline still very busy Reading employment tribunal verdict for 4 hours

28 Nov	CQC research Posted on website all the letters to Prime Minister re whistleblowing and the correspondence with Dept of Health
29 Nov	All day clearing helpline
30 Nov	Meeting with family member
1 Dec	11am filming with documentary maker all rest of today
4/5 Dec	Helpline, letters, admin and filing all day
6 Dec	Arranged for media to attend a family's case being heard in High Court Discovered that our work on evictions had featured in the legal journals <i>BBC World Today</i> needed lots of further information for Friday's broadcast
7 Dec	Spent all day going through Subject Access documents with documentary maker
8 Dec	Wrote statement for family to read out in court to stop eviction of their relative Did further interview in response to CQC comments on the 47 whistleblowers
11 Dec	One whistleblower reference written Helpline still busy
12 Dec	All day on helpline calls only
13 Dec	Clearing all outstanding work
14 Dec	<i>BBC Radio 4</i> broadcast story on the 47 whistleblowers Then on holiday until after Christmas/New Year
2018	
8 Jan	Helpline 10-4pm. Over 200 helpline contacts logged, all responded to and allocated time to speak to. Letter written to Social Care Minister, posted on website and tweeted. Cabinet reshuffle, Jeremy Hunt still in post. Worked late to clear backlog and planned work for rest of week. National broadcaster called re story, advised. <i>Private Eye</i> – gave quotes for next issue.
9 Jan	Helpline 10-4pm Worked on Edna's Law between calls Reference for whistleblower
10 Jan	Helpline 10-4, working on Edna's Law in between calls Met with whistleblower 10am Have quote in <i>Private Eye</i> re CBE for Andrea Sutcliffe
11/12 Jan	Working on Edna's Law
15 Jan	Helpline 10-4pm Research on reports of Patricia Douglas case Working on Edna's Law report
16 Jan	Working on Edna's Law Tweeted comments and published editorial on new film <i>The Post</i>
17 Jan	Helpline 10-4pm Working on Edna's Law report
18 Jan	Edna's Law report all day
19 Jan	Edna's Law plus 3 hours on the charity's accounts
22- 26 Jan	Helpline 10-4pm Working on Edna's Law report
29 Jan	Helpline 10-4pm Working on Edna's Law report Meeting with relative at 12pm
30 Jan	Helpline 10-4pm

	Working on Edna's Law report National broadcaster called re more research on continuing story
31 Jan	Helpline 10-4pm. In between worked on Edna's Law report, researching legal cases hours re Burden of Proof, definition of Public Interest between journalists and whistleblowers. Worked 14 hours total today
1/2 February	All day Edna's law Spoke to national broadcaster re upcoming programme
5 Feb	Helpline 10-4 Edna's Law all day Contacted media for family who were in High Court and wanted publicity Wrote a witness statement for another family
6 Feb	Helpline 10-4 Worked rest of day on Edna's Law
7 Feb	Helpline 10-4 Worked all day on Edna's Law National broadcaster rang re Government press report due tomorrow. Said what I thought of it and gave quote
8 Feb	All day working on Edna's Law Merok Park care home - editorial and video posted on website and social media
9 Feb	Worked on Edna's Law New care home story posted on website, sent to <i>Private Eye</i> , " <i>The Ideal Conceal</i> ".
Saturday 10 Feb	10.15 <i>BBC Radio 5 Live</i> responding to Hunt's social care plans
12 Feb	Helpline 10-4 Worked on Edna's Law all day Posted new video on website and tweeted on Mendip Care Home and Merok Park Received FOI response on Mendip House today and issued a statement on Judy Downey's comments
13 Feb	Helpline 10-4 Spoke to national journalist about <i>The Ideal Conceal</i> work
14 Feb	Worked on Edna's Law Checked CQC website
15 Feb	Worked on Edna's Law and posted lots of information on social media
16 Feb	Worked on Edna's Law
19 Feb	Helpline 10-4 Worked rest of day on Edna's Law
20 Feb	Helpline 10-4 Worked on special abuse case report, sent it to coroner, police and safeguarding Arranged a volunteer to attend Bolton Coroner's Court this Friday
21 Feb	Helpline 10-4 Reference given for a whistleblower New video posted on website and social media about <i>Safeguarding Shambles</i>
22 Feb	Letter to Jeremy Hunt Research for emergency report on Parkview Care Home Posted statement on social media re David Behan CQC vacancy
23 Feb	Volunteer attended Bolton Coroner's Court National broadcaster rang re story on care company
26 Feb	Helpline 10-4 Rest of day working on Safeguarding section of Edna's Law

27 Feb	Helpline 10-4 Worked late on whistleblowing case (19 hour day today)
28 Feb	Helpline 10-4 All day on <i>Safeguarding Shambles Part 2</i>
1 March	New report on Parkview published, copied to Bolton Council, Chief Constable of Greater Manchester and Public Accounts Committee re misuse of NHS Continuing Care funding Wrote to Chief Coroner about concerns re conduct of Bolton inquest National broadcaster rang re story Campaign group called re concerns about an organisation
2 March	Safeguarding research for Edna's Law all day
5 March	Helpline 10-4 Edna's Law all day
6 March	Worked on Edna's Law all day plus <i>Safeguarding Shambles Part Two</i>
7 March	Helpline 10-4 Worked on Edna's Law plus <i>Safeguarding Shambles Part Two</i> published on website and social media with photos provided by family of victim's injuries
8/9 March	Worked on Edna's Law all day
12 March	Day off
13 March	Helpline 10-4 Worked all day on Edna's Law plus a new report for <i>Safeguarding Shambles</i> series
14 March	Helpline 10-4 Wrote and published <i>Safeguarding Shambles Part Two</i> re Morris Care re-registration history and raised concerns about the information the public were actually provided with by the regulator CQC
15 March	<i>Safeguarding Shambles Part Two</i> follow-up re Morris Care published, tweeted, sent to Dept of Health and Health Select Committee
16 March	BBC documentary broadcast: " <i>Holding Back The Years</i> ", pre-recorded last autumn Wrote full response to news item re pharmacists in care homes, published, posted on social media New video posted Gave a quote to Express newspaper re the pharmacists news item which will be published tomorrow
Saturday 17 March	Express published pharmacist story
19 March	Helpline 10-4 (very busy due to last week's publicity) Worked on Edna's Law and read til late the Hillgreen Care Home Serious Case Review (SCR) plus their entire inspection history
20 March	Helpline 10-4 (still very busy) Wrote response to Hillgreen SCR (see above) and published on our website Published two new videos
21 March	Helpline 10-4 Helpline very busy, 85 new cases and counting New editorial published on care home re re-registration
22/23 March	Caught up on Edna's Law research
26 March	Helpline 10-4 Worked on Edna's Law
27 March	Helpline 10-4 Published editorial on two care home investigations

28 March	Helpline 10-4 New report posted re <i>BBC TV Hospital</i> programme highlighting that the care home which an elderly patient was discharged to was rated “Inadequate” so it was not the happy ending implied by the programme because we followed up on where the person was sent
4 April	Helpline 10-4
5 April	FOI sent in for Parkview Care Home Bolton FOI follow up for Mendip House Got new mobile phone for CIC
6 April	Worked all day on Edna’s Law
9 April	Helpline 10-4 Helped 3 families make safeguarding complaints about one care home
10 April	Helpline 10-4 Evidence sent to NMC Posted an alert on website/social media about a parcel scam targetting the elderly
11 April	Helpline 10-4 Wokred on Edna’s Law all day
12 April	Day off
13 April	Worked on Edna’s Law
16 April	Helpline 10-4 Research for Edna’s law
17/18 April	Helpline 10-4 Worked on Edna’s Law
19/20 April	CQC research
23/24 April	Helpline 10-4 Worked on Edna’s Law
24 April	Wrote new report on Mendip after receiving FOI information Spent 2 hours reading Sussex Health Care FOI for report to be written
25 April	Helpline 10-4
26 April	NUJ meeting attended in London BBC Cornwall at 1.15 re Sunningdale CQC Safeguarding
27 April	Worked on Edna’s Law Interview on BBC Radio Kent 8.45am re Esther Rantzen’s comments
30 April	Helpline 10-4 New editorial posted as well as lots of information on social media
1 May	Helpline 10-4 FOI report up re Parkview Bolton review
2 May	Helpline 10-4 Admin 6 hours: Four whistleblower references Five letters to NHS re relatives’ complaints Two letters re whistleblower cases One letter to Government Opposition re The 20 Years Rule bypass Wrote subject access request for whistleblower
3 May	Edna’s Law
4/5/6/7 May	On holiday except 7 May did BBC Radio Kent interview on Edna’s Law
8 May	Helpline 10-4 Worked on Edna’s Law
9 May	Helpline 10-4

	Research for Edna's Law Editorial response to Esther Rantzen's comments, posted on website
10 May	New radio recording posted Helped 2 families re safeguarding
11 May	FOI to EU Justice Department 2 appeals for reviews re previous UK FOIs submitted Wrote editorial and posted on website my response to longer sentences campaign Helped whistleblower writing up evidence summary
14 May	Helpline 10-4 Spoke at NUJ meeting in London 8pm
15 May	Helpline 10-4 Spoke to NMC re ongoing case Did response to You and Yours comments on care home crisis
16 May	Helpline 10-4
17/18	Edna's Law
21 May	Helpline 10-4 Reading new law book as research
22 May	Helpline 10-4 National broadcaster rang re future programme about fight for Edna's Law
23 May	Helpline 10-4 Worked on Edna's Law
24 May	Decided to close Helpline for all of June in order to work exclusively on Edna's Law.
25 May	Preparation for closing down helpline and arrangements for existing cases
29 May	Helpline 10-4 Started writing Edna's Law
JUNE 2018	Helpline closed –working on Edna's Law
29 June	Story in Private Eye
2 July	Edna's Law published today: <i>There Is No Me In Whistleblower</i> – widely circulated
4 July	Helpline 10-4, clearing backlog Sent copy <i>There Is No Me In Whistleblower</i> to contacts in other campaign groups 12pm Filmed with Russian TV re Edna's Law Posted on social media lots of information on <i>There Is No Me In Whistleblower</i>
5 July	Front page of NUJ magazine featured the campaign for Edna's Law
6 July	Clearing backlog of helpline National broadcaster rang a particular issue, advised as necessary
9 July	Helpline 10-4, still clearing backlog, very busy with calls Spoke with national broadcaster re ongoing story
10 July	Helpline 10-4
11 July	Helpline 10-4
12 July	Spent all day sending out <i>There Is No Me In Whistleblower</i> to contacts
13 July	Audio interview for NUJ freelancer's blog
16 July	Helpline 10-4 National newspaper called re certain issue, advised
17 July	Helpline 10-4
18 July	Helpline 10-4 backlog almost cleared
19 July	One new care home report written and published on website Two letters written for families re evictions
20 July	Spent all day clearing remainder of Helpline backlog
23 July	Helpline 10-4

Compassion In Care Summary of work for year mid July 2017-August 2018

24 July	Helpline 10-4
25 July	Helpline 10-4
26 July	Day off
30 July	Helpline 10-4 Discussed preparations for panel at Byline
31 July	Helpline 10-4
1 August	Helpline 10-4
3rd August	Holiday for 18 days
15 August	During holiday, wrote speech for Byline Festival panel and researched bounty hunting cases for 3 days
16 August	New report published about Dept of Health and posted on social media
16 th August	Letter written for family Cleared helpline backlog Preparations for Byline Festival in Sussex
20 August	Helpline 10-4
21 August	Helpline 10-4 Rang bounty hunting US lawyers posing as whistleblower as part of prep for Byline
22 August	New report up on Health Dept
23 August	Prep for Byline workshop
24 August	Appeared on Byline panel, event was filmed by our documentary maker
26 August	Byline workshop on whistleblowing
28 August	Helpline 10-4 Posted new editorial on bounty hunting
29 August	Helpline 10-4 New video posted on website and social media Huge response to Byline video from UK whistleblowers but also from USA Wrote Work for Year report and started to prepare for Gavin McFadyen Award due in October