

Ref	Description	Deadline	Date of Disclosure	Outcome	Exemptions
0551	Accident/Incident:- 11th August 2015 On the date in question, an individual was being transported from the Northumbria Emergency Care Hospital in North Tyneside to Wansbeck General Hospital in Ashington, in an ambulance owned and operated by ERS. An accident occurred on route whereby they sustained injuries. We understand the incident was reported to yourselves and our purpose in writing is to establish whether a report is available	16-Mar-16	04-Feb-16	Not Held	
0652	I have read CQC's Annual Report for 2014/15 and have been unable to ascertain precise numbers for the matters in relation to which I am interested to know: In the year 2014/15: 1. How many care homes ceased operation and closed of their own volition; 2. How many care homes closed as a result of action taken by CQC including applications for Urgent cancellation of care homes; In the year currently underway: 3. How many care homes ceased operation and closed of their own volition; 4. How many care homes closed as a result of action taken by CQC including applications for Urgent cancellation of care homes;	05-Jan-16	01-Feb-16	Full Disclosure	
0672	Request for information relating to Sussex Health Care Action plans put in place by the provider relating to specific locations and correspondence regarding their completion Statements made by the provider setting out the arrangements for day-to-day management of each location Correspondence reminding them of their registration responsibilities	20-Jan-16	02-Feb-16	Partial Disclosure	S40 (2)/(3)
0729	Request for names and expertise of all specialised advisors limited to to the 308 advisors who are currently employed or have previously been employed by a care home.	03-Feb-16	03-Feb-16	Partial Disclosure	S40 (2)/(3)
0734	Request for copies of any records that CQC holds in relation to a deceased individual who resided in Highbridge Court, 25 Berrow Road, Burnham On Sea, Somerset, TA8 2EY.	15-Feb-16	24-Feb-16	Voluntary Disclosure - Deceased	S41 (1)

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0744	CQC's approach to Southern Health deaths and MHA complaints Please can CQC advise how many of the 61 MHA complaints received in the five year period were fully investigated, and how many were upheld?	08-Feb-16	04-Feb-16	Full Disclosure	
0748	I would like to make a query regarding the occasions on which a CQC inspection of a general practice has led to court action to close that practice on the day following the inspection. For each such occasion in the last three years please tell me: - The identity of the practice, i.e. practice name, address, CQC identifier, and if available the NHS general practice organisation code (usually in the format of a single letter followed by 5 digits e.g. A54321) - The date and outcome of any previous CQC inspections - The date of the inspection leading to court action - The date and outcome of the court action	05-Feb-16	05-Feb-16	Partial Disclosure	S44 (1)
0750	Request for telephone maintenance contract information.	10-Feb-16	01-Feb-16	Full Disclosure	
0754	Re NRLS/CQC Notifications: Please advise if CQC has crossed check deaths notification data received from the following trusts, whether at the last full inspection or at another time, against the trusts' data on whether these unexpected deaths were investigated: Somerset Partnership NHSFT - 8-11 September 2015 Northamptonshire Healthcare NHSFT - 2-6 February 2015 Rotherham, Doncaster and South Humber NHSFT Leicestershire Partnership NHSFT - 9-13 March 2015 Dorset Healthcare Partnership NHSFT - 23-26 June 2015 Derbyshire Healthcare NHSFT Sheffield Health and Social Care NHSFT - 28-31 October 2014 Pennine Care NHSFT Cambridgeshire & Peterborough NHSFT - 18-22 May 2015 West London Mental HealthTrust - 8-12 June 2015 Sussex Partnerships NHSFT - 12-16 January 2015 Nottinghamshire Healthcare NHSFT - 29 April - 1 May 2014	11-Feb-16	01-Feb-16	Not Held	

Ref	Description	Deadline	Date of Disclosure	Outcome	Exemptions
0757	Please provide me with all correspondence held by the CQC's executive team relating to policy on staffing requirements for nursing homes and in particular discussions over a change to the qualifications needed to provide or supervise nursing care. Please include CQC briefings and memos in this request as well as correspondence with external bodies. I am only interested in information produced in 2015 or 2016.	12-Feb-16	12-Feb-16	Full Disclosure	
0760	Do you have the finalised mobile contract information when i last emailed this was in process of being done.	15-Feb-16	15-Feb-16	Full Disclosure	
0762	Please would you let me have figures for the first three quarters of this financial year (April-December 2015) covering the number of DoLS applications reported to you and then recorded by you via your reporting service (HSCA_notifications@cqc.org.uk or any equivalent alternative means) by NHS hospital Trusts, broken down by hospital. Please could you on this occasion also break down by whether the application was granted or refused or had some other outcome. I understand from previous correspondence with you that you disregard and do not record applications which are notified to you but which do not result in a decision by the Supervisory Body (eg because the patient dies or is discharged before the application has been processed). To aid interpretation of the figures, can you please confirm whether this is still the case?	15-Feb-16	15-Feb-16	Partial Disclosure	S40 (2)/(3)
0763	Please can you answer the following question: 1. Were there F graded administrators roles in the CQC (in any of the directorates) in the years 2012, 2013, 2014, 2015? 2. And can you send me the grading lists, job specifications and structure charts that show this? 3. Can I also ask if the F grade administrator roles were held by women? And held by men? And which directorates this was evident in? 4. Please can you tell me the CQC pay scale figures for the F grade and the G grade for the years 2012, 2013, 2014 and 2015?	17-Feb-16	05-Feb-16	Partial Disclosure	S12 (1)

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0767	Thank you for your email and the attached CQC FOI response to a previous request for an internal review report regarding CQC's 2014 rating of Homerton maternity services as 'Good'. I note that CQC intends to publish this review report, following a decision by Professor Mike Richards, and CQC claims exemption on this basis. In the meantime, can CQC please advise who commissioned this review, and when, and could CQC please disclose the correspondence or other records pertaining to the decision to undertake this review.	15-Feb-16	05-Feb-16	Full Disclosure	
0770	4OC have recently produced a report for the NCSC. Can you provide me a PDF copy of their full report and the amount charged by 4OC for this piece of work.	18-Feb-16	17-Feb-16	Full Disclosure	
0771	1) List of registered providers of adult social care that have not been inspected to date. The information provided should have {provider name}, {registration number}, {date of registration} 2) Please provide a list of all registered services in the Calderdale area since 2010 including those which have been closed down or unregistered. The information provided should have {provider name}, {registration number}, {date of registration}, {date of last inspection}, {current rating} 3) Please provide all relevant policies and guidelines which relate to inspection of registered services and especially information on time frames for inspections 4) Please provide a list detailing number of inspectors and areas they cover.	18-Feb-16	03-Feb-16	Full Disclosure	
0774	Correspondence between CQC and the Mid Yorkshire Hospitals NHS Trust and information obtained during our inspection processes. We would also appreciate a copy of ALL documentation/communication between the cqc and the trust.	19-Feb-16	19-Feb-16	Partial Disclosure	S44 (1)

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0775	I would like to make a request for the following information under the Freedom of Information Act: 1. The report from 4OC, stated as published on the job advert for 'Director of Change' advertised on the NHS jobs website. 2. The total cost of the 4OC review. 3. The total cost of the Customer Experience Training. 4. How many members of staff gained permanent employment with CQC as a result of the Business Support review actioned in 2015? How many of these still hold a substantive role within Business Support? 5. The number of new roles created as a result of the Business Support review actioned in 2015, broken down into grades/salaries. 6. A breakdown of length of service for all staff with less than two years continuous employment in Business Support and NCSC as of January 2016. For example if 10 people were employed in January 2015, then 10 people would have 12 months continuous service.	19-Feb-16	17-Feb-16	Full Disclosure	
0776	I would like to request copies of any emails between Directors and Heads of Service within the Customer and Corporate Services directorate in the last six months that include any of the following words or phrases: · 'Director of Change' · Redundancy · Redundancies · Modernisation	19-Feb-16	24-Feb-16	Withheld	S14 (2)
0777	Thank you for the response below to my enquiries around governance and the work of the National Advisor on Safety. I am unclear on what the post holder's core role is. Would it be possible to have a copy of the original position specification for the post and any updated position specification that related to any change in the role or its title in early 2014.	19-Feb-16	05-Feb-16	Full Disclosure	
0778	Cherry Tree Nursing Home: I would like to make a request for an up to date list of complaints lodged to the Care Quality Commission against London & Manchester Healthcare (Romiley) Ltd, specifically those complaints made against the company's care home in Romiley, Stockport. (167 Compstall Road, Romiley, Stockport, SK6 4JA)	23-Feb-16	02-Feb-16	Not Held	

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0780	Could you please provide the following information under an FOI request: - Current staff numbers of CQC employed IT staff - Details of any outsourced agreements - IT structure - Name of current IT heads including CTO/CIO/CDO where relevant - A copy of the current IT strategy	19-Feb-16	23-Feb-16	Full Disclosure	
0782	Please send me a copy of the amount of money the CQC has paid Remploy to deliver the Experts by Experience programme new contracts. from April 2016.	23-Feb-16	16-Feb-16	Withheld	S44 (1)
0784	Please could you advise a complete list of all the GP Federations in England. I believe all federations must be "registered" (in a non legal sense) with the CQC.	23-Feb-16	10-Feb-16	Full Disclosure	
0788	Following a discussion with CQC on twitter about the MOU between the NMC and CQC, and their subsequent 6 monthly meetings, I am writing to ask if I can request the minutes of these meetings since the inception of the MOU and moving forward I would ask they are made public.	25-Feb-16	24-Feb-16	Partial Disclosure	S40 (2)/(3)
0789	Apologies for the late reply, would I be able to have the overall figures information of concern and the natures of those please? Complaints received about Alpenbest Care, based in Kingston upon Thames and Surrey over the last 12 months (Jan 2015- Dec 2015).	25-Feb-16	19-Feb-16	Partial Disclosure	S44 (1)
0792	Are CQC aware of any vacant registered care homes in south London or surrey?	26-Feb-16	03-Feb-16	Full Disclosure	

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0793	<p>CQC registration for Delta Medical Services limited Please can you provide details of the CQC registration for Delta Medical Services Limited including the following:</p> <ol style="list-style-type: none"> 1. When did Delta Medical Services Ltd first apply for CQC registration? 2. What kind of registration did they apply for? 3. When was their registration first approved? 4. Have they ever had CQC registration denied, and if so for what reasons? 5. Have they amended their CQC registration since it was first approved? If so, what changes were made? <p>Also, please clarify if companies can carry out services requiring CQC registration whilst they are in the process of applying for it, or must they wait until fully registered? If a CQC registered NHS ambulance service such as SECAMB (South East Coast Ambulance Service) sub contract A&E or Patient transport work (that requires CQC registration) to other private providers, do they have an obligation under their own CQC registration to ensure that the company they sub contract work to, have full, valid CQC registration? If they fail to ensure such registration is in place, what measures can be taken against them by the CQC?</p>	26-Feb-16	05-Feb-16	Full Disclosure	
0795	<p>I would be grateful if you could send to me the following information:</p> <ul style="list-style-type: none"> • Statistics detailing the number of requests the CQC has received from Providers of adult social care services for the inspection notes of reviews of their services. The requests should date between 1 June 2015 to the 15 February 2016. • Statistics detailing the number of requests that were fulfilled and the number of requests that were denied. • Information about CQC's position on the provision of inspection notes to providers of adult social care services. • Copies of any internal policies / procedures / guidance used by CQC to decide whether a provider should be given requested inspection notes including situations in which the notes should be refused. • Information about who at CQC makes the decision on the provision of inspection notes. • A breakdown of the reasons why CQC has not given a provider the requested inspection notes between 1 June 2015 and 15 February 2016. 	29-Feb-16	17-Feb-16	Partial Disclosure	

Ref	Description	Deadline	Date of Disclosure	Outcome	Exemptions
0796	<p>Please send me:</p> <ul style="list-style-type: none"> The date when the current registered manager for Live and Learn Ltd, 131 Woodmansterne Road, Carshalton Beeches, Surrey, SMS 4AF, Ms Arlene Dearlove was registered with CQC. A copy of the application for Ms xxx to become registered manager of Live and Learn Ltd A copy of the certificate as registered manager issued by CQC. 	29-Feb-16	08-Feb-16	Partial Disclosure	S40 (2)/(3)
0798	Follow on from CQC IAT 1516 0672 - Also the release of the response from Sussex Heathcare due to be delivered to the CQC by the 25th January 2016.	22-Feb-16	09-Feb-16	Partial Disclosure	S41 (1)
0800	<p>CQC Inspection 10th January 2016.</p> <p>I would like to request copies of all the notes made by the inspectors on the day of the inspection . Could you confirm names and titles of the CQC officers who were present Along with any notes / minutes of the meeting held at St Pauls house in Leeds with Mr xx & Mr xxx on 25th January 2016.</p>	26-Feb-16	02-Feb-16	Full Disclosure	
0802	<p>Please can you tell me if the following children's home has been registered with you as we are looking to get references for a potential candidate that has applied for a position with our company.</p> <p>Minet House, Childrens Home, 24 Minet Avenue, Harlesden, London NW10 8AH</p>	01-Mar-16	02-Feb-16	Not Held	
0804	<p>As part of an ongoing health and safety investigation, I would be grateful if you could confirm whether you have ever had any registration for the following businesses:</p> <ul style="list-style-type: none"> - Sam's Beauty Bar, Bluewater Shopping Centre, Greenhithe, Kent DA9 9SX - The Lazer Clinic, Upper Thames Walk, Bluewater Shopping Centre, Greenhithe DA9 9SR - The Lazer Clinic, White Rose Shopping Centre, Leeds LS11 ? 	01-Mar-16	05-Feb-16	Not Held	
0805	<p>Follow on question from CQC IAT 1516 0750 re CQC's telephone system maintenance contract</p> <p>What is the estimated annual spend for the contracts as these are new?</p>	29-Feb-16	24-Feb-16	Full Disclosure	

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0806	In the 2015 calendar year please state the names of the 5 acute NHS Trusts that had the largest number of concerns reported to you under the whistleblowing category? Please state the name of the Trust and the number of concerns reported in the calendar year for each of the five Trusts? For each of the five Trusts identified please provide me with a spreadsheet giving a summary narrative of the nature of each complaint that was made against it in the 2015 calendar year in relation to the whistleblowing category?	03-Mar-16	26-Feb-16	Full Disclosure	
0807	1. it is the CQC's policy that failure to pay NMW in any way abrogates a provider's responsibilities in regard to this regulation, or any other overseen by the CQC. It is often the case that due to the low wages that staff receive and the way in which their shifts are broken by underpaid time that they have to spend inordinate amounts of time pursuing their work and away from the opportunity to appropriately rest. I would like you to clarify whether: 2. It is the CQC's policy that over-worked staff who are not given the appropriate resting time are a breach of this regulation, or any other overseen by the CQC.	01-Mar-16	10-Feb-16	Full Disclosure	
0808	Kindly confirm that the data is correctly recorded. Carlton House Residential Care Home, 267 Hainton Avenue, Grimsby, North East Lincs, DN32 0LA Service Code; 0000002911, Type of Service; Residential Care Home, Number of Beds: 10	02-Mar-16	03-Feb-16	Full Disclosure	
0809	Kindly confirm that the data is correctly recorded. College View Residential Care Home, 71 Bargate, Grimsby, North East Lincs, DN32 0LA Service Code; 0000002851, Type of Service; Residential Care Home, Number of Beds: 12	02-Mar-16	03-Feb-16	Full Disclosure	
0812	I would like to have complete information about Nu Cosmetic Clinic and Neville service Ltd. All documentation relating to Nu Cosmetic Clinic and Neville Service Ltd 33a, Rodney Street Liverpool L1 9EH and also any information around any complaints and concerns regarding Nu Cosmetic Clinic and Neville Services Ltd.	01-Mar-16	09-Feb-16	Withheld	S12 (4)

Ref	Description	Deadline	Date of Disclosure	Outcome	Exemptions
0813	Kindly confirm that the data is correctly recorded. Red Gables Residential Care Home, 59 Killerton Road, Bude, Cornwall, EX23 8EW Service Code; 0000009216, Type of Service; Residential Care Home, Number of Beds: 32	02-Mar-16	04-Feb-16	Full Disclosure	S21 (1)
0814	Kindly confirm that the data is correctly recorded. Sunniside Residential Care Home, 62 Southgate, Headland, Hartlepool, TS25 0JQ Service Code; 0000021741, Type of Service; Residential Care Home, Number of Beds: 18	03-Mar-16	04-Feb-16	Full Disclosure	S21 (1)
0818	I would like to see the document referred to during inspection as SOFI 2 (Short Observational Framework for Inspection). Would it be possible for you to send a template copy of this document.	04-Mar-16	05-Feb-16	Withheld	S38 (1)
0820	Can you please provide me with a list of Policies and Procedures that Adults Home Care Providers and Children care Providers have to follow in order to meet the CQC fundamental standard.	03-Mar-16	15-Feb-16	Not Held	
0822	<ul style="list-style-type: none"> • Did the Care Quality Commission pay for a NLA (Newspaper Licensing Agency) or CLA (Copyright Licensing Agency) media license in 2013-2014? • If so, how much did the Care Quality Commission pay for the licenses in 2013-2014 (please provide the figures separately)? • Did the Care Quality Commission pay for other media licenses in 2013-2014? Please list any other media licenses the council subscribed to and how much was paid for them in 2013-2014. 	04-Mar-16	16-Feb-16	Full Disclosure	
0823	I would like to enquire about s3 and s17(a) of the Mental Health Act. The act requires an agreement of both an approved mental health practitioner (AMHP) and a medical doctor (Responsible clinician) for the patient to be detained once an application is made. I would like to know how often there is disagreement in opinions for detention between the AMPH and medical doctor (for a s3 detention and also of a s17 recall to hospital). Also I would like to know how often the AMHP decides to reject an application for detention (or s17 recall) after a medical doctor has supported an application for detention/recall.	07-Mar-16	16-Feb-16	Not Held	

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0825	I want to request Chief Inspector of Adult Social Care Andrea Sutcliffe's email address. Can you provide?	04-Mar-16	10-Feb-16	Full Disclosure	S21 (1)
0826	I would be obliged if you could provide the following information: 1. The number of Inspectors employed by the CQC in 2010 and in 2015 2. The number of inspections carried out by the CQC in 2010 and in 2015	07-Mar-16	17-Feb-16	Full Disclosure	
0827	I would like data on the number of registered Residential and Nursing homes specifically for Older People, People with a Physical Disability and Mental Health problems from 2010-2015 for the county of Hampshire (please include Portsmouth and Southampton and the Isle of Wight separately). Please could I have this data broken down by client group and year. I would like this data to understand the trend for care homes (newly registered and closures) for the last 5 years	07-Mar-16	23-Feb-16	Full Disclosure	
0829	Dalewood View, Sheffield S8 0PS - Please send me 1. details of the CQC complaints procedure 2. a copy of the warrant authorising the closure of Dalewood	02-Mar-16	26-Feb-16	Full Disclosure	S21 (1)
0830	RE: The current registered manager for Live and Learn Ltd, 131 Woodmansterne Road, Carshalton Beeches, Surrey, SMS 4AF, Ms xxx. 4. Have there been any notices of absence Regulation 14 in relation to this registration? 5. Have there been any notice of changes Regulation 15 in relation to this registration?	08-Mar-16	29-Feb-16	Not Held	
0833	Request for contract information for software applications.	09-Mar-16	29-Feb-16	Full Disclosure	
0835	I am writing to make a request for copies of any and all documentation supplied, (however generated), for and on behalf of Cambridgeshire County Council, in respect of Mrs. xxx, (deceased), as are in the possession of CQC.	09-Mar-16	12-Feb-16	Withheld	S41 (1)
0838	I would like all suitable 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.	14-Mar-16	15-Feb-16	Withheld	S14 (2)

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0844	<p>Further to a recent FOI request, the attached document was disclosed to us. http://intranetplus.cqc.local/Registration%20and%20Compliance/Adultsocialcareinspections/Documents/Top%20Tips%20for%20Factual%20Accuracy%20and%20Disclosure%20of%20Inspector%20Notes.pdf I now make a request for two sets of guidance referred to in the document: - Factual accuracy comments guidance - Information on the Ratings Review Team intranet page</p>	16-Mar-16	17-Feb-16	Full Disclosure	
0845	<p>Can you please confirm whether the following address was the location of a care home between 2004 and 2008: 395 Southwark Park Road, London SE16 2JH</p>	14-Mar-16	17-Feb-16	Not Held	
0846	<p>Is it possible to find out how many patients were transferred from St Richards Hospital Chichester to St Wilfrid's Hospice Chichester over the last 5 years.</p>	17-Mar-16	18-Feb-16	Not Held	
0853	<p>Contract information national patient surveys analysis with Picker Institute Our understanding is that Picker Institute is contracted to do all analysis of the CQC-commissioned patient surveys (eg the national inpatient survey). We would be very interested in seeing the tender and contract documents related to this contract. We are specifically looking for the contract's value, duration, and the selection criteria used for choosing a provider. We phoned on the afternoon of Feb 16th related to this query and was told to send an email to this address. The reference number for our call is ENQ1-2478955826.</p>	15-Mar-16	24-Feb-16	Partial Disclosure	S44 (1)
0858	<p>NCSC Officer April - May 2015 I would like to submit a request for the NCSC Officer scores who were successful from the interviews for the above period.</p>	22-Mar-16	23-Feb-16	Withheld	S40 (2)/(3)

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0859	The request is in relation to copies of between May 2015 to 22 nd February 2016: 1. A clear and concise list of inspectors procedures for inspecting Residential/social care home in relation to a planned routine monitoring inspections, please do not merely direct me to the CQC's website as under this heading it is not clear and fragmented and the site is not user friendly and very difficult to navigate. 2. A list of all care homes and other facilities that xxx and or xxx have inspected since the January 2014	22-Mar-16	26-Feb-16	Partial Disclosure	S40 (2)/(3)
0860	Please could you tell me when xxx was employed by the CQC as an Inspector. I'd like start and end dates please.	24-Mar-16	25-Feb-16	Neither Confirm or Deny	S40 (2)/(3)
0861	[Please] can [we] have the details of the "concern raised about the practice" under the Freedom of Information Act.	23-Mar-16	25-Feb-16	Withheld	S44 (1)
0862	Please provide a copy of the CQC's register in respect of NHS Trusts.	23-Mar-16	25-Feb-16	Full Disclosure	S21 (1)
0864	How does CQC deals with Inspections Ratings to those service providers who please see below:- 1. Requires improvement – the service isn't performing as well as it should and we have told the service how it must improve. 2. Inadequate – the service is performing badly and we've taken enforcement action against the provider of the service My other questions are what happens to the Service Users who are under those failed Service Providers who has received the above inspection ratings, how are they protected? Does the CQC inform or report their findings to other bodies such as the Local Authority or Social Services?	25-Mar-16	29-Feb-16	Full Disclosure	

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0865	<p>Thanks for the attached documents which both lay out the job/ role description for the National Advisor post. I write to request clarification of a difference between the two documents. The first states: "Provide advice to CQC in relation to safety from the perspective of the users of services, their families and carers, and staff." The second states: "Provide information and advice to CQC in relation to patient safety, culture and quality from the perspective of patients, families and carers. " May I ask why the wording is different and that the perspective of staff was not included in the second document.</p> <p>Please may I also clarify if "staff" refers to the staff of regulated organisations.</p>	23-Mar-16	29-Feb-16	Full Disclosure	