

Ref	Description	Deadline	Date of Disclosure	Outcome	Exemptions
0638	<p>Can you clarify if National Guardian interviews today were cancelled & appt delayed? Could you also advise how many applications were received for the NG post? Could you also clarify if Mr Behan is still appointing officer as per published plans?</p> <p>1) Has a position specification been drawn up for the post of local guardian? If so, please can a copy of this be provided.</p> <p>2) Who will be (or perhaps was) the appointing officer for this post?</p> <p>3) Who will the local Guardian report to within CQC?</p> <p>4) What will be the level of remuneration for this post?</p> <p>5) When will the post be advertised? If the post has already been advertised, please advise when this was and provide the details of the advertisement and all supporting documents and information that was made available to applicants.</p> <p>6) Please advise if there will be (or were) restrictions on what candidates may apply beyond the specific requirements of the post. For example, will applicants for the local CQC Guardian post be required to be current employees of the NHS or DH arms length bodies, as was the case for the National Guardian Set Up Manager?</p> <p>7) If CQC has already appointed to this local Guardian post, please advise when this took place and when the appointee will start work.</p> <p>8) Please advise if any relationship/ working arrangements between CQC's local Guardian and the National Guardian has yet been specified, and if so, please provide details</p>	29-Dec-15	25-Jan-16	Partial Disclosure	
0644	<p>Request for the hotel costs for inspections carried out in the Norfolk, Suffolk, Cambridgeshire and Essex Area at the following Trusts:</p> <p>The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust, Colchester Hospital University NHS Foundation Trust, Papworth Hospital NHS Foundation Trust, Ipswich Hospital NHS Trust, Cambridge University Hospitals NHS Foundation Trust, Norfolk and Suffolk NHS Foundation Trust, Mid Essex Hospital Services NHS Trust, Hinchingbrooke Health Care NHS Trust Cambridgeshire and Peterborough NHS Foundation Trust, West Hertfordshire Hospitals NHS Trust, Hertfordshire Partnership University NHS Foundation Trust, Norfolk Community Health and Care NHS Trust, Hertfordshire Community NHS Trust, Cambridgeshire Community Services NHS Trust</p>	04-Jan-16	13-Jan-16	Full Disclosure	

Ref	Description	Deadline	Date of Disclosure	Outcome	Exemptions
0650	However, having read and digested this information I question whether this is the entire email flow as this is somewhat open ended. Therefore may I please request all further emails leading up to what has been sent to me already and also those that conclude this email conversation. Also, you have made a statement that neither the CQC or the Council shared this information to a third party. Accordingly, would you please forward to me any evidence you may have that supports your statement made on behalf of the CQC that the Council (WSCC) maintained confidentiality.	05-Jan-16	06-Jan-16	Partial Disclosure	S40 (2)/(3)
0663	<ol style="list-style-type: none"> 1. How many care homes in Northants have closed/deregistered from January 2015 to today's date? 2. How many registered beds were lost at these closed/deregistered care homes in Northants from January 2015 to today's date? 3. How many new care homes opened in Northants from January 2015 to today's date? 4. How many new registered beds were created by these new homes in Northants from January 2015 to today's date? 	12-Jan-16	12-Jan-16	Full Disclosure	

Ref	Description	Deadline	Date of Disclosure	Outcome	Exemptions
0666	<p>The Mazars deaths review and CQC's oversight of governance issues at Southern Health NHS Foundation Trust</p> <p>Please advise:</p> <ol style="list-style-type: none"> 1) How many complaints about the care of people detained under the Mental Health Act or subject to Community Treatment Orders (CTOs), under the care of Southern Health, did CQC receive in financial years 2010-2011, 2011-2012, 2012-2013, 2013-2014 and 2014-2015? 2) How many of these complaints did CQC investigate using its Mental Health Act powers? 3) How many of these complaints were about the care of detained patients (or patients on CTOs) who died? 4) How many of the complaints about the care of detained patients (or patients on CTOs) who died did CQC investigate? 5) How many coroners' warnings about inadequate investigations of patient deaths under the care of Southern Health did CQC become aware of in the relevant period? 6) What action did CQC take in regards of these coroners' warnings? 7) Did CQC cross check deaths notification data from the Trust against the Trust's data on the number of unexpected deaths that were actually investigated? If so, what action did CQC take with respect to the fact that only a small proportion of unexpected deaths were investigated? 8) Lastly, please can CQC advise if it maintains its position that the concerns about the death of Jo Deering, whilst detained under the Mental Health Act by Southern Health, cannot be investigated because they relate to events that took place too long ago (2011). 	11-Jan-16	11-Jan-16	Partial Disclosure	
0669	<p>Please can you provide copies of the inspection reports for these 4% of surgeries which were considered inadequate, noting clearly in the response (perhaps in a table or list) which of these surgeries were closed immediately.</p>	14-Jan-16	14-Jan-16	Partial Disclosure	S21 (1)
0674	<p>Section 48 investigations undertaken by CQC</p> <p>I write to ask:</p> <ol style="list-style-type: none"> 1) How many Section 48 investigations CQC has carried out since its inception? 2) How many of these investigations have been instigated by CQC itself and how many were carried out at the Secretary of State's request? 3) Please provide a breakdown of the types of services that CQC's investigations have related to (Acute hospital trusts, community trusts, mental health trusts, ambulance trusts etc...) 4) How many of the investigations related to Foundation Trusts? 5) Has CQC published all of its reports of these investigations and please could it provide the links to the published material? 	15-Jan-16	15-Jan-16	Full Disclosure	

Ref	Description	Deadline	Date of Disclosure	Outcome	Exemptions
0675	Please send me all information regarding any complaints that have been made about the care home listed below that have been made in the past year. Please include the complaint and all the details of the complaint, and whether the complaint was upheld. Brackenley, 33 Forest Lane Head, Harrogate, HG2 7NN	13-Jan-16	13-Jan-16	Partial Disclosure	S44 (1)
0678	I would like to make a freedom of information request for the data held by CQC on the subjects outlined below please: 1. The total number of residential care homes closed over the past year in England. 2. The total number of residential care homes closed over the past five years in England. 3. The total number of care beds deregistered over the past year in England 4. The total number of care beds deregistered over the past five years in England. 5. The total number of care homes closed by region over the past year in England. • The total number of new care homes and total new care beds registered in England over the past years, excluding re-registrations of homes following sale/transfer.	14-Jan-16	15-Jan-16	Full Disclosure	
0679	Please provide information regarding the total number of formal document requests, subsequent to the initial provider information request, which have been submitted in 2015 to each Acute Hospital providing services for Women and Children which you have inspected in 2015 Please provide figures separately for requests concerning only Womens (Maternity and Gynaecology) and also those only concerning Children and Young People. This request is submitted as per the FOI Act. Please indicate when the information will be provided	13-Jan-16	11-Jan-16	Full Disclosure	
0680	To whom it may concern, Please can we request a copy of any documents, computer files, sound and voice recording and any other information about us. Including any correspondence between ourselves and the CQC. Please can we have this information on xxxxx	14-Jan-16	05-Jan-16	Withheld	S40 (2)/(3)

Ref	Description	Deadline	Date of Disclosure	Outcome	Exemptions
0686	<p>1) Did the recent CQC inspection of Victoria Surgery, Victoria Street, Bury St. Edmunds include a remit to review whether Patients registered with this Surgery were provided with an opportunity to view or access to their medical records?</p> <p>2) If yes, which years were reviewed since April 2013 and will the CQC bring clarity to its investigation by publishing the data?</p> <p>3) Did the CQC review the Surgery's track record for sharing medical records with their patients on request?</p> <p>4) Did the CQC review how many patients had been struck off by Victoria Surgery since 1st April 2013?</p> <p>5) Did CQC inspectors review any data that the Surgery sent to SERCO in order to progress the administrative task of striking a Patient from their Patients List?</p> <p>6) Since 1st April 2013, has the CQC made a record of how many patients were struck off by Victoria Surgery following a complaints letter from a solicitor?</p> <p>7) Did the CQC inspectors review whether the Surgery, SERCO or Suffolk NHS provide a complaints procedure for those patients who wished to challenge any false data progressed against them by a) Victoria Surgery b) SERCO c) NHS Suffolk?</p>	18-Jan-16	05-Jan-16	Withheld	S31 (1)/(2)
0687	<p>In your inspection of Victoria Surgery, Bury St Edmunds, Suffolk in November 2015; did your "inspectors" review the data for the following administrations tasks by staff at the Surgery? 1) How many complaints about "maladministration" and/ or clinical negligence had been made by patients against Victoria Surgery since 1st April 2013?</p> <p>2) How many of those complaints were formally progressed by the Surgery?</p> <p>3) How many of the complaints lodged since 1st April 2013 were resolved by Victoria Surgery?</p> <p>4) How many complaints against the Surgery were then escalated to The Parliamentary Health Service Ombudsman (PHSO)?</p> <p>5) Did any inspector or member of staff at the CQC review whether any of the complaints against Victoria Surgery that were progressed up to The Ombudsman were successful in engaging the PHSO into starting an investigation? (I ask this in respect of basic Public Health & Safety protocols suggested in the Francis Report)</p>	19-Jan-16	05-Jan-16	Withheld	S31 (1)/(2)

Ref	Description	Deadline	Date of Disclosure	Outcome	Exemptions
0688	I am writing regarding the care home Echelforde Care home Ashford, Surrey. The reason for this email is to see have there been any historical sexual/physical abuse claims/assaults regarding this care home? I would like to know this information as soon as possible with any complaints dating back the last 10 years until now within this property.	15-Jan-16	11-Jan-16	Full Disclosure	
0690	Can you tell me, to date, how many Practices have been inspected in total AND how many have been closed down with immediate effect.	19-Jan-16	19-Jan-16	Full Disclosure	
0691	I would like to request information with regards to the organisation's Local Area Network (LAN) environment.	18-Jan-16	14-Jan-16	Full Disclosure	
0692	I would like to request information with regards to the organisation's Local Area Network (LAN) environment.	18-Jan-16	14-Jan-16	Full Disclosure	
0694	I should like to request the following information: the structure of the organisation's IT department including, but not limited, to its hierarchy, teams sizes and contract/permanent split. I would also like to request information on whether the development team uses Java or Microsoft programming language, and if Microsoft Dynamics is used as a CRM system and if so, which version.	18-Jan-16	15-Jan-16	Full Disclosure	
0695	Please therefore send me: 1 Maternity services survey 2015 national tables. 2 Maternity services survey 2015: Benchmark data. Both of the 'unzipable' documents can be found at: http://www.cqc.org.uk/content/maternity-services-survey-2015 3 finally please send me any material that you hold relating to the performance of 3a Lincoln Hospital Maternity Unit. 3b Queens University Hospital Nottingham, maternity unit. 3c Lincoln City Hospital Maternity Unit. I do not require all the information that you hold, just the most recent performance related material on each hospital. Please send me the documents in electronic format in PDF version and within the statutory time period.	20-Jan-16	19-Jan-16	Full Disclosure	S21 (1)

Ref	Description	Deadline	Date of Disclosure	Outcome	Exemptions
0699	I would be grateful if you could provide the following information about the award of the new contracts to manage your Experts by Experience programme. Please tell me: 1 For the contracts won by Remploy, please tell me which organisations they claimed they would be working with if they won the contracts. 2 For the contract won by the Choice Support, please tell me which organisations they claimed they would be working with if they won the contract. 3 How much the Experts by Experience will be paid per hour, under the contracts agreed with: a) Remploy, and b) Choice Support. 4 How much Experts by Experience were paid per hour under the previous contracts. Finally, please send me the successful tender documents from both Remploy and Choice Support.	18-Jan-16	11-Jan-16	Withheld	S44 (1)
0700	However, may I now request the following: The name of the reporting person from Sussex Health Care that I am sure will be on the said form. Also on what date the form was received and logged at the CQC. On receipt of this requested information I may proceed in requesting the entire notification form	18-Jan-16	12-Jan-16	Neither Confirm or Deny	S44 (1)
0701	Do you have any data regarding how many care home residents have to move from private care home providers to local authority providers because they can no longer fund their private care? Also any data about how many residents stay in the private care home and the local authority fund the significant fee. For the Surrey area.	18-Jan-16	05-Jan-16	Not Held	
0706	I would like all inspection reports carried out at Leigh house hospital, Alresford Road, Winchester, SO21 1HD between January 2009 to January 2014. In a digital format.	23-Jan-16	12-Jan-16	Partial Disclosure	S40 (2)/(3)

Ref	Description	Deadline	Date of Disclosure	Outcome	Exemptions
0707	<p>How does the @CareQualityComm national advisor measure progress? Does CQC National Advisor Safety, Cult & Quality measure progress on culture change & if so how? And do you issue an annual report on your work at @CQCProf? National Advisor didn't answer this question on 19 Dec. Can @CareQualityComm do so, please? Neither CQC nor CQC's National Advisor on Patient Safety, Culture and Quality have responded to these requests for data. I would be grateful if CQC could do so. Please can CQC also advise where the CQC National Advisor on Patient Safety, Culture and Quality is located within CQC's organisational structure, how the office is line managed (the published CQC organogram does not provide information on the National Advisor office) and how the activity and performance of the office is assessed and monitored by CQC. I am especially interested in all progress on whistleblowing governance. If the National Advisor on Patient Safety, Culture and Quality has reported on whistleblowing governance, please could CQC disclose any reports, interim reports (or correspondence if there are no formal reports) by the National Advisor on Patient Safety, Culture and Quality in 2015 that are relevant to whistleblowing governance by CQC or the wider NHS.</p>	22-Jan-16	06-Jan-16	Full Disclosure	

Ref	Description	Deadline	Date of Disclosure	Outcome	Exemptions
0712	<p>1. How many people in total contacted Healthwatch England about, or in connection to the NHS complaints process?</p> <p>2. I request information in connection to the amount of dishonesty and/or otherwise corrupting and/or perverting of the NHS complaints process (committed and perpetrated by staff employed within the NHS service(s)) that Healthwatch England have been informed or advised of, as having been committed, perpetrated and/or acts of dishonesty that have, or have effectively been aided, abetted by employees and staff members of: i. The various NHS services (Primary Care services e.g. GP's and/or Secondary Care services e.g. Hospital, Trusts, Health Trusts and/or Community Services e.g. District Nurses), ii. Other public sector employees (e.g. Council's, Social Services).</p> <p>3. I request information in connection to the amount of dishonesty and/or otherwise corrupting and/or perverting of the Parliamentary and Health Service Ombudsman complaints/investigation process (committed and perpetrated by staff employed within the NHS service(s)) that Healthwatch England have been informed or advised of, as having been committed, perpetrated and/or acts of dishonesty that have, or have effectively been aided, abetted by employees and staff members of: i. The various NHS services (Primary Care services e.g. GP's and/or Secondary Care services e.g. Hospital, Trusts, Health Trusts and/or Community Services e.g. District Nurses) ii. Other public sector employees (e.g. Council's, Social Services)</p> <p>4. I request information in connection to the amount of dishonesty and/or otherwise corrupting and/or perverting of the Information Commissioners Office complaints process (committed and perpetrated by staff employed within the NHS service(s)) that Healthwatch England have been informed or advised of, as having been committed, perpetrated and/or acts of dishonesty that have, or have effectively been aided, abetted by employees and staff members of: i. The various NHS services (Primary Care services e.g. GP's and/or Secondary Care services e.g. Hospital, Trusts, Health Trusts and/or Community Services e.g. District Nurses) ii. Other public sector employees (e.g. Council's, Social Services).</p>	14-Jan-16	11-Jan-16	Withheld	S12 (1)

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	<p>I wish to limit the extent of this to each of the 7 fiscal years 06 April 2009 - 05 April 2010 etc. through to the present day.</p> <p>1. How many people in total contacted the Care Quality Commission about, or in connection to the NHS complaints process itself (i.e. the NHS handling, or rather mishandling of NHS complaints; rather than the actual issue(s), events and consequences etc. that the complaint had initially been made to the NHS services in relation to)?</p> <p>2. I request information in connection to the amount of dishonesty and/or otherwise corrupting and/or perverting of the NHS complaints process (committed and perpetrated by staff employed within the NHS service(s)) that the Care Quality Commission have been informed or advised of, as having been committed, perpetrated and/or acts of dishonesty that have, or have effectively been aided, abetted by employees and staff members of:</p> <p>i. The various NHS services (Primary Care services -e.g. GP's Primary Care Trusts/Clinical Commissioning Groups etc. and/or Secondary Care services e.g. Hospital, Trusts, Health Trusts and/or Community Services e.g. District Nurses), ii. Other public sector employees (e.g. Council's, Social Services).</p> <p>3. I request information in connection to the amount of dishonesty and/or otherwise corrupting and/or perverting of the NHS complaints process that Care Quality Commission staff have been informed NHS England staff have been involved and/or been embroiled in. For example staff of NHS England (NHS Commissioning Board) providing, feeding or leaking information to NHS staff and/or employees of other NHS services that would, could, or may have been of use to NHS services in thwarting, corrupting and/or otherwise perverting the NHS organisations own complaints process.</p> <p>4. I request information in connection to the amount of dishonesty and/or otherwise corrupting and/or perverting of the Parliamentary and Health Service Ombudsman's (PHSO) own complaints/investigation process (committed and perpetrated by staff employed within the NHS service(s)) that the Care Quality Commission have been informed or advised of, as having been committed, perpetrated and/or acts of dishonesty that have, or have effectively been aided, abetted by employees and staff members of: i. The various NHS services (Primary Care services e.g. GP's Primary Care Trusts/Clinical Commissioning Groups etc. and/or Secondary Care services e.g. Hospital, Trusts, Health Trusts and/or Community Services e.g. District Nurses), ii. Other public sector employees (e.g. Council's, Social Services).</p>				

Ref	Description	Deadline	Date of Disclosure	Outcome	Exemptions
0713	<p>5. I request information in connection to the amount of dishonesty and/or otherwise corrupting and/or perverting of the NHS complaints process that Care Quality Commission staff have been informed NHS England staff have been involved and/or been embroiled in. For example staff of NHS England (NHS Commissioning Board) providing, feeding or leaking information to NHS staff and/or employees of other NHS services that would, or may have been of use to NHS services in thwarting, corrupting and/or otherwise perverting complaints to and or investigations carried out by the PHSO.</p> <p>6. I request information in connection to the amount of dishonesty and/or otherwise corrupting and/or perverting of the Information Commissioners Office complaints process (committed and perpetrated by staff employed within the NHS service(s)) that the Care Quality Commission have been informed or advised of, as having been committed, perpetrated and/or acts of dishonesty that have, or have effectively been aided, abetted by employees and staff members of:</p> <p>i. The various NHS services (Primary Care services e.g. GP's Primary Care Trusts/Clinical Commissioning Groups etc. and/or Secondary Care services e.g. Hospital, Trusts, Health Trusts and/or Community Services e.g. District Nurses)</p> <p>ii. Other public sector employees (e.g. Council's, Social Services).</p> <p>7. I request information in connection to the amount of dishonesty and/or otherwise corrupting and/or perverting of the Information Commissioners Office complaints process that that Care Quality Commission staff have been informed NHS England (NHS Commissioning Board) staff have been involved and/or been embroiled in.</p>	18-Jan-16	11-Jan-16	Withheld	S12 (1)
0714	<p>Did CQC check for itself whether or not the Trust was fully learning from serious incidents and identifying common factors between serious incidents..... If CQC did not investigate these matters itself, did it at least check that the Trust had the required systems in place to identify common factors between serious incidents?" I now ask the following:</p> <p>1) Can the CQC provide evidence to substantiate their policy for retaining inspection reports for only 6 months?</p> <p>2) When did the CQC commence the policy of retaining inspection reports for 6 months?</p> <p>3) What is the rationale for this short period of retention?</p>	29-Jan-16	13-Jan-16	Full Disclosure	

Ref	Description	Deadline	Date of Disclosure	Outcome	Exemptions
0715	<p>"CQC acknowledges existence of internal report into how it gave Homerton's maternity service all-clear before then rating it 'inadequate'"</p> <p>Can @CareQualityComm disclose this report please? This is an FOI request.</p>	28-Jan-16	05-Jan-16	Withheld	S22 (1)
0716	<p>A) How much training has been given to your inspectors about the remit of Public Office and and the requirement to protect the public's trust in the CQC? (I seek clarity; dates, times and length of the training schedules)</p> <p>B) On which date were staff at the CQC provided with handouts, manuals and/ or reminders to ensure that, I quote; "A public officer acting as such willfully neglects to perform his duty and/or willfully misconducts himself to such a degree as to amount to an abuse of the public's trust in the office holder without reasonable excuse or justification".</p> <p>C) On which date and which departments within the CQC received face to face training or workshops on the civil laws behind the i)NHS Act, and Safeguarding Vulnerable Groups Act. li) The Equality Act and The Human Rights Act iii) The Principles of The Data Protection Act iv) The Misconduct in Public Office Act 2010.</p>	29-Jan-16	13-Jan-16	Partial Disclosure	S12 (1)

Ref	Description	Deadline	Date of Disclosure	Outcome	Exemptions
0717	<p>1. How many care homes have been awarded a rating under the new ratings system?</p> <p>2. How many care homes awarded a rating under the new system were sent a request for a Provider Information Return prior to the inspection being carried out?</p> <p>3. What were the ratings awarded to care homes inspected that DID receive a request for a provider information return? (Number of Inadequate, Requires Improvement, Good and Outstanding)</p> <p>4. What were the ratings awarded to care homes inspected that DID NOT receive a request for a provider information return? (Number of Inadequate, Requires Improvement, Good and Outstanding)</p> <p>5. How many home care/ domiciliary care agencies have been awarded a rating under the new ratings system?</p> <p>6. How many home care/ domiciliary care agencies awarded a rating under the new system were sent a request for a Provider Information Return prior to the inspection being carried out?</p> <p>7. What were the ratings awarded to home care/ domiciliary care agencies inspected that DID receive a request for a provider information return? (Number of Inadequate, Requires Improvement, Good and Outstanding)</p> <p>8. What were the ratings awarded to home care/ domiciliary care agencies inspected that DID NOT receive a request for a provider information return? (Number of Inadequate, Requires Improvement, Good and Outstanding)</p>	28-Jan-16	25-Jan-16	Full Disclosure	
0718	<p>Can you please give me responses to the following questions that all relate to the Bishopston Medical Practice, Logan Road, Bristol. 1. Date of last inspection. 2. Findings/inspection report 3. Why has the report not been placed on the Practice web site.</p>	01-Feb-16	05-Jan-16	Full Disclosure	S21 (1)

Ref	Description	Deadline	Date of Disclosure	Outcome	Exemptions
0719	<p>Follow on request from CQC IAT 1516 0661. Can you please supply some additional information to assist with further clarity.</p> <p>i) In the ASC directorate can the data be broken down for the Registration directorate and the Inspection directorate? ii) What is the total number of BME staff employed in each directorate and overall for CQC? iii) The age range of the staff undergoing the informal and formal capability and iv) The length of service, for each staff, with CQC when informal capability was instigated.</p> <p>It seems to me that over a quarter of staff on capability were of BME origin and I want to know if CQC actually employs a similar number of BME staff across all directorates.</p>	01-Feb-16	20-Jan-16	Partial Disclosure	S40 (2)/(3)
0720	<p>Please could you send me the NHS run care home standards, how many there currently are and what grade of standards they are currently working at. Many thanks.</p>	08-Dec-15	05-Jan-16	Full Disclosure	
0721	<p>With regard to the document CQC Staff Guide to working at 151 Buckingham Palace Road, page 13 Appendix 1 "Being a good neighbour", and with regard to item 2 [a] in your response/my earlier request below please provide the following information</p>	01-Feb-16	05-Jan-16	Withdrawn	
0722	<p>I would like all emails, minutes of any meetings and correspondence between the CQC, Kent County Council and the John Townsend Trust directly relating to the closure of living provisions at Westgate College which resulted in the closure of the John Townsend Trust.</p>	28-Jan-16	06-Jan-16	Withheld	S31 (1)/(2)
0724	<p>We are currently pursuing a claim for damage caused to Compton Manor Residential Care Home's building, when a vehicle collided with it on 9 September 2012. We should be most grateful if you could confirm whether you have any records of the incident and details of any recommendations that may have been made to the manager following the damage.</p>	02-Feb-16	06-Jan-16	Full Disclosure	

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0725	<p>re Question 1, i would like to know the number of enforcement notices to include warning notices and requirement notices served in relation to a breach if regulation 12 as previously referred.</p> <p>Re Question 2, if you do not routinely conduct investigations please will you detail how you gather evidence to prosecute breaches of regulation 12 and refer me to the procedure for conducting this evidence gathering.</p> <p>Re Question 3 - I will be happy for you to provide me with the number of notices served and prosecutions taken under regulation 12 since the handover of powers from HSE.</p> <p>The precise detail of the reasons for the action is unnecessary.</p>	05-Feb-16	25-Jan-16	Full Disclosure	
0728	<p>Please provide me with copies of the following:</p> <ul style="list-style-type: none"> • Copies of all correspondence and e-mails between local authority of Barking and Dagenham officials and or from The Corporate Fraud Team within LBB and your commission regarding • a report they might have made about the suitability or health concern of any Health Care Assistant currently working in Alexander Court Care Home, Dagenham), since November 2014, to date • all information about LBB requesting your commission to conduct assessment (openly or clandestinely) on any member of staff in the above care home since November 2014, to date. 	02-Feb-16	25-Jan-16	Neither Confirm or Deny	S31 (1)/(2)
0731	<p>Can the CQC confirm the dates that it made a best review of those concerns from those members of the public who seemed unable to report their negative patient experience at Victoria Surgery, Victoria Street, Bury St. Edmunds on the NHS Choices webpage.</p>	24-Dec-15	07-Jan-16	Withheld	S31 (1)/(2)
0732	<p>Please could the CQC team confirm what strategies and protocols its Inspectors use in order to ensure that they are not hoodwinked by a website which refuses to post negative reviews?</p>	19-Jan-16	07-Jan-16	Partial Disclosure	

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0733	Please provide examples of all the protocols and checklists the CQC inspectors use 1) BEFORE 2) DURING 3) AND AFTER a visit to a GP Surgery which adhere to the recommendations in The Francis Report. I seek evidence that that demonstrates that CQC inspectors do set out to fulfill the recommendations suggested in The Francis Report.	02-Feb-16	19-Jan-16	Full Disclosure	
0735	Last year, during a snap inspection at St.George's Hospital Tooting during a nightshift, the CQC inspectors visited either Amyand or Richmond ward. Two senior nurses were asked about the skill mix. One nurse told the inspection team that the skill mix was excellent, while the other nurse explained that the skill mix was awful. The rota would have shown the true state of the skill mix. Can I assume both answers were noted down and the matron made aware? I fail to understand how the two staff nurses gave different answers. Are you aware of any concerns on the part of the matron? Was there any response from the matron when both answers were shown to her?	05-Feb-16	13-Jan-16	Not Held	
0736	Please confirm Heather Lascelles was the registered manager at Alphington Lodge Residential Home, 1 St Michaels Close, Exeter, Devon, EX2 8XH during your inspections 22/2/2013 (published 10/4/2013), 19/6/2013 (published 27/7/2013), 30/11/2013 & 3/12/2013 (published Feb 2014), 11 & 14/2/2014, 18, 26 June, 10 July 2014 and 13, 21, 23 Jan 2015 (published 13/5/2015).	05-Feb-16	15-Jan-16	Full Disclosure	
0737	I would like to know how many complaints you have received about Alpenbest Care, based in Kingston upon Thames and Surrey over the last 12 months (Jan 2015- Dec 2015). Could I also have a breakdown of what the nature of the complaints have been.	08-Feb-16	12-Jan-16	Not Held	
0738	Can I request details of all the individuals who you have/will have referred to the Government Legal Departments Bona Vacantia Division including any that you have referred since 01/07/2015 and any cases currently on your records that you are planning refer (including any ambiguous cases)? Within those details can you include the deceased's name, last known address, date of birth, date of death, date of funeral, and if applicable date of referral.	08-Feb-16	12-Jan-16	Not Held	

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0739	I am trying to find out if Easycare has been registered at the following address - 5 Watts Street, London, SE15 5GP. If you could please confirm this information for me.	09-Feb-16	12-Jan-16	Not Held	
0741	Please provide details on the rating aggregation tool (as referred to in Appendix B of the document "How CQC regulates Residential adult social care services provider handbook appendices") that is used in assessing care homes. I would like to know how the tool works, what the calculation method is, details of any calculation or scoring methodology and any algorithms used. By attaining this information I want to gain an understanding of how the rating is calculated once an inspection has been carried out using the guidelines	08-Feb-16	25-Jan-16	Full Disclosure	
0742	I want to submit a request for information relating to Fixed Telecommunications and Internet Services	09-Feb-16	12-Jan-16	Withheld	S14 (2)
0743	Could you please provide me with the evidence behind the following statement in the report published today on Medway Nhs Foundation Trust: "Ensure patients undergoing cardiac procedures where they required sedation are treated by appropriately competent staff at all times as outlined in national guidance to minimise the risk to patients."	04-Feb-16	21-Jan-16	Full Disclosure	
0745	CQC appoints first National Guardian for the freedom to speak up in the NHS. Could you please advise if this role attracts any remuneration?	09-Feb-16	14-Jan-16	Full Disclosure	
0746	Request for information regarding wi-fi contract.	09-Feb-16	15-Jan-16	Full Disclosure	
0747	I would like to request how many private sector first aid, pre-hospital care and emergency service companies you have registered with the CQC? Could you please provide me with the basic details of each company.	09-Feb-16	13-Jan-16	Not Held	
0749	I already have the average CQC rating for our providers in Medway but am looking for some comparative date. I am therefore looking for the averages CQC ratings for Home care providers in Kent/South East and Nationally to compare against. I have had a look at your website but cannot find this information. Is this information in the public domain, and where can I find it? If not is this information you can provide?	10-Feb-16	14-Jan-16	Full Disclosure	S21 (1)

Ref	Description	Deadline	Date of Disclosure	Outcome	Exemptions
0752	<p>Please supply:</p> <p>1. For each calendar month from and including November 2015 to and including December 2015</p> <ul style="list-style-type: none"> - the number of new Homecare agencies registered in that month which provide one or more of the following Specialisms/services <ul style="list-style-type: none"> o Dementia, o Learning disabilities or autistic spectrum disorder, o Mental Health, o People detained under the Mental Health Act, o People who misuse drugs and alcohol, o People with an eating disorder, o Physical Disability, o Sensory Impairment, o Caring for adults under 65 yrs <p>2. For each calendar month from and including November 2015 to and including December 2015</p> <ul style="list-style-type: none"> - for each of the following categories of care home: <ul style="list-style-type: none"> o Children 0-18 years, o Dementia, o Learning disabilities or autistic spectrum disorder, o Mental Health, o Older People, o People detained under the Mental Health Act, o People who misuse drugs and alcohol, o People with an eating disorder, o Physical Disability, o Sensory Impairment, o Whole Population, o Younger Adults, - the number of new care homes registered and total numbers of new care home beds registered in that category in that month 	11-Feb-16	15-Jan-16	Full Disclosure	S21 (1)
0755	Please can you let me know what ENQ1-2416490629 relates to.	11-Feb-16	15-Jan-16	Withheld	S44 (1)
0756	In relation to the policies my wish is for copies of all of those which fall under CQC's publication scheme, irrespective of which CQC departments I have contacted or have contacted me.	09-Feb-16	15-Jan-16	Withheld	S12 (1)

Ref	Description	Deadline	Date of Disclosure	Outcome	Exemptions
0759	<p>I would appreciate written disclosure of:</p> <ol style="list-style-type: none"> 1. the way CQC has handled the above referenced enquiry, 2. the response of the IOW NHS Trust to the concerns I have raised and 3. measures introduced to ensure patient safety. 4. written information about how did the CQC establish if the IOW NHS Trust is encouraging reporting of clinical or staffing incidents - because I had several of my incident forms deleted by managers 5. written information about how does the CQC establish if whistle blowing policy is enforced by the IOW NHS Trust - because I am still suffering severe detriments of raising concerns at the IOW NHS Trust 6. Does the CQC check Employment Tribunal cases ongoing against IOW NHS Trust? Or those that have been concluded? 7. Does the CQC monitor suicides and/or attempted suicides of staff in the employ of IOW NHS Trust? - even though they will claim they are not work related. 8. Does the CQC monitor staff grievances raised within the IOW NHS Trust and how they have been "investigated" and/or handled? 	29-Dec-15	18-Jan-16	Full Disclosure	
0761	<p>When the CQC investigated The Norfolk & Suffolk NHS Foundation Trust did the CQC review those accounts relating to how much expenditure had been spent on the following;</p> <ol style="list-style-type: none"> 1. Defending claims by aggrieved service users who had failed to best progress a complaint. 2. The Legal Team and litigation department. 3. Contracts with legal advisers. 4. Public Relations. <p>If so, please direct me to that data for bullet points 1 to 4</p>	15-Feb-16	20-Jan-16	Not Held	

Ref	Description	Deadline	Date of Disclosure	Outcome	Exemptions
0766	<p>1) Does the Trust have any dealings with genealogical company, probate specialist or genealogy firms?</p> <p>2) What are the names of those companies?</p> <p>3) For what purpose are those companies used?</p> <p>4) Which department is in contact with that genealogical companies, probate specialists or genealogy firms?</p> <p>5) Who and/or which department makes the executive decision to contact the genealogical companies, probate specialists or genealogy firms?</p> <p>6) Provide the name of the council staff, job title, department, email and telephone number of the person who contacts the genealogical companies, probate specialists or genealogy firms.</p> <p>7) Does the Trust use a particular company? If yes, what are the reasons behind them?</p> <p>8) Does the Trust get paid from those companies?</p> <p>9) If yes, in what format does the council receive that payment? And how much does the Trust get paid?</p> <p>10) Does the Trust use the companies, probate specialists or firms when there is a public health funeral?</p>	17-Feb-16	21-Jan-16	Not Held	
0773	I would be grateful if you could please provide me with the latest version of CQC's internal guidance for inspectors titled the 'Inspection Handbook for Adult Social Care' including all documentation referred to in the Handbook and any documents referred to in the linked documents.	19-Feb-16	26-Jan-16	Full Disclosure	
0785	I would also be most grateful if you could enlighten me as to the processes called into play if any, immediately prior to an [notifiable] incident being reported to the CQC and immediately after the CQC receives it	22-Feb-16	28-Jan-16	Full Disclosure	

Ref	Description	Deadline	Date of Disclosure	Outcome	Exemptions
0790	<p>Please provide me with the following information list of Care Home Domiciliary Home Care Providers who's been inspected by CQC from January 2015 to January 2016 and who's got the following results.</p> <ol style="list-style-type: none"> 1. Inadequate 2. Require Improvement <p>Please provide me with their company name, registered manager's name, addresses, email addresses and telephone numbers.</p>	26-Feb-16	29-Jan-16	Partial Disclosure	S41 (1)
0791	<p>I'm requesting a list of all newly registered providers and managers for Care Home and Home care service providers their company names, providers and registered managers names, email addresses from July 2015 to January 2016.</p>	26-Feb-16	29-Jan-16	Partial Disclosure	S41 (1)