

CQC IAT Aug 16 - Mar 17	Description of Information Request	Deadline	Date of Disclosure	Outcome	Exemptions
0194	<p>On Wednesday 22nd June Chief Executive David Behan updated the CQC board on discussions with Remploy over the Experts by Experience contract. He told board members that “in the private session of the board, there’s a report that will discuss (Experts by Experience) in more detail.”</p> <p>Please supply me with any reports referring to Experts by Experience and/or to Remploy that was presented or discussed in the private session of the board. Please supply me with the minutes covering the section of the private session in which any report on Experts by Experience and/or Remploy was discussed.</p>	21/07/2016	09/08/2016	Withheld	S36 (2)
0196	<p>For points 1 – 3 it seems my request was not clear and as such interpreted as needing information from individual managers – which is not the case and I understand the complexities of obtaining that level of information. What I meant was any minutes and notes of meetings from the JEGS/ Job Evaluation Panel (hopefully this is the correct term) - clarified request below:-</p> <ol style="list-style-type: none"> 1. Minutes and notes of JEGS/Job Evaluation Panel meetings detailing the pay protection arrangements for staff seconded to grades above their substantive role. (Meaning meetings where these arrangements were discussed by the panel and decisions made and signed off at a directorate and/or corporate level). 2. Minutes, notes, emails, other correspondence (from JEGS/Job Evaluation Panel or it’s representatives) to staff outlining pay protection arrangements and impacts for staff in pay protection who have been seconded to higher grades. 3. Minutes, notes, emails, other correspondence (from JEGS/Job Evaluation Panel or it’s representatives) detailing rationale for pay protection and support arrangements for staff and how this information was circulated to Managers. It is understood that pay protection was in place to mitigate against staff seeing an immediate drop of excess pay and to support staff in gaining roles at the grade suitable for their current salary. This element of the request will help to understand what support arrangements were put in place for those affected individuals. <p>With regards to items 7 and 8 of my request. The clarity I can provide at the moment is that my request relates to the 5 people in pay protection who are currently seconded or acting up in a role higher than their substantive grade. While HR may not be aware it would be helpful to know if line managers have made any local arrangements directly with those individuals – again – I do not need any names or identifying details and am</p>	29/07/2016	18/08/2016	Withheld	S12 (1)

0222	<p>provider of Regulated Activities (April 2014). Page 11 of the application form (completed and dated 17/11/2014) states " You will need to submit a registered manager application"</p> <p>1. Please provide a copy of the completed Registered Manager Application that accompanied the above Application for registration as a new provider of Regulated Activities</p> <p>2. Please provide a copy of any and all Registered Manager Applications that may have superseded the original Registered Manager Application submitted when L&M Healthcare (Darnton) Ltd first applied for registration (2014) for provision of regulated activities.</p> <p>3. How many and please name any/all organisations (NHS and/or Private Providers) since 2010 that have been identified/prosecuted by the CQC for:</p> <p>a) Providing regulated activities at a location when not registered to do so</p> <p>b) Failing to comply with conditions of registration, suspension, cancellation</p> <p>c) Making false descriptions of concerns or statements in applications</p> <p>4. Has L&M Healthcare(Darnton) Ltd been identified as meeting any criteria in question 3 above. If so please advise which criteria(s) and what action the CQC has taken/is proposing to take.</p> <p>5. Has Tameside Hospital N.H.S. Foundation Trust in relation to its Transitional Care Unit (T.C.U.) based at Darnton House - an alternative site to its main location - run in partnership with L&M Healthcare (Darnton) Ltd been identified as meeting any criteria</p>	01/08/2016	01/08/2016	Part Disclosure - Exempt	S31 (1)/(2)
0228	<p>Can you please let me know the following since the new inspection regime commenced in 2014/2015?</p> <p>1. Name of homes which have been closed by CQC (Notice of Decision to cancel registration) and area (town/county) in which they are situated?</p> <p>2. Which of the homes in 1 above were closed voluntarily by the provider?</p> <p>3. Which of the homes in 1 above had a change of registration so as to enable them to continue to be in business (if at all)?</p> <p>4. Which of the homes in 1 above went to the first tier tribunal?</p>	10/08/2016	10/08/2016	Part Disclosure - Exempt	S44 (1)

0235	<p>Would you please provide figures for the total number of individual contacts you have received (from members of public, professionals, providers, whistleblowers etc) about HC-One Care Home Operator for 2013,2014, 2015, and for 2016 January to June. Please provide these numbers for each individual named HC-ONE Care Home (name+postcode+ local authority) under the headings of :</p> <p>1. Contact as an information of concern enquiry 2. Contact as a safeguarding enquiry 3. Contact as a whistleblowing enquiry</p>	12/08/2016	03/08/2016	Full Disclosure	
0236	<p>1. To date (up to July 2015), how many NHS Trusts have appointed "Freedom to Speak Up" Local Guardians? 2. Which NHS trusts have appointed "Freedom to Speak Up" Local Guardians?</p>	15/08/2016	05/08/2016	Full Disclosure	
0243	<p>"Please advise how many members of trust staff or former trust staff accounted for these 22 whistleblowing events [at Sheffield Teaching Hospitals NHS Foundation Trust]"</p> <p>"Please advise what actions CQC took in response to each of these 22 whistleblowing events.</p> <p>"Please disclose how many multi-agency risk summits took place as part of the</p>	16/08/2016	03/08/2016	Part Disclosure - Exempt	S40 (2)/(3)
0247	<p>I would be grateful if you could provide me with the date that the chief inspector of hospitals of the CQC visited Colchester General Hospital from 1 July 2014 to the date of this letter [16 July 2016]</p>	18/08/2016	10/08/2016	Full Disclosure	

0248	<p>I have further requests for information and clarification, again under the auspices of the FOI act. These relate to the CQC report published in June on London Northwest Healthcare NHS Trust</p> <p>1) Please confirm that the statement "They reported an apparent 25% amendment rate, with missed pathologies." was based entirely on anecdotal evidence from the meeting with the 6 consultant surgeons and 2 other doctors. Please state explicitly if the statement above based on any data such as audits. If it was based on such an audit please release to them me, any patient or staff identifiers removed of course.</p> <p>2) I would like copies of any minutes of any meetings where radiology services at LNWH NHS Trust were discussed in relation to the CQC visit.</p> <p>3) I would like copies of any emails regarding in which radiology services at LNWH NHS Trust were discussed in relation to the recent CQC visit.</p> <p>4) I would like copies of any response from the Trust to the statement either in form of statements, audits or other data , in relation to aspects of the recent CQC report relating to radiology, in particular the statement "They reported an apparent 25% amendment rate, with missed pathologies."</p> <p>5) If the Trusts response, as outlined in question 4, generated further meetings or emails within CQC I would like copies of any minutes or the emails</p>	18/08/2016	07/09/2016	Part Disclosure - Exempt	
0249	<p>the structure of the CQC inspection service in the Wirral, Merseyside, in particular how it is funded and is it carried out solely by Government on a non-profit basis or by sub-contracting to the private sector? 2. I understand that those regulated organisations offering medical care are required to register are charged annual fees. What is the structure and scale of the fee charges for GP practices and what have been the increments of charge since the CQC's inception? 3. I understand that the intention is to eventually self-fund the CQC by way of fee charges.How will this be achieved and will there be a cap on the annual fee that a GP practice will have to pay? 4. What is the average cost of an CQC inspection of a GP practice and what are the rules governing costs incurred by the inspectors. 5. A CQC inspection is only a snapshot in time. Has a cost/benefit analysis been undertaken in respect of CQC inspections of GP practices that indicates the improvement of care and/or the prevention of preventable deaths? 6.Is the CQC's philosophy and attitude towards the inspections based on assisting GP practices to improve by recommendation or a more draconian approach of 'wielding the big stick'?</p>	19/08/2016	15/08/2016	Part Disclosure - Exempt	S40 (2)/(3)

0250	I would like to request the names of the investigation team who recently inspected St Wilfrid's Hospice CHICHESTER.	18/08/2016	03/08/2016	Part Disclosure - Exempt	S40 (2)/(3)
0255	<p>How many notifications, if any, regarding the following did you receive in connection with Lansdowne Care/Nursing Home London in 2013, 2014, 2015, 2016 (current year from January until July)</p> <ol style="list-style-type: none"> 1. A serious injury to a person who uses/used the service 2. Any abuse or allegation of abuse in relation to a person who uses/used the service 3. Incidents reported to or investigated by the police 4. Death of any person who uses the care service from all causes (expected and unexpected listed separately please) 5. Notifications/information received from local authorities conducting safeguarding investigations 6. Notifications/information that CQC has received as a safeguarding concern and subsequently reported to the relevant local authority as a safeguarding alert 7. Whistleblowing enquiries 	19/08/2016	03/08/2016	Full Disclosure	
0256	Could you please tell me the CQC's planned and outturn spend on travel and subsistence for each of its directorates in 2015-16?	22/08/2016	04/08/2016	Full Disclosure	
0257	Please would you forward to me a copy of all the guidance documents and templates for the whole registration process for ASC (care homes and DCA).	22/08/2016	03/08/2016	Full Disclosure	

0258	<p>I have an enquiry relating specifically to your organisations performance in turning around reports either in draft or full form following a planned inspection at an NHS doctors surgery. Do you have a target turnaround time? If so what is it.</p> <p>What processes do you have in place to ensure these timelines are adhered to, and what action is taken if these timelines are breached? What is the chain of hierarchy from the lead inspector upwards and how is performance monitored?</p> <p>Furthermore I would like to know what the average turnaround time is for a report both in draft or final form over the last year. Is there a breakdown according to regions? If so I would like to catch sight of said information.</p>	23/08/2016	17/08/2016	Full Disclosure	
0259	<p>I am in the process of recruiting a registered manager for a service in Milton Keynes. As part of our robust recruitment process; I am trying to locate old CQC / CSCI reports for the following services which the candidate has managed previously: 2007-2008 Prime Care, Southall 2010-2012 Objective Care, Southall I'll be very grateful to you if you could kindly provide me with the reports for the above services for the time periods stated above.</p>		09/09/2016	Clarification/ID not Provided	
0260	<p>4. Is the CQC currently investigating or taking enforcement action against non-compliant practices/ providers who have failed to register newly incorporated company companies, and if so are there any reported documents to which you can direct our attention?</p> <p>8. Is the CQC currently investigating or taking enforcement action against non-compliant practices/ providers who have either failed to register newly incorporated or companies formed as a result of the above mentioned hybrid arrangements, and if so are there any reported documents to which you can direct our attention?</p>	22/08/2016	17/08/2016	Withheld	S12 (1)

0261	<p>Quality Commission, with each part-time employee counted as one employee. Please exclude all temporary agency workers from this figure.</p> <p>2. Please identify each supplier that the Care Quality Commission has a contract with to supply temporary agency workers.</p> <p>3. Please identify: a. the type of contract that the Care Quality Commission has with each of these suppliers (preferred supplier list/ framework/ etc. If framework, please indicate b. which - e.g. MSTAR/ YPO/ Panel London/ Pan London/ NPS All Wales/ Crown Commercial Services/ etc; and c. whether this is on a neutral/ master/ hybrid vender model, or the lot number.</p> <p>4. Please advise for each contract identified within (2) above of: a. the current end date of the contract; b. the date(s) that any break clause(s) can be enabled; and c. the length of time of any extension that can be enabled.</p> <p>5. Please advise of the a. full name of the main contact at the Care Quality Commission who is responsible for the main (or majority of the) contract(s) identified within (2) above, together with their:</p> <p>b. job title;</p> <p>c. group (either team, division or department, whichever is the smallest identifiable group);</p> <p>d. telephone number;</p> <p>e. email; and</p> <p>f. full postal address, inc postcode.</p> <p>6. Please identify all suppliers that the Care Quality Commission has sourced a temporary agency worker from - but does not have a contract with - from 1 April 2015 to 31 March 2016.</p> <p>7. For each temporary agency supplier (either a. contracted as identified within (2) above; b. non-contracted as identified within (6) above; and c. all temporary workers the Care Quality Commission has sourced directly), how much has been spent on each</p>	23/08/2016	19/08/2016	Full Disclosure	
0264	<p>I would like to request the up to date salary information for members of staff earning over £100,000 as the version on the website is dated October 2014. I would like this in the same format as the information currently available on the website - http://www.cqc.org.uk/sites/default/files/20141001%20Disclosure%20data%20100K%20B%20-%20FINAL%20VERSION.xlsx</p>	24/08/2016	15/08/2016	Withheld	S22 (1)
0265	<p>The Level 3 contract for telephone maintenance has just expired has this been renewed or rolled over?</p>	24/08/2016	02/08/2016	Full Disclosure	

0268	<p>The New Deanery Care Home Date of Inspection: 4 May 2016 We write to request the following information in relation to your inspection of the above care home on 4 May 2016:</p> <p>Copies of all communication (written and verbal) between the inspection team and the quality monitoring team that assessed the draft report;</p> <p>As referred to in Appendix A of the Provider handbook, the following information:</p> <ul style="list-style-type: none"> o The 'Inspector Information Pack'; o The 'Planning Tool' (i.e. the inspector's audit trail of how the evidence was considered); o Feedback gathered about the service from the health and social care professionals; o The information held in enquiries on CRM (your contact management system); and <p>Information in relation to ratings review challenges nationally and specifically:</p> <ul style="list-style-type: none"> o How many ratings challenges have been successful; and o In relation to each successful ratings challenge, how were the ratings changed (both individually and overall)? 	25/08/2016	18/08/2016	Withheld	S31 (1)/(2)
0269	<p>Has the CQC organisation ever shared concerns with the Police in relation to any potential offences with regards to the Heart of England Trust (Good Hope Hospital) in the area of geriatric care.</p>	25/08/2016	16/08/2016	Full Disclosure	
0271	<p>I am looking for information about correspondence sent between the Care Quality Commission and Avonpark Village, which houses three CQC-regulated homes, Fountain Place, Hillcrest House and Alexander Heights.</p> <p>Specifically, could you please provide me with the following details:</p> <p>1. Please could you provide me with all copies of emails and letters sent between staff at the Care Quality Commission and staff at Avonpark Village (Winsley Hill, Limpley Stoke, Bath BA2 7FF) from March 2016 to the present date. Please note, this should also include any correspondence sent between staff at the CQC and staff at Retirement Villages Ltd, which runs Avonpark Village, concerning Avonpark Village and any of its three CQC-regulated care homes, Fountain Place, Hillcrest House and Alexander Heights, over the specified period.</p>	25/08/2016	25/08/2016	Part Disclosure - Exempt	S40 (2)/(3)
0273	<p>I would be grateful for a full list of the names of the Specialist Advisors in Mental Health who have taken part in all Mental Health Sector Inspections between 01/07/2015 and 31/07/2016.</p>	25/08/2016	05/08/2016	Withheld	S40 (2)/(3)

0275	[re Avisford Medical Group] How did the CQC select the sample of complaints to look at?	10/08/2016	02/08/2016	Full Disclosure	
0276	<p>professionals, providers, whistleblowers and so forth) are recorded on your customer relationship management (CRM) database. And the contact (in the form of email or hard copy correspondence and telephone calls) are recorded in individual enquiries, contained within your CRM database.</p> <p>How many notifications if any did you receive in connection with Hurst Hall in 2013/ 2014/ 2015/2016</p> <ol style="list-style-type: none"> 1. A serious injury to a person who uses / used the service 2. Any allegations of abuse or neglect in relation to a person who uses / used the service 3. Incidents reported and investigated by the police concerning the service 4. Deaths of any person who used the care service from all causes (expected and unexpected) please list separately 5. Notifications / information received from local authority conducting safeguarding investigations 6. Notifications / information the CQC has received as a safeguarding concern and subsequently reported to the relevant local authority as a safeguarding act <p>7. Whistle blowing enquiries/ alerts / concerns</p>	30/08/2016	24/08/2016	Full Disclosure	

0277	<p>Could you please provide me with the following on Eden Brook Care LTD -Chelmsford</p> <p>1) over the last five years what shortfalls have Eden Brook Care accrued in the supply of care to service users</p> <p>2) over the last five years what complaints have been made to CQC about Eden Brook Care please provide what happened and what you did to rectify the problem</p> <p>3) over the last five years has Eden Brook Care failed to provide care for a service users ?</p> <p>4) over the five last years have any past or present staff of Eden Brook made a complaint if so what happened and what was your findings ?</p> <p>5) over the last five years has Eden Brook Care ever have social services been concerned with the services provided , if so what happened and what was there findings</p> <p>6) have Eden Brook care ever been fined or warned for failure of service to staff or service providers ?</p>	26/08/2016	17/08/2016	Part Disclosure - Exempt	S40 (2)/(3)
0278	<p>1. How many NHS Trusts have CQC required to conduct an independent investigation under the fit and proper person test.</p> <p>2. What are the names of these Trusts?</p> <p>3. How many NHS Trusts have CQC recommended conduct an independent investigation under the fit and proper person test.</p> <p>4. What were the names of these trusts?</p>	26/08/2016	15/08/2016	Full Disclosure	

0279	<p>1. On which date will Woodchurch House be checked again - to see if it has improved its' former rating of inadequate/special measures.</p> <p>2. I would like to see (by email) any official CQC notes pertaining to Woodchurch House (care home) at Woodchurch, Ashford Kent from the visit that took place on January 7th 2016 and which did NOT get into the online report on April 13th 2016 listing the home as inadequate.</p> <p>3. I would like to see (by email) any official CQC notes pertaining to the owner of Graham Care Ltd - Ernie Graham.</p> <p>4. Ernie Graham's latest care home is Harpwood House at Wrotham Heath, Sevenoaks, Kent. It opened 1st February 2016 - that was five months ago. When will this home receive an inspection and rating by the CQC?</p> <p>5. Prior to April 13th 2016 when Woodchurch House was rated as inadequate and placed in special measures may I know if a) the care home had been rated as Inadequate, Needing Improvement, or Good for the years between 2010 and 2014 and b) whether the home had ever been in special measures prior to 2015.</p> <p>6. I would like to know the death rates for Woodchurch House - per year, between 2010 and 2015.</p>	26/08/2016	18/08/2016	Part Disclosure - Exempt	S44 (1)
0280	<p>The information I would like to request is: a letter sent by CQC non-executive board member Michael Mire to CQC's chief executive David Behan, which Mr Mire mentioned at CQC's July board meeting held on 27th July 2016.</p> <p>The specific reference to the letter was made at 31.55 minutes into the meeting (Here is the recording http://cqc.public-i.tv/core/portal/webcast_interactive/237133). Responding to David Behan discussing how to ensure quality is maintained in this financial environment, Michael Mire said: "As you know I wrote to you and Peter and Malte about my own feelings on this as I do think this is a very fundamental challenge for us."</p>	30/08/2016	25/08/2016	Withheld	S36 (2)

0281	<p>I would like a weekly report of which organisation have had a CQC inspection for that week. I appreciate that I cannot get the information of upcoming CQC inspections but wondered if I could have them for the prior week?</p> <p>Therefore, if possible, I would like to be informed once a week as to whom had an inspection the prior week. I do hope that this sort of information is readily available to you.</p>	29/08/2016	02/08/2016	Full Disclosure	
0282	<p>How many notifications, if any, regarding the following did you receive in connection with The Manor House Care home in Old Windsor, Berkshire in 2012, 2013, 2014, 2015, 2016 (current year from January until present):</p> <ol style="list-style-type: none"> 1. A serious injury to a person who uses/used the service 2. Any abuse or allegation of abuse in relation to a person who uses/used the service 3. Incidents reported to or investigated by the police 4. Death of any person who uses the care service from all causes, e.g. expected and unexpected. Please could you list these separately. 5. Notifications/information received from local authorities conducting safeguarding investigations 6. Notifications/information that CQC has received as a safeguarding concern and subsequently reported to the relevant local authority as a safeguarding alert 7. Whistleblowing enquiries from staff and/or relatives of residents at this care home Could you please list these seperately <p>*****</p> <p>Can you please provide data regarding the number of complaints and/or concerns that CQC have been notified of regarding this care home, from 2012 - present</p> <p>Can you please provide data regarding subsequent investigations that were then made by CQC as a result of any of the above</p>	30/08/2016	23/08/2016	Full Disclosure	

0283	<p>I would like to get a copy of all records relating to the SpaDental practices (both current and previous) and register to receive an email Alert should there be any changes. Register: cqc@spadental.co.uk. The practices are: SpaDental Ledbury SpaDental Plymouth SpaDental Ross-on-Wye SpaDental Southampton SpaDental Chapel Street Dental & Implant Centre (Wem) SpaDental Whitchurch SpaDental Wotton-under-Edge SPaDental Handforth And multiple registered under Corser House in Whitchurch.</p>	26/08/2016	11/08/2016	Withheld	S12 (1)
0284	<p>All communications between the CQC and Google/DeepMind, between August 2015 and August 2016 inclusive</p> <p>All communications between the CQC with the Royal Free NHS Trust which pertain to its collaboration with Google/DeepMind, between August 2015 and August 2016 inclusive</p> <p>All internal communications where the Streams app collaboration between Google/DeepMind and the Royal Free NHS Trust is discussed, between August 2015 and August 2016 inclusive</p>	30/08/2016	17/08/2016	Not Held	
0285	<p>I have noticed that the registration handbook for inspectors is dated 2013.</p> <p>Is there an updated version for this as the regulations have changed?</p>	30/08/2016	02/08/2016	Not Held	
0286	<p>I require intelligence that lets me know what inspections have literally just taken place on a week by week basis. The CQC obviously knows what meetings will take place but cannot disclose that prior to the visits (as some will be unannounced) but I was hoping you could release it after that the inspections had occurred?</p>	30/08/2016	26/08/2016	Full Disclosure	
0287	<p>I would like to request sight of any letters and emails you have about Pilgrims Hospices based in East Kent – on a recent visit by a member of the CQC it was stated that there have been complaints about the organisation. Having mentioned this to us we were then told by the CQC member that they were not able to share any further information.</p> <p>We are developing a 'Learning Organisation' approach to our service and feel if we are to address issues we must be able to understand the nature of the complaint so we can formulate a plan to make the appropriate changes. I gather we do have a right to request sight of documents and emails you have about us under the Data Protection Act 1998 and the Freedom of information Act 2000. We would be happy to receive these insights either via email or photocopy – we do understand you may have to redact details that may identify the individuals making the complaints but we feel to enact change we have to understand the concerns.</p>	31/08/2016	18/08/2016	Withheld	S44 (1)

0288	1. What are the pay grades for the analysts, inspectors, inspection managers and senior analysts being hired? 2. What percentage of those hired are trained doctors?	31/08/2016	16/08/2016	Part Disclosure - Exempt	S12 (1)
0289	I would like to know the Qualifications of this inspector.	01/09/2016	03/08/2016	Part Disclosure - Exempt	S40 (2)/(3)
0290	I write with a revised request for information: * Please provide figures for full-time equivalised annual basic salaries in response to the questions below: * Please disclose the mean earnings for male employees and the mean earnings for female employees for the most recent year for which you have figures and please state the dates to which it refers; * Please disclose the median earnings for male employees and the median earnings for female employees for the most recent year for which you have figures and please state the dates to which it refers; * Please disclose the number of male employees by quartile salary bands and the number of female employees by quartile salary bands. * If within the limits allowable under the FOIA, please also provide the respective figures for questions 1-3 for the preceding 12 month period, and state the end date.	01/09/2016	04/08/2016	Not Held	
0291	Further to the response received in April 2015, can I make a new request under the Freedom of Information Act and have the attached information that you previously supplied brought up to date to include all the subsequent hospital inspections that have seen providers either leave the special measures regime or be recommened for it. As an additional piece of information, could you also add those providers that have been rated as Outstanding.	02/09/2016	05/08/2016	Full Disclosure	
0293	What is the policy for rating practices as "requires improvement" for high exception reporting, in the 'effective care' section? Is there any CQC policy that states that practices having high exception reporting rates is in itself a problem and that high exception reporting rates must be reduced? One surgery's report says that patients are contacted three times before being exceptionned. This is sufficient to exception someone in accordance with QOF policy and NICE guidelines. However, the report proceeded that the high rates of exception reporting indicated a violation of the Healthcare Act. Are high exception reporting rates alone in violation of the Healthcare Act? Please could I have any CQC policy information relating to high exception reporting rates as well as what monitoring of rates is expected from surgeries.	02/09/2016	16/08/2016	Part Disclosure - Part Held	

0294	<p>How many inspections of Residential Care homes were conducted by Kent CQC in the year to Dec 2015.</p> <p>How many residential care homes in Kent had more than one inspection in the year ended Dec 2015</p> <p>How many residential homes nationally were inspected in 2015</p> <p>How many residential care home inspectors were employed or were utilised to conduct Kent CQC audits for the year ended Dec 2015 .</p> <p>How many residential care home inspectors were employed or were utilised by Kent CQC for the year to June 2016.</p> <p>How many new recruits for the Kent Area were taken on in 2015.</p> <p>How may leavers were there in 2015 and in 2016 (to date) for the Kent Area.</p> <p>Of the leavers how many were dismissed from post in 2015 and for the year to date 2016.</p> <p>How many complaints from care homes were received in 2015 regarding the findings of reports made by Kent area CQC.</p> <p>How many complaints for the Kent Area were upheld in 2015.</p> <p>Nationally, what is the average number of complaints per 100 inspections.</p> <p>Nationally, what percentage of care homes are inspected more than once in a year.</p> <p>What measures are in place to protect care homes from vexatious whistle blowing.</p> <p>What measures are in place to audit the quality of Kent CQC inspection reports. How often were such audits carried out in 2015.</p> <p>Nationally for 2015 as a % of the whole how many quality audits were carried out</p> <p>In 2015 how often were quality audits of inspection reports carried out for Kent CQC</p>	02/09/2016	01/09/2016	Full Disclosure	
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0295	<ul style="list-style-type: none"> • how [does] CQC, actually Test for, Evaluates and/or Measures Disabled Accessibility [in inspection and regulation of registered providers/services]? • What Is the UK Government or your individual Organisation or Government and Departments, own Recognise Official Standard or Criteria, for determining how Disabled Accessible something is or is NOT, or what Level of Accessibility it has? • Is there any Official Standard and Criteria, for Testing and Measuring Disabled Accessibility, YES or NO? • how many Register Disabled People do you employ within your own organisation, either Full Time, Part Time, on a volunteer basis, or as paid Apprenticeship and/or as unpaid internships? • Also with what Levels (Severe, or Major, or Minor) of Disabilities do your Personnel have, plus at what Levels (Directors, Senior, Middle, Lower Management, Supervisors Employee) within your organisation, do your Disabled Personnel work and hold positions at plus how many too? • Along with what Types of Disabilities do your personnel have, when divided into the following Disability Classifications too? For example, either; Amputee's, or Chronic Health Conditions, or Hearing Impaired and Deaf, or with Learning Difficulties, or having Mental Health Problems, or with Physical Disabilities, or Speech/language Impaired and/or Dumb, or Visually Impaired and/or Blind, or Assistance Animal Owner's/User's? Or with Multiple and/or Combinations of Disabilities and/or Chronic Health Conditions? • Also how many Disabled Personnel within your Organisation, require Disability at Work Assistance of any kind or are provided with this type of assistance? Either from another member of staff, or in the form of Disability Assistive Technology Systems (Hardware & Software) being provided for them? Or require the use of Disability and Medical Aids, Devices, Equipment and Systems, or use the likes of Wheelchairs or other Mobility Aids etc? • please state which Approved and Commercially Available Disabled Alternative Accessible Format's (D2AF's), you translate and provide all types of communication / Websites / Official Paperwork in to for Disabled People with different Disabilities? For 	02/09/2016	26/08/2016	Full Disclosure	
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0296	<ul style="list-style-type: none"> • What was the purpose of the inspection visit on 30 March 2016 and what tasks were carried out by the inspection team on 30 March 2016? • Please can you give me information to explain why the CQC inspection team did not follow the guidance from the GP Evidence Tool which is "CQC inspection staff should make a random selection of 4 or 5 complaints files from the last year". • How did the CQC inspection team ensure the completeness of the population of complaints from which it made its random selection [in this case of 31 complaints]? <ul style="list-style-type: none"> • Were the 31 selected complaints files looked at during the on-site visit? If so on which day/days? If not, then were the complaints files requested as part of the evidence that Avisford Medical Group had to submit prior to the visit? • Out of the 31 complaints selected how many were from vulnerable patients? • Out of the 31 complaints selected how many were complaints submitted by email/by letter/by other means? • Out of the 31 complaints selected how many were complaints given a final response by email/by letter/by other means? • What was the total of the number of complaints received by Avisford Medical Group during the year before the CQC visit [for the 12.7.2016 quality report], from which the sample of 31 was taken? • Please direct me to the evidence to support the guidance in the GP Evidence Tool which requires the CQC inspection staff to select complaints files 'from the last year'. How was this guidance formulated? When and by whom?What is the rationale for including only complaints from the last year and not earlier complaints given that the CQC inspection covers a period greater than one year? • Does 'from the last year' refer only to the fact the complaint was concluded on in the last year or does the complaint itself also have to be dated 'from the last year'? • What is the rationale for including only concluded complaints? [eg inclusion of a review of ongoing complaints at the time of inspection may highlight that some complaints were taking too long to be investigated; this would be missed currently by looking at only concluded complaints] 	02/09/2016	19/08/2016	Withheld	S14 (1)
0297	Also under the FOI provide us with a copy of any internal guidance for inspectors and/or inspection managers regarding your quality assurance process pursuant to which the content of draft inspection reports is reviewed	02/09/2016	24/08/2016	Full Disclosure	
0298	<p>Just to confirm, have there ever been any incidents reported to or investigated by the police in connection with Lansdowne Care Home London NW2.</p> <p>For future reference, from what year did CQC begin to record all the information you have kindly provided in a retrievable format?</p>	05/09/2016	08/08/2016	Full Disclosure	

0299	I would be grateful for a full list of the SPA ID reference numbers of the Specialist Advisors in Mental Health who have taken part in all Mental Health Sector Inspections between 01/07/2015 and 31/07/2016.	02/09/2016	08/08/2016	Not Held	
0300	<p>Death rates reported by Lansdowne Care Home appear to have been reduced by 55% in 2016.</p> <p>In 2015, Lansdowne reported 2.25 deaths per month. In 2016, this figure has so far been reduced to only one per month (7 deaths from January to end of July). Please confirm if there has been a change, that CQC is aware of, which would explain the remarkable drop in deaths.</p> <p>1) What action, if any, has been taken following the two qualified whistleblowing enquiries in connection with this home?</p> <p>2) What is the CQC protocol when qualified whistleblowing alerts are received.</p>	02/09/2016	18/08/2016	Full Disclosure	

0301	<p>We write with regard to the report prepared by the Royal College of Pathologists dated 20 February 2013, concerning the breast reporting and immunohistochemistry at Sherwood Forest Hospitals NHS Foundation Trust. We understand that this report was prepared at the request of the Care Quality Commission, following patients being advised in October 2012 that their original ER results were incorrect and that they were in fact ER positive.</p> <p>We represent 11 Claimants in connection with this matter and are in the process of finalising expert evidence.</p> <p>We have received various documents that have been disclosed by Sherwood Forest Hospitals NHS Foundation Trust and as part of our review, note that the investigation team of the Royal College of Pathologists reviewed the scans and concluded that the retests were incorrect and that the original results were to stand. In short, patients were ER negative.</p> <p>We understand that Dr Liebmann formed part of that investigation team and that notes were made with regard to her review.</p> <p>Sherwood Forest Hospitals NHS Foundation Trust requested sight of these notes but were advised that they could not be disclosed. These documents could be of significant relevance to the claims being pursued on behalf of our clients.</p> <p>We attach for your information correspondence sent to the Royal College of Pathologists dated:-</p> <ul style="list-style-type: none"> • 1 June 2016. • 18 July 2016. • 20 July 2016. <p>We would be grateful if you could provide us with these documents and look forward</p>	05/09/2016	12/08/2016	Not Held	
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0302	<p>Question 1 (i) How many GP practices originally rated 'outstanding' have requested a review of their CQC rating/report since October 2014? (ii) How many of these requests were rejected? (iii) If accepted, how many practices were given each rating following review (eg, outstanding: x, good: x, requires improvement: x, inadequate: x)?</p> <p>Question 2 (i) How many GP practices originally rated 'good' have requested a review of their CQC rating/report since October 2014? (ii) How many of these requests were rejected? (iii) If accepted, how many practices were given each rating following review??</p> <p>Question 3 (i) How many GP practices originally rated 'requires improvement' have requested a review of their CQC rating/report since October 2014? (ii) How many of these requests were rejected? (iii) If accepted, how many practices were given each rating following review??</p> <p>Question 4 (i) How many GP practices originally rated 'inadequate' have requested a review of their CQC rating/report since October 2014? (ii) How many of these requests were rejected? (iii) If accepted, how many practices were given each rating following review??</p> <p>Please also provide any information that would be important to the interpretation of any answers you provide.</p>	05/09/2016	05/09/2016	Full Disclosure	
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0303	<p>Total annual expenditure on energy services (supply, generation and associated costs of asset management)</p> <ul style="list-style-type: none"> • Total annual expenditure on soft FM (reception & concierge, Housekeeping, janitorial, logistics & portorage, grounds maintenance & landscaping, helpdesk operation & management, cleaning services, catering, security & vehicle parking, operation & maintenance, critical engineering, fabric maintenance, refrigeration & cooling, building systems management, automation & process systems, installation & projects, asset management) • Total annual expenditure on hard FM (encompassing technical services, mechanical and electrical maintenance, construction projects, maintenance and inspections, space management, portorage) • Total annual expenditure on security services, if applicable (encompassing staff and associated costs) • Total annual expenditure on decontamination & sterilisation services (clinical resources) <p>For the above I would like to know whether the services are provided in-house, contracted-out, or by a mix of both. If they are contracted-out or mixed, I would like to know;</p>	06/09/2016	15/08/2016	Full Disclosure	
0304	<p>It would be helpful to know the statistics in relation to how many providers there are in the UK for all sectors i.e nursing homes, GP's, hospitals and dentists etc. and how many warning notices or requirement notices are issued and how many appeals there are against ratings.</p>	07/09/2016	30/08/2016	Full Disclosure	
0309	<p>a) how many times since 2008 has the CQC has exercised the Section 91 power to which you refer.</p> <p>b) against what category of employee would a Section 91 prosecution be taken</p> <p>c) Has a Section 91 prosecution ever been taken by the CQC against a Chief Executive or other senior manager employed in one or other of the 165 "independent" NHS Foundation Trusts?</p> <p>D) where in the CQC is the legal expertise (similar it is assumed to that of the CPS) to mount such a prosecution</p> <p>e) What training do your Inspectors receive in order for them to identify what facts would give rise to consideration of such a prosecution,</p> <p>(i) in general and,</p> <p>(ii) where preventable/avoidable" deaths are concerned?</p>	06/09/2016	25/08/2016	Full Disclosure	
0310	<p>My enquiry relates to Mrs Rachel Burns, ex-manager of Park Hall Care Home, Reigate, Surrey. Could you please let me know the date on which Surrey County Council informed you of her suspension (an act which ultimately led to her dismissal).</p>	08/09/2016	24/08/2016	Full Disclosure	

0311	<p>I would like some information on success rates of care homes in Middlesbrough. Are you able to provide me with some more information which I can use? For example, statistics on medicine administration records (MARs).</p> <p>Clarified to:</p> <p>Can CQC provide a search of Middlesbrough care home compliance with The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 12(g) the proper and safe management of medicines.</p>	08/09/2016	23/08/2016	Part Disclosure - Part Held	
0312	<p>Under the Freedom of Information Act 2000, please provide me with the following information:</p> <p>How many reports of grade 3 or grade 4 pressure ulcers did you receive from a) residential care homes and b) nursing homes for each of the last three years: 2013, 2014 and 2015?</p> <p>Please provide the information for each residential care home or nursing home, stating</p>	09/09/2016	17/08/2016	Part Disclosure - Exempt	S12 (1)
0313	<p>I am therefore asking you as Chief Inspector of Hospitals at CQC to provide me with the following information:</p> <ol style="list-style-type: none"> 1. Details of the investigation done under regulation 20 of the death of baby Curtis-Smith and the subsequent actions by Walsall Healthcare. 2. An explanation as to why the parent's [sic] were not involved in this investigation as required by the recommendation made to CQC in the Kirkup report. 	25/08/2016	15/08/2016	Not Held	

0316	<p>Given Dr Alexander's contribution to your Death's Review:</p> <p>CQC Deaths Review: All Fur Coat...By Dr Minh Alexander NHS whistleblower and former consultant psychiatrist, 13 August 2016 https://sharmilachowdhury.com/2016/08/13/cqc-deaths-review-all-fur-coat/</p> <p>Please supply me with CQC policy's that will ensure the prevailing attitude of pick and choose whatever suits, has changed. If there are none, please send me any information that says this is a worthwhile review to take place and is not a waste of public money.</p> <p>Also I understand the CQC regulates Social Services, but not Adult Social Services where the first steps of an assessment is made. Please tell me why?</p>			15/09/2016	Clarification/ID not Provided	
0317	<p>I would like you to supply me the copies of all the correspondence, recommendations by NHS Eng.-south and minutes of the meetings between CQC and NHS Eng. South (Wessex) under Freedom of information act regarding my self and North Camp Surgery.</p>	09/09/2016	08/09/2016		Part Disclosure - Exempt	S40(5)
0318	<p>1.The total fees collected from the dental sector during the years 2010 - to date 2.The complete costs incurred for regulating the dental sector alone during the years 2010 - to date.</p>	12/09/2016	31/08/2016		Full Disclosure	
0321	<p>Could you provide the names of the individuals who provided the original/initial character references to Simon Buxton to allow him to register in his own name as Manager and Care provider to the Elderly Adult Sector</p>	13/09/2016	23/08/2016		Withheld	S40 (1)
0322	<p>I would like to request the following information:</p> <ul style="list-style-type: none"> -The addresses of all the 'archived' locations in London only -If possible the accountable person(s) of these locations - If possible the type of service that was provided at these locations -If possible the date each location was archived 	13/09/2016	19/08/2016		Full Disclosure	

0323	I would like for the CQC to provide a list of full names of nurses that work within the private care setting such as care homes and nursing homes in the midlands and London and the companies that they work for. I have tried to find out this information from the website but there is no way of finding out this information.	14/09/2016	16/08/2016	Not Held	
0326	A copy of all policies in relation to employee sickness, to include return to work, health and safety and HR	12/09/2016	18/08/2016	Full Disclosure	
0327	I am Buyer at CMFT inquiring about the end of life care at Central Manchester Foundation trust. It has been giving a rating of Requires improvement. I was hoping that you could provide me with any details, specifically with regards to patient shrouds and the property bags, as I believe this was raised a concern.	14/09/2016	01/09/2016	Not Held	
0328	The scope of the project has just been expanded to include a few more non-core services, and I wondered if you would be able to provide information in a similar format to the information on energy, soft FM, and hard FM previously requested. Again, if information on contracted-out service provision has been made available elsewhere or published already, I would be grateful if you could point me in the right direction.	16/09/2016	14/09/2016	Full Disclosure	
0329	With respect to the CQC inspection of the Royal Sussex County Hospital, Brighton and the Princess Royal Hospital Haywards Heath published today. Please can you provide me a detailed breakdown of the inspection report/findings for the ENT outpatient department the Royal Sussex County Hospital. The published report groups all of the outpatient departments together which is unrepresentative and I would like to review the detail behind the inspection focusing upon ENT outpatients	15/09/2016	24/08/2016	Full Disclosure	

0330	I just wanted to ask a quick query with regards to our Competitors Warning Notices. Is it possible for us to obtain a list of services with Warning Notices relevant to our competitors?	16/09/2016	01/09/2016	Full Disclosure	
0331	Kingsfield Care Centre, Union Road, Ashton-under-Lyne OL6 9Jf I am writing concerning the above mentioned carehome. 1. Has the carehome gone into special measures.(2015/2016) 2. Has any more carehomes owned by Meridian/Hc1 gone into special measures (2015/2016) 3. Has any actions been placed (other than safeguarding/special measures against the providers of meridian/HC1 (2015/2016)	16/09/2016	07/09/2016	Part Disclosure - Part Held	
0332	<p>This request relates to UK Legislation, specifically TM44 Air Conditioning inspections.</p> <p>Q. Are you responsible for any buildings with more than 12kw of air conditioning present?</p> <p>Q. Who is the responsible person for ensuring that your buildings are inspected and reports lodged, please provide the name, address, and telephone number of the responsible person.</p> <p>Q. If your TM44 Air Conditioning Inspection Certificates are in place, what is their expiry date?</p> <p>Q. What was the order value of the works placed with the Company who undertook the work?</p> <p>Q. How many Certificates were produced?</p>	16/09/2016	22/08/2016	Not Held	

0333	<p>In July 2014 an AvMN CQC pilot scheme was initiated, aimed to encourage the public to share their experience of the care they received. AvMA hoped that by working with the CQC to bring areas of concern to the attention of the CQC it would enable the CQC to examine those in more detail.</p> <p>Please can you tell me if, or how many, feedback forms were sent to you?</p> <p>How many forms were about dental services in the London Team 2 area?</p>	16/09/2016	09/09/2016	Part Disclosure - Exempt	
0334	<p>In December 2014 the CQC started to inspect dental services using specially trained inspectors accompanied by dental advisors.</p> <p>Was this an outcome of the pilot scheme?</p> <p>How were those nine dental practices chosen?</p> <p>Had unacceptable standards of care been identified from a previous inspection at any of those practices?</p>	16/09/2016	09/09/2016	Full Disclosure	
0335	<p>On 14 December 2014 The London Centre for Prosthodontics [Lloyd Searson] and 2, Harcourt House [Robert Stone] were both inspected.</p> <p>How many other dental services in London Group 2 were inspected from December 2014- March 2015?</p> <p>Page 8 of the report on The London Centre for Prosthodontics stated," We found that the justification, findings and quality assurance of X-ray images taken was not always recorded. We discussed this with the provider who agreed this information should be included to ensure a full record is kept."</p> <p>How many sets of records did the CQC see?</p>	16/09/2016	09/09/2016	Full Disclosure	
0336	<p>Provider: Dr John Bentley Also known as The Practice @ 188</p> <p>I understand from the records that 'The Practice' also has an archived location. Please help me obtain the information I need from either the new and/or the archived location.</p> <p>Please can you inform me of the number of deaths of Dr John Bentley's patients who at the time of death lived at Lansdowne Care Home London NW2 1TU.</p> <p>Please provide the figures for 2013,2014, 2015 and for year to date in 2016.</p>	16/09/2016	19/08/2016	Not Held	

0337	<p>1. How many deaths per annum were there from 2013 to the end of 2015 for these specific care homes:</p> <p>a) Springwater Lodge - 10 Smithy View, Calverton, Nottingham NG14 6FA b) Beechwood Residential - Holly Green, Upon Upon Severn, Worcestershire WR8 ORR c) Rodwell House - Brox Lane, Addlestone, KT15 1HH d) Hailsham House - New Road, Hellingly, East Sussex, BN274EW e) Cornford House - Cornford Lane, Pembury, Tunbridge Wells TN2 4QS f) Hawkinge House - Hurricane Way, Folkstone, CT18 7SS g) Hazeldene House - Romford Road, Pembury, Tunbridge Wells, TN2 4AY h) Kettlewell House - Chotham Road, Woking, Surrey, GU21 4HX i) Bywater Hall & Lodge - 1 Leeds Road, Castleford, West Yorkshire WF10 2DY j) Temple Ewell - Wellington Road, Dover, Kent, CT16 3DB k) Alfriston Court Luxury Home - Sloe Lane, Alfriston, BN26 5UR Then - Harpwood care home at Seven Mile Lane, Sevenoaks, Kent TN15 7RY - this home opened / was registered on 1st February 2016 - would you have the figures of deaths reported from there between 1st Feb 2016 and today's date August 19th 2016 please?</p> <p>1) How many residents are currently at Woodchurch House (in Ashford in Kent) in total. And of these are you able to state which ones are there as 'tenanted residents' and which ones are paid for by the local council (Kent). 2) From 1st Jan 2016 to now - August 19th 2016 - how many deaths have been reported from Woodchurch House care home in Ashford Kent. And very finally.....St Benedict's Nursing Home at 22/23 St. George's Terrace, Herne Bay, Kent CT6 8RH. This home closed down and you archived their records on 10th July 2014. Would you have figures for deaths per annum there in the year July 2013</p>	19/09/2016	05/09/2016	Full Disclosure	
0339	<p>I want to establish if this care home has ever operated and if so been registered.</p> <p>St Marys Lodge 3H Gordon Grove Camberwell SE5 9DT</p>	19/09/2016	19/08/2016	Not Held	

	<p>I would like to view a copy of the full register for the following care home providers, ie, every entry from first registration until today:</p> <p>Sunrise Operations Sevenoaks Ltd</p> <p>Sunrise Operations Purley Ltd</p> <p>Sunrise Senior Living Ltd</p> <p>Gracewell Healthcare Ltd</p>				
0340	Selbourne Senior Living Ltd	16/09/2016	19/08/2016	Full Disclosure	
0341	<p>Please kindly provide reported lansdowne Care Home NW2 1TU deaths since 2010 and 4 figures for each year. One per quarter please.</p> <p>Eg. 2015 Jan-March April-June July- Sept Oct - Dec</p>	16/09/2016	05/09/2016	Full Disclosure	
0343	<p>Under the freedom of information act could you please provide the following: Certificate of registration for London and Manchester Healthcare (Darnton) Ltd issued on Febuary/March 2015.</p>	20/09/2016	07/09/2016	Full Disclosure	
0344	How much CQC spends each year on legal fees.	20/09/2016	01/09/2016	Full Disclosure	S21 (1)

0345	<p>Under the Freedom of Information Act I wish to request the following information:</p> <ol style="list-style-type: none"> 1. The number of analysts and inspections/inspection managers who have left the CQC during each of the last five financial years (including YTD) 2. The number of staff recruited to these same roles during each of the last five financial years. 3. The current number of vacancies for these roles. 4. The number of occasions during the last five years when registrants have appealed against the rating or inspection conclusions outlined by the CQC – broken down into type of registrant, ie GP, hospital trust etc. 5. The number of times a rating has been changed – broken down into downgraded or upgraded if possible – since the system came into force in 2014. 6. How many times during the last five financial years has the CQC applied to the courts to place sanctions – including cancelling registration – on providers? And on how many of those occasions was the CQC successful, and on how many occasions was the application unsuccessful or successfully appealed. 7. On how many occasions during the last five financial years has the CQC apologised to providers regarding incorrect/exaggerated inspections, reports or enforcement action? 	20/09/2016	16/09/2016	Part Disclosure - Exempt	S22 (1)
0346	<p>With this in mind please could you supply the following information;</p> <ul style="list-style-type: none"> • Number of staff who do not get confirmed into post from the probationary period, including breakdown of BME and White staff • Number of staff who have been formally managed under sickness absence, including breakdown of BME and white staff • Number of staff dismissed through capability (performance management), including breakdown of BME and white staff 	16/09/2016	14/09/2016	Part Disclosure - Part Held	

0348	<p>Please disclose</p> <p>1) The total cost of all CQC spend on external legal services for each of these financial years</p> <p>2014/2015 2015/2016 2016/2017 year to date</p> <p>2) The total cost of all CQC spend on internal legal services for each of these financial years</p> <p>2014/2015 2015/2016 2016/2017 year to date</p> <p>3) The total number of judicial reviews against CQC since 2009, and a breakdown of the issues to which these related.</p> <p>4) The total costs to CQC of the judicial review relating to the application by SSP Health in which judgment was given by the High Court on 12th August 2016, with an indication within CQC's response of the total cost to CQC of external legal services in this matter.</p>	16/09/2016	23/09/2016	Full Disclosure	
0349	<p>I would like the following questions answering under the Freedom of Information Act regarding the Care Quality Commission's Fit and Proper Person's test.</p> <p>1. How many NHS Trusts has the CQC central panel been asked to monitor under Regulation 5 of the Fit and Proper Person's test?</p> <p>2. Which, if any, NHS Trusts has the CQC made it a condition of registration that the organisation/provider remove a director, trustees or board member.</p> <p>3. Of the NHS Trusts the CQC central panel has considered under Regulation 5 what were the sources for complaint?</p> <p>4. Of the trusts the CQC central panel has considered under Regulation 5 on what grounds were the complaints made?</p> <p>5. Of the NHS Trusts the CQC central panel has considered under Regulation 5, what were the reasons for the complaints being rejected?</p> <p>6. From which NHS Trusts has the CQC requested to see a copy of an independent investigation?</p>	20/09/2016	01/09/2016	Withheld	S12 (4)

0350	<p>Under the FOIA can you please provide the following Certificates of Registration that allowed:</p> <p>1. L&M Healthcare (Darnton) Ltd to provide Diagnostic and screening procedures between March - November 2015 to be carried out on the Transitional Care Unit located on the top floor of Darnton House Nursing Home.</p> <p>2a. L&M Healthcare (Darnton) Ltd to operate a 64 bed capacity nursing home and 32 bed capacity Transitional Care Unit between March - November 2015, (The Transitional Care Unit and Nursing Home comprising 2 separate functions with the TCU having been commissioned exclusively by THFT to operate as a sub acute discharge ward for THFT inpatients only).And/Or</p> <p>2b. L&M Healthcare (Darnton)Ltd to operate a 96 bed nursing home between March - Nov 2015 .</p> <p>3. THFT to provide regulatory activities, between March - November 2015, on its intermediary discharge ward (the Transitional Care Unit) located on the top floor of Darnton House, an alternative site to its primary location. Namely:</p> <ul style="list-style-type: none"> • Accommodation for persons who require nursing or personal care • Treatment of disease, disorder or injury • Diagnostic and screening procedures. Also, <p>THFT advise that the CQC requested their application to add the Transitional Care Unit as an additional location (12/01/2015) be withdrawn. THFT confirm this advice was given by the CQC on the 24th February 2015. Tameside and Glossop Clinical Commissioning Group have provided confirmation that Darnton House Nursing Home at the time they (CCG) entered into their contract for provision of nursing home beds with L&M Healthcare (Darnton)Ltd (2015) "there were only 64 beds available for this contract (ground floor and first floors) as the top floor was contracted to THFT and was not available for long term care..... The TCU was not included in this agreement: the contract agreement for TCU was between THFT and L&M Healthcare" The TCU was clearly identified as separate entity to the Nursing Home business. In light of Rule 9 What is a 'location' Guidance for providers and inspectors can the CQC please explain why they instructed THFT to withdraw its application to add the TCU as an additional</p>	20/09/2016	12/09/2016	Part Disclosure - Exempt	S40 (2)/(3)
0352	<p>Please tell me the process followed when a concern is received by the 'whistleblowing team'</p> <p>Please tell me the process followed when a concern is received by the 'safeguarding</p>	19/09/2016	23/08/2016	Full Disclosure	S21 (1)

0353	<p>Woodchurch House Nursing Care Home of Ashford Kent. Thirty four of the residents died in the space of just 12 months.</p> <p>2) If Valerie McKenzie, CQC Inspector, was aware of the 42.5% death rate for the year 2015 inside Woodchurch House Nursing Care Home of Ashford Kent. Thirty four of the residents died in the space of just 12 months.</p> <p>3) Whether the CQC intend to act on the high death rate in Woodchurch House by closing down the home which is already rated as INADEQUATE by the cqc. The mortality figures are: 34 deaths for 2015, 28 deaths for 2014, 24 deaths in 2013, and 2 deaths in 2012. As seen from these figures there was a sharp increase and unexplained rise in deaths after 2012.</p> <p>4) If the cqc were aware of these death rates which are substantially higher than any other care home in the UK - where the national average for care home deaths per annum is just 4% then why did the CQC allow the home to remain open - or was the cqc unaware of these death rates despite being the only governing body to which care homes are obliged to report death rates.</p>	21/09/2016	23/08/2016	Part Disclosure - Part Held	S31 (1)/(2)
0354	<p>of NHS organisations in financial years 2015/2016 and 2016/2017 year to date.</p> <p>Please include data on</p> <ul style="list-style-type: none"> - Number of disclosures - Nature of disclosures - any grading of disclosure severity - outcomes, such as action taken in response to disclosures by CQC <p>Please disclose the raw data if possible, subject to the appropriate redactions for anonymity.</p> <p>2) Please advise if CQC has conducted an analysis/ analyses of staff whistleblowing disclosures by NHS provider organisation. If so, please disclose the results of this analysis/ analyses.</p> <p>3) Please also disclose any data and reports from any data collation pilots undertaken prior to implementation of the current CQC system of data collation on whistleblowing incidents.</p>	23/09/2016	15/09/2016	Full Disclosure	

0356	Under the freedom of information act, I would like details of how many times CQC have called upon care homes in the UK between the hours of midnight and 6.00 in the morning.	20/09/2016	16/09/2016	Part Disclosure - Part Held	
0357	Kingfield Care Home Union Road, Ashton Under Lyne, OL6 9JF Dear CQC i would request the following information regarding the above care home. 1. If the care home is in special measures please could you list all the reasons why. 2. Did any parts or part of your investigation show any evidence of the falsification of care notes / daily care plans. 3. Did any parts or part of your investigation show any evidence of the falsification of Medication audits 4. Did any parts or part of your investigation show any evidence of the falsification of fluid / nutrition charts 5. If you did find any parts of this activity was carried out how did you deal with it.	19/09/2016	26/08/2016	Withheld	S31 (1)/(2)
0358	Can you please provide the following information - The number of whistleblowers who were raising concerns with the CQC about Berkshire Healthcare NHS Foundation Trust between 16/11/15 and 01/02/16? The number of whistleblowers who were raising concerns with the CQC about whistleblower detriment at Berkshire Healthcare NHS Foundation Trust between 16/11/15 and 01/02/16?	28/09/2016	07/09/2016	Part Disclosure - Exempt	S44 (1)

0359	<p>1. The original Certificate(s) of Registration dated 06 March 2015 for London and Manchester Healthcare (Darnton) Ltd. I believe this will include the initial registration date, location, number of beds and activity registered and any conditions applicable.</p> <p>2. The Certificate(s) of Registration for the Stamford Unit at Darnton House, Darnton House, Darnton Road, Ashton-under-Lyne, OL6 6RL added as a location by Tameside Hospital NHS Foundation Trust. I believe this will include initial registration date, location, number of beds and any conditions applicable.</p> <p>3. The Certificate(s) of Registration for the Transitional Care Unit at Darnton House, Darnton House, Darnton Road, Ashton-Under-Lyne, OL6 6RL that allowed Tameside Hospital NHS Foundation Trust to provide regulated activities, inclusive of but not exclusive to:</p> <ol style="list-style-type: none"> 1. Treatment of disease, disorder or injury 2. Diagnostic screening 3. Pharmacy 4. Physiotherapy <p>4. Tameside and Glossop Clinical Commissioning Group (TGCCG) has confirmed London and Manchester Healthcare(Darnton) Ltd no longer provides a Nursing Home Service and residents were relocated some months ago. The CCG was advised by London and Manchester Healthcare that "the home will be closed 10th April 2016" What action was required and undertaken by the CQC with regards to the closure notification. Please provide a copy of London and Manchester Healthcare (Darnton) Ltd notification of closure."</p>	23/09/2016	12/09/2016	Part Disclosure - Exempt	S40 (2)/(3)
0360	<p>The only information I could not find was, how many providers actually launch an appeal against a warning notice? Does anyone challenge these notices or, do they accept them and endeavour to correct the areas in which they failed.</p> <p>I would be very grateful if you could provide the number of challenges over a 12 month period. I am not sure from which month a typical year runs for the purpose of recording statistics and therefore, I would be grateful for the most recent figures. If you require a date range then, from 1st August 2015 to 31st July 2016, would be great. I hope this may assist by narrowing the task down.</p>	23/09/2016	07/09/2016	Invalid Request	
0361	<p>Could you please provide me with a list of :</p> <p>Private Clinics, Private Hospitals and Private GP Practices that provide Adult Vaccination services.</p>	26/09/2016	02/09/2016	Not Held	

0363	<p>Please can you supply me with copies of CQC's responses to the following requests listed in the Fol disclosure logs on the CQC website:</p> <p>CQC IAT 1516 0095 CQC IAT 1516 0108 CQC IAT 1516 0153 CQC IAT 1516 0309</p>	27/09/2016	30/08/2016	Full Disclosure	
0364	<p>I am writing with a request under the Freedom of Information Act. Please can you provide me with copies of the current versions of the following guidance issued to CQC staff:</p> <ol style="list-style-type: none"> 1. Registration Handbook(s) 2. Inspection Handbook(s) 3. Inspection Planning Tools for: <ol style="list-style-type: none"> a. Adult Social Care inspections b. Acute hospital inspections 4. Report Writing Guidance 5. Guidance for dealing with Factual Accuracy Responses 6. Guidance for dealing with Rating Review Requests 	27/09/2016	07/09/2016	Full Disclosure	
0365	<p>Relevant details of neglect or court cases related to BRAMLEY COURT in the last 4 years the home is in yardley wood birmingham I have heard stories of neglect and bad safeguarding in the past and need a current appraisal of the care standards of the current staff and management</p>		28/09/2016	Clarification/ID not Provided	
0366	<p>Are you stating that the last inspection was in 2011 at Hayes Court Nursing Home in Kenley</p>	27/09/2016	31/08/2016	Full Disclosure	S21 (1)
0372	<p>I would like a complete CSV list of all dental practices in the UK, please. When I search for dentists without putting any keywords or locations, the website returns 27,116 results. However, when I select the option to "Download the results as a spreadsheet" at the bottom of the page, the exported file contains only 15,000 results. I would be most grateful if you could please send the complete list of practices, or advise how I can extract this from the website.</p>	30/09/2016	02/09/2016	Full Disclosure	

0373	I would be grateful if you would advise as to how many appeals against warning notices, were made by providers from 1st August 2015 to 1st August 2016. This would be appeals in the 1st Tier Tribunal. I would also be grateful if you would advise as to how many prosecutions were pursued. I am aware that this information may be available on your website but unfortunately, I have been unable to find it.	30/09/2016	02/09/2016	Not Held	
0374	I would like all email and any other written correspondence between the CQC and representatives from the charity Marie Stopes over 2015 and this year (2016) so far. If this would exceed cost limit, please just provide correspondence for the calendar year 2016 so far.		07/10/2016	Clarification/ID not Provided	
0375	1. How many GP practices have submitted challenges to the accuracy and completeness of draft reports following their CQC inspections via the CQCs Factual Accuracy Check process (This could be the number of emails or letters from GP providers with evidence to challenge their inspection result) 2. How many of the above challenges were upheld fully or partially by the CQC 3. Of the challenges that were upheld, how many a. improved b. got worse	30/09/2016	16/09/2016	Withheld	S12 (1)
0376	Are you aware of any changes in the category of registration at Lansdowne Care Home since 2010?	03/10/2016	08/09/2016	Full Disclosure	
0377	Can you tell me if since my FOI access request below, the number of staff managing complaints has increased? Also can you please supply the data generically across CQC in terms of the number of staff allocated to complaint management, including safeguarding and whether they have other roles in addition to complaint resolution. If they do have a dual role, please can you give an indication of the time allocated to each function per week? Finally can you provide the number of complaints that the CQC receive on a weekly basis and the categories of these, how many are resolved within the organisations policy timeframe and how many are upheld, partially or not. This should include both complaints about CQC and those about providers and categorised as such.		04/10/2016	Clarification/ID not Provided	

0378	<p>Relating to Ashleigh Manor Plympton Plymouth PL7 4JU</p> <p>I would like to know the start and end date of their nursing status.</p> <p>I was given to understand that they received nursing status in Dec 2014 and later that status was removed. I would like also to know the reason that nursing care became no longer available.</p>	04/10/2016	23/09/2016	Full Disclosure	
0379	<p>It only part answers my query as I wanted to see registration information as it changed overtime and the web-link you sent me is only to a snap-shot of current information. If the CQC is able to address my original request then please let me know.</p> <p>"I would like to view a copy of the full register for the following care home providers, ie, every entry from first registration until today:</p> <p>Sunrise Operations Sevenoaks Ltd</p> <p>Sunrise Operations Purley Ltd</p> <p>Sunrise Senior Living Ltd</p> <p>Gracewell Healthcare Ltd"</p>	04/10/2016	04/10/2016	Clarification/ID not Provided	
0381	<p>I would like to know what Care Home Provider has unfairly banned or restricted loved ones visitation rights when they have raised concerns</p>	30/09/2016	07/09/2016	Not Held	
0382	<p>1. How many of your inspectors have authority to use powers under section 20 of the Health & Safety at Work etc Act 1974?</p> <p>2. How often have powers been exercised using this section since 1st April 2015 and in what circumstances?</p> <p>3. Since 1st April 2015 how many investigations have been carried out by CQC inspectors that would previously have been carried out by the Health & Safety Executive?</p> <p>4. Since 1st April 2015 how many prosecutions have the CQC proceeded with which prior to that date would have been under the jurisdiction of the Health & Safety Executive? Please provide brief details of the cases.</p>	04/10/2016	03/10/2016	Part Disclosure - Exempt	S12 (1)

0383	<p>Community Home, or Beechwood Secure Unit, Woodborough Road, Nottingham (now closed) that the home should be closed, stating the date of the report and the outline of the conclusion of the report.</p> <p>Please can you also provide me with links or PDFs to all reports made by the department regarding all children's homes in the county currently subject to investigation in relation to historic child sexual abuse, between the start of 1995 and the present. please limit my second question to the folliwng homes</p> <p>HOMES UNDER INVESTIGATION</p> <p>Nottinghamshire</p> <p>Amberdale - Stapleford became Clayfields House Secure Unit, Brick House - Radcliffe on Trent now closed, Laybrook - Mansfield now closed, Skegby Hall - Sutton in Ashfield now closed</p> <p>Risley Hall – Risley now closed</p> <p>Nottingham</p> <p>Beechwood - Mapperley now closed, Bracken House - Bulwell now closed, Forest Lodge - Hyson Green now closed, Greencroft - Clifton now closed, Redtiles - Bestwood Park now closed</p> <p>Sycamore House - Sherwood now closed, Wollaton House - Wollaton became Radford Bridge Road and now closed, Wood Nook - Nottingham became Beechdale Road and now closed</p> <p>Ranskill Gardens– Top Valley became Farmlands and now closed, Cobblestones – St Ann’s now closed, Hazelwood – Forest Fields now closed</p> <p>Operation Xeres (North Notts)</p> <p>Amberdale, Stapleford became Clayfields House secure unit, Ashley House, Worksop now closed, Berry Hill Open Air School, Mansfield now closed, Caudwell House, Southwell closed, then became home for children with disabilities, Laybrook/Somersall Street – Mansfield now closed, Skegby Hall, Sutton in Ashfield now closed, Repton Lodge, Worksop now closed</p>	06/10/2016	15/09/2016	Not Held	
0384	<ol style="list-style-type: none"> 1. What was the latest price paid per ream (500 sheets) of standard white copier paper (80 gsm or equivalent)? 2. If the answer to question 1. is not representative of a usual price paid, what is the average price paid per ream of copier paper during financial year 2015/16? 3. How many reams of copy paper were purchased during the 2015/16 financial year? 	02/11/2016	18/10/2016	Part Disclosure - Exempt	S43 (2)

0385	<p>I would like to request whether there have been any allegations raised against the following ccgs and how many alerts.</p> <ol style="list-style-type: none"> 1. Leicester city ccg 2. East leicestershire ccg 3. West Leicestershire ccg 	06/10/2016	09/09/2016	Not Held	
0386	<ol style="list-style-type: none"> 1. Why does the CQC not remove the name of the registered manager from its website immediately (if immediately is unrealistic, within a few days of) a registered manager leaves a care home? 2. Why does the CQC not show on its website in a way that is clear to all that a care home does not have a registered manager? 3. How long does it take the CQC to register a new care home manager? 4. Why does the CQC not show on its website when a new manager is in post and undergoing registration (the name need not be given at this stage)? 5. Why is the name of the registered manager in place (when one exists) not shown on CQC inspection reports? 6. When did Janet Collings leave Baugh House? 7. When did Judith Boikhutso leave Cheverton Lodge? 	06/10/2016	12/09/2016	Part Disclosure - Part Held	
0388	<p>you provided me with information showing the cancellations/rescheduling of adult social care inspections and how many were due to a lack of external resources.</p> <p>I would be grateful if you could now provide me with figures for the months of May, June and July 2016.</p> <p>I would also be grateful if you could explain how CQC defines 'reschedules' and 'cancellations'.</p>	07/10/2016	29/09/2016	Full Disclosure	
0389	<p>How has the CQC positively identified and classified NHS whistleblower detriment in provider organisations during the past five years?</p> <p>How many cases of NHS whistleblower detriment has CQC positively identified in the past five years?</p> <p>On how many occasions has the CQC used its enforcement powers with provider organisations when NHS whistleblower detriment has been positively identified in the past five years?</p>	06/10/2016	12/09/2016	Not Held	

0391	<p>Please could I have copies of the last 10 reports drafted by your specialist inspector.</p> <p>If they only contributes to inspection reports drafted by others, please could I have copies of the last 10 published reports that they were involved with.</p>	10/10/2016	26/09/2016	Withheld	S40 (2)/(3)
0392	<p>Would you kindly provide the details of a response (ref number CQC IAT 1415-0043). Details listed below:</p> <p>“am requesting the following under the Freedom of Information Act: 1. All SOFI, SOFI2 and any other observation tools used or prepared for use by the CQC during their inspections from 2008 - 11 April 2014; 2. All documentation relating to the use of these observation tools; 3. All training materials relating to the use of these observation tools Deadline -14-May-14 Date responded to-09-May-14”</p>	10/10/2016	13/09/2016	Full Disclosure	
0393	<p>I request all safety data, research, studies, and any other documents in terms of toxicity or safety regarding Shield Therapeutics Feraccru (Ferric Maltol).</p>	10/10/2016	13/09/2016	Not Held	

0395	<p>1. NHS Acute Intelligent Monitoring Data</p> <p>The datasheet containing the indicator values for each trust for the most recent publication of NHS Acute IM data is available on the below website:</p> <p>http://www.cqc.org.uk/content/monitoring-nhs-acute-hospitals</p> <p>Specifically, the data set is labelled "Intelligent Monitoring – NHS acute hospitals (May 2015): datasheet".</p> <p>I would like the version of this data sheet accompanying each previous refresh of the Acute IM data. I believe that the four previous refreshes occurred in October 2013, March 2014, July 2014 and December 2014.</p> <p>2. GP Intelligent Monitoring Data</p> <p>The datasheet containing the indicator values for each GP for the most recent publication of GP IM data is available on the below website:</p> <p>http://www.cqc.org.uk/content/monitoring-gp-practices</p> <p>Specifically, the data set is labelled "Intelligent Monitoring: NHS GP practices - datasheet".</p> <p>I would like the version of this data sheet published in December 2014 following revisions to a small number of indicators.</p>	12/10/2016	27/09/2016	Full Disclosure	
0398	<p>Clarification: The address for the business is 32-34 Queens Road , Wimbledon, SW19 8LR</p> <p>*****</p> <p>I have a candidate who has applied for a position with ourselves who claims to have worked at 'Westminster Care Home' between 2001 and 2006. Can you please confirm whether such a business was registered with yourselves. I cannot find any evidence of this business still in operation or having existed.</p>	13/10/2016	15/09/2016	Full Disclosure	

0399	<p>Optical Express is a registered body corporate with the GOG. The GOG is seeking to obtain further information in relation to their registration with the CQC.</p> <p>To assist us with our enquiries, please can you provide/confirm the following:</p> <ul style="list-style-type: none"> • was optical Express required to be registered with the Care Quality Commission (CQC) between July 2015 and September 2015, and if so from which date the requirement took effect; • the date Optical Express first registered with the CQC and if the Business Registrant was registered between July 2015 and September 2015 with the CQC; and • has Optical Express ever been inspected by CQC, and if so when and what was the outcome. 	12/10/2016	16/09/2016	Full Disclosure	
0400	Can you kindly provide us with a list of Domiciliary Care Home Providers in the UK including address and email if possible.	13/10/2016	15/09/2016	Part Disclosure - Exempt	S41 (1)
0402	I would like to request a copy of the internal policy and procedure of how Inspectors have to conduct a safeguarding issue regarding the care provider. what steps they have to take and what actions they must take to deal with safeguarding issues .	12/10/2016	15/09/2016	Full Disclosure	S21 (1)
0403	As GovData are currently collecting data we would like to request the following off you under the freedom of information act. Assets Register Contracts Register Open Data format IT Strategy	12/10/2016	10/10/2016	Part Disclosure - Exempt	S40 (2)/(3)
0404	<ol style="list-style-type: none"> 1. How many registered residential care homes are located in the Kent County Council area, broken down by the 12 district council areas. Could you provide this data broken down by year for the past 5 years. 2. How many registered residential care homes are located in the Medway Unitary Authority area. Could you provide this data broken down by year for the past 5 years. 3. For the Kent County Council area and broken down by the 12 district council areas , for each of the past 5 years please tell how many registered residential care homes were judged by the CQC to have required improvement or to have been inadequate and how many of these homes were closed down . 4. Same question as 3 above for the Medway Unitary Authority area. 	13/10/2016	18/10/2016	Full Disclosure	

0405	I would like to make a Freedom of Information request to see all the registration documentation for the care home known as Amicus Care Home related to all the providers and all registrations since it opened.	12/10/2016	11/10/2016	Part Disclosure - Exempt	S40 (2)/(3)
0407	<p>This request is regarding Deprivation of Liberty Safeguards in place authorised by Kent County Council covering the period from January 2014 – August 2016. This request is only in relation to care homes and not hospitals.</p> <p>Please could you tell me :</p> <p>1) How many standard authorisations for Deprivation of Liberty Safeguards are there?</p> <p>2) How many urgent authorisations for Deprivation of Liberty Safeguards are there?</p>	13/10/2016	23/09/2016	Not Held	
0408	<p>RE: Rosehaven Residential Care Home 200/202 Whitegate Drive, Blackpool, Lancashire, FY3 9HJ</p> <p>I would like copies of all documentation, emails and any handwritten notes or evidence used in the Management review meetings in relation to the home.</p>	14/10/2016	23/09/2016	Withheld	S31 (1)/(2)

0409	<p>B. Air Conditioning and Ventilation Servicing and Maintenance C. Cleaning and Janitorial D. Mechanical And Electrical Maintenance E. Property Maintenance And Day To Day Repairs</p> <p>In regards to the types of contracts I have displayed above can you please send the Council's primary contracts? Or can you please send me the contract that are above £1000. Also, so that I understand the information you have provided to me please state information if the Council doesn't have any contract I have stated within this request.</p> <ol style="list-style-type: none"> 1. Contract Type – Please use the list I have provided above 2. Existing Supplier – Please state the supplier for each contract 3. Annual Spend- Please can you provide me with the spend for each individual supplier 4. Contract Duration- please note if there are any extensions period available and if so what? 5. Contract Start 6. Contract Expiry 7. Contract Review 8. Contract Description- a small description of the type of services included within each contract. 9. Number of sites covered for each contract e.g. the Council may have a maintenance agreement with a supplier that covers several sites/buildings. 10. Can you also send me the contact details of the person within the Council that is 	31/10/2016	13/10/2016	Not Held	
0410	<p>Though most inspectors are fair it appears that some inspectors seem to adopt a Paxmanesque approach to inspections with a view to finding faults for the sake of it. This then doesn't create a level playing field in terms of judgment. I have found this is particularly the case in East Kent.</p> <p>In this context it is important that inspector's names are published in reports. What plans do you have to do this?</p> <p>In the absence of this can you please provide a list of inspectors summarising the number of inspections he/she has carried out, the percentage of inspections found to be fully compliant and percentage with enforcement actions.</p>	14/10/2016	14/10/2016	Clarification/ID not Provided	
0412	<p>Please can I have a organisation structure of all IT, Procurement, Finance and HR services within your Trust, including team name, phone number and team managers name?</p>	14/10/2016	19/09/2016	Full Disclosure	S21 (1)

0413	all reports from haringeycouncil to CQC from 210 to present on concerns on the care provider sevecare, all complaints concerning care and why they asked the cq to stop sevecare trading in haringey, also any complaints from service users of sevcare from 2010 to presnt concerning care complaints i need to establish how long the service was actualy in adaquete, your evidence must of been prior to 2016 that lead to closure, so i need to establish how far back the service was falling short	14/10/2016	12/10/2016	Withheld	S12 (1)
0414	I need cre notes of cut visits short and falsified log sheets, that cq to use to shut down sevcare un haringey and i want the earliest evidence you have to of the above offences, i nee to estblsh howlong this was going on for with sevecare in haringey i want the evidence you used to close sevcare haringey what ever you got, that includes specifically the evidence haringey council gave you	18/10/2016	14/10/2016	Withheld	S32 (1)/(2)
0416	Please could I have details regarding new inspectors who left CQC within the first six months of their employment for any reason; 1. Total number of new inspectors appointed 2015-16 including breakdown of BAEM 2. Total number of new inspectors appointed 2014-15 including BAEM breakdown 3. Total number of new inspectors who left CQC within the first 6 months of employment for any reason 2015-16 including BAEM breakdown 4. Total number of new inspectors who left CQC within the first 6 months of employment for any reason 2014-15 including BAEM breakdown	18/10/2016	26/09/2016	Full Disclosure	
0417	Can CQC advise which homes in North Yorkshire, have DEAFNESS, SEVERE HEARING LOSS as a specialism? Which homes have a Loop System to meet the needs of the deaf?	18/10/2016	21/09/2016	Not Held	

0419	<p>I wish to submit a new freedom of information request relating to the organisation's internal departmental plans and strategies around the following departments:</p> <ol style="list-style-type: none"> 1. Corporate Finance 2016-2017 <ol style="list-style-type: none"> a. Annual Report 2015-16 (May not be available as yet but should be towards the end of June) b. Financial Strategy 2016 Update/Version c. Corporate Business Plan 2016 Update/Version d. Budget Book/Strategy 2016 Update/Version 2. Information Technology 2016-2017 <ol style="list-style-type: none"> a. ICT Strategy 2016 Update/Version b. ICT Business/Departmental Plan 2016 Update/Version c. ICT Organogram 3. Estates and Facilities Management 2016-2017 <ol style="list-style-type: none"> a. Estates and Facilities Management Strategy 2016 Update/Version b. Estates and Facilities Business/Departmental Plan 2016 Update/Version c. Estates and Facilities Management Organogram 4. Waste and Environmental Services 2016-2017 <ol style="list-style-type: none"> a. Waste Management Strategy 2016 Update/Version b. Waste and Environmental Services Business/Departmental Plan 2016 Update/Version c. Waste and Environmental Services Organogram <p>• For the documents I have requested above I require the most recent document covering 2016-2017 version/update. If there're documents that have not yet been published, then please provide me with the relevant month of when these documents will be available.</p> <p>Please do not send us documents that are out of date even if the document state 2012-2016, I require the up to date 2016-2017 version. This is the most critical part of this</p>	18/10/2016	12/10/2016	Part Disclosure - Exempt	S40 (2)/(3)
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0420	<p>In relation to my requests and the responses provided (repeated below for ease). HR have responded that JEGs and JE panels would not have considered circumstances or impacts other than grading outcomes other than for job information presented to them.</p> <p>I would like to amend my request as follows:-</p> <ol style="list-style-type: none"> 1. Were there any projects, programmes, e.g Job Evaluation, Transition , Transformation Programme/Project Board or other Governance/Management structures or meetings that would have considered circumstances or impacts of grading outcomes for staff in their current posts and potential temporary promotions within the pay protection period. I am basing this request to take into account the fact that there was a JE Programme Team that was commissioning the Panels to review the job information. I recognise that the JE Programme may have made the considerations I am asking about within their Programme Management structure or within other Management/Governance structures. 2. If yes to 1 (above) – the names of such projects, programmes, meetings 3. If yes to 1 (above). Then details of the outcome of decisions on handling of pay protection arrangements for temporary promotions within the pay protection period, the governance, authorisation and communication of those decisions 	17/10/2016	21/09/2016	Not Held	
0422	<p>I would like to make a freedom of information request under the FOIA 2000.</p> <p>This request is regarding Deprivation of Liberty Safeguards in place authorised by West Sussex County Council covering the period from January 2014 – August 2016. This request is only in relation to care homes and not hospitals.</p> <p>Please could you tell me :</p> <ol style="list-style-type: none"> 1) How many standard authorisations for Deprivation of Liberty Safeguards are there? 2) How many urgent authorisations for Deprivation of Liberty Safeguards are there? 	19/10/2016	23/09/2016	Not Held	
0423	<p>Please could you provide me with a copy of the CQC's response to the HMRC 'Off-payroll working in the public sector: reform of the intermediaries legislation' consultation that closed on 18th August 2016.</p>	19/10/2016	26/09/2016	Not Held	
0424	<p>Please send me information if Mary Seacole Care Home in 39 Nuttal Street London N1 has had any cases of attacks on residents.</p>	19/10/2016	14/10/2016	Full Disclosure	

0425	<p>I would be most grateful if you would answer the following questions using the most up to date data you have.</p> <ol style="list-style-type: none"> 1. How many Care Homes without nursing which care for people over the age of 65 are registered with the CQC? 2. How many Care Homes without nursing which care for people over the age of 65 have been rated since 01 October 2014? 3. How many Care Homes without nursing which care for people over the age of 65 have an overall rating of outstanding? Would you please identify these Homes to me? 4. How many Care Homes with nursing which care for people over the age of 65 are registered with the CQC? 5. How many Care Homes with nursing which care for people over the age of 65 have been rated since 01 October 2014? 6. How many Care Homes with nursing which care for people over the age of 65 have an overall rating of outstanding? Would you please identify these Homes to me? 	19/10/2016	28/09/2016	Full Disclosure	
0427	<p>Please advise if CQC has spreadsheet data on the whistleblowing disclosures that CQC has received from NHS trusts in the last three financial years 2013/2014, 2014/2015 and 2015/2016.</p> <p>If so, please share this spreadsheet data (obviously redacted as required).</p> <p>If CQC does not have this data in a centrally collated form, please advise which NHS trust had the highest number of external whistleblowing disclosures to CQC in the period concerned, and please give data on these whistleblowing disclosures in the format previously disclosed for Sheffield Teaching Hospitals. E.g. Nature of disclosure received, date received, outcome of the disclosure and action taken by CQC.</p> <p>Please also advise which trust had the lowest number of external whistleblowing disclosures to CQC in the period, and provide the same data for this trust.</p>	24/10/2016	24/10/2016	Full Disclosure	

0428	ENQ1-2373524090 I would like to make a formal request for information in regards to the above reference number as the member of staff is appealing a decision to not use him as bank staff for Care UK and is alleging he was not guilty of any misconduct but was the individual who was the original whistle blower at Milner House Care Home Leatherhead	20/10/2016	04/10/2016	Neither Confirm or Deny	S44 (1)
0430	I would like to receive copies of the Job Information forms for the following two posts: Planning and Assurance Support Officer Directorate Manager	20/10/2016	04/10/2016	Part Disclosure - Exempt	S40 (2)/(3)
0432	Under the Freedom of Information Act 2000, I request the following information: The number of deaths of patients on waiting lists in Southwark from the following periods: 2012/13 2013/14 2014/15 2015/16 2016/present	21/10/2016	23/09/2016	Not Held	

0433	<p>1) On 1st April 2012 (or nearest available date), how many care services were registered as 'Hospitals – Mental health/capacity' with 'Learning disabilities' as one of the categories for whom the service was registered.</p> <p>2) On 1st April 2016 (or nearest available date), how many of the care services listed in response to Question 1 were still registered as 'Hospitals – Mental health/capacity' with 'Learning disabilities' as one of the categories for whom the service was registered.</p> <p>3) On 1st April 2016 (or nearest available date), how many care service post codes listed in response to Question 1 matched post codes for care services registered as:</p> <p>a. Residential homes (with 'Learning disabilities' as one of the categories for whom the service was registered)</p> <p>b. Nursing homes (with 'Learning disabilities' as one of the categories for whom the service was registered)</p> <p>c. Supporting living (with 'Learning disabilities' as one of the categories for whom the service was registered)</p> <p>4) On 1st April 2016 (or nearest available date), how many care service post codes listed in response to Question 1 did not match any current care service post codes.</p> <p>5) On 1st April 2016 (or nearest available date), how many care services were registered as 'Hospitals – Mental health/capacity' with 'Learning disabilities' as one of the categories for whom the service was registered which were not registered as such on 1st April 2012 (or nearest available date).</p>	21/10/2016	26/09/2016	Full Disclosure	
0434	<p>I would be grateful if the CQC could provide in spreadsheet format the whistleblowing data for the 5 trusts that have generated the most external whistleblowing disclosures to CQC in the period 2015/2016. I would like to know the dates of disclosures, the nature of concerns disclosed by staff and action taken by CQC or other outcome.</p>	21/10/2016	21/10/2016	Full Disclosure	

0436	<p>I should like to request information from you pertaining to previously registered service providers carrying out regulated activity under Chapter 2 Part 1 of the Health and Social Care Act 2008.</p> <p>These Registrations were cancelled by the Care Quality Commission in November 2014.</p> <p>The service providers were Mr Jos Dorval & Mrs Lystra Dorval trading as Brookfield Residential Home at 7-9 Hayes Road, Clacton-on-Sea, Essex, CO15 1TX.</p> <p>Brookfield Residential Home was closed following an inspection by the Care Quality Commission on 13th November 2014, and an appeal to The Care Standards Tribunal for reinstatement was rejected.</p> <p>The information I am requesting is with regard to the insurance cover that was in place whilst the service provider was operating under a contract provided by Essex County Council.</p> <p>Specifically I request details of the Professional Indemnity insurance held by Mr & Mrs Dorval trading as Brookfield Residential Homes from July 2007 until November 2014.</p> <p>Please supply details of the insurance provider(s), policy detail(s) and policy number(s) in so far as that information is held. Should it be the case that there are more than one insurance provider and policy for the whole time period of July 2007 to November</p>	24/10/2016	30/09/2016	Not Held	
0438	<p>I would like to see the full registration report for round wood clinic pain solutions company.</p> <p>Clarified to: I am trying to find out who is responsible for the clinic at the horder centre in wartling road based in Eastbourne. I was told by Yourselves it is supervised by pain solutions? Please can you clarify. It is impossible to get clear information.</p>	02/11/2016	06/10/2016	Full Disclosure	
0439	<p>I have data on care home evaluations from 2010 but understand that this inspection regime was different to that which is now carried out. Do you have any information or a guide to the previous inspection and scoring regime that you can send me so that I can better understand what the ratings mean and how they were determined?</p>	25/10/2016	28/09/2016	Full Disclosure	

0441	<p>This is a Freedom of Information (FOI) Request for all documents relating to the workflow required for the assistance of an Expert by Experience (ExE) for an inspection or "event".</p> <p>Background: In February 2016, Remploy Ltd took over the contract to recruit and supply ExEs for three of the four geographical areas of England. Remploy has engaged several "partners" or sub-contractors to carry out this part of their contract with CQC. These "partners" include Kate Mercer Training (KMT), Enham Trust (ET) and Dementia Partners (DP). It is far from clear how these organisations receive, assess and allocate requests for ExE attendance or assistance for inspections or "events". The contract and other documents relating to the provision of ExEs must include a preferred or even specific details of the way that is to be carried out. This FOI request relates to those details, normally referred to as a "workflow".</p>	25/10/2016	21/10/2016	Full Disclosure	
0442	Request via What Do They Know that didn't ask for recorded information but for advice.	14/10/2016	30/09/2016	Invalid Request	
0443	I duly request under the FOI act a list of dates and times that Any and all WHHT establishments and subsidierys thereof have been visited by CQC staff since December 2013 giving length and purpose of inspection visit also full copies of reports appertaining to visits please.	27/10/2016	30/09/2016	Full Disclosure	S21 (1)
0444	<p>I am writing to request information under The Freedom of Information Act 2000. The Information I require is all CQC notes and emails from inspection and management review meetings pertinent to notice of decisions served on us in respect of:</p> <p>Rosemount Care Home, 133 Cheadle Old Road, Edgeley, Stockport SK3 9RH. Account number 1-101682181</p>	26/10/2016	11/10/2016	Withheld	S31 (1)/(2)

0446	<p>Since April 2010 the Employment Tribunal has had the option to copy ET1 claim forms under the Public Interest Disclosure Act to the relevant regulators ("prescribed persons").</p> <p>Please advise since April 2010:</p> <p>1) How many ET1 claim forms (or excerpts and information related to the claims) for whistleblowing detriment under the Public Interest Disclosure Act has the Care Quality Commission received from the Employment Tribunal?</p> <p>2) Please advise if CQC holds data on the action that it took in response to these notifications by the Employment Tribunal.</p> <p>3) Please give a breakdown of the number of ET1 claim forms (or excerpts and information related to the claims) received by each financial year.</p> <p>4) Please give a list of the regulated bodies to which these PIDA claims relate, and the number and (if practicable) the nature of ET1s received about each trust, broken down by financial year.</p> <p>5) Has CQC undertaken any analysis of the ET1 intelligence that it has received from Employment Tribunals since April 2010? If so, please disclose all reports and or correspondence that give the details and results of the analysis/ analyses.</p>	28/10/2016	27/10/2016	Withheld	S12 (1)
0447	<p>1) I would like to have copies of two CQC reports produced, I believe, in 2014 and 2015, on the Stangrove Lodge Care Home run by Abbeyfield Kent in Edenbridge. 2) Could you also tell me the date on which Abbeyfield notified you that they intended to close Stangrove Lodge, following your report, and 3) whether they gave information on how they re-located the 34 residents ? 4) Does the CQC monitor the effect on such upheavals?</p>	28/10/2016	14/10/2016	Full Disclosure	

0449	<p>I have read your diabetes care report 2016 with interest.</p> <p>Please can you tell me whether you had any input from the many diabetic patients that wrote to the APPG in 2016.</p> <p>Please can you tell me how you advertised for diabetic patients over all ages to be involved and how you measured your data collection with equality & diversity.</p> <p>Please can you tell me the breakdown of how many patients were surveyed and responded and the quantity of T2's and T1's.</p>	28/10/2016	10/10/2016	Full Disclosure	
0451	<p>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.</p> <p>We currently hold version 3.06 dated October 2014 on file (following an FOI request in July 2015 which you confirmed in January 2016 was the current version of the Handbook). If this continues to be the most up to date version I would be grateful if you could please confirm this (and we will not require disclosure of the document). If the handbook or the linked documentation has been updated, I would be grateful if you would provide me with copies of these.</p>	31/10/2016	20/10/2016	Part Disclosure - Exempt	S40 (2)/(3)
0452	<p>if Blackpool Victoria Hospital is not in "special measures", how it is categorized as the death rate at weekends exceeds national standards. Additionally, is nutrition (food) is categorized?</p> <p>Also, a further FOI is requested. How many of the inspectors are medically trained (doctors), nursing trained or legally trained (qualified lawyers).</p>	26/10/2016	17/10/2016	Full Disclosure	
0453	<p>Could I please have information about the above care-home since it's opening - both under the previous owners 'New care Projects', and the current owners 'Maria Mallaband'.</p> <p>I would specifically like -</p> <ul style="list-style-type: none"> - information about any complaints you may have had about the home - copies of any 'whistle-blowing' reports - any resolved safe-guarding issues 	31/10/2016	31/10/2016	Part Disclosure - Exempt	S40 (2)/(3)

0454	<p>1. How many and what percentage of requests for reviews of ratings, by care homes, are approved and proceed to a full review?</p> <p>2. How many and what percentage of requests for ratings reviews have been dismissed due to the fact that the provider did not take the opportunity to point out omissions of positive care within their inspection report during the “ draft / factual accuracy ” period ?</p> <p>3. How many and what percentage of reviews of care home ratings result in a different rating ultimately being awarded?</p> <p>4. How many inspections has our inspector undertaken since she joined the CQC, how many ‘Outstanding’ Ratings has she awarded, and which care homes does this relate to ?</p> <p>5. Has our inspector been the subject of any other ratings review requests, how many of these have been dismissed by the ratings team, how many have proceeded to full review, and how many have resulted in the ratings awarded by our inspector ultimately being upgraded or downgraded ?</p> <p>6. The completed copy of the “A Fresh Start – Adult Social Care Quality Assurance ” checklist for The Cedars care Home.</p> <p>7. A copy of all the hand written/typed notes that the inspector made during and after the inspection on which she wrote her report and based her judgements.</p>	28/10/2016	28/10/2016	Part Disclosure - Exempt	
0455	<p>The request concerns the Experts by Experience contract currently held by Humber and Choice Support. Prior to February 2016 the Experts by Experience contract was held by a number of charities.</p> <p>Request One Please provide the total number of inspections carried out by the CQC in the following months, plus the number of Experts by Experience deployed on inspections in the same months. The months are: May 2015, June 2015, July 2015, August 2015, May 2016, June 2016 July 2016, August 2016</p> <p>Request Two Please provide a regional breakdown for the information in Request One. That is, the number of inspections and the number of Experts by Experience deployed on inspections in all of the eight months listed above, but split into the four regions. The four regions since February 2016 are known as North, South, London and Central. Before February 2016 some of these regions had slightly different names, but covered the same areas.</p>	31/10/2016	27/10/2016	Full Disclosure	
0458	<p>We would be grateful to learn if you have been involved in any Health and Safety issues at the above premises either in relation to our client's accident or that of another service</p>	05/12/2016	29/11/2016	Full Disclosure	

0459	<p>In a social care setting. Regulated activities, Residential care and nursing care homes in the U.K. Over the last three years October 1st 2013 to October 1st 2016 (Their service relates to the home they are registered to work)</p> <p>How many registered managers have had allegations of misconduct or a similar complaint made against them whilst employed in their own service from an anonymous source. Such as a family or staff member reporting through to CQC</p> <p>How many of the allegations were upheld by their service and by CQC and notifications sent to CQC .</p> <p>How many of those registered managers with allegations found against them resigned as a direct result of these allegations from the anonymous source</p> <p>How many registered managers resigned without the allegations upheld against them that CQC were informed of.</p> <p>How many registered managers declared an allegation made against them previously whilst registering as a new manager on their new registered managers application.</p> <p>How many registered managers were declined registration on the basis on an allegation upheld or not upheld by CQC</p> <p>How many anonymous complaints in total were made to CQC in the last three years (dates as above) that were a direct complaint regarding the conduct of a registered manager in a regulated activities care home</p>	01/11/2016	31/10/2016	Part Disclosure - Exempt	S12 (1)
0460	<p>REF: Woodchurch House</p> <p>My question is [...] why did the CQC allow the home to remain open when it was showing a MUCH HIGHER rate of deaths than a hospice or end of life care home where the mortality rate per annum is only 42%.</p>	01/11/2016	18/10/2016	Invalid Request	
0462	<p>Please could you provide information for the following:</p> <p>1) The number of consultants practicing privately in the UK 2) The number of private practices in the UK</p>	02/11/2016	04/11/2016	Clarification/ID not Provided	

0463	<p>Please confirm whether the October 2013 edition of the Registration Handbook (copy attached) is still the current guidance available within CQC.</p> <p>If it has been replaced, please kindly supply a copy of the new Registration Handbook.</p>	02/11/2016	06/10/2016	Full Disclosure	
0464	<p>Your CEO informed Health Select Committee in 2012 that the CQC audits whistleblowing referrals.</p> <p>“We are also carrying out audits of the way those whistleblowing referrals come through. In our second audit—we are about to do one in September—we looked at 40 cases. Of those 40 cases, 22 were referred to local safeguarding teams and 17 triggered responsive inspections. That is an example of where people do blow the whistle, the information comes through and you are beginning to see us changing the way that we operate based on that information coming through”</p> <p>Can you provide copies of all the audits that the CQC has carried out on whistleblowing referrals.</p> <p>Can you also provide the annual cost of the CQC team of staff handling whistleblowing calls to the CQC from 2012 until now, and the number of staff in that team since 2012.</p>	02/11/2016	24/10/2016	Full Disclosure	
0465	<ol style="list-style-type: none"> 1) Please provide details of expenditure on software for the years 2014/15 and 2015/16 broken down by software supplier. 2) Please provide details of software contracts due to expire before 31st December 2017, broken down by supplier and date. 3) Please provide details of expenditure on perpetual software licences for the years 2014/15 and 2015/16 broken down by software supplier. 	03/11/2016	28/10/2016	Part Disclosure - Exempt	S12 (1)

0466	<p>home of Ashford Kent TN26 can you tell me the following:</p> <ol style="list-style-type: none"> 1. Since 2012 and until the present day how many complaints has the CQC received in relation to care giving and safe guarding concerns at Woodchurch House. 2. How many of those complaints were received from relatives; from staff, and from whistle blowers? 3. Were records of those complaints kept by the CQC? 4. Who at the CQC answered and responded to those complaints? 5. I would like to see copies of all those complaints and all the responses from the CQC. 6. How many residents inside Woodchurch House were subject to safe guarding enquiries in 2014, 2015, and 2016? 	04/11/2016	27/10/2016	Part Disclosure - Exempt	S44 (1)
0469	<ol style="list-style-type: none"> 1. Please disclose the number of complaints received by the CQC about care\nursing homes run by the Morleigh Group in the last 12 months to the date of answering this request. If the data is not available for this period, please disclose data for the most recent 12 months that you have available. 2. Please breakdown the complaints by individual homes in the Morleigh Group. If any complaints are not attributed to a specific residence, please put them in an 'unspecified' category 3. Please breakdown the complaints by category (i.e. the nature of the complaint). 4 Please outline the CQC's response to each of the complaints. 5. Please disclose the number of inspections carried out by the CQC at homes run by the Morleigh Group in the last 12 months to the date of answering this request. If the data is not available for this period, please disclose data for the most recent 12 months that you have available. 6. Please outline the general circumstances when the CQC carries out (i) an announced inspection of a care/nursing home and (ii) an unannounced inspection of a care/nursing home. 	07/11/2016	07/11/2016	Clarification/ID not Provided	

0474	<p>Date inspection 15-16 January 2014 Report published April 2014</p> <p>I received the above publication from yourself and have been through the maternity in great detail.</p> <p>The report deemed Maternity and family planning inadequate.</p> <p>Under the FOI act I would like to know what incidents were raised and caused concern by your inspectors. Under DPA I know that names cannot be disclosed. I would like to know if improvements have been made. If the trust are meeting their KPI in maternity department that was found to be inadequate.</p> <p>Under 'the duty of condour' everyone has to be transparent when disclosing information.</p> <p>Have your inspectors been in again? I have contact RCOG and asked what happened when they were involved.</p>	09/11/2016	26/10/2016	Full Disclosure	
0475	<p>Would it be possible to obtain a list of all CQC ratings by provider in a spreadsheet/csv file? this would be easier to look at them all to compare rather than scrolling through all of the website?</p>	09/11/2016	12/10/2016	Full Disclosure	
0476	<p>How much has the CQC spent on legal fees in 2014 and 2015? Which law firms does the CQC use?</p>	08/11/2016	08/11/2016	Full Disclosure	
0478	<p>This shows all the current NHS and private hospitals in England (which satisfies our request for data for England for 1 July 2016). Given that you have a current list, we assume that you or any predecessor will have a list for the earlier years too. To make it easier, at this stage, we are happy to receive the list for private hospitals only, England only and for 2006 only. Therefore, our modified request is for:</p> <p>The names, postal addresses and telephone numbers of all private hospital pharmacies in England that were operating on 1 July 2006.</p>	09/11/2016	25/10/2016	Full Disclosure	
0479	<p>Request for a registration report for InHealth Pain Management Solutions Limited.</p>	10/11/2016	04/11/2016	Part Disclosure - Exempt	S40 (2)/(3)
0480	<p>I have a candidate who has applied for a position with ourselves. She has advised that she was employed between 1999 and 2009 as a manager with Manor Home. The location of Manor Home is 207a Manor Road, Mitcham, Surrey, CR4 1JT. Can you please confirm that a care facility was registered at this address as I cannot locate any records of a care home at this location.</p>	11/11/2016	14/10/2016	Full Disclosure	

0482	Request for information relating to a nursing home. Awaiting further information to determine which nursing home this relates to.		14/11/2016	Clarification/ID not Provided	
0485	1. How does CQC monitor the external reviews completed? Is there a register available for inspection? 2. How many external reviews of NHS provider organisations have been completed in the last 6 months? 3. Has CQC developed a system for collating reviews? Can I have details? 4. How does CQC disseminate learning from individual reviews to the wider NHS? 5. Has CQC published anything on this yet? 6. What lessons have been learned from the RCPCH review at Walsall? Has this been disseminated?	14/11/2016	23/11/2016	Full Disclosure	
0486	I am currently embarking on a research project around Cyber Security and was hoping you could provide me with some contract information relating to following information: 1. Standard Firewall (Network) - 2. Intrusion Detection 3. Web Applications Firewall 4. Threat Monitoring 5. Anti-virus Software 6. Encryption Facilities	15/11/2016	03/11/2016	Part Disclosure - Part Held	
0487	Under the FOI Act, I would like to request all relevant structure/ organisation charts for the Legal and Risk Division of CQC.	14/11/2016	18/10/2016	Full Disclosure	
0488	Using the Freedom of Information Act I would like to know: 1. How many residents have died in Woodchurch House care home and Nursing Suites, Brook Street, Ashford Kent from January 1st 2016 to October 18th 2016 2. The maximum amount of residents legally allowed to stay at Woodchurch House care home is 60 yet in your CQC inspectors report for 18th October 2016 it states there were 70 service users. Why is this?	16/11/2016	25/10/2016	Full Disclosure	
0489	can I please have a hard copy of the recent inspection report into Dr W.G Passant GP surgery at Haigh Hall Bradford West Yorkshire	16/11/2016	16/11/2016	Full Disclosure	S21 (1)

0490	<p>I have previously requested this information but the contracts have now expired if the contract has just been rolled over from the expiry date and all contract information is the same please just state this. I require the organisation to provide me with the following contract information relating to the following corporate software/ applications:</p> <ol style="list-style-type: none"> 1. Enterprise Resource Planning Software Solutions (ERP) 2. Customer Relationship Management (CRM) Solutions 3. Human Resources (HR) and Payroll Software Solutions 4. Finance Software Solutions <p>Along with the actual contract information for the above can you also provide me with the maintenance and support contract associated with each of the categories above if it not already within the existing contract.</p>	17/11/2016	17/11/2016	Part Disclosure - Exempt	S40 (2)/(3)
0491	<p>I see that the "Report Writing Guidance" is referred to in the inspection handbook but this has not been provided in response to the FOI request. It does not appear to be publicly available either. We hold a copy "v1 19 2015 11 11" obtained under a previous FOI request, though it appears from the inspection handbook that it may have been updated since then. Please can you confirm if it has been updated and if so, please supply me with a copy.</p> <p>There is also reference in the attached documents to the Inspectors Handbook on Safeguarding. There is a version on the CQC website dated June 2016, please can you confirm this is the most up to date version. If not, please will you supply me with a copy of the most up to date version.</p>	17/11/2016	20/10/2016	Full Disclosure	
0492	<p>I am instructed to act on behalf of a Client who suffered personal injury at the Spa Clinique based on 580 Fulham Road London SW6 5NT. We would be obliged if you would confirm whether you are able to supply us with the identity of the owners of the Spa Clinique along with details of any public liability insurance they may have in place.</p>	17/11/2016	20/10/2016	Not Held	

0493	<p>1- Policy and Procedures for inspectors to follow if somebody is at immediate risk of harm or abuse to comply with</p> <p>2- Copy of policy and procedures must Mr Purvi Patel ensure providers comply with so that the comply with discrimination legislation so that patients are not discriminated. What do CQC do when they encounter discriminatory practice and what steps do they take to eliminate the discriminatory practice.</p> <p>3-What are the standards that the CQC set GP PMs must reach in regard to safeguarding vulnerable patients from discriminatory abuse specifically as victimisation by their own staff when a patient complains about poor service?</p> <p>4- Copy of the compliance policy that Mr Patel must make GP practice adhere to, when there is an incident of discrimination abuse , when a patient makes a complaint about disability discrimination within a protected act, in accordance to the Equality Act 2010. Then as a result of the complaint the GP practice victimises the patient.</p> <p>5-Copy under the Data Protection Act 1998 of the notes of what has Mr Patel and other inspectors has been doing since February to address the issues now that I have raised this against multiple GPs.</p>	17/11/2016	23/11/2016	Full Disclosure	
0495	<p>received (from members of public, professionals, providers, whistleblowers etc) about Inclusion North CIC, 197 Woodhouse Street, Leeds, LS6 2NY between 2008 and the present.</p> <p>Please provide this information as numbers for each of the following categories 1. Contact as an information of concern enquiry 2. Contact as a safeguarding enquiry 3. Contact as a whistleblowing enquiry.</p>	17/11/2016	26/10/2016	Full Disclosure	

0496	<p>1). Please let me have details of the qualifications and experience of Ms Terri Salt and Mr Russell Brown or provide me with the details of the basis qualification/s and experience a person should possess to be appointed to these two posts.</p> <p>2). Please give me a breakdown of the number of staff who have been allocated for each area of your regulatory activities.</p> <p>3). Furthermore, if all of your staff are not based at your head office in Gallowgate, Newcastle-upon-Tyne, please give me the details of the locations from where you operate and the approximate number of staff you have at each site.</p> <p>4). Please let me know the number of Hospitals that have been investigated by the CQC since Schedule 1 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, as referred to by you, came into force and from those the number which have had the sea l of approval as 'OUTSTANDING'.</p> <p>5). With regard to Worthing Hospital [...], on the QUALITY REPORT you have allocated only four days, but what is the number of hours that were spent, the time spent by each staff member from CQC in respect of his/her remit, details of evidence obtained to carry out your work, rules that were applied to reach your findings, and so on? [...]</p> <p>6). Please also let me know the total cost to the CQC of carrying out the inspection referred to in this communication.</p>	15/11/2016	07/11/2016	Full Disclosure	
0497	<p>I would like to request to see the Care Quality Commissions' submission to the consultation run by NHS Improvement on the Single Outcomes Framework. Details of the consultation I refer to are provided here: https://improvement.nhs.uk/resources/have-your-say-single-oversight-framework-consultation/. The CQC's submission would have been submitted on or before the 4th August 2016.</p>	21/11/2016	28/10/2016	Full Disclosure	
0498	Forward a copy of your published customer service standards please	21/11/2016	31/10/2016	Not Held	
0499	<p>I would be most interested to see a breakdown of the CQCs expenditure solely on GP inspection. I have examined the 15/16 annual report and accounts but was unable to find information therein regarding expenditure on specific services. Are you able to tell me if this information is in the public domain please?</p>	18/11/2016	16/11/2016	Full Disclosure	
0500	<p>Using the FOI my parents and I would like to know what enforcement measures were taken recently in relation to Woodchurch house, of Ashford in Kent, owner: Ernie Graham. Company" Graham Care Group. We see this care home was recently upgraded from a rating of 'inadequate' to 'requiring improvements' and that it remains 'inadequate' only in relation to 'safety'.</p>	21/11/2016	09/11/2016	Withheld	S31 (1)/(2)

0503	<p>I would like to request the current version of the following document:</p> <p>Primary Medical services – inspection framework for NHS GP Practices and GP out-of-hours providers.</p>	22/11/2016	27/10/2016	Full Disclosure	
0504	<p>Persuant to the FOI act I would like to know if legal moves were made against the CQC in relation to a move made by the CQC to cancel the registration of woodchurch house care home in Ashford, Kent.</p> <p>I would also like to know what legal settlement was reached between Lester Aldrich Lawyers acting for Graham Care in relation to the above attempt by the cqc to cancel the registration of woodchurch house in Ashford kent.</p>	23/11/2016	09/11/2016	Neither Confirm or Deny	S44(2)
0505	<p>Following the closure of Mapperley Park Medical Centre by the CQC, I would like to know how many complaints have you received from the Centre's patients?</p>	18/11/2016	25/11/2016	Clarification/ID not Provided	
0506	<p>I am assisting the family of Noreen Clements who died on 17 May 2017 having suffered a fall on ward 10 at Coventry University hospital on 4 May 2016.</p> <p>The fall was unwitnessed but the Datix incident says she was trying to get herself up from the toilet and had to use the shower chair to pull herself up and this had wheels which moved causing her to fall. This information is not in the SUI.</p> <p>The inquest is currently listed for 25 October and as yet we have not had any witness evidence from the nursing staff and the circumstances remain very unclear. I am aware that injures in hospital settings fall under CQC reporting and inspection and HSE/ RIDDOR.</p> <p>I am also aware that if RIDDOR is engaged the coroner is obliged to sit with a jury.</p> <p>I am enquiring if this incident was reported to the CQC either as an injury or death?</p>	17/11/2016	26/10/2016	Not Held	

0507	<p>Re: DBS incident: 1) Have all persons affected been contacted? 2) Were the CRBs of myself, my son and my registered manager amongst them? 3) Who carried out the external report? 4) Please provide me with a copy. Re: Robert Mitchell 5) What was the recruitment process? 6) Was his conviction for fraud known to the appointing staff? 7) Was anyone disciplined for this appointment? 8) Was anyone sacked? 9) Do you have a robust system of DBS checking for all staff? 10) Why do approx. 60% of emails and correspondence to CQC North East go missing? Do you have a security problem? 11) Could you advise the number of incidents of CQC Inspectors being offered or receiving payments, or payment in kind, for issuing 'good reports'? 12) Could you advise me of any prosecutions against CQC Inspectors for such? 13) Can you advise of any reason you would withhold from published ASC reports serious evidence of patient neglect? 14) Are CQC inspectors full-time? 15) What is the total cost of CQC NE and nationally? 16) Do CQC have an anonymous questionnaire for provider feedback? 17) Do whistle-blowers inside NHS NE risk being sacked? 18) What is the total cost of ASC monthly newsletters? 19) What systems are in place for monitoring CQC's performance by external investigators? 20) What is the process for handling complaints against inspectors? 21) What are the costs and outcomes of all complaints investigations against inspectors for each year since 2011? Please send me the costs by pay grade for all staff employed by CQC.</p>	18/11/2016	15/11/2016	Part Disclosure - Exempt	S40 (2)/(3)
0511	<p>Whilst there may not have been a "specific analysis of whistleblowing data" undertaken, it is clear from Mr Behan's letter that it was the CQC's intention to review the outcome of a "test" of CQC's new approach. Please therefore provide the evaluation/ report from this study of 3000 or so contacts, which was expected to feature some 360 or so whistleblower contacts. If there was no formal report produced, please provide the relevant correspondence that reports on the outcome of the "test".</p>	24/11/2016	21/11/2016	Part Disclosure - Exempt	

0512	<p>How many ET1 claim forms (or excerpts and other information relating to such claims) for whistleblowing detriment has CQC received from the Employment Tribunal, which relates to each following NHS providers (and their predecessor bodies, where applicable):</p> <ol style="list-style-type: none"> 1) Basildon and Thurrock University Hospitals Foundation Trust 2) University Hospitals of Morecambe Bay NHS Foundation Trust 3) Heart of England NHS Foundation Trust 4) Northumbria Healthcare NHS Foundation Trust 5) Croydon Health Services NHS Trust 	24/11/2016	24/11/2016	Withheld	S12 (1)
0514	<p>Woodchurch House, Brook Street, Woodchurch, Ashford, Kent, TN26 3SN. I am also the Nominated Individual. Woodchurch House Limited is part of the Graham Care Group.</p> <p>I write to formally request the following:</p> <p>(a) copies of any information which CQC has provided to any third party concerning Woodchurch House or the Graham Care Group, including any responses to requests for information under the Freedom of Information Act 2000 or any other provision; and</p> <p>(b) copies of any information which CQC provides in the future to any third party concerning Woodchurch House or the Graham Care Group, including any responses to requests for information under the Freedom of Information Act 2000 or any other provision.</p>	24/11/2016	21/11/2016	Withdrawn	
0516	<p>I would like the following questions answering under the Freedom of Information Act regarding the Care Quality Commission's Fit and Proper Person's test.</p> <ol style="list-style-type: none"> 1. How many NHS Trusts has the CQC central panel been asked to monitor under Regulation 5 of the Fit and Proper Person's test? 2. Which, if any, NHS Trusts has the CQC made it a condition of registration that the organisation/provider remove a director, trustees or board member. 3. Of the NHS Trusts the CQC central panel has considered under Regulation 5 what were the sources for complaint? 4. Of the trusts the CQC central panel has considered under Regulation 5 on what grounds were the complaints made? 5. Of the NHS Trusts the CQC central panel has considered under Regulation 5, what were the reasons for the complaints being rejected? 	25/11/2016	31/10/2016	Withheld	S14 (2)
0517	<p>Could you please supply a copy of Tameside Hospitals application to add Shire Hill as a location to its services?</p>	29/11/2016	03/11/2016	Part Disclosure - Exempt	S40 (2)/(3)

0518	<p>Please would the CQC tell us under the Freedom of Information Act:</p> <ul style="list-style-type: none"> • Please could you confirm that the 'Registered manager' who 'left the service in February 2016' was Josef Olejnik? • What events at Cleveland House led to the departure of the home manager in February 2016? • Why did Mr Olejnik leave? • Was Mr Olejnik dismissed? • Does 'left the service' mean merely that he is no longer manager of Cleveland House, or does it mean more than that? • In February 2016 did Josef Olejnik move to alternative employment within BUPA? (We asked this question of BUPA in August but have received no answer.) • Did Mr Olejnik move to a managerial post with another care provider? • Where is Mr Olejnik now? – because we still have a complaint against him with the Local Government Ombudsman. • Please would you tell us whether he has been barred from working in the care system? (As members of the public we believe we do not have access to the Disclosure and Barring Service to check this ourselves.) • The CQC Inspection Process judges care and nursing homes. Does the CQC take any action where an individual in a home is found to be at fault? • If not, then who is responsible for the protection of elderly residents from individuals who pose a risk? 	25/11/2016	03/11/2016	Part Disclosure - Exempt	S40 (2)/(3)
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0519	<p>The number of locations registered to provide and the number refused the following regulated activities from 01/04/15 - 31/01/16 in the following categories please and care homes with and without nursing:</p> <ul style="list-style-type: none"> • Accommodation for persons who require nursing or personal care • - Learning disabilities • - Physical disabilities • - Sensory impairments • - Caring for adults under 65yrs <p>The number of locations registered to provide and the number refused the following regulated activities from 01/02/16 - 30/09/16 in the following categories please and care homes with and without nursing:</p> <ul style="list-style-type: none"> • Accommodation for persons who require nursing or personal care • - Learning disabilities • - Physical disabilities • - Sensory impairments • - Caring for adults under 65yrs <p>And linked to the request for information and data in regard to 01/02/16 - 30/09/16 the costs to the CQC of legal fees both internally and externally to any challenges linked to all refusals made to register services within the specified categories.</p>	28/11/2016	17/11/2016	Part Disclosure - Part Held	
0520	Follow on request from CQC IAT 1617 0413	28/11/2016	08/11/2016	Full Disclosure	
0521	Please could you email me the CQC Policy in respect of employees using social media, for example facebook and moreover identifying their employer within their facebook profile.	29/11/2016	02/11/2016	Full Disclosure	
0523	Question about registration asking CQC to explain what would happen in particular circumstances.	29/11/2016	02/11/2016	Invalid Request	
0524	Do you keep track of how many incidents at care homes there are of relatives being prevented visits following complaints, and of residents being asked to leave - if you do, how many such incidents in the past two calender years with breakdown of the type of care providers and their geographical location in England.	30/11/2016	02/11/2016	Not Held	
0525	<p>I would be grateful if you (CQC) could provide details of;</p> <ol style="list-style-type: none"> 1. The rules applied when calculating a core service level rating? 2. The weighting applied to each domain? 3. The methodology for calculating the provider level rating? 4. Any absolute rules/thresholds used to determine which rating should be applied? 	01/12/2016	03/11/2016	Full Disclosure	

0526	<p>1. Have the concerns about deficient X-ray data been followed up?</p> <p>2. Does a CQC inspection cover patients' difficulty in accessing their records?</p> <p>3. The CQC is a regulator. Does that mean the CQC regulate service providers to see that access to medical records etc. is provided as in the Data Protection Act 1988 and the service providers' Data Protection Act policy statement?</p>	30/11/2016	16/11/2016	Full Disclosure	
0527	How many care home inspections involving Ex by Ex have been carried out in the last nine months in Cornwall and how does this compare to a similar period in previous years?	07/11/2016	07/11/2016	Part Disclosure - Exempt	S12 (1)
0530	<p>The CQC on 27 Feb 2015 went to Pinetum Nursing home (The Countess of Chester Health Park, Liverpool Rd, Chester) and passed the inspection. However there is an anomaly here. The CQC did not release their report until 09 May 2015.</p> <p>I request from the CQC all documentation relating to the inspection including the inspectors handwritten notes and any other related information.</p>	06/12/2016	16/11/2016	Not Held	
0532	Please could I have a list of all English GP practices that are currently in special measures?	09/12/2016	21/11/2016	Full Disclosure	
0533	Request for information regarding barring of visitors in care homes.	09/12/2016	21/11/2016	Withdrawn	
0534	<p>1. How many Care Homes without nursing which care for people over the age of 65 are registered with the CQC?</p> <p>2. How many Care Homes without nursing which care for people over the age of 65 have been rated since 01 October 2014?</p> <p>3. How many Care Homes without nursing which care for people over the age of 65 have an overall rating of outstanding? Would you please identify these Homes to me?</p> <p>4. How many Care Homes with nursing which care for people over the age of 65 are registered with the CQC?</p> <p>5. How many Care Homes with nursing which care for people over the age of 65 have been rated since 01 October 2014?</p> <p>6. How many Care Homes with nursing which care for people over the age of 65 have an overall rating of outstanding? Would you please identify these Homes to me?</p>	13/12/2016	23/11/2016	Full Disclosure	

0535	<p>We would be grateful if you would send a copy of the original inspection notes made during the visit in December 2015 along with notes made during the visit in May 2016.</p> <p>We would also like a copy of the original allegations/reports made to the CQC which prompted the visits, specifically allegations made by xxx who has already stated that xxx has been in contact with yourselves.</p>	30/11/2016	17/11/2016	Withheld	S44 (1)
0537	<p>I have a number of requests in relation to Southport & Ormskirk District General hospital which are in the public interest.</p> <p>Please can I request a copy of the draft CQC report into Southport & Ormskirk District hospital published on 15/11/16 following an inspection carried out 12-15th April.</p> <p>Please can I request the minutes from the CQC meeting with the BME forum in November 2014 and in April 2016.</p> <p>Please can I request the letter sent by consultants at Southport & District General hospital to the CQC dated 17th November 2014.</p>	15/12/2016	24/11/2016	Withheld	S44 (1)
0539	Request for comments on CQCs responses to coroners reports and for information on date that MOU with Coroners' Society agreed.	06/12/2016	17/11/2016	Withdrawn	
0541	<p>I have concerns about whether or not an incident that involved my xxx whilst in the care of a care home has been reported to the CQC, which I understand they are obligated to do.</p> <p>Details: Care Home: Clevedon Court, 1/3 Clevedon Road, Weston-super-Mare BS23 1DA</p>	14/12/2016	18/11/2016	Neither Confirm or Deny	
0542	<p>I am trying to access inspection reports compiled by the Mental Health Act Commission and the National Archives have suggested that I contact you.</p> <p>I am trying to access any inspection reports and correspondence from the Mental Health Acts Commission relating to Ysbyty Gwynedd (Bangor) between 1986 and 2009 and the North Wales Hospital Denbigh between 1986 and its closure in 1995.</p>	15/12/2016	13/12/2016	Withheld	S12 (1)

0543	<p>1. Do the CQC keep records of complaints about the CQC? 2. In respect of question 1, do you keep statistical information regarding the type of complaint and number of complaints per type? If so, could I have this information for the last 3 years? 3. Does the CQC have a policy and procedures for reviewing complaints about the CQC and how does this work and what actions are taken, in particular regarding complaints about CQC inspection visits?</p>	15/12/2016	24/11/2016	Full Disclosure	
0544	<p>I refer to your responses to my FOIA request and note that in your response to question (5) ' A CQC inspection is only a snapshot in time. Has a cost/benefit analysis been undertaken in respect of CQC inspections of GP practices that indicates the improvement of care and/or the prevention of preventable deaths? you stated that you were due to publish a report in October 2016.</p> <p>Could you please send me a copy of the report in keeping with my original FOIA request?</p>	15/12/2016	05/12/2016	Withheld	S22 (1)
0545	<p>Please could you provide the following information:</p> <p>CQC registration: 1. Number of GP Practices with a GMS or PMS contract registered with CQC 2. Number of GP Practices with a GMS or PMS contract that have been inspected.</p> <p>5 Key questions and 6 population groups: 1. Number of Practices who have achieved 'Outstanding' for all 5 key questions and 'Outstanding' for all 6 population groups 2. Number of Practices who have achieved 'Outstanding' for all 5 key questions and either good or outstanding for all 6 population groups</p> <p>5 Key questions only 1. Number of practices who have achieved 4 x outstanding and 1 x good rating 2. Number of Practices who have achieved 3 x outstanding and 2 x good rating 3. Number of Practices who have achieved 2 x outstanding and 3 x good rating</p>	16/12/2016	23/11/2016	Part Disclosure - Exempt	S12 (1)

0546	<p>1 Information/report received by CQC from xxx</p> <p>2 All communications between xxx and CQC to date.</p> <p>3 Copies of all inspection notes made by any, and all inspectors made during the visits to Thames Valley Ambulance Service.</p> <p>4 Copies of report/records relating to communications between CQC and the Fire Service. To date in relation to Thames Valley Ambulance Service.</p> <p>5 Copies of report/records relating to communications between CQC and Police to date in relation to Thames Valley Ambulance Service.</p> <p>6 Copies of report/records relating to communications between CQC and the HSE to date in relation to Thames Valley Ambulance Service.</p> <p>7 Copies of communications made between inspectors and departments of the CQC in relation to Thames Valley Ambulance Service.</p> <p>8 Copies of all versions of the inspection/quality reports.</p>	16/12/2016	01/12/2016	Withheld	S12 (1)
0547	<p>Freedom of Information request - Lansdowne Care Home London NW2 1TU</p> <p>In connection with the above care home, Please can you provide me with the following information from 1 August 2016 to the present day up until the latest and most recent date the data is available. please provide numbers separately for each category per month as opposed to added together.</p> <p>1) All Notifications the CQC holds including death (expected and otherwise), serious injury, abuse or allegation, etc..</p> <p>2) whistleblowing</p> <p>3) Safeguarding</p>	16/12/2016	30/11/2016	Part Disclosure - Exempt	S44 (1)
0548	<p>Database systems</p> <p>o Are you running any SQL Databases or other RDMS?</p> <p>O If so, what versions are you currently running (Oracle, Microsoft Sql Server , Mysql etc)?</p> <p>O What applications are being run on these Databases?</p> <p>O What hardware are these Databases being run on?</p> <p>O Are you planning another Database upgrade in the next 12-18 months?</p>	16/12/2016	05/12/2016	Full Disclosure	

0550	<p>Can you let me know the following please .</p> <p>The number of CQC employees who have been on secondment at a higher grade to that of their substantive post, and on returning to their substantive post – either by stepping down or at the end of the secondment period - been placed at the top of that pay grade.</p> <p>The number of CQC employees who have stepped down from their substantive role and been placed at the top of the grade.</p>	19/12/2016	29/11/2016	Full Disclosure	
0551	<p>Please clarify whether or not there is an existing contract and/or business plan between all sections of the welfare/health and social care system, (for example including but not limited to, between .. Local authorities, medical, hospitals, homes and care providers, CQC and/or the Court of Protection and Public Guardian), all of which work together as one entity and therefore would not be independent, impartial and/or fair and if there are conflicts of interests. Please also inform if the same reports and information provided to the public are the same as those held within the system and/or if there has been editing before releasing redacted versions to the public domain.</p> <p>Please find below my request for recorded public interest information, which I trust will be treated on an "applicant blind" basis, as if it were coming from any member of the public and not necessarily from me.</p> <p>Please clarify whether or not there is an existing contract, agreement and/or business plan between all sections of the welfare/health and social care system/sector, (for example including but not limited to, between .. Local authorities, medical, NHS, trusts, hospitals, homes and care providers, CQC and/or the Court of Protection and Public Guardian and/or any others), all of which work together as one entity and therefore would not be independent, impartial and/or fair and if there are conflicts of interests. Please also inform if the same reports and information provided to the public are the same versions as those held within the system and/or if there has been liaising with others not part of the CQC and editing before releasing redacted versions to the public domain.</p> <p>My question is, does this agreement exist or does it not exist. If it does exist, please kindly also point me in the right direction to the specific rules, procedures and guidance which apply.</p>	16/12/2016	22/11/2016	Not Held	

0552	<p>We now wish to withdraw our information request of 27th October 2016 shown below.</p> <p>However, we do wish to formally request a copy of any information which CQC has provided to any third party concerning Woodchurch House Limited under the Freedom of Information Act 2000</p>	19/12/2016	21/11/2016	Full Disclosure	
0553	<p>CQC – please can you advise me how many complaints you have received about this practice as I believe the practices neighbour, the EDP would be interested to know.</p>		21/12/2016	Clarification/ID not Provided	
0555	<p>I would like make a public information request to see the recent complaint raised in respect of my organisation.</p> <p>My only interest in doing so is to ensure that we have taken any necessary remedial steps.</p>	16/12/2016	30/11/2016	Withheld	S44 (1)
0556	<p>I would like information regarding the action taken by the CQC in response to delay or non-compliance with recommendations by the Local Government Ombudsman or Health Service Ombudsman by organisations within your jurisdiction.</p> <p>It would be very helpful if you could specify :</p> <ol style="list-style-type: none"> 1. How many Adverse Findings Notices (or other communications) have been received by the CQC from ombudsman notifying the CQC that organisations have failed to comply with the Ombudsman's recommendations. 2. What action is taken by the CQC in response to the above information. 3. Whether CQC monitors compliance with Ombudsman reports independently of notification of non-compliance by the ombudsman. <p>I do not require the information to name individual organisations if this is thought to be inappropriate.</p>	20/12/2016	15/12/2016	Full Disclosure	

0557	<p>I'd be most grateful if you could, under the provisions of the Freedom of Information legislation, provide the contact information for all GP Federations/Federating Groups/organisation in the UK that are registered with the CQC.</p> <p>The information specifically requested is: 1. Name of Federation/Federating Organisation 2. Name of Chair/CEO/Lead/Responsible officer 3. Contact email address 4. Postal address 5. Telephone 6. Website URL</p>	20/12/2016	07/12/2016	Part Disclosure - Exempt	S41 (1)
0559	<p>A candidate who has applied for a position at Kismul Group has given a previous employer called 'Day and Night Care Services Group', I have asked for an address but all that has been provided is 'New Malden', the candidate is unable to provide more information. I have had a search for the provider and cannot locate one currently operating within the area.</p> <p>Can you please let me know if this care provider exists/existed and whether it operated in New Malden at all, if an address is available please provide this detail.</p>	21/12/2016	23/11/2016	Full Disclosure	S21 (1)
0560	<p>Who is the person responsible for the audit contracts within the Care Quality Commission</p>	21/12/2016	09/12/2016	Withheld	S40 (2)/(3)
0561	<p>Information requested about IT systems/contracts.</p>	21/12/2016	12/12/2016	Part Disclosure - Exempt	S31 (1)/(2)
0562	<p>2428751450 and subsequent correspondence and report.</p> <p>Please provide all notes pertaining to the inspection and production of the report including emails all notes records and meeting minutes from all individuals.</p> <p>Please include all notes pertaining to the associated complaint and factual accuracy check.</p>	23/12/2016	08/12/2016	Withheld	S31 (1)/(2)
0563	<p>I am writing as the N.I of Apna House LTD (1-101708605) with a request under the Freedom of Information Act for a copy of the peer reviewed draft report for Apna House following the inspection on 18th October 2016.</p> <p>I would also like to request as N.I a copy of the quality assurance tool used by the inspector prior to sending us the final draft report.</p>	22/12/2016	30/11/2016	Withheld	S31 (1)/(2)

0565	<p>CQC's recently published a report on monitoring the mental health of in 2016/17 (link here for convenience: http://www.cqc.org.uk/sites/default/files/20161122_mhareport1516_web.pdf). It said that 16 deaths had occurred within seven days of restraint being used.</p> <p>Could the CQC tell me in which provider/s care each death took place, and indicate the three deaths which are awaiting coroner reports? I would also like to know the month in which each death took place.</p> <p>The paragraph I am referring to is below and can be found on page 17 of the report.</p> <p>Deaths where restraint had been used within seven days of death We were told about 16 deaths that occurred within seven days of restraint being used. Coroners' verdicts are not yet available for all 16 deaths to confirm the causes of deaths within seven days of restraint, although all had been reported to coroners. For the 13 where coroners' verdicts are now available, none were found to be related to restraint</p>	28/12/2016	15/12/2016	Part Disclosure - Exempt	S41 (1)
0567	<p>I would be grateful if you could please provide a copy of the latest version of the Provider Information Return sent to providers of residential adult social care services in advance of CQC inspections.</p>	28/12/2016	30/11/2016	Full Disclosure	
0569	<p>I am writing with regards to some complaints received at the CQC since 2013 about Professional Antenatal Services Ltd (Baby Dolly). Due some ongoing bullying and harassment concerns we continue to have from a certain competitor (of which we are aware) it has now become necessary to officially request the names of the complainants. xxx was at the time our assessor and was also accused in one of the complaints of having outside contact with us - hence also questioning her professionalism. We require this information to now take this matter forward to the NMC as bogus complaints have been to many different governing bodies (all unfounded) All the complaints made to the CQC were found to be bogus, trouble causing and a waste of everyones time. As a company constantly having our professionalism questioned is not only time consuming but also very unpleasant and has caused much stress to us and our staff. We would really appreciate your support in this matter and the details required to progress this matter</p>	28/12/2016	13/12/2016	Withheld	S44 (1)
0570	<p>I was wondering if there is a central database which I could obtain data of Private Residential Care Homes & Public Sector Care Homes in the UK? I would be looking for the name of the care home, location and main office numbere.</p>	28/12/2016	28/11/2016	Full Disclosure	S21 (1)
0571	<p>I need your support with a list of community learning disability services and mental health services with 'outstanding CQC rating' in the last 12 12months.</p>	28/12/2016	29/11/2016	Full Disclosure	

0572	<p>We have recently received a copy of the St George's Hospital CQC Quality Report. Are we permitted to send it via email to our clients as it has been published?</p> <p>Date of inspection visit: Announced visit between 21 and 23 June 2016. Unannounced visits on 2, 7 and 11 July 2016.</p> <p>Date of publication: 01/11/2016</p>	02/12/2016	29/11/2016	Full Disclosure	S21 (1)
0573	<p>I refer you to the legislation The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 [SI 2009; No. 309].</p> <p>Question A) Where on your so called "check lists" do your inspectors best review whether an NHS site has adhered to Regulation 13 of the above legislation?</p> <p>In the months and weeks prior to your inspection of i) Victoria Surgery, Bury St. Edmunds, ii) West Suffolk Hospital and iii) The Norfolk and Suffolk NHS Foundation Trust's services in West Suffolk; you were contacted by whistle-blowers and victims of coverups who alerted the CQC staff to the failure of the named sites to best progress complaints lodged with them.</p> <p>Question B) WHEN and HOW did CQC cross reference and review whether any of the sites i) to iv) were complying with Regulation 13?</p>	29/12/2016	02/12/2016	Part Disclosure - Part Held	
0574	<p>Are you able (yet) to disclose what additional enforcement actions were taken against Graham Care Ltd (re: Woodchurch House care home, Kent).</p>	29/12/2016	02/12/2016	Withheld	
0575	<p>I wish to request a copy of the training notes or materials provided to new inspectors</p> <p>I am particularly interested in the materials concerning:</p> <p><input type="checkbox"/> Judgement of compliance</p> <p><input type="checkbox"/> Assessment of seriousness and impact of concerns under decision tree</p> <p><input type="checkbox"/> Awarding of ratings</p> <p>If the training notes regarding these areas can easily be separated from others then that is all that I would need.</p> <p>I also wish to request a copy of the current Inspection Handbook for Adult Social Care if there is a more recent edition since October 2014.</p>	30/12/2016	15/12/2016	Withheld	S12 (1)

0576	<p>I'm looking for information on a dentist that had a practice on the Hurworth Grange site, County Durham. DL2 2BN. site during the early late 1990's to the middle 1980's. I'm looking for the following information Details of a Dental Practice, Location - Hurworth Grange approx 1976 - 1985 Details of the Practice. Details of the Dentist's practicing. Any complaints received during this period.</p>	30/12/2016	01/12/2016	Not Held	
0577	<p>Please advise:</p> <ol style="list-style-type: none"> 1 If the Stakeholder Advisory Group has been established. 2 Who has been appointed to the Group. 3 Where the process followed to make these appointments was published. 4 Where the vacancies were advertised. <p>Please provide copies of the person specifications for appointees to the Stakeholder Advisory Group, and any policies or protocols governing the operation of the Stakeholder Advisory Group.</p>	30/12/2016	06/12/2016	Not Held	

0578	<p>Original request: Does Freedom of Information allow me access to your findings?</p> <p>Clarification of request: a) you point out that I might want information relating to GMW Trust. The newspaper article did not indicate any Trust in the NW was involved. If GMW Trust was part of the 13200, then I would like details. Unless, of course, the 13200 includes a recent survey report at the time of GMW Trust last CQC inspection. These figures (390) I have already disputed with Professor Richards. However, if these are fresh figures then yes I would like details of GMW Trust. B) Having been a marketing professional in my past, user surveys are one of my specialisms so I am interested in:</p> <ol style="list-style-type: none"> 1. 13200 total sent out our received in return? 2. Who designed the questionnaire? 3. Was the Questionnaire tested with a small group before being used en mass? 4. How many were sent out and how many returned, also how many spoilt? 5. Who processed the results CQC or MH Trusts? 6. How many telephone questions were part of the results? 7. What percentage is 13200 of total mental health patients in 2016-12/07 What percentage is 13200 of the total questionnaires sent out? 8. Copy of the questionnaire. <p>If you do have results for GMW Trust Area, how do their reslts compare to other Trusts survey, i.e. on a Best –Worst Scale where do they come?</p>	25/01/2017	19/01/2017	Full Disclosure	
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0580	<p>below:</p> <p>1. Mental Capacity Act Copies of all internal, advice guidance and documentation issued by the CQC and minutes from the CQC's internal advice group providing guidance and advice on all aspects of compliance with the MCA, specifically with regard to advice provided to inspectors relating to providers undertaking and recording best interest decisions for aspects of day to day care.</p> <p>2. Registration of New Services Copies of all internal advice, guidance and documentation issued by the CQC and minutes from the CQC's internal advice group providing guidance and advice on registration of new services.</p> <p>3. Safeguarding Copies of all internal advice, guidance and documentation issued by the CQC and minutes from the CQC's internal advice group providing guidance and advice on all aspects of safeguarding, including advice on what constitutes abuse and is a matter that requires referring the safeguarding authority and a Regulation 18 notification to be completed.</p> <p>4. Injuries Copies of all internal advice, guidance and documentation issued by the CQC and minutes from the CQC's internal advice group providing guidance and advice on the requirements to report serious injuries to the CQC under Regulation 18.</p> <p>5. Staffing Copies of all internal guidance and documentation issued by the CQC and minutes</p>	03/01/2017	20/12/2016	Part Disclosure - Exempt	S12 (1)
0581	<p>November 2016: when exactly did the visit take place? Who was interviewed? How were these people selected? What evidence was requested of the Trust? What action was the Trust instructed to take in respect of CQC comments? This is pertinent to the potential dismissal of a member of staff. An urgent response would be most appreciated.</p>	03/01/2017	12/12/2016	Part Disclosure - Exempt	S31 (1)/(2)

0582	<p>River Practice requesting information on the "Workflow" system.</p> <p>2. Please copy to me the correspondence from Fowey River Practice to the Care Quality Commission advising that the "Workflow" system is fully operational.</p> <p>3. Please confirm that the transfer of external correspondence moving from Surgery to Surgery and to the right clinician by the electronic system called "workflow" was fully checked by the CQC and that "workflow" interfaced with the Microtest Ltd Software</p> <p>4. Please confirm that CQC followed audit trails of actual correspondence to ensure it was processed and transferred and information was received at the correct destinations.</p> <p>5. Please copy me into the actual section of the inspection report which covers the transfer of data between surgeries and clinicians received from external sources such as consultants.</p>	21/12/2016	14/12/2016	Part Disclosure - Exempt	S40 (2)/(3)
0584	<p>Please provide to me with the following information.</p> <p>a) Could you please provide me with a full list of care homes (both residential and nursing) registered in the London Borough of Bexley;</p> <p>b) In respect of (a) please provide contact names for individuals at those care homes;</p> <p>c) Also in respect of (a) please provide email addresses so those care homes can be contacted electronically.</p>	04/01/2017	05/12/2016	Part Disclosure - Exempt	S21 (1)
0585	<p>Multiple questions on a variety of topics - stemming from his concerns with concerns about Western Sussex Hospitals NHS Hospitals Foundation Trust. See original email in Y drive.</p>	16/12/2016	09/12/2016	Withheld	S12 (1)

0587	<p>(A) please name or provide any questions/documents used during the registration process which show how a provider is expected to take the wider community into account. Please include any check lists used by the registration team to ascertain compliance with the needs of the wider community.</p> <p>(B) please name or provide the questions/documents if any used during the registration process which show how CQC itself takes the wider community into account during the registration process.</p> <p>(C) Please tell me if there has been any change or addition to the CQC definition of the wider community from the references given above.</p> <p>Request (2) (A) Is there any CQC document which refers to the possibility that a registration may impinge on the rights of individuals in the locality, particularly those in immediately neighbouring properties adjoining the premises where a care home/rehabilitation home registration is permitted?</p> <p>(B) Is there any CQC document that takes into account when considering a registration request the right of residents in neighbouring properties to the peaceful enjoyment of their possessions? In particular please supply any document that does this in connection with registrations for those with mental health problems or for rehabilitation centres.</p> <p>(C) Is there a CQC document or policy which states how granting a registration (i.e. CQC's actions) might impinge on the right cited in (2)?</p> <p>(6) I was also informed by CQC that if there was a problem with noise from a care home premises one should contact the local authority (LA) Environmental Health Department (EHD). Please provide any CQC document which states this.</p> <p>Request (7) Noise is a statutory nuisance and therefore can be looked into by the LA EHD. Please provide any CQC document that states how other problems/nuisances from a care home or rehabilitation centre which do not come under statutory nuisance legislation should be dealt with by a disturbed neighbour, for example loss of privacy; inappropriate language; abuse; audible conversations concerning sex, drugs or alcohol; audible counselling sessions.</p>	04/01/2017	13/12/2016	Part Disclosure - Part Held	
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0588	<p>Request (3) Please supply the registration documents related to the applications for 18 Winchester Road, Worthing, BN11 4DJ concerning</p> <p>(i) No 18 when known as "Ravenswood" at the time of application by Mr. Belisario Schiavone, Director Hemmingrod Limited/Sunkist Homes Ltd to change registration to mental health care. Sunkist Homes Ltd came into being in 1998 and this application was under CSCI, probably around 2000 - 2004.</p> <p>(ii) No 18 when known as "Sensori"; registered on 20 February 2013</p> <p>(iii) No 18 when known as "One40 Worthing" registered around 23 September 2013.</p> <p>(iv) No 18 still known as "One40Worthing" change of provider documents (and registration documents if they were redone) July 2014</p> <p>(v) No 18 known as " The Recovery Lighthouse" February 2016</p> <p>Request (4) Please supply any map maintained by CQC showing the locations of the care homes it has registered in Winchester Road, Worthing.</p> <p>Request (5) I was informed by CQC that a member of the registration team took photographs of 18 Winchester Road at the time of the application for Sensori in late 2012-2013. Please supply these photographs. I assume they would be with the registration document. If there are photographs with other registration documents I would be pleased to have a copy of these supplied too.</p>	04/01/2017	30/12/2016	Part Disclosure - Exempt	S40 (2)/(3)
0589	<p>(8) A care home is required by CQC to notify them if there is an incident when the police are called. Please supply me with confirmation that CQC were notified of such an incident during the registration of "One40 Worthing". The date would be, I believe, probably 2014 or 2015 during the summer/better months of the year. I do have dated notes but cannot find the right section at the moment so I will notify you of the date once located.</p>	04/01/2017	12/12/2016	Not Held	
0591	<p>I request the numbers of notifications of abuse or alleged abuse received by CQC from DCA providers, where:</p> <ul style="list-style-type: none"> • A care worker was the alleged perpetrator • Broken down by age range • Broken down by type of abuse • Broken down by where the police were called <p>for the last 3 full financial years.</p>	09/01/2017	28/12/2016	Full Disclosure	
0592	<p>Could we please ask that:</p> <p>1. The CQC share with us the details of any communications made to date on behalf of the Villas Care Home</p>	30/12/2016	12/12/2016	Part Disclosure - Exempt	S40 (2)/(3)

0593	<p>For 2014, 2015 and 2016 so far, please state:</p> <ul style="list-style-type: none"> - The number of full inspections carried out at care homes in Suffolk. For each one, please state the overall inspection rating. - The number of full inspections carried out at care homes in Essex. For each one, please state the overall inspection rating. 	09/01/2017	28/12/2016	Full Disclosure	
0595	<p>This is a request for information under the Freedom of Information Act 2000.</p> <p>Please supply the following information for all adult nursing/care and residential homes in Cornwall.</p> <p>The number of safeguarding alerts, reported and or logged, involving events at adult nursing/care and residential homes,.</p> <p style="padding-left: 40px;">We require this information for the last five calendar years, namely:</p> <p>2016 (to date) 2015 2014 (only if the cost limit is not exceeded)* 2013 (only if the cost limit is not exceeded)* 2012 (only if the cost limit is not exceeded)*</p> <p>Please breakdown the information by each nursing/care or residential home, indicating whether they are, nursing/care, residential or both.</p> <p>To be clear what we are looking for is the global figure for safeguarding alerts at Cornwall's nursing/care and residential homes, broken down by year and home over the last five calendar years</p>	09/01/2017	05/01/2017	Full Disclosure	

0596	<p>This is a request for information under the Freedom of Information Act 2000.</p> <p>Please supply the following information for all adult nursing/care and residential homes in Devon.</p> <p>The number of safeguarding alerts, reported and or logged, involving events at adult nursing/care and residential homes,.</p> <p style="padding-left: 40px;">We require this information for the last five calendar years, namely: 2016 (to date) 2015 2014 (only if the cost limit is not exceeded)* 2013 (only if the cost limit is not exceeded)* 2012 (only if the cost limit is not exceeded)*</p> <p>Please breakdown the information by each nursing/care or residential home, indicating whether they are, nursing/care, residential or both.</p> <p>To be clear what we are looking for is the global figure for safeguarding alerts at Devon's nursing/care and residential homes, broken down by year and home over the last five calendar years</p>	09/01/2017	05/01/2017	Full Disclosure	
0597	<p>Please send me a copy of the legal instrument that set up your office. This may well have been a statute, a ministerial order, an instruction from the department of health or by some other legal mechanism.</p> <p>A copy of your terms of reference or mission statement would also be gratefully appreciated.</p>	03/01/2017	29/12/2016	Part Disclosure - Part Held	
0599	<p>What auditing qualifications and H&S qualifications do the inspectors have? how do they maintain their competencies? and how are they assessed and by whom?</p>	03/01/2017	19/12/2016	Full Disclosure	

0600	<p>Since April 2015, the CQC has had the power to directly prosecute relevant organisations for breaches of the following regulations:</p> <p>The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 The Health and Social Care Act 2008 (Registration and Regulated Activities) Regulations 2015</p> <p>This Freedom of Information Request is to ask for the following information, broken down into the following groups of regulations (following the grouping on the CQC website http://www.cqc.org.uk/content/offences):</p> <p>Regulations 11; 16(3); 17(3); 20(2)(a); 20(3); 20A Regulations 12; 13; 14 (subject to the qualification of Regulation 22(2)) Regulations 12; 15; 16; 17; 18; 19; 20</p> <p>If there are insufficient cases in these groupings to risk potential identification, please provide information relating to a total against all prosecutable regulations.</p> <p>From 1 April 2015 to 31 March 2016, and separately from 1 April 2016 to 30 Nov 2016: 1) In how many cases have the CQC legal team provided a full evidential review to provide legal advice on whether there was sufficient evidence to prosecute under the regulations outlined above? 2) In how many cases have the CQC legal team provided legal advice short of a full evidential review on whether there was sufficient evidence to prosecute under the regulations outlined above? 3) In how many cases has the Head of Inspection (with the advice of the legal team) taken a decision to prosecute? 4) In how many cases has a prosecution proceeded, and in completed cases what have the outcomes of these prosecutions been?</p>	09/01/2017	20/12/2016	Part Disclosure - Exempt	S12 (1)
0601	<p>My question to the CQC is: 1. How many serious incidents have been reported by Bradford royal infirmary? 2. Are there any common themes? 3. What were the outcomes? 4. Is the CQC aware that 20 claims have been raised by parents in the past five years in relation to maternity and neonatal deaths? BRI has accepted liability for 6 which is different from LGI where only 3 claims have been raised in 5 years and one acceptance of liability.</p>	05/01/2017	16/12/2016	Part Disclosure - Part Held	

0602	<p>Pursuant to the FOIA we please provide us with the following information:</p> <ol style="list-style-type: none"> 1) In the last 12 months [7 December 2015 -7 December 2016} how many referrals have been made by the CQC to the NMC? 2) Of these referrals how many were classified as an "information share" pursuant to the CQC/NMC Memorandum of Understanding? 3) Of the referrals made to the NMC identified above, how many referrals/information shares related to <ol style="list-style-type: none"> a. Directors of the registered provider who hold a NMC PIN b. Managers of registered services who hold a PIN c. Registered managers of registered services who hold a PIN d. Nurses employed in a registered service 4) Copies of any internal guidance relating to information sharing with the NMC and how this information is recorded by the CQC? 5) Confirmation of whether referrals to the NMC by the CQC must be sanctioned/authorised by an Inspection Manager. 	10/01/2017	12/12/2016	Withheld	S12 (1)
0603	<ol style="list-style-type: none"> 1. On what date in October 2014 (This would have been between 6/10/2014 and 13/10/2014), did Lorna Knowles, Inspection Manager for the CQC first contacted HFT after receiving concerns about High Moor Ave, from an anonymous caller. Please could they provide documentation evidence 2. What procedure is required to access their audio recordings, to provide the details of any telephone calls made to CQC for the period between 6/10/2014 to 13/10/2014 in connection with the service users at High Moor Ave with HFT? 3. When did HFT informed the CQC concerning an incident, where Paul Corney, who has epilepsy and he lives at No. 14 the Drive. Crossgate. Leeds. LS15 8EP, that he was left unattended, in a cold bath on 13/10/2014. Please could they provide documentation evidence. 	09/01/2017	14/12/2016	Part Disclosure - Part Held	

0604	<p>Freedom of Information request - Recruitment - IT Skills assessment tool used in recruitment process</p> <p>I would like to know if the Commission currently uses an automated skills assessment tool when recruiting candidates for IT roles.</p> <p>For example, to test the ability of a developer / programmer, would the hr department or hiring manager put candidates through an automated online skills assessment?</p> <p>If so, please confirm which tool is used, when the contract is up for renewal and any fees involved please.</p>	11/01/2017	21/12/2016	Not Held	
0606	<p>1: for copies of any notes (hand written or typed) made by the Inspectors on 5th and 6th November 2016 during their unannounced visit to Woodchurch House that did NOT make it into the published report, thank you.</p> <p>2: in the published report it says that on 4th November 2016 'information was received' that led to the inspector's visit on 5th and 6th November 2016. May we know whether that 'information' came from a member of the public OR from a member of staff, we are not asking for the informant's name, just whether they were a visitor to the home or a worker in the home, thank you.</p> <p>3: the report states that Woodchurch House had no registered manager in place for eleven out of the past twelve months, and that a 'consultancy firm' had been brought in to manage the home. May we ask if this consultancy firm was BKR Ltd which is owned by Mrs. Bhavna Keane-Rao, and may we also ask whether one of those consultants running the home was Ms. Charlie Jones: if it was not BKR/Charlie Jones then may we know who the consultancy firm was please, thank you.</p>	10/01/2017	15/12/2016	Part Disclosure - Exempt	S40 (2)/(3)
0608	<p>Could you kindly clarify for me when Farmstead Nursing Home at New Road in Hellingly in Hailsham in East Sussex - which was owned by William Ernest Graham, was turned into Hailsham House at New Road, Hellingly, Hailsham, East Sussex and which is owned by William Ernest Graham.</p> <p>I really need to know 'why' Farmstead House was dissolved - did the CQC close it down? And 'how long' it was before Farmstead was re-opened and re-named and yet continued under the same ownership.</p>	11/01/2017	20/12/2016	Full Disclosure	

0611	<p>Freedom of Information request - CQC list of points issued to St. Mary's Hospital, Newport, Isle of Wight</p> <p>The CQC's recent unannounced visit to St Mary's Hospital at Newport on the Isle of Wight resulted in an initial list of 59 points that need addressing, including understaffed emergency department, unacceptable number of ward moves for patients, delays in discharging terminally ill patients and missed medication.</p> <p>I am unable to find anything like the full detail on any St. Mary's or CQC website which surprises me, bearing in mind the NHS commitment to openness and transparency, particularly considering the very negative aspects of the 2014 CQC full report. As a member of the public, living in the Isle of Wight and a past patient, I am entitled to that full detail of all 59 points which I now seek from CQC by this FOI.</p>	12/01/2017	15/12/2016	Withheld	S31 (1)/(2)
0612	<p>Freedom of Information request - NHS Trust & Foundation Trust Ratings</p> <p>Could you provide a list of all NHS Trusts and Foundation Trusts CQC ratings, including a breakdown of the inspection area ratings please?</p> <p>Also, do you hold a record of the number of whistleblowing reports made to you? If so, could you provide this information please?</p>	12/01/2017	22/12/2016	Full Disclosure	
0614	<p>I formally request pursuant to the FOIA disclosure of the Information Sharing Agreement/Protocol between the NMC and the CQC.</p>	12/01/2017	12/12/2016	Part Disclosure - Part Held	
0617	<p>What was your expenditure on Bank Staff during 2015/16 please?</p>	16/01/2017	21/12/2016	Full Disclosure	S21 (1)
0620	<p>Please can you provide a breakdown of the care home locations / providers that have been closed in the last two years and details as to whether the home closed voluntarily or was closed following subsequent enforcement action from yourselves.</p>	17/01/2017	12/01/2017	Full Disclosure	

0621	<p>I wish to request a full copy of the training notes or materials currently provided to new inspectors</p> <p>I am particularly interested in the materials concerning:</p> <p><input type="checkbox"/> Judgement of compliance</p> <p><input type="checkbox"/> Assessment of seriousness and impact of concerns under decision tree</p> <p><input type="checkbox"/> Awarding of ratings</p> <p>If the training notes regarding these areas can easily be separated from others then that is all that I would need</p> <p>The request applies only to training of inspectors who will be undertaking inspections in adult social care</p> <p>My particular interest is in inspection of care homes - if the materials for inspectors of care homes only can easily be separated from those for other adult social care inspectors then that is all that I would need if that assists with the task of compliance with this request.</p>	06/02/2017	31/01/2017	Full Disclosure	
0628	<p>as a result of lack of compliance with duty of candour regulations which came into force in November 2014?</p> <p>Can you tell me the full name and address of the health body, when the action was taken and the nature of the infringement.</p> <p>Please can you tell me the kind of action taken; refusal of registration; removal of registration; warning; special measures; fines or criminal prosecution.</p> <p>Please also supply me with any information, documents, reports, data etc about the infringement and your investigation into it.</p>	18/01/2017	16/01/2017	Withheld	

0629	<p>1. What is your annual IT Infrastructure Budget for 2016, 2017 & 2018? 2. What storage vendor(s) and model do you currently use? 3. When was the installation date of above storage vendor(s)? (Month/year) 4. When is your planned (or estimated) storage refresh date? (Month/year) 5. What is your estimated budget for the refresh? 6. What is the capacity of the storage data in TB? 7. The total number of IT staff employed by the organization: 8. Please list and provide contact details for the IT senior management team including CIO, IT Director and Infrastructure Architects if applicable: 9. Please confirm if you are utilising desktop virtualisation technologies and if so how many users do you provide services for? 10. What backup software do you use? 11. How much data do you backup in TB? 12. Number of servers? 13. What operating system(s) do you use? 14. Number of virtualised servers? 15. What percentage of your environment is virtualised? 16. If you outsource your IT works, please provide who it is with and when the contract started and ends. 17. Please also name all of the IT re-sellers that you work with and buy from, as well as the frameworks that you use for the release of any tenders etc. 18. Please also approximate the time spent managing your IT systems, specifically storage, per week in the unit of man hours. Also approximate the amount of time taken carving out LUNs and/or Volumes. 19. Please list any and all pain points that the IT teams, and organisation as a whole, experience with regard to the storage and usage of the virtualised workloads. 20. How is your storage connected, i.e. via Fibre Channel, Ethernet (NFS or ISCSI). If your storage is currently connected via Fibre Channel, do you have access to 10 GB Ethernet, or 1 GB ethernet, and if so, please declare which.</p>	18/01/2017	16/01/2017	Part Disclosure - Exempt	S40 (2)/(3)
0630	<p>Re: Lansdowne Care Home London NW2 1TU</p> <p>Thank you for your response.</p> <p>With regards to Six notifications reporting a serious injury to a person who uses the service in your response, please would you confirm the types of serious injuries. E.g. grade 3 pressure ulcers.</p>	18/01/2017	21/12/2016	Full Disclosure	
0631	Please email me your recruitment and/or selection policy and procedure.	19/01/2017	20/12/2016	Full Disclosure	

0632	<p>Thank you for the information.</p> <p>The question I should have asked which would have been more concise is as follows:</p> <p>1. How many serious incidents have been raised in the last 5 years for maternity and neonatal care and deaths?</p> <p>2. Are there any common themes.</p>	18/01/2017	26/01/2017	Full Disclosure	
0633	<p>1. how many deaths there have been at Woodchurch House in Brook Street, Ashford, Kent since Jan 1st 2016 to this present date Dec 19th 2016.</p> <p>2. on what date 'Farmstead nursing home' at New Road in Hailsham East Sussex became "Hailsham House" nursing home. Both homes were under the same ownership (William Ernie Graham) but owned through differently named companies (Fredwick Ltd and Graham Care Ltd respectively and again both owned by W.E.Graham).</p> <p>3. whether the CQC has any information relating to the horrific injuries in March 2006 suffered in Farmstead nursing home. At the time of this 'accident' the CSCI were investigating.</p> <p>4. did the owner of Farmstead nursing home - W.E.Graham, supply the CSCI or CQC with a statement or explanation of the burn injuries sustained by Mr. Montague?</p>	19/01/2017	06/01/2017	Part Disclosure - Part Held	S14 (2)
0635	<p>I would like to make a Freedom of Information request covering the following:</p> <p>1. The name of the allocated inspector for each nursing and residential care home located in Telford and Shropshire.</p>	20/01/2017	22/12/2016	Withheld	S40 (2)/(3)

0637	<p>When were the following DCMH's inspected by the Health Care Governance inspection Team (Quality Care Commission) DCMH RAF Akrotiri DCMH RAF Marham</p> <p>Have they ever been checked? If not, how long has the Quality Care Commission been active? Have any military DCMH establishments been checked by the CQC?</p> <p>When were the qualifications of employees relating to the above departments checked? Do they check physical certificates?</p> <p>Lastly, it says Clinicians are offered both internal and external supervision As they are offered this, does this mean that it is voluntary whether they take part or not?</p>	19/01/2017	03/01/2017	Not Held	
0639	<p>1. The number of times, reasons for and the action taken, including dates, the CQC has taken regulatory enforcement action against any body eg NHSE or entity eg. care home, hospital, surgery etc or any individual for breaches of the duty of candour since the law came into force 1 April 2015.</p>	20/01/2017	16/01/2017	Withheld	S12 (1)
0642	<p>Further to the publication of your Marie Stopes inquiry, I would like to know three things:</p> <p>How many Registered Medical Practitioners have been referred to the General Medical Council for 'presigning' of HSA1 abortion forms;</p> <p>How many cases of 'presigning' were discovered, and;</p> <p>Whether 'presigned' forms were found after 1 May 2014 when the Department of Health issued the document Guidance in Relation to the Requirements of the Abortion Act, 1967.</p>	23/01/2017	23/01/2017	Not Held	

0643	<p>I am writing to make a request under the Freedom of Information Act for information on care services for patients at St Andrew's Healthcare Northampton.</p> <p>It would be much appreciated if you could provide me with the following information please:</p> <p>Any review, report or investigation conducted or held by the Care Quality Commission concerning the deaths of four patients which occurred on the Grafton Ward at St Andrews Healthcare Northampton between October 2010 and May 2011.</p> <p>If there is no such completed review, report or investigation, was one initiated?</p> <p>If so, why was it not completed and published?</p> <p>If there was no such review or investigation, please could you provide any relevant information, i.e. minutes or correspondence, which explains why not.</p> <p>In an article in the Observer dated 07/07/2013 about the second inquest of one of the four patients who died, Mr Bill Johnson, the following CQC statement is quoted:</p> <p>"The CQC was aware of the service's own reviews following the deaths and, following a meeting with the provider in 2011, we wrote asking for information about their clinical governance and assurance processes with regard to how natural cause deaths are identified and investigated "</p> <p>Is this quote correctly attributable to the CQC at the time of the article's publication?</p> <p>If so, could you please provide us with all the correspondence described in the quote, and any other related correspondence.</p> <p>If this quote cannot be found on your records, would the steps described be correctly attributable to the CQC?</p> <p>Please provide any communication or meeting minutes between the CQC and representatives of St Andrews Healthcare concerning any one or all of the four deaths on Grafton Ward which occurred between October 2010 and May 2011.</p> <p>We appreciate that there will be an issue of privacy in some of this correspondence and it may require redactions. I'm sure that you are aware that the time to make these redactions is not included in the estimated 18-hour threshold for collecting information</p>	23/01/2017	17/01/2017	Part Disclosure - Part Held	
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0644	<p>I am in possession of a document showing that between 2013 and 2016 there were twelve visits made by Kent police to disturbances at Woodchurch House care home in Ashford Kent. Two of those (Kent police) visits were at the request of my father in relation to attacks on my late brother, Paul Chin. Eight of those visits by Kent police were related to alleged attacks by resident(s) on staff. Two other visits by Kent Police were in relation to alleged attacks on residents BY staff.</p> <p>May I ask using the FOI act: 1 - whether the CQC is a) aware of those 12 incidents; 2 - whether the CQC has documentation pertaining to those incidents, and 3 - if I may be furnished with any such documentation held by CQC in relation to those incidents.</p>	25/01/2017	13/01/2017	Full Disclosure	
0646	<p>I would like to request your policy's on conflicts of interest</p> <p>And the appropriate ways to report a Conflict of interest within the CQC</p>	25/01/2017	28/12/2016	Full Disclosure	
0648	<p>RE: Lansdowne Care Home NW2 1TU</p> <p>Please can you inform me of the number of resident deaths reported for each month in 2016 (Jan-Dec) at Lansdowne Care Home (expected and unexpected seperately please).</p> <p>Number and type of other notifications for each month in 2016 (E.g. 1 notification for serious injury in November)</p>	25/01/2017	04/01/2017	Full Disclosure	
0649	<p>Please can you provide a list of the interventions that the Commission has made when there has been evidence of discrimination in the delivery of care to patients in the NHS based on ethnicity?</p> <p>Clarified on 11 January to:</p> <p>Information detailing the requirement notices and warning notices (including section 29A warning notices) for the whole period under your new inspection regime for the NHS.</p>	08/02/2017	06/02/2017	Part Disclosure - Exempt	S12 (1)
0650	<p>I would like to find out the following 1) How many care homes are there within the geographical area of County Durham and Darlington Trust. 2)How many of these are residential and how many are nursing? Or combined 3) How many Registered Nursing home beds are there for this geographical area, and more specifically north durham?</p>	26/01/2017	29/12/2016	Full Disclosure	S21 (1)

0651	I would like to know how many people Home Instead Harrow & Ruislip care for.	27/01/2017	04/01/2017	Full Disclosure	
	<p>Could you please give me the number of ANNUAL Death Notifications</p> <p>From St Wilfrid's Hospice CHICHESTER (14 BEDS)</p> <p>1 January 2011 until 31 December 2016 .. Six years</p> <p>And also for comparison ...</p> <p>St Barnabas House WORTHING (20 BEDS)</p>				
0653	Princess Alice Hospice ESHER (28 BEDS)	30/01/2017	06/01/2017	Full Disclosure	
0654	<p>Please can you provide for me, under the FOI:</p> <p>Total number of people employed in communications by your organisation 2013/2014</p> <p>Total number of people employed in communications by your organisation 2014/2015</p> <p>Total number of people employed in communications by your organisation 2015/2016</p> <p>Total spending on communications by your organisation in 2013/14</p> <p>Total spending on communications by your organisation in 2014/15</p> <p>Total spending on communications by your organisation in 2015/16</p> <p>Salary and any other benefits of highest paid communications official 2013/14</p> <p>Salary and any other benefits of highest paid communications official 2014/15</p> <p>Salary and any other benefits of highest paid communications official 2015/16</p> <p>By communications I mean all teams which fall under the lead of director of engagement - such as internal engagement, media and provider engagement. It would be helpful if you can also break down the information into these categories though, as well as providing overall totals. I am not requesting information about the National Customer Service Centre.</p>	30/01/2017	30/01/2017	Full Disclosure	

0655	<p>Please can you provide for me, under the FOI:</p> <p>Total number of staff on your organisation's payroll in 2013/2014 Total number of staff on your organisation's payroll in 2014/2015 Total number of staff on your organisation's payroll in 2015/2016</p> <p>Salary and any other benefits of highest paid official 2013/14 - with job title Salary and any other benefits of highest paid official 2014/15 - with job title Salary and any other benefits of highest paid official 2015/16 - with job title</p> <p>Total number of staff earning more than £100,000 2013/14 Total number of staff earning more than £150,000 2013/14</p> <p>Total number of staff earning more than £100,000 2014/15 Total number of staff earning more than £150,000 2014/15</p> <p>Total number of staff earning more than £100,000 2015/16 Total number of staff earning more than £150,000 2015/16</p>	30/01/2017	13/01/2017	Full Disclosure	
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0656	<p>I would like to know what happens when a member of the public alerts CQC to something that needs to be looked into? (Not a personal case)</p> <p>How many times in the last 3 years has the CQC received concerns/complaints from the public about care services?</p> <p>What policies govern responses to alerts and what steps are taken to see any response has quality control standards?</p> <p>Does CQC have any 'principals' to guide it's work in regard to anonymous information?</p> <p>When a report says, 'Prior to this inspection CQC received an anonymous email raising some concerns. We referred these concerns to the local authority's safeguarding adults team'. How does CQC protect the anonymity of the informer?</p> <p>Does the CQC later confirm what action was subsequently taken regarding their Safeguarding referral?</p> <p>Who regulates Social Services if not CQC?</p> <p>I now know what Misconduct in a public office is.</p>	31/01/2017	20/01/2017	Part Disclosure - Part Held	
0657	<p>I kindly request access to any publicly-held data available on young people with autism, from 2014-2016 - specifically in regards to:</p> <ol style="list-style-type: none"> 1. Provision of public and private care they receive from external parties (outside of their parents/guardians) 2. Quality of care they receive from external parties (outside of their parents/guardians) 	30/01/2017	05/01/2017	Not Held	

0658	<p>Under the Freedom of Information Act 2000, I request the following information:</p> <p>1. What number of complaints made against the Mental Health Act were investigated by the Care Quality Commission for the years:</p> <ul style="list-style-type: none"> i. 2014 ii. 2015 iii. 2016 <p>2. Of the complaints investigated, what number were found to be legitimate for the years:</p> <ul style="list-style-type: none"> i. 2014 ii. 2015 iii. 2016 <p>This information should be made available to me in electronic form if possible.</p>	30/01/2017	19/01/2017	Full Disclosure	
0659	<p>I wish to request a recent guidance for inspectors how they manage dormant services or other publication in relation to the dormant services. How We Manage Dormant Services: Guidance For Inspectors This guidance for inspectors explains how the Care Quality Commission (CQC) regulate registered services that are not actively providing a registerable service to people. (CQC - publications)</p>	25/01/2017	03/01/2017	Full Disclosure	
0660	<p>1. Where in your protocols are CQC inspectors and staff allowed to ignore data and evidence that proves that both these NHS sites were complicit in Perjury?</p> <p>2. Under which protocol are CQC staff allowed to ignore miscarriages of justice against patients who sought healthcare treatment based on factually correct data?</p>	30/01/2017	03/01/2017	Withheld	S14 (1)

0661	<p>Though most inspectors are fair it appears that some inspectors seem to adopt a Paxmanesque approach to inspections with a view to finding faults for the sake of it. This then doesn't create a level playing field in terms of judgment. I have found this is particularly the case in East Kent.</p> <p>In this context it is important that inspector's names are published in reports. What plans do you have to do this?</p> <p>In the absence of this can you please provide a list of inspectors summarising the number of inspections he/she has carried out, the percentage of inspections found to be fully compliant and percentage with enforcement actions.</p> <p>Clarification:</p> <p>This is for England. For Adult Social Care only</p> <p>This is for the period since the new inspection regime came into place in 2012.</p>	01/02/2017	09/01/2017	Full Disclosure	
0662	<p>I am undertaking research regarding the number of applications made to become a registered manager of a domiciliary homecare agency and nursing homes</p> <p>Of the applications made please can you confirm the number of applications made for the year 2016 and the number of applications rejected as the person being unsuitable.</p> <p>I am also interested in the policy of CQC to allow a person who has previously been made bankrupt to apply to become a Registered Manager</p>	01/02/2017	18/01/2017	Part Disclosure - Part Held	
0664	<p>Ref: REM/RYW/324761</p> <p>RE: The Orchards Care Home</p> <p>1. The name and address of the relevant public liability insurer at the time of our client's accident (17 July 2016)</p> <p>2. The relevant policy number.</p>	02/02/2017	16/01/2017	Not Held	

0665	<p>Using the FOI act I would be grateful for the complete number of deaths inside Woodchurch House, Ashford, Kent for the complete year of 2016.</p> <p>I would also like the complete number of deaths throughout 2016 for Temple Ewell care home in Dover, Kent.</p>	02/02/2017	10/01/2017	Part Disclosure - Exempt	S14 (2)
0667	<p>1. How many requirement notices or warning notices has the CQC issued to residential homes or nursing homes in 2016?</p> <p>Can you also please provide the same details for 2015, 2014, 2013 and 2012.</p> <p>2. How many residential homes or nursing homes have been placed into special measures in 2016?</p> <p>Can you also please provide the same details for 2015, 2014, 2013 and 2012.</p> <p>3. How many nursing homes or residential homes were issued with a caution in 2016?</p> <p>Can you also please provide the same details for 2015, 2014, 2013 and 2012.</p> <p>4. How many residential homes or nursing homes were issued with fines in 2016?</p> <p>Can you also please provide the same details for 2015, 2014, 2013 and 2012.</p> <p>5. Can you also provide the total amount received in fines in each of these years.</p> <p>6. How many cases has the CQC prosecuted where people are harmed or placed in danger of harm in 2016?</p> <p>Can you also please provide the same details for 2015, 2014, 2013 and 2012.</p>	03/02/2017	20/01/2017	Full Disclosure	
0668	<p>How much do you pay for your office line rental and calls? We are offering unlimited landline and mobile calls to all new customers.</p> <p>Let us know how many desk phones you have and we will show you how much money you can save.</p> <p>Please do not hesitate to contact me should you require any further information.</p>	06/02/2017	30/01/2017	Full Disclosure	

0670	<p>1. Prior to CQC's recent inspection of The Recovery Hub Ipswich, was CQC aware that the current registered manager had been dismissed for Gross Misconduct from their former registered manager post in 2015?</p> <p>2. Prior to CQC's recent inspection of The Recovery Hub Ipswich, did CQC request a reference from the former employer?</p> <p>3. Prior to CQC's recent inspection of The Recovery Hub Ipswich, did CQC receive any written/emailed concerns regarding the current registered manager relevant to a CQC registered managers role and responsibilities?</p> <p>4. Did CQC fully adhere to CQC's policies and procedures in the assessment of the current registered manager of The Recovery Hub Ipswich?</p>	06/02/2017	19/01/2017	Part Disclosure - Exempt	S40(5)
0671	<p>Can you please tell me.</p> <p>1) on what date did Companions For You Ltd apply to the QCQ</p> <p>2) on what date did the CQC tell Companions For you that he did not meet the criteria</p> <p>3) Did you put this in writing and if so on what date did you tell hi he did not comply</p> <p>I would be grateful for a response by 17.1.2017</p>	03/02/2017	13/01/2017	Full Disclosure	
0672	<p>Can I request information such as anonymised copies of complaints made by whistleblowers and members of the public to CQC about specific care homes?</p>	06/02/2017	10/01/2017	Full Disclosure	
0675	<p>I am writing to request all copies of inspectors notes involved in the inspection of Rekindling House Luton on 1st June 2016.</p>	07/02/2017	06/02/2017	Part Disclosure - Exempt	S40 (2)/(3)

0676	<p>I would like to request information as allowed for under the Freedom of Information Act.</p> <p>I understand the CQC wrote to Northampton General hospital late last year “regarding the backlog and potential risk to patients that EMRAD currently poses.”</p> <p>EMRAD is the East Midlands radiology consortium: http://emrad.org/</p> <p>I would like to see a copy of the letter the CQC sent them.</p> <p>For reference, here is a link to the hospital's November board paper: http://www.northamptongeneral.nhs.uk/AboutUs/Board/2016-Board-meetings-and-papers/1611-Public-Board---24-Nov-16.pdf. You will find the reference above on page 13. I have also copied the reference in full below: Dr Swart advised that the ongoing issues with EMRAD had been discussed in detail. The Trust has received a letter from the CQC regarding the backlog and potential risk to patients that EMRAD currently poses. Dr Swart confirmed that a joint letter with other Trusts is being drafted to respond to the letter received from the CCG.</p>	07/02/2017	16/01/2017	Full Disclosure	
0677	<p>The contract information sent by the organisation previously has now expired please can you provide me with a new update of the telephone maintenance contract</p>	07/02/2017	23/01/2017	Full Disclosure	S21 (1)

	<p>Persuant to the FOI Act can you kindly release to me:</p> <p>1. Any and all documentation including Appeals against 'Inadequate' or 'Requires Improvement' ratings received by the CQC from Lester Aldridge lawyers of Bournemouth (acting for provider William Ernest Graham)</p> <p>1b: Any and all documentation held by the CQC from provider William Ernest Graham in relation to CQC investigations into the Graham Care YB Group dating between 2015 and 2017.</p> <p>2. Any and all documentation including emails received by the CQC from the BKR consultancy (or from its owner Bhavna Rao Keane or from BKR employee Ms. Charlie Jones) in relation to provider William Ernest Graham and Woodchurch House care home in Ashford or any of this provider's other 7 care homes.</p> <p>3: Any and all documentation including emails received by the CQC from provider William Ernest Graham in relation to Woodchurch House care home & Nursing Suites of Ashford.</p>				
0678	6. Evidence of any actions WHATSOEVER ever taken by CQC against provider	06/02/2017	31/01/2017	Neither Confirm or Deny	S44(2)
0680	7. Details of any 'experts in catheter management' employed by CQC.	06/02/2017	13/01/2017	Withheld	S12 (1)
0681	8. Copies of all documentation and Evidence of any actions ever taken by CQC against the providers of Orchid View/Southern Cross in West Sussex.	06/02/2017	01/02/2017	Part Disclosure - Exempt	S12 (1)
0682	<p>Persuant to the FOI Act 2000 I would like:</p> <p>Death figures for 2015-2016 for Woodchurch House Nursing Home and Care Suites, Brook Street, Ashford Kent.</p>	08/02/2017	17/01/2017	Full Disclosure	
0683	I'd like to please ask how many service users Acacia Homecare have.	07/02/2017	16/01/2017	Full Disclosure	
0689	I would like inspection information as per my request in 2014. I am able to download some of this information from your website. However, it doesn't have information relating to the inspector (anonymised or otherwise). In essence, I require this additional information along with the rating information for each provider you inspect. Where inspections haven't take place after the new regulations came into place, please indicate that.	10/02/2017	07/02/2017	Part Disclosure - Part Held	S12 (1)

0691	I wish to formally request that all information regarding the CQC's inspections of Accuvision laser eye surgery clinics inc' all associated communications with 3rd parties the CQC has had contact with regarding this matter e.g. the police be supplied to me within 20 days time from the date of this email as is detailed on the GOV.UK website.		08/02/2017	Clarification/ID not Provided	
0692	Under the Freedom of Information Act 2000 can you please provide statistics on the number of Registered Care Homes annually who cancelled their registration with CQC from 2000 - 2016? I only require the number per year over the period.	10/02/2017	01/02/2017	Full Disclosure	
0693	I would like a list of the Policies and Procedures that every Residential Care Home for the Elderly should hold.	10/02/2017	17/01/2017	Not Held	
0694	I am interested in the funding, management, and organisation of care homes in Shropshire. Please can you provide the accounts of Coverage Care Services, a not-for-profit organisation. I am interested in how their income and expenditure has changed over the years and how the salaries/benefits of those that work there are allocated. I am also interested in the recent reports of their care homes.	10/02/2017	24/01/2017	Part Disclosure - Part Held	S21 (1)
0695	Hello I am not sure if I will need to make a FOI request for this query? I am the responsible manager for the CQC registration of our Practice I am the senior GP partner at Penny Lane surgery Liverpool L15 9EH. It has come to our attention that a person has recently made malicious , unfounded and untruthful allegations to the CQC about our Practice. I would wish to see these allegations and to have the opportunity to rebut them. I understand that I can request this, provided the CQC or CCG are not taking action in response to the allegations? This is a serious and distressing issue and I would be grateful for your prompt response.	10/02/2017	16/01/2017	Withheld	S44 (1)
0697	Re Woodland Care Home, St Austell, run by Cornwall Care. Incident regarding xxx, occurring on 18 January 2016. Copies of documentation relevant to xxx [...] Particularly any documentation which passed between yourselves and Cornwall Care.	22/02/2017	16/02/2017	Full Disclosure	
0698	Is there a list of general practices that are currently on special measures? If so, could you send me the list via the email address provided.	13/02/2017	31/01/2017	Full Disclosure	

0699	<p>Selborne House is a service owned by the Company (Selborne Care Limited) and inspected by the Commission on 28th Nov and 1 Dec 2016.</p> <p>I would like to formally request (under the FOI Act 2000) access to (copies of) the notes made during the inspection by the Inspector, the Specialist Advisor and the Expert by Experience.</p>	13/02/2017	19/01/2017	Withheld	S31 (1)/(2)
0702	<p>Could you please provide the following information on GP practice inspections (Not PMS inspections, so exclude out of hours, dentistry, etc) for the years 2013, 2014, 2015, and 2016.</p> <ul style="list-style-type: none"> - Total number of practice's inspected - Total billed hours by <ul style="list-style-type: none"> o Non-clinical inspectors o GP inspectors o Other specialist inspectors - Total salary bill for GP practice inspection teams - Total billed expenses by inspection teams for <ul style="list-style-type: none"> o Food o Accommodation o Travel o Other <p>If it is anticipated that completing this request for all four years will exceed the maximum time threshold, please drop 2013.</p>	13/02/2017	18/01/2017	Part Disclosure - Exempt	S12 (1)
0703	<p>I was employed by Morris Care Limited as a Registered Manager, at Radbrook Nursing Home in Shrewsbury, during the period 2013 to 2016. I am applying for a new position with a different company and it would be extremely useful to me if I could be copied into the 2015 PIR, that I submitted to CQC in May/June 2015. Unfortunately the email account that I used at the time is no longer available to me.</p>	08/02/2017	08/02/2017	Part Disclosure - Exempt	S40 (2)/(3)

0704	<p>Our Client: xxx 73 Welbeck Avenue, Highfield, Southampton, SO17 1SQ ("the Property")</p> <p>We act for the above named client who owns the Property. Our client is currently in dispute, which is the subject of legal proceedings, relating to an agreement with a xxx regarding the Property.</p> <p>This matter has been ongoing for several years. We are now writing to you as part of the dispute relates to the use of the Property. Our client believes that an application was made to you to register the Property as a Care Home in 2009. xxx is now denying that he made an application and it is his case that any such application relating to the Property, if made, was made in his son's name, xxx.</p> <p>Accordingly, we should be grateful if you could confirm whether an application was made to you in relation to the Property and if so, who made the application.</p>	07/02/2017	20/01/2017	Not Held	
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0707	<p>I am seeking facts to clarify whether the CQCs actions are likely to solve the problems of people being threatened with banning or eviction from care etc homes for complaining.</p> <p>I noted the CQC reply to xxx 2 November 2016 FOI REQUEST ref CQC IAT 1617 O524 (via website WHAT DO THEY KNOW), which basically said that you do not routinely collect such information. However I cannot reconcile this with what I understand from campaign groups Compassion in Care, Your Voice Matters, Relations and Residents , who say that between them they have sent CQC several hundred examples over a period of time. First, did you received them, in which case what have you done with examples/cases sent to you by groups or individuals? Second, I wish to establish what the CQC knew and distilled from all sources including but not limited to CQC inspectors; the CQCs professional contacts with Social Services, internet trawls etc prior to the flurry of media interest in November 2017 in respect of:</p> <ol style="list-style-type: none"> 1. Reports of Eviction from Care etc Homes following complaints about care standards from residents, relations, friends or whistleblowers? 2. Reports of banning or restrictions on visiting Care etc Homes following complaints about care standards, from residents, relations, friends or whistleblowers? 3. Reports of threats or eviction, banning or restricted visiting being used to silence, or try to silence complainants? This includes whether the threat was overt or represented as say, 'inability to meet the residents needs' or arising from a complaint against the complainant eg aggression, interfering etc. 4. Any of the above where the relevant Social Services Department has sided with a)the Care Provider on one hand, or b)the (potential) complainant? <p>Third, given that safeguarding is an important matter, who decides whether a safeguarding allegation is serious and justified or a breach of care standard 14.73 (below) or similar?</p> <p>Fourthly, how far do the CQCS new reporting requirements go towards eliciting the information above? Fifthly, CQC emphasise that they wish to hear of problems but what evidence is there that effective protection from retaliation is given to residents, relations, friends or whistleblowers who wish to complain?</p>	15/02/2017	06/02/2017	Withheld	S12 (1)
0710	Please can I have copies of the capability policies ie both the previous and latest versions.	15/02/2017	06/02/2017	Full Disclosure	
0711	Request for NHS Trust IG information for research.		09/03/2017	Clarification/ID not Provided	

0713	<p>When did CQC Inspections stop being Inspections of the room's residents actually occupy, live in, are licensed tenants of, in Care and or Nursing Homes?</p> <p>Browsing several CQC Inspection reports they advise 'we looked into 3 rooms' or 'we looked into 2 rooms' followed by a standard phrase of 'rooms residents could invite us Into'.</p> <p>What about the rooms where residents cannot invite the Inspectors into, because of their capacity or communication problems? How can they be inspected to ensure they are habitable clean warm and safe, if the residents permission is needed?</p> <p>I am sure there is a common perception that CQC INSPECTIONS are of the WHOLE PREMISES of any home, as a statutory responsibility, not requiring the 'permission' of anyone. Whose permission to do INSPECTIONS does CQC require?</p> <p>What about shared rooms, how can they be assessed, to see they are safe, warm, clean, habitable and big enough to be shared ?</p> <p>Perhaps one resident could invite an Inspector in to the room occupied, but the other cannot. In that event, what actually occurs? Furthermore how can residents be licensed tenants, of half a room?</p>	15/02/2017	24/01/2017	Invalid Request	
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0714	<p>Given the well publicised difficulties of the Care system, with the limited resources available to both the CQC and Care Providers, keeping on top of lapses in care is challenging. I am seeking facts to clarify the effectiveness of CQCs policies relating to the involvement of Care etc home residents, their families, friends and whistleblowers in identifying and directly correcting poor care.</p> <p>How do CQC policies and care standards etc encourage and support residents, families, friends and whistleblowers in directly identifying and correcting poor care themselves?</p> <p>Please supply a summary of, or links to, any relevant reports or statistics indicating the effectiveness or otherwise of this specific use of these policies and care standards.</p> <p>In relation to monitoring and evidence gathering through open or covert filming or recording by residents, relatives, friends and whistleblowers, there is a contradiction between most Care etc homes rights as owners of private property to restrict recording or filming on one hand and S36 of the Data Protection Act –the Domestic Purposes Exemption on the other.</p> <p>What proportion of care etc homes restrict such recording /filming which would otherwise be allowed by S36?</p> <p>If any of this request is couched in terms which make it unduly onerous to answer precisely please let me know what you can provide with less effort.</p>	17/02/2017	15/02/2017	Not Held	
0715	<p>I am looking to obtain proof that this property (260-262 Hornby Road Blackpool, FY1 Residential Care Home known as Prospect House was run as a care home prior to my purchase as it is being advertised as a former care home. I would be grateful if you could provide details of any inspections/registrations that were carried out/held by yourselves or previous inspectorates, and in particular the dates concerned. I have not been able to find any archived reports using the search engine on your website.</p>	17/02/2017	23/01/2017	Full Disclosure	

0717	<p>Please acknowledge receipt of my request by email.</p> <p>The information is about enforcement notices placed on registered GP practices by CQC.</p> <p>Please provide me with:</p> <ul style="list-style-type: none"> • Number of enforcement notices the CQC has placed on registered GP practices to date • The amount of enforcement notices to date that have resulted in the a practice's registration being removed • The amount of enforcement notices to date that have resulted in a practice closure 		22/02/2017	Clarification/ID not Provided	
0718	<p>I would like to know:</p> <ol style="list-style-type: none"> 1. A list of dental practices and addresses within a 10 mile radius of my home address (WF8 4FB) 2. How many patients are registered at each practice 3. Maximum patients allowed at each practice 4. Any new practices proposed in that 10 mile radius in the next 12 months 	20/02/2017	17/02/2017	Part Disclosure - Exempt	S12 (1)

0719	<p>Please provide me with the following information in relation to the Experts by Experience contracts/programmes that you run: I use the abbreviation ExE to refer to Experts by Experience</p> <p>The total number of Experts By Experience that are currently available to CQC at the present time (Jan 2017) and the number that were available in January 2016: and then the following information:</p> <ul style="list-style-type: none"> i) a breakdown of numbers now available nationally - by contract? ii) a breakdown of numbers now available via the contract you have with Remply? iii) The number of ExE's that have transferred to Remply since Remply started the contract? iv) The number of ExE that have resigned since Jan 2016 both nationally and those who's contract would have been transferred run by Remply. v) You state you do not set rates of pay however if you are subsidising rates for existing ExE it thereby follows that you are aware of the rate's of pay - why are the CQC subsidising existing ExE pay rates? vi) Do the CQC intend to subsidise newly recruited ExE pay rates? vii) How many additional ExE's have Remply provided to the CQC. viii) what is the target or total numbers of ExE that the CQC wish to have available or have requested that Remply recruit? <p>If you are unable to release certain requested records because the requested information is caught by one or more exemptions, please provide a register of all information in the scope of the request, including that which is being withheld.</p> <p>However, I do not expect this information to be caught by any exemptions, given that the requested information is clearly in the public interest and that I am aware that the CQC already hold this data</p>	17/02/2017	08/02/2017	Full Disclosure	
0723	I would like to request the names and contact details of the care workers/carers who work at Bluebird Care Harrow, as well as how many there are.	20/02/2017	25/01/2017	Withheld	S40 (2)/(3)
0724	I would like to know how many care homes for people with learning disabilities and complex needs there are in the UK. Can you also provide me with figures for England, Scotland, Wales and Northern Ireland please?	21/02/2017	30/01/2017	Part Disclosure - Part Held	

0725	I wish to receive all information regarding the number of postponed or cancelled inspections from June 2016 to January 2017 (or the latest date for which these figures are available). I would be grateful to have a breakdown of the reasons for said cancellations and postponements. I also wish to know the number or inspections where an Expert By Experience was present and the numbers of inspections where an Expert by Experience should have attended but did not.	21/02/2017	09/02/2017	Part Disclosure - Exempt	S12 (1)
0726	I'd like a list of clients and care workers of Blue Bird Care in Harrow please	21/02/2017	25/01/2017	Withheld	S40 (2)/(3)
0727	<p>We require the following information to fully formulate our arguments.</p> <ol style="list-style-type: none"> 1. Could you please send us information about the expectations within the representations process, eg meetings, attendees, timescales etc. 2. We want copies of the inspectors handwritten and typed notes in relation to the inspection and inspection process. 3. We want copies of the notes in relation to the MRMs both typed and hand written in relation to the warning notice and inspection. 4. Copies of the allegations that prompted the inspection to take place. 5. Copies of any e mails relating to CSF and Jo Whittington sent throughout CQC and between CQC and the local Authority. 6. Copies of the hand written notes and any typed correspondence produced by the Ex by Ex involved 7. Copies of any emails or other records in relation to communications between the Ex by Ex and the inspector. 	20/02/2017	13/02/2017	Withheld	S31 (1)/(2)
0728	<p>Total of number of pressure ulcer notifications CQC received from Lansdowne Care Home London NW2 1TU in 2016 from 1 January - 31 December and the number of residents they were related to. (For example: 25 pressure ulcer notifications received in relation to 24 residents.)</p> <p>From the 7 serious injury 18-2a,b notifications made from 1 Oct - 31 Dec 2016, how many were related to pressure ulcers.</p>	15/02/2017	13/02/2017	Full Disclosure	
0729	Could I at least know the name of their registered manager blue bird care in harrow?	22/02/2017	26/01/2017	Full Disclosure	S21 (1)

0730	<p>Could you please provide the following information on GP practice inspections (Not PMS inspections, so exclude out of hours, dentistry, etc) for the calendar years 2014, 2015, and 2016.</p> <ol style="list-style-type: none"> 1. Total spend on GP practice inspections 2. Total expenses claimed by GP practice inspection teams 3. A breakdown of expenses claimed, as recorded by CQC. For example: <ul style="list-style-type: none"> - Food - Accommodation - Travel - Other 		01/03/2017	Clarification/ID not Provided	
0732	<p>I would like to request a copy of London and Manchester Healthcare's further application (vary or remove a condition) to reduce bed capacity from 64 - 32 beds. I would also appreciate a copy of Tameside Hospitals updated Statement of Purpose, confirming their 'expansion', along with any/all revised certificates of registration for both providers.</p>	23/02/2017	08/02/2017	Full Disclosure	

0733	<p>Pursuant to the Freedom of Information Act 2000 we request the following information in respect of enforcement action undertaken by the CQC against care homes regulated by the Commission:</p> <ol style="list-style-type: none"> 1. For the financial year 2013/14 please identify the number of Warning Notices issued by the Commission to care home providers. 2. For the financial year 2013/14 please identify the number of Notices of Proposal to cancel Registration issued by the Commission to care home providers. 3. For the financial year 2013/14 please identify the number of Notices of Decision to uphold a Proposal to Cancel Registration issued by the Commission to care home providers. 4. For the financial year 2013/14 please identify the number of care homes whose registration was cancelled subsequent to the issue of either a Notice of Proposal to Cancel Registration or a Notice of Decision upholding the Notice of Proposal. 5. For the financial year 2014/15 please identify the number of Warning Notices issued by the Commission to care home providers. 6. For the financial year 2014/15 please identify the number of Notices of Proposal to cancel Registration issued by the Commission to care home providers. 7. For the financial year 2014/15 please identify the number of Notices of Decision to uphold a Proposal to Cancel Registration issued by the Commission to care home providers. 8. For the financial year 2014/15 please identify the number of care homes whose registration was cancelled subsequent to the issue of either a Notice of Proposal to Cancel Registration or a Notice of Decision upholding the Notice of Proposal. 9. For the financial year 2015/16 please identify the number of Warning Notices issued by the Commission to care home providers. 10. For the financial year 2015/16 please identify the number of Notices of Proposal to cancel Registration issued by the Commission to care home providers. 11. For the financial year 2015/16 please identify the number of Notices of Decision to uphold a Proposal to Cancel Registration issued by the Commission to care home 	14/03/2017	07/03/2017	Part Disclosure - Exempt	
0734	<p>Re. care homes, often a Provider will make representations following receipt of CQC's Notice of Proposal to cancel registration. The CQC will then respond to the representations.</p> <p>* Can you please list every instance (anonymised if need be) clearly stating the town and county, date of NOP issue, date of receiving representation and time taken for CQC to respond?</p> <p>* During the period from making the representation to receiving the CQC response, some providers would have made voluntary care home closures. Can you please list</p>	27/02/2017	27/02/2017	Part Disclosure - Exempt	S12 (1)

0736	<p>Please provide the following information under the freedom of information act</p> <p>Subject - legionella controls</p> <p>Please provide the % of little used outlets flushed as as a legionella control measure at all healthcare trusts inspected between Jan 2016 and Jan 2017</p> <p>2: please provide % of trusts who have been inspected between Jan 2016 and Jan 2017 who have a water safety plan in place . Please provide list of providers</p> <p>3. Please provide a % of trusts inspected between Jan 2015 and Jan 2016 who have appointed authorised persons for water safety.</p>	24/02/2017	13/02/2017	Not Held	
0737	<p>I would like to reinstate this request now that the final report from the CQC has been published.</p> <p>Original request: I am writing as the N.I of Apna House LTD (1-101708605) with a request under the Freedom of Information Act for a copy of the peer reviewed draft report for Apna House following the inspection on 18th October 2016. I would also like to request as N.I a copy of the quality assurance tool used by the inspector prior to sending us the final draft report.</p>	23/02/2017	16/02/2017	Voluntary Disclosure - Provider	S40 (2)/(3)
0739	<p>I would also like to make an FOI for a copy of the bench mark scores being used to fill the G grade Administrator role via redeployment in the modernization structure.</p>	27/02/2017	13/02/2017	Full Disclosure	
0740	<p>Is it possible to have a list of all registered care homes with the operator an d, location and number of places? I am doing some research on the care home market in the UK.</p>	27/02/2017	01/02/2017	Full Disclosure	
0741	<p>In the 2016 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 2016 calendar year in relation to the whistleblowing category?</p>	28/02/2017	17/02/2017	Full Disclosure	

0742	<p>Please accept this amended Freedom of Information request sent in an email earlier today at 11.07am. We are carrying out some market research and growth in boutique care homes our interest being in person centered care. Please let us know how many care homes within Greater London are registered with the following numbers of permitted service users allowed to reside on the registered premises:</p> <ol style="list-style-type: none"> 1. 5 residents or less; 2. 5-10 residents; 3. 10 to 15 residents; and 4. 15-20 residents. <p>Please provide a list of care homes in the above categories 1-4. This will enable us to search the care homes on the CQC's Website.</p>	28/02/2017	01/02/2017	Full Disclosure	S21 (1)
0744	<p>Please provide me with a spreadsheet listing all domiciliary care employment agencies or employment business who are CQC licensees and licensed under a BS postcode at the close of business on 01/02/2017.</p>	01/03/2017	02/02/2017	Full Disclosure	S21 (1)
0745	<p>Please tell me under FOI</p> <ol style="list-style-type: none"> 1) How many people there are in the National Guardian's office 2) What are their job titles? 3) What is the range of salary bands in the National Guardian's office? 4) Please indicate, for each category, how many staff in the National Guardian's office have been recruited from these originating organisations: <ul style="list-style-type: none"> - NHS England - CQC - DH 5) How many staff in the National Guardian's office hold a legal qualification? 	02/03/2017	14/02/2017	Part Disclosure - Exempt	S40 (2)/(3)

0746	<p>Please advise:</p> <ol style="list-style-type: none"> 1) When did CQC first become aware of the fraud allegations against Paula Vasco-Knight? 2) How did CQC become aware of the fraud allegations against Paula Vasco-Knight? What was the source, or sources, of information by which CQC became aware of the fraud allegations? 3) When did the CQC first learn that the police had decided to charge Paula Vasco-Knight with fraud? 4) When was first contact made between NHS Protect and the CQC about Paula Vasco-Knight's case? 5) Please disclose all correspondence, with attachments, between NHS Protect and the CQC about the Paula Vasco-Knight case. 6) Please disclose all correspondence, with attachments, between NHS Improvement and the CQC about the Paula Vasco-Knight case. 7) Please disclose all correspondence, with attachments, between NHS England and the CQC about the fraud involving Paula Vasco-Knight. 	01/03/2017	24/03/2017	Part Disclosure - Exempt	S36 (2)
0748	<p>What was the stated amount from the Transformation budget that was used to fund the CQC Pharmacist Inspector grade A posts from the creation of those posts to the present day?</p> <p>In addition, Can you please provide me with the following information from CQC for the following years financial years 2014/15 and 2015/16 or calendar years 2014 and 2015, whichever is most appropriate:</p>	28/02/2017	23/02/2017	Part Disclosure - Exempt	S40 (2)/(3)
0749	<p>Please can you send by email copies of correspondence between the CQC and The Isle of Wight NHS Trust relating to mental health services that they provide since the CQC's most recent inspection.</p> <p>If applicable, please can you explain reasons why the CQC cannot disclose this information.</p>	02/03/2017	10/02/2017	Withheld	S31 (1)/(2)
0750	<p>Please provide me with the latest CQC report on CareLine Home Care Services - who I believe are based in Glasgow. My elderly neighbours are having their home care changed by Edinburgh Council from HomeCare to CareLine effective Monday 30/1/2017 and we would like to know more about this company.</p>	24/02/2017	03/02/2017	Not Held	

0751	<p>I am sending this request under the Freedom of Information Act to ask for the following information.</p> <p>How much money has the trust spent replacing items of equipment that have been loaned to patients and not returned – for the last three financial years - and up to the end of Jan 2017.</p> <p>This will include mobility products, toilet products, pressure relief products (including pressure relieving mattresses), lifting and handling products, specialist beds, specialist seating and bathing/showering products etc.</p> <p>If you need any further information from me in order to deal with my request, please call me on x 01228 640045. I would like the information to be emailed to me at susie.moss@bbc.co.uk</p> <p>If you are able to supply some of this information more quickly than other items, please supply each item as soon as it becomes available.</p> <p>If it is necessary for any reason to redact any information, please redact the minimum necessary and send me the rest of the document(s), explaining the legal grounds for each redaction. Please contact me if any part of this request is unclear.</p> <p>Please acknowledge receipt of this request.</p>		03/02/2017	Withdrawn	
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0754	<p>Could you provide statistics as follows regarding NHS referrals to St Andrews Healthcare, Wickford, Essex. The statistics requested cover total national figures and separate figures for one specific area (Kent & Medway) and I would appreciate figures for the last 5 years.</p> <p>For each of the years 2012 - 2016 please detail the following:</p> <p>1. Average Cost (to NHS) per patient referred to St Andrews Healthcare, Wickford, Essex</p> <p>2. Total number of NHS referrals to St Andrews Healthcare Wickford, Essex? Of this total how many fall into each of the following categories: 2i) Number who stayed at St Andrews < 6 months/6-12 months/12 -24months/>24 months who then were: a) Considered well enough to return home b) Community with CTO c) Referred elsewhere under Section</p> <p>3. Total number of NHS referrals < 18 yrs old/18-25 yrs old/>25 yrs old to St Andrews Healthcare Wickford, Essex? Of this total how many fall into each of the following categories: 3i) Number who stayed at St Andrews < 6 months/6-12 months/12 -24months/>24 months who then were: a) Considered well enough to return home b) Community with CTO c) Referred elsewhere under Section</p> <p>4. Please also supply a set of the above figures for Kent and Medway NHS and Social Care Partnership Trust.</p>	03/03/2017	15/02/2017	Not Held	
0755	<p>I am enquiring under the 'freedom of information act' as to reasons why the Wainfleet Surgery, Magdalen Way, Wainfleet, Skegness, was closed on the 10th November by the CQC inspectorate on the grounds of patient safety.</p>	27/02/2017	10/02/2017	Part Disclosure - Exempt	S40 (2)/(3)
0756	<p>Please can you provide a breakdown of the care home locations / providers that have been fined in the last three years and details as to what the fine was issued for.</p>	02/03/2017	17/02/2017	Part Disclosure - Exempt	S12 (1)
0757	<p>I cannot find the text that states that experts by experience are involved in the assessment of new and variation applications for learning disability services. Could you either point me in the right direction or send me a copy?</p>	16/02/2017	14/02/2017	Full Disclosure	

0758	<p>Freedom of Information request - Children taken into care after their parents reported sub standard care to the CQC</p> <p>Under the freedom of information act I would like to know how many children whose parents have reported to either the CQC or PHSO or hospital executives or NHS England whose C.E.O is Sir Simon Stevens have been taken into care where they have been abused.</p>	06/03/2017	15/02/2017	Not Held	
0759	<p>Please can you send me if possible the following all relating to Acute Trust/Independent Hospitals</p> <ul style="list-style-type: none"> •A copy of your inspection planning tool •A copy of your inspection handbook •A copy of your inspection checklist •And the Report Writing Guidance 	07/03/2017	13/02/2017	Part Disclosure - Exempt	S40 (2)/(3)
0760	<p>In 2012 the CQC produced a document entitled 'Inspectors Handbooks on Compliance Inspections'. Please advise if this guidance remains in force, or whether it has been updated. If it has been updated please provide a copy of the current version together with confirmation as to when the document will be reviewed.</p>	07/03/2017	08/02/2017	Full Disclosure	
0761	<p>I am sure that you must be aware that there is a gaming of the system, with a rush to deregister care homes and reconfigure them as supported living services. (You must have the data in CQC that gives an oversight to changes in the provision, and in order to avoid a Freedom of Information request, could you please let us know how many services since CQC's inception have deregistered for the purposes of providing an alternative supported living service.)</p>	28/02/2017	01/03/2017	Full Disclosure	
0762	<p>Please could you let me know the names and direct email addresses for your: Head of Research and / or Analysis If this/these exact job title is not in post then the closest person to the role or the Director in charge of the unit would be ideal please</p>	08/03/2017	08/02/2017	Full Disclosure	
0763	<p>Freedom of Information request - Investigation into Cardiothoracic Surgical Services at the Oxford Radcliffe Hospitals NHS Trust</p> <p>Re Cardiac Surgery (or services) at John Radcliffe Hospitals 2000 and 2007 Please may I have a copy or link to this report and the previous report of 2000. All the links I have tried are not available at either of these links; www.doh.gov.uk/stheast/oxcardiac/pdf Investigation into Cardiothoracic Surgical Services at the Oxford Radcliffe Hospitals NHS Trust, is available at www.healthcarecommission.org.uk.</p>	08/03/2017	08/02/2017	Full Disclosure	S21 (1)

0764	<p>2017 on Ashfields Care Home, 34 Mansfield Road, Heanor DE75 7AQ. For clarification this is described on your website at http://www.cqc.org.uk/location/1-1673105354</p> <p>Specifically I require all correspondence, notes and assessment material used and created by the assessment team prior to, during and following the visit on 8 and 9 December 2016 up to the current date.</p>	08/03/2017	27/02/2017	Withheld	S31 (1)/(2)
0766	<p>2DZ</p> <p>1. A copy of the complaints that your inspector was using as the basis of her inspection and subsequent report</p>	24/02/2017	16/02/2017	Withheld	S44 (1)
0767	<p>2DZ</p> <p>2. A copy of the notes your inspector took on the day</p>	24/02/2017	24/02/2017	Part Disclosure - Exempt	S40 (2)/(3)
0768	<p>I am working on a project regarding Information Sharing Policies and Data Flow Mapping (Information Governance). I am interested in finding out the Top 10 performing Trusts for these areas? Are you able to let me know this information.</p>	08/03/2017	10/02/2017	Not Held	
0770	<p>5. This FoI request is for information regarding the setting up, scheduling, progress and outcome of any investigation into xxx carried out by CQC and concerning the UHMB Parkinson case. I request only electronic copies of any documents, screenshots, emails etc. – no paper copies required.</p>	08/03/2017	06/03/2017	Not Held	
0771	<p>I am trying also to get the 2000 report; "Report of the external review into Oxford cardiac services. Issued by the South East Regional Office S Bridge, J Dussek, W Macpherson - 2000 - Leeds: NHS Executive"</p>	08/03/2017	10/02/2017	Not Held	
0774	<p>RE: Notification of Serious Injury to Service User.</p> <p>Are you able verify and give me a copy of the report you received please?</p>		09/03/2017	Clarification/ID not Provided	

0775	<p>Whistleblower contacts with CQC about mental health trusts</p> <p>1) Which mental health trust has had the most staff whistleblower disclosures to CQC over financial years 2013/2014, 2014/2015, 2015/16 and 2016/17 year to date?</p> <p>2) For the same financial years, what was the total number of whistleblowing contacts made to CQC by staff from from all mental health trusts?</p> <p>3) For the same financial years, can you tell me for Berkshire Healthcare NHS Foundation Trust and North Essex Partnership University NHS Foundation Trust</p> <p>a) The number of whistleblower disclosures to CQC about each of these two trusts</p> <p>b) The nature of the whistleblower disclosures to CQC about each of these two trusts</p> <p>c) The outcome of these whistleblower disclosures and action taken by CQC in response to the whistleblower disclosures, from each of these two trusts</p>	09/03/2017	07/03/2017	Full Disclosure	
0776	<p>Please include all records and communications about the disclosures that I have made to CQC</p> <p>[about Cornwall Partnership NHS Foundation Trust], including CQC's actions in response to my concerns, the instigation of an external review into my concerns, the outcome of the external review and the CQC's response to the external review.</p>	09/03/2017	08/03/2017	Part Disclosure - Part Held	S40 (2)/(3)

0777	<p>Please may I make a request under the freedom of information Act 2000 in respect if the below points:-</p> <ol style="list-style-type: none"> 1) how many establishments fall within the North West portfolio of inspected premises/health care settings. (Specifically those within the criminal justice system) 2) what are the pay scales for inspectors within the health and justice setting 3) how many settings fall within the portfolio managed by 1 individual inspector 4) how many inspections does an inspector complete on average per year 5) what financial compensation is afforded to home-workers for use of their own premises/electricity/internet etc 6) what financial compensation is afforded to inspectors in respect of transport to inspections and use of own vehicles. 7) what promotional opportunities are available to inspectors? 8) how many health and justice inspectors are currently in post and how long have they been in post? 9) what opportunities does the CQC offer for professional development of an individual 10) what resources/equipment are provided to a home worker within the CQC to undertake their role effectively. 	13/03/2017	09/03/2017	Full Disclosure	
0779	<p>I am at the end of my FND diploma in health and social care management and for my research project, I am working on home cares in England. My main purpose is quality assurance and guarantees provider gives or has to fulfill. Just wonder, how I can get a copy of a successful and a copy of successful application form for registration of new provider with CQC. I would believe this kind of documents are public. I would appreciate if these documents are not older than 3 months. Or you can guide me how to request such documents.</p>		16/03/2017	Clarification/ID not Provided	
0781	<ol style="list-style-type: none"> 1) In 2016, how many residential care homes or nursing homes opened? 2) In 2016, how many residential care homes or nursing homes closed? 3) how many of those closures were "short notice closures" (occurring in less than 3 months) 4) how many care home residents were affected by "short notice closures" 5) What was the reduction/increase in the number of residential care beds during 2016? 	14/03/2017	14/03/2017	Part Disclosure - Exempt	S12 (1)

0782	<p>Under the Freedom of Information Act I wish to request the following information:</p> <ul style="list-style-type: none"> - Please provide the number of unannounced hospital and GP surgery inspections during each of the last three financial years, plus the current year (2016-17) so far. - Please provide the outcomes of each of these visits in brief detail. - Please provide the number of staff whose job role includes involvement in unannounced visits – whether in preparation for the visit, actual inspection or analysis and outcomes following a visit. Please provide their total salary bill. - What were the headcount and salary bill for these staff during the same financial years as above? - Please provide the number of hospitals/GP surgeries currently in special measures, inadequate or requires improvement ratings and what those figures were at the start, or close of 2014, 2015 and 2016, depending on which is easiest for you to 	16/03/2017	16/03/2017	Full Disclosure	
0783	<p>I would like to [...] request [...] the following: ICT Documents 1. ICT Strategy- I require the document that hold future plan and strategy of the organisation's ICT department. 2. ICT Departmental Business Plan 3. ICT Technical Strategy. 4. ICT Structure 5. ICT Capital budgets and programmes Can you please provide me with the latest document to date the organisation holds and please state this within the response.</p> <p>If the organisation doesn't have a document that covers the current financial year, please provide me with information (month) on when this document will be published or updated.</p> <p>Lead member: Cabinet Member for ICT and Telecommunications come under. Please can you provide me with their direct contact details including their Full Name, Actual Job Title, Contact Number and Direct Email Address?</p> <p>Can you please provide me with a direct link to this committee?</p>	16/03/2017	03/03/2017	Part Disclosure - Exempt	S40 (1)
0784	<p>could I check to find out the breakdown of private and government owned diagnostic imaging services providers in UK? As well as the names of those companies.</p>	09/03/2017	17/02/2017	Invalid Request	
0785	<p>I request all information that the CQC holds on my previously registered company, Friends Care Ltd</p>	16/03/2017	27/02/2017	Withheld	S12 (1)

0786	<p>Please can you provide for me under the FOI all correspondence between CQC, Monitor/NHS Improvement and South East Coast Ambulance Foundation trust with regard to:</p> <ul style="list-style-type: none"> • Any allegations of Bullying • Including allegations of bullying by executives at South East Coast Ambulance trust • Allegations of bullying at Coxheath Emergency Operations Centre • The "Red 3 protocols" introduced by South East Coast Ambulance trust <p>In addition, please provide all correspondence between:</p>	17/03/2017	01/03/2017	Withheld	S12 (1)
0787	<p>I would wish to make the following request for information:</p> <ul style="list-style-type: none"> • The overall rating of each registered LD care home by name, location and maximum bed numbers • The outcome of the pre-LD consultation request for feedback from providers (placed on the provider portal in October or November 2016) to ascertain the impact of the CQC Policy, Registering the Right Support on the LD sector 	21/03/2017	09/03/2017	Full Disclosure	
0788	<p>I would like some information / reports for the kestrel lodge care home at Kirkby in Ashfield NG17 7DX . In particular any information about why the care home closed in summer 2016. I have read previous inspection reports, but these do not mention the closure. The said property is currently up for sale and before proceeding any further with any business options I need all current details/ reports.</p>	21/03/2017	09/03/2017	Full Disclosure	

0789	<p>We write to request the following information/documentation pursuant to the Freedom of Information Act 2000:</p> <ol style="list-style-type: none"> 1. A copy of the current CQC guidance to CQC inspectors, and other CQC employees, in respect of the following matters: <ol style="list-style-type: none"> a. How to conduct an inspection b. How to decide on a rating for a service c. How to deal with a provider's factual accuracy response d. How to deal with a rating review – including when an independent review should be consider the case and how staff should determine whether CQC has failed to follow the correct process e. When enforcement action may be taken and process for such enforcement action – including urgent enforcement action f. How to determine whether a supported living service is correctly registered for “personal care” or whether it should be registered for “accommodation for persons who require nursing or personal care” 2. Please confirm how many factual accuracy responses have resulted in the overall rating of a service being increased, during: <ol style="list-style-type: none"> a. 2014 b. 2015 c. 2016 3. Please confirm (i) why the limit of 500 words was imposed to a provider's reasons for requesting a rating review; (ii) the legal basis justifying this restriction; and (iii) how CQC will respond to reviews which contain more words/information than the limit of 500 which CQC has sought to impose (i.e. will the rating review still be considered or will it be rejected). 4. Please confirm how many prosecutions have been undertaken by CQC since January 2016 and the outcomes. 5. Please confirm how many fixed penalty notices have been issued by CQC since January 2016 and which categories of offence they relate to. 	21/03/2017	08/03/2017	Part Disclosure - Exempt	S42 (1)
0790	<p>I work for the West Kent Local Referral Unit for adult community services and have been tasked with finding out all of the Nursing and Residential Homes and their addresses, within our West Kent CCG area for a new computer system we are implementing called Aadastra.</p> <p>Would you be able to provide this for me under the Freedom Of Information Act or if not, advise me as to where I can find such information?</p>	23/03/2017	23/02/2017	Full Disclosure	S21 (1)
0791	<p>Please can you provide the latest update of care homes in the uk with working telephone numbers</p>	23/03/2017	23/02/2017	Full Disclosure	S21 (1)

0794	<p>A CQC board paper said that from April 2016 the CQC has had 802 whistleblowing enquiries relating to hospitals.</p> <p>I would like to request:</p> <p>a) Which providers each individual enquiry related to</p> <p>b) Of those 802, which hospital providers were part of the overall eight per cent of all whistleblowing enquiries that saw an inspection brought forward or scheduled as a result of information from whistleblowing.</p>	23/03/2017	20/03/2017	Full Disclosure	
0796	<p>I work at a care home for adults with learning disabilities and challenging behaviour. Our company has recently been taken over with new owners, On their first day they have been in service users room without asking permission from service users or staff and just walking in, are they allowed to do so? No respect or dignity shown towards the service users. They have also stopped the home buying fizzy drinks so they have to buy their own and pay towards petrol, all this was covered before? These are high fee rates paid, can they treat people like this?</p>	24/03/2017	24/02/2017	Invalid Request	
0797	<p>I would like to make a freedom of information request as to the names of the individuals who form the advisory group you speak of.</p> <p>The advisory group includes senior managers, pharmacists and practicing GPs who have specialist experience in digital health</p> <p>Given that there are concerns about an appearance of potential conflicts of interest specifically when it comes to our competitor Babylon, we feel that we should have a right to know who exactly has been making the decision to stall us based on criteria which were very clearly not applied to said competitor.</p>	23/03/2017	20/03/2017	Full Disclosure	
0799	<p>15. Reg.18(2)(e) Care Quality Commission (Registration) Regulations 2009 - "any abuse or allegation of abuse in relation to a service user" Reg.8(2)(f) Care Quality Commission (Registration) Regulations 2009 - "any incident which is reported to, or investigated by, the police"?</p> <p>I'd be grateful if you could supply a similar breakdown for 2015-2016 and 2016-2017 so far.</p>	24/03/2017	22/03/2017	Full Disclosure	

0802	<p>Firstly I would like to know if there is a stipulation within care/nursing homes stating how often a resident, who is self-funding, should be invoiced for their care? I would also like to know if the CQC are aware of any official body which oversees the invoicing of residents or is it controlled entirely by the management of a Care Home?</p>	27/03/2017	03/03/2017	Full Disclosure	
0803	<p>Under the freedom of information act I am requesting all details of the conversations with xxx regarding the email below. (original e-mail from xxx on 1/4/16 - see request)</p>	27/03/2017	28/02/2017	Full Disclosure	
0805	<p>A. Lift Service and Maintenance B. Air Conditioning and Ventilation Servicing and Maintenance C. Cleaning and Janitorial D. Mechanical And Electrical Maintenance E. Property Maintenance And Day To Day Repairs</p> <p>In regards to the types of contracts I have displayed above can you please send the Organisation's primary contracts? Or can you please send me the contract that are above £1000.</p>		27/03/2017	Clarification/ID not Provided	
0807	<p>1. The total cost of PMS inspections (not national policy or oversight) and follow ups from 2014-15 onwards broken down to: o Pay expenses o Non pay expenses (If available please provide detail of non-pay costs)</p> <p>2. The total cost of GP inspections from 2015-16 onwards.</p>	29/03/2017	07/03/2017	Full Disclosure	
0812	<p>I'd like to see the current list of Providers registered to provider medications online.</p>	31/03/2017	21/03/2017	Full Disclosure	

0813	<p>I would be grateful if you could please provide the following information in relation to CQC rating reviews for all types of providers:</p> <ol style="list-style-type: none"> 1. The number of rating review requests that have been submitted since 4 November 2016 2. The result of these reviews (i.e. how many were closed (and the reason for this e.g. it was established that there were no grounds for review) and how many progressed to an independent review) 3. Of those that it was established had grounds for review, how many resulted in: <ol style="list-style-type: none"> a. an increase in rating(s); b. a decrease in rating(s); c. a mixed outcome (ratings increased and decreased); and d. no change to ratings. 4. Data on the amount of time it takes the rating review team to respond fully to a rating review request including the longest and shortest time periods 	03/04/2017	14/03/2017	Full Disclosure	
0814	<p>Can you please provide the Death Notifications for Pilgrims Hospice 56 London Road, Canterbury Kent CT2 8JA t 01227 459700/ 812612</p> <p>From 01 January 2011 to 31 December 2016</p> <p>And for comparison Pilgrims Hospice Hythe Road, Willesborough Ashford, Kent TN24 0NE t 01233 504100</p> <p>And Pilgrims Hospice Ramsgate Road, Margate Kent CT9 4AD t 01843 233920</p>	03/04/2017	29/03/2017	Part Disclosure - Exempt	S41 (1)
0815	<p>Under the freedom of information act I am requesting copies of all responses to FOI requests relating to Newbarn Ltd, CQC Provider Number: 1-238678920 made over the period 01.01,15 until today, 07.03.2017</p>	04/04/2017	07/03/2017	Full Disclosure	

0816	<p>1. How many total deaths have been reported in care homes across England in the past three years? Please can you break this down by year as recorded.</p> <p>2. What was the cause of death shown in death certificate (if known)? Please break this down by year and provide as much detail as possible.</p> <p>3. How many of these deaths over the past three years were unexpected? Please can you break this down by year.</p> <p>4. How many of the deaths over the past three years were subject to a formal investigation? Please break this down by year and provide information about the result of the formal investigation if possible.</p> <p>5. How many of the total reported to the CQC over the past three years took place within 30 days of the use of restraint? Please can you break this down by year as recorded.</p> <p>6. How many of the unexpected deaths over the last three years were linked to "concerns relating to the use of medicines"? Please break this down by year and provide details of what the medical error was (eg overdose)"</p> <p>7. How many deaths were reported as "safety incidents under duty of candour" over the last three years? Please break this down by year.</p> <p>8. How many of the unexpected deaths were people in care who had mental health conditions? Please provide as much detail on the cases as possible</p> <p>9. How many care homes 2016-17 needed further inspection due to having a high number of unexpected deaths?</p> <p>10. How many of these care homes were closed as a response? Please provide information on response taken by the CQC</p>	06/04/2017	30/03/2017	Part Disclosure - Exempt	S12 (1)
0817	<p>document.</p> <p>Please therefore electronically share with me the document from which you are making this judgement.</p> <p>I also require the date that the patient safety report was shared with the commissioners please.</p>	03/04/2017	20/03/2017	Full Disclosure	S40 (1)
0818	<p>I would like to see a copy of the inspectors 'form' when an official inspection is carried out on a nursing home for the elderly/specialist dementia care home please.</p> <p>I have a copy of the general standards book of guidelines but I would like to see what the actual inspectors are asked to check and how they do this.</p>	04/04/2017	07/03/2017	Full Disclosure	

0819	<p>Under the Freedom of Information Act 2000, I'd be grateful if you could help me with the following about government procurement card spending.</p> <p>1. Please provide me with a breakdown of the department's spending via government procurement cards, in annual breakdown over the years 2015/2016/2017, listing how much was spent in each year.</p> <p>2. Please include in this breakdown the amount charged on each occasion over 2015/2016/2017, when it was charged, and what it was for. Please include detail like if any department trips, what the name of the hotel was, or any food – what the brand/restaurant was, as is feasible within cost/time limits.</p> <p>I should add that I am conscious of the government's programme of publishing GPC spending monthly when the transactions are above £500. However I should make clear as regards any overlap of my request with already publicly available information, that I would be interested in the information below £500</p>	31/03/2017	31/03/2017	Full Disclosure	
0821	<p>LOCATION ID:1-126350175. BIRCH GREEN CARE HOME, IVYDALE, SKELMERSDALE, LANCASHIRE WN8 6RS CQC INSPECTION VISITS CONDUCTED ON 2 February 2017 & 21 February 2017</p> <p>Under the Freedom of Information Act 2000, in regards to the above, I write to you on behalf of the above named as the registered provider, please provide me with copies of all notes and records relating to the above inspections, including the following:</p> <ul style="list-style-type: none"> • Details including full names, job titles and employing organisation, for each inspector involved in the two inspection visits referred to above. • As above, to include those involved in any pre and post inspection meetings. • Each individual inspector's notes, including handwritten and/or electronic, including those taken during the inspection visits. • Related meetings and discussions, including copies of records relating to all pre and post inspection visit meetings and conversations. • Feedback gathered by the CQC from all sources, including but not limited to; other agencies, organisations, bodies, community professionals, employees, residents, relatives and other parties. <p>A schedule of the evidence the inspectors have considered to inform their subsequent report(s) and proposed actions.</p> <ul style="list-style-type: none"> • All internally communicated records relating to the above, including internal emails. • A schedule listing any meetings held to discuss the aforementioned, wherever notes were not taken or are not available 	05/04/2017	24/03/2017	Withheld	S31 (1)/(2)

0823	Please provide all records of financial transactions made by the Care Quality Commission to Woking High School Academy Trust.	05/04/2017	10/03/2017	Not Held	
0824	Commission and Gama Healthcare Limited, including any of its group companies, distributors or agents? What if any commercial relationships exist or have existed in the past between your Inspector and Gama Healthcare Limited, including any of its group companies,	05/04/2017	17/03/2017	Full Disclosure	
0826	2. What is the annual spend on business related travel at Care Quality Commission? 3. What proportion (%) of your annual spend on vehicle transport relates to cars and light commercial vehicles up to 3.5t? 4. Who is the person within Care Quality Commission responsible for procuring and/or managing business travel? (Please provide name, job title, telephone, email and address details) 5. Who are your current suppliers/providers for your existing business travel arrangements (lease, ownership, hire or rental)? 6. When are your current vehicle transport arrangements due to expire? (Please provide details of each form of transport and each provider) 7. What are your current annual employee CO2 emissions, relating to business travel (in tonnes)? 8. What is the average contract term that you have with your current business travel providers?	06/04/2017	16/03/2017	Full Disclosure	
0827	I am a Community Mental Health Nurse working For the Care Home in Reach Team in East Sussex. Part of our role is help Care/ Nursing homes improve the quality of life for their residents who have dementia. We are Part of Sussex partnership NHS foundation trust(SPFT). I am requesting information in regards to the research basis of the SOFI observational tool used by the CQC. The reason for this is that as part of our work we often use an observational tool Sit and see, devised By lynne Phair. However we can only use it with residents who are patients of SPFT. I am fully aware of how powerful observational tool can be to inform care.	22/03/2017	17/03/2017	Part Disclosure - Exempt	S38 (1)
0831	Please can you provide me with copies of the most up to date version of CQC's guidance documents 'Disclosure of Information to Providers' and 'Sharing information, Guidance for Operations Staff' . Please can you also supply me with copies of any other CQC guidance documents which deal with requests for disclosure of inspection notes to Providers.	07/04/2017	30/03/2017	Full Disclosure	

0834	Can you please release the evidence that the CQC said they were unable to release last time I asked (the evidence presented to the judge for the swift closure).	04/04/2017	21/03/2017	Part Disclosure - Exempt	S44 (1)
0835	ii. Under the FOI act, I would like to know what percentage of applicants, in the last 5 years, have had their nationality noted for "checking" purposes in this way. If there are any, please break down their nationalities.	29/03/2017	20/03/2017	Withheld	S12 (1)
0836	Normanton Village View Inspection June 2016 We would like to request under the freedom of information act 2000, that you send us all the changes made through the process, as we understand from the inspector, the report went through a number of changes	30/03/2017	30/03/2017	Full Disclosure	
0837	Request for information under the Freedom of Information act. <ul style="list-style-type: none"> • I am requesting a copy of the inspection notes from our most recent inspection at our homes 68 & 70 Conway Drive. • The inspection was carried out by an inspector • The inspection was carried out in February 2017. 	10/04/2017	15/03/2017	Withheld	S31 (1)/(2)
0841	On 27 February 2017 I wrote to you requesting your Policy and Procedure in compliance of the Equality Act 2010 but I have not yet received this. Please note I would like this policy as a reference to your handling of the matter compared to Annex 6 Elmar care Home and annex 7 Premier Care Limited. I have indicated this before and I hereby mention it again, this is part of the evidence I wish to rely on.	10/04/2017	17/03/2017	Full Disclosure	

0847	<p>I am writing to request a copy of meeting minutes under our right to view such material that may be held on computers, in emails and in printed or handwritten documents. These Meeting minutes are in relation to Freedom Care's use of overt surveillance.</p> <p>In a recent email to myself, a CQC inspector wrote the following: "Further to your email 20 February 2017, I have now had the opportunity to discuss these issues with my manager and other colleagues. We would be grateful if you could provide us with a response to the following questions."</p> <p>Inspector was referring to the use of CCTV in one of our homes. Therefore, I am writing to you to request the meeting minutes from this discussion.</p>	12/04/2017	20/03/2017	Withheld	S31 (1)/(2)
0848	<p>I would like to find out the insurers of Classic Care Homes Daisy Bank Nursing Home, Leek Road, Cheadle, S-O-T ST10 1JE at the time the incident occurred. If you could kindly give me this information that would be grateful, as I believe I am entitled to be told this under the Freedom of Information Act.</p>	12/04/2017	21/03/2017	Not Held	
0852	<p>How many adult care homes with learning difficulties are registered in each of the London boroughs? Excluding old age 65+ and dementia. Please provide a breakdown of the total number by each borough. Please can you provide me with a list if possible. I have used the search system but there is no clear way to get a list.</p>	19/04/2017	20/03/2017	Full Disclosure	S21 (1)

	<p>Adults and I wondered whether the below is information that you hold and can provide us with?</p> <p>Are you able to hep with question 1b please?</p> <p>1. a) In relation to council funded care homes, how many safeguarding complaints did the council receive in 2016,2015 and 2014? (Please give this an individual number for each year.)</p> <p>b) How many of those complaints resulted in the council or provider receiving a "report to prevent future deaths" report (A regulation 28 report) issued by a coroner just in 2016.</p>				
0866	If you are able to respond by 13 March, this will enable us to respond within our Fol		28/03/2017	Invalid Request	
0867	Please could you accept my request under 'the freedom of information act 2000' as to regards 40 The Lower Sands Dymchurch. As according to your website it is provided by Lothlorien Community Limited, as I believe this is outdated as in 2012 Bay View Care LTD took over providing a service on this home. So could you please on this request provide information as to when this home was registered under the new providers Bay View Care LTD, or if not could you provide information as to whether this home is at all registered to anyone, given the time (ie date, month and year of registration)	19/04/2017	28/03/2017	Full Disclosure	
CQC IAT Apr 17 - Dec 17	Description of Information Request	Deadline	Date of Disclosure	Outcome	Exemptions
0001	Who inspects the CQC? Please can I see the most recent inspection report?	03/05/2017	18/04/2017	Full Disclosure	
0002	I work as a researcher at the University of Surrey. I have seen that some academic publications use data on "Urgent and life-threatening (category A) ambulance calls responded within eight minutes" and they mention CQC as a source. Is it possible to get access to those data, for research reasons, for the period after 2005?	04/05/2017	20/04/2017	Full Disclosure	S21 (1)
0003	<p>Please can you advise me of the scope of your assessment of GP Complaint handling and Resolution, with reference to a Practice's history and use of recorded actions in protracted negligence cases?</p> <p>Perhaps you have standing instructions rather than 'guidelines' with regard to this, that I could see, that would show me how these ratings are arrived-at?</p>	05/05/2017	18/04/2017	Full Disclosure	

0004	I am after a list of all homecare agencies, including postcode, and their overall ratings and the ratings against specific areas. Last date of inspection would be great too. Is this something you are able to provide? All of these are available on your website but not in a consolidated place.	08/05/2017	05/04/2017	Full Disclosure	S21 (1)
0005	01. How many Social Workers from Newcastle Social Services have lost their jobs for failing to protect children between 2000 to 2016 02. How many social workers from Newcastle Social Service have neglected vulnerable adults and as a result have been barred from working with vulnerable adults 2009 to 2016 03. How many complaints have you received from xxx that claim Torture in the North East of England 2009 to 2017	09/05/2017	13/04/2017	Withheld	S12 (1)
0006	I would like to know why the CQC needs the name and address of GP providers' own GP. Additionally: Are any other providers (dentists, nurses, hospital doctors) required to give this information. How many times has the CQC approached the GP of the provider healthcare professional for information?	10/05/2017	26/04/2017	Withheld	S12 (1)
0009	1. Do the significant events referred to relate to Grosvenor PI's failure to diagnose my Lyme disease over ten years and/or the failure to provide the correct dosage of drug when eventually treated, corrected by the patient, and/or the audit undertaken in response to my complaint and the several patients identified with Lyme disease by that audit? 2. I wish to see the practice minutes referred to in your second report which the CQC claims to have studied.	09/05/2017	04/05/2017	Withdrawn	
0010	Please supply me with the names of the policies you, as an organisation, require NHS Foundation Trusts to have in place.	11/05/2017	28/04/2017	Full Disclosure	

0011	<p>Please tell me:</p> <ol style="list-style-type: none"> 1) What sponsorship the National Guardian's office has in place, in terms of the sponsors and the details of sponsorship provided. 2) Did the National Guardian's office seek sponsorship or was it offered sponsorship. 3) Did and or does the National Guardian's office receive any form of sponsorship (including provision of meeting venues, subsidised marketing materials, any support for conferences and other events) from the law firm Bevan Brittan LLP, the occasions when sponsorship was received, and the details of the sponsorship. 4) Has the National Guardian's office allowed Bevan Brittan LLP to distribute Bevan Brittan LLP's marketing materials at events organised by or sponsored by the National Guardian's office? 5) Has or does Bevan Brittan participated in any training events organised/ held by the National Guardian. If so, what training has Bevan Brittan provided, when and to whom? Please share copies of any written training material by Bevan Brittan LLP. 6) Has the National Guardian's office paid for any services by Bevan Brittan LLP? If so, please disclose the details of the services and the respective costs. 	11/05/2017	27/04/2017	Not Held	
0012	<p>We would be grateful if you could provide the following information to us:</p> <ol style="list-style-type: none"> 1. Can you please provide us with the number of notifications you have received in the calendar year 2016 for notifiable errors relating to medication administration in Care Homes? 2. Can you please provide us with the number of notifications you have received in the calendar year 2016 for notifiable errors relating to medication administration in Care Homes? 3. Can you please provide us with a list of notifiable errors relating to medical administration in Care Homes including the date of the incident and the name of the Care Home? 4. In the calendar year 2016 have you penalised any Care Home for serious medication administration errors ? If so how many? <p>We are trying to ascertain how frequently residents in care homes suffer from being</p>	12/05/2017	27/04/2017	Withheld	S12 (1)

0013	<p>Can you help us by sending us a report that identifies the following:</p> <p>a) Since 01/01/13 care homes that have opened, where Warwickshire is the host local authority.Can this give full details i.e. name of service / address / provider name / number of beds / nursing-non nursing care / client groups etc.Giving the start date in each instance.</p> <p>b) Since 01/01/13 care homes that haveclosed, where Warwickshire is the host local authority.Can this give full details i.e. name of service / address / provider name / number of beds / nursing-non nursing care / client groups etc.Giving the closing date in each instance.</p>	08/05/2017	03/05/2017	Full Disclosure	
0014	<p>Re: Lester Aldridge & Co Solicitors "Acted for a client in defending action by CQC to cancel the registration of the client's care home, reaching a settlement with CQC to allow the home to remain open."</p> <p>Persuant to the Freedom of Information act I would like to know if the care home the CQC reached a settlement with was part of the Graham Care Ltd group.</p>	12/05/2017	11/04/2017	Not Held	
0015	<p>1) How many subject access requests has the Care Quality Commission received from individuals who have identified themselves as 'whistleblowers' or as people who have 'whistleblown' to the CQC, who have sought access to data about the CQC's actions in response to their whistleblowing disclosures to the CQC, since the CQC came into existence in 2009?</p> <p>2) In how many of these cases has CQC complied with the request for personal data within 40 days? In the cases where CQC has not complied with the statutory deadline of 40 days, please give</p> <p>a) Details of the number of calendar days delay in the completed cases in which CQC failed to comply with the 40 days standard.</p> <p>b) Details of the number of calendar days delay so far, in the cases which are not yet completed, but in which CQC has failed to comply with the 40 days standard.</p> <p>3) How many complaints has the CQC received in total regarding its failure to comply with the 40 day standard (in relation to all Subject Access Requests and not just those received from individuals who identified themselves as whistleblowers or as people who have whistleblown to the CQC).</p>	12/05/2017	12/04/2017	Part Disclosure - Part Held	

0016	<p>40 inspectors from the Care Quality Commission (CQC) descended on the GWH this week.</p> <p>They are being accommodated in a hotel and are bussed to the GWH every morning.</p> <ol style="list-style-type: none"> 1. What is the cost of the accommodation? 2. How much is the bussing? 3. What is the total cost? 4. What budget pays? 	12/05/2017	28/04/2017	Full Disclosure	
0017	<p>I have been asked by a third party to provide confirmation that we were registered for all our homes dating back to April 2004 for Cedardale, July 2004 for Hamiltons and July 2006 for Mont Calm, Maidstone.</p>	12/05/2017	12/04/2017	Full Disclosure	

0018	<p>List of specific details required but entire reports and enquiries are requested Relating to CQC findings and enquiries so far relating to Queen's Hospital, Romford of security and availability of drugs and non-compliance with the safe locking away of drugs</p> <p>All details about the CQC findings and enquiries so far relating to Queen's Hospital, Romford of security and availability of drugs, including:</p> <p>a) Details relating to death on Mandarin B ward related to open PODs prior to August 2013. Details of any other deaths specifically related to drug access by patients/free access to drugs either before or after August 2013.</p> <p>b) Reports and details of whether or not the CQC found any clinical concern/health and safety risk in relation to trolleys being left unlocked, key access/uncontrolled drug key availability/POD access/administration of drugs by nurses (August 2013 to date), including all the papers on which the reports were based.</p> <p>C) Details of the Guardian appointed for Queen's hospital for whistle blowing – when was this appointment was made/when was the system first operational at Queen's Hospital – name of first guardian appointed and any details (2013 to date). *</p> <p>d) Details of how many cases the Guardian dealt with during 2013, 2014, 2015. *</p> <p>e) Details of findings/improvements needed/made at Queen's Hospital while in special measures in relation to trolleys being left unlocked, key access/uncontrolled drug key availability/POD access/administration of drugs by nurses (August 2013 to date).</p> <p>F) Details of all reasons found for unlocked trolleys/PODs (2013 to date)</p> <p>g) Subject Access Request under section 7 of the Data Protection Act 1998 – see CQC IAT 1718 0019</p> <p>h) Details of Mr G Etheridge, Deputy Chief Nurse/Ms Douglas/and or CQC concerns/reports/discussions/other in relation to key availability/drug access on Mandarin B and throughout the hospital (August 2013-August 2014).</p> <p>i) Any consultations with the Trust regarding the formulation of a Trust policy for drug key access for nurses (August 2013 to date).</p> <p>* The CQC has records of the local setting up and action sometimes called 'local</p>	12/05/2017	04/05/2017	Part Disclosure - Part Held	
0021	<p>CQC lists the dates of inspections in a downloadable table, but not the outcomes. In order to get the outcomes/ rating, I have to go to each provider who has been inspected, and find out the rating one by one (I don't believe that this represents "already published" as it took me a couple of hours just to get all of our 29 GP practices down). Please could you provide a list of GP practices for the whole of England along with their CQC rating, date of last inspection, and CCG?</p>	15/05/2017	13/04/2017	Full Disclosure	

0022	<p>re: Isle of Wight NHS Trust Quality Report 12/04/2017 I have scanned this report and can find no reference to consideration of potential or actual effects of central government funding constraints on IOW NHS Trust. A report bullet point below indicates that: • There was a general staff perception of an increasing focus on financial outcomes and not patient care and quality. 1. Were the effects of resource shortages including staff shortages not a term of reference for the report? 2. Do the terms of reference of the Report only address measurable poor outcomes - eg. from inadequate management - and not possible wider contributory causes of this dysfunctional management and other behaviours?</p>	15/05/2017	26/04/2017	Invalid Request	
0024	<p>Please could you provide data on the number of registered managers within care homes for older people across England separated out in the smallest geography you are able to provide (i.e. postcode or postcode sector, postcode district etc. whichever is the smallest or using the Census Output Areas or equivalent geographical area basis available). We are undertaking some research across England on where Registered Managers live and where they work, commuter patterns, age ranges etc.</p> <p>So minimum fields would be:</p> <ul style="list-style-type: none"> • Average age of managers in each geographical area • Number of registered care home managers in older people's homes (nursing & personal care) who work in that geographical area • Number of registered care home managers in older people's homes (nursing and personal care) who live in that geographical area 	16/05/2017	19/04/2017	Withheld	S12 (1)
0025	<p>Quantitative data from 2010, relating to 10 24, 5 serious injury statutory notifications [for wrong site surgery] received from organisations with primary inspection category of Dentists (which would include: 'Dental Medicine Specialities', 'Dental services', 'Dental services; Other', 'Dentistry - General and Community', 'Paediatric Dentistry', and 'Restorative Dentistry')</p>	19/05/2017	05/05/2017	Full Disclosure	
0026	<p>All I want to know is did CQC propose / initiate action to cancel the registration of / close down Woodchurch House Ltd.</p>	12/05/2017	26/04/2017	Neither Confirm or Deny	S44(2)
0027	<p>I request information from CQC concerning available statistics, if any, relating to their own referrals to Police where it is alleged that financial abuse has occurred in any care home within the North of England.</p> <p>The request should only include those victims who have dementia.</p>	17/05/2017	21/04/2017	Not Held	

0028	<p>I have been informed by Senior Complaints Officer, National Complaints Team that I must seek a copy of the original site visit registration report for Darnton House Nursing Home, located at Darnton Building, Ashton Under Lyne, via FOIA.</p> <p>She has advised the date of the site visit as being 2 March 2015.</p>	17/05/2017	20/04/2017	Part Disclosure - Exempt	S40 (2)/(3)
0029	<p>I am writing as the N.I of Hill House (1-126714167) with a request under the Freedom of Information Act for a copy of the peer reviewed draft report for Hill House following the inspection on 15th November 2016.</p> <p>I would also like to request as N.I a copy of the quality assurance tool used by the inspector prior to sending us the final draft report.</p>	08/05/2017	21/04/2017	Part Disclosure - Exempt	S40 (2)/(3)
0032	<p>How large is your organisation in terms of employees? An estimate is acceptable thank you.</p> <ul style="list-style-type: none"> - What is your single Corporate Objective, or how you would describe your reason for existing? - What role does Technology play in supporting that objective? - Do you have a Chief Information Officer or Chief Technology Officer and could you tell me how best to contact them please? - Do you have an IT Strategy and/or Digital Strategy and if so could you share them please? - Are you part of a larger organisation or government body, and if so – who? 	17/05/2017	09/05/2017	Part Disclosure - Exempt	S40 (2)/(3)
0036	<p>In order to simplify the process please could you therefore provide only the following:</p> <ul style="list-style-type: none"> • number of registered managers within care homes for older people across England separated out in the smallest geography you are able to provide (i.e. postcode or postcode sector, postcode district etc. whichever is the smallest or using the Census Output Areas or equivalent geographical area basis available). 	18/05/2017	04/05/2017	Full Disclosure	

0037	<p>36. How many Hospitals, Trusts or otherwise, within England provide in reach services to their own patients who have not been discharged? Please provide details of those services and settings.</p> <p>36a. How many NHS Hospitals in England provide Consultants, Doctors, Nurses, Dieticians Physiotherapists and Pharmacists to private nursing homes?</p> <p>36b. How many of those hospitals charge a fee for these services?</p> <p>36c. How many of these hospitals use their primary/main location site registration for providing these regulated activities on sites that do not belong to the NHS but are privately owned and distinctly branded.</p> <p>36d. How many other hospitals transfer inpatients into a nursing home setting without having first discharged them?</p>	19/05/2017	25/04/2017	Not Held	
0040	<p>National Guardian's Accountability and Liaison Committee</p> <p>Please provide:</p> <ul style="list-style-type: none"> - all records relating to the establishment of the National Guardian's Accountability and Liaison Committee - dates and durations of the Accountability and Liaison Committee meetings held so far - all Accountability and Liaison Committee meeting papers (including attachments) and meeting minutes to date 	23/05/2017	09/06/2017	Part Disclosure - Exempt	S31 (1)/(2)

0043	<p>I am very dismayed to read on your website that the current inadequate rating of North Essex Partnership reads archived due to merger of NEP and SEPT. The trust has had years attempting to get wards up to standard and this is still not done.</p> <p>In light of the recent merger of NEP and SEPT I would greatly appreciate you making a few enquiries for me.</p> <p>Within the final/last board meeting minutes of NEP it was written.....</p> <p>27. CQC Report- S29A update The Board considered the circulated update, noting that the Trust had now completed over 95% of the actions arising from the inspection and S29A notice; and also noting the assurance processes that had been put into place. NH confirmed that the Executive team were continuing their weekly detailed reviews of progress against all the CQC actions plans, and were sighted on those actions that would run into 2017-2018.</p> <p>The NEP were subjected to an improvement plan by NHSI and the CQC,.....this was not complete at the point of Merger.</p> <p>Please can you advise when you are intending to follow this up and what Care Quality Commission is doing to monitor the required changes to services are made?</p> <p>Please also advise whether as NEP and SEPT now being a bigger organisation, if the changes you recommended for the Linden Centre for safety of patients and ligature points will now be carried across to the SEPT services, etc in Bedford, Luton, Basildon etc. And if so when you expect to be inspecting these sites and how you intended to</p>	22/05/2017	04/05/2017	Full Disclosure	
0044	<p>I would like to ask pertinent to acute medical trust only</p> <p>1. How many acute trusts have been fined for persistent medical rota gaps in the last five years</p> <p>2. How much doctor to patient ratio in acute trust for unselected medical take shift (12 hours) or ward cover is considered unsafe enough to report to CQC</p> <p>3. Who is legally responsible for patient safety if the persistent and unfilled rota gaps cause considerable delay in patient care provision</p> <p>4. At what point or ratio/duration of persistent unfilled rota gaps, any action is taken against medical staffing / HR department</p>	22/05/2017	16/05/2017	Full Disclosure	
0046	Request for information on telecoms contract.	23/05/2017	25/04/2017	Full Disclosure	S14 (2)

0047	<p>Please fill in the following information:</p> <p>The total number of ASC inspectors. How many ASC inspectors are contracted to work 2 days per week? How many ASC inspectors are contracted to work 3 days per week?</p> <p>The total number of hospital inspectors. How many hospital inspectors are contracted to work 2 days per week? How many hospital inspectors are contracted to work 3 days per week?</p> <p>The total number of PMS inspectors. How many PMS inspectors are contracted to work 2 days per week? How many PMS inspectors are contracted to work 3 days per week?</p> <p>The total number of registration inspectors. How many registration inspectors are contracted to work 2 days per week? How many registration inspectors are contracted to work 3 days per week?</p> <p>How many flexible working applications have been received by CQC in the past 12 months? (Please split results into directorates) How many flexible working applications have been rejected by CQC in the last 12 months? (Please split results into directorates)</p> <p>How many people working at CQC have gone on maternity leave in the last three years? Of these people, how many left the organisation within 12 months or did not return back to work?</p>	24/05/2017	12/05/2017	Part Disclosure - Exempt	S12 (1)
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0048	<p>I see that the CQC has disclosed information on whistleblowing at the trust, but it is not clear how many whistleblowers were involved.</p> <ol style="list-style-type: none"> 1. Please can the CQC advise how many NEP whistleblowers there have been (who have made disclosures to the CQC) since 1 April 2013? 2. Please also advise how many distinct qualifying disclosures under PIDA the CQC has received from NEP staff in this period. 3. The CQC has indicated that its whistleblowing data may be incorrect and may include matters that have been wrongly categorised as whistleblowing. 4. Can the CQC advise when it first realised that it was wrongly classifying events as whistleblowing and what action it has taken in response to this discovery? 5. Please advise what sort of incidents CQC has wrongly categorised as whistleblowing. 6. Has the CQC calculated what percentage of events it has recorded as whistleblowing enquiries, for each of the years 2013/14, 2014/15, 2015/16 and 2016/17 were in fact wrongly categorised as whistleblowing events? 7. Can the CQC tell me how many (if any) of the 17 recorded whistleblowing 'enquiries' from NEP staff between April 2013 and March 2017 were wrongly categorised as whistleblowing? 8. Please also provide me with any relevant records, correspondence and or reports about CQC's incorrect categorisation of incidents as 'whistleblowing' when they are not. 	24/05/2017	23/05/2017	Part Disclosure - Part Held	
0049	<p>I wish to know what is the legal standing of ward management.</p> <p>Who is responsible for the actions of HCS's, ward doctors, junior nurses, staff nurses, sisters, matrons, consultants, trainee nurses and ward administrators.</p> <p>I wish to have provided to me the specific code of conduct and regulations that govern hospital management including the responsibility in senior management and the top of of the hospital including the Chief Executive and Board in a non-foundation NHS Trust such as Isle of Wight NHS Trust please.</p>	18/05/2017	03/07/2017	Withheld	S14 (1)

0051	<p>I am writing to request full details of Mr Sheward's role with the Care Quality Commission and in particular the part he played in the investigation into Mid-Staffs on behalf of the CQC.</p> <p>Also that of Maggie Oldham who was at Mid-Staffs and who has just been appointed as Interim CEO Isle of Wight NHS Trust. What is her role if any with the Care Quality Commission?</p> <p>And have Mr Sheward and Ms Oldham worked together or liaised at all in respect of the CQC and or any investigations?</p> <p>Have they ever been co-workers?</p>	25/05/2017	27/04/2017	Withheld	S14 (1)
0052	<p>At the CQC Board Meeting today, Angela Sutcliffe noted that some guidance has been issued to inspectors to help them deal with requests for information during the factual accuracy stage of the draft inspection report process in order to assist with the timeliness of publication of the report.</p> <p>(Referenced at 3 minutes 58 seconds of the Board Meeting recording)</p> <p>Please could you provide me with a copy of this guidance and any associated guidance concerning the same.</p>	25/05/2017	27/04/2017	Withheld	S14 (2)
0053	<p>We act for Dong Energy Sales (UK) Limited who has supplied gas to 127-131 Lyndhurst Road, Worthing, West Sussex, BN11 2DE (the "Supply Premises") in the period from 31 August 2012 to 30 September 2014. We should be grateful if you would confirm who you have as being the registered proprietor/ user for the Supply Premises in the Supply Period.</p>	26/05/2017	27/04/2017	Full Disclosure	
0054	<p>I would like to enquire how much it cost to the CQC for a training session that happened yesterday in the Jurys Inn Newcastle for Mental health awareness training. I ask this as they had a room booked here in Citygate which holds 20 people. They cancelled this room and went external. I then found out that they only had approx. 13 people on the course.</p>	26/05/2017	03/05/2017	Full Disclosure	

0055	<p>I asked you to produce a copy of the Statement of Purpose (SOP) that accompanied the London and Manchester Healthcare "Application for registration as a new provider of Regulated Activities" which was dated 17 November 2014</p> <p>You have responded by stating this SOP was sent to me under a FOIA request on the 12 July 2016.</p> <p>This is not correct. The SOP I received was one written and issued following the CQC embargo that was placed following the Inspection Report which was published 12 February 2016 and when the Nursing Home was no longer operational.</p> <p>Can you please comply with my request, made some 3 months ago, and send without delay a copy of the original SOP that will have been dated 17 November 2014.</p>	26/05/2017	02/05/2017	Full Disclosure	
0056	<p>Emsleys Solicitors are instructed by Noymul Islam in relation to an accident which occurred at Herncliffe Nursing home. Please can you provide us with the registered company or person who operates this home?</p>	26/05/2017	28/04/2017	Full Disclosure	
0057	<p>I would like to obtain as much information as is now available relating to xxx stay at The Laburnum Rest Home, 9 Darley Road, Eastbourne, East Sussex.</p>	26/05/2017	02/05/2017	Withheld	S41 (1)
0058	<p>1. In a situation in which neglect of a vulnerable adult is being investigated who's responsibility is it to interview the professional carer to ascertain the facts ? Is it the responsibility of the employer or is it the responsibility of the Care Quality Commission ?</p> <p>2. Is it within the remit of the Care Quality Commission to define specific disciplinary sanctions and then insist that an employer impose these specified disciplinary sanctions against professional carer employees ?</p> <p>3. Does the Care Quality Commission involve itself, in any way, in private service provider employee disciplinary processes.</p>	23/05/2017	10/05/2017	Not Held	

0059	<p>RE Clover PCS SHSC NHS Trust report from the inspection from November 2016</p> <p>"I am making an urgent Freedom of information request for:</p> <ul style="list-style-type: none"> • the full original CQC report and • full documented evidence for Clover PCS SHSC NHS Trust report. The inspection took place over 3 days in November 2016." 	26/06/2017	29/06/2017	Part Disclosure - Exempt	S40 (2)/(3)
0061	<p>My request relates to SOAD requests for electroconvulsive therapy (ECT).*</p> <p>For the most recent year available (2015/16?) please could you give me a breakdown by trust.</p> <p>*including those requests which were for both ECT and drugs (but not drugs alone)</p>	30/05/2017	10/05/2017	Full Disclosure	
0063	<p>I am trying to find out how I can access a Social Care inspection report on Adele House in Bungay NR35 1DL from 2004-2007. Please could you advise me how to get this Information. I require this information for legal purposes.</p>	02/06/2017	10/05/2017	Full Disclosure	

0064	<p>1. Kate Mercer is a supply chain delivery partner to Remploy. Their contract as a delivery partner of EXEs will be terminated effective from end of May 2017 (Proposed Termination of Kate Mercer). What quality related audits by (a) CQC and (b) Remploy have been undertaken to measure the likelihood of adverse impact of any reduction in EXEs wellbeing and reduction in service user quality of service provided by EXEs as a result of this transition. Please provide copies. Please provide copy sample templates.</p> <p>2. After Proposed Termination of Kate Mercer, what quality related audits by (a) CQC and (b) Remploy are planned to be undertaken to monitor and measure the likelihood of adverse impact of any reduction in the EXEs wellbeing and reduction in service user quality of service provided by EXEs as a result of this transition. Please provide copy sample templates.</p> <p>3. What quality audits by (a) CQC and (b) Remploy are planned to be undertaken before any other supply chain partner's contracts will expire automatically in July 2018 to monitor and measure the likelihood of adverse impact of any reduction in the EXEs wellbeing and reduction in service user quality of service provided by EXEs as a result of this transition.</p> <p>4. Do any quality audits in 1, 2 and 3 above include intelligence gathered to assess risks meaningfully from:</p> <p>(a) Analysis of any adverse (i) EXE impact on EXE wellbeing and (ii) ability to provide a good quality service at CQC events to service users, prior to and after Kate Mercer termination.</p> <p>(b) Analysis of Supply Chain Partner views on Remploy's or another proposed new delivery partner's likely ability to meet minimum good practice standards (including safe, effective, caring, well led and responsive) to take over that part of the contract themselves or via a new supply chain partner, prior to any proposed termination of contracts of any supply chain partners and evidenced to ensure no bias ie, exit interview with minutes approved by Kate Mercer or any other supply chain partner.</p> <p>(c) In addition to induction training which all CQC's EXEs have received, impact of likelihood of further reduction in quality training received by EXEs of Kate Mercer caused by disruption caused by termination of supply chain partner who systems of work have so far provided continuous training since February 2016.</p> <p>5. Please provide details of whether the tender process allows any material changes in the bid accepted, in the event there are plans to remove a sizeable percentage of their delivery partners, if so what percentage of removal of supply chain partners would be reasonable without CQC scrutinising reasons for removing the partners and concluding it is a legally acceptable within procurement rules as evidenced and free from the risks of potential conflicts of interest and</p>	30/05/2017	05/06/2017	Part Disclosure - Part Held	
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0065	<p>1. Please disclose a copy of the report of CQC's 2010 review of Heart of England NHS Foundation Trust, which is the subject of this CQC statement on 18 January 2010:</p> <p>http://www.cqc.org.uk/content/cqcs-review-heart-england-nhs-foundation-trust</p> <p>The report does not appear to be published, but if CQC has published it, please direct me to where it is published.</p> <p>Please advise since CQC's inception:</p> <p>2. How many whistleblowing disclosures CQC has received from staff of Heart of England NHS Foundation Trust, the nature of the concerns raised and action taken by CQC in response to these whistleblowing disclosures</p> <p>3. How many complaints, from patients or families, the CQC has received about Heart of England NHS Foundation Trust, broken down by financial year</p>	30/05/2017	30/05/2017	Part Disclosure - Exempt	S41 (1)
0066	<p>How many live EXEs available for EXE event bookings in the following categories does Remploy have in (a) London and (b) South of England, not including EXEs directly recruited by any supply chain partner:</p> <p>Family Carers of People with Dementia People with Dementia Older People Family Carers of Older People People who use MH Services People who have been detailed under MH Act.</p>	31/05/2017	05/06/2017	Not Held	
0067	<p>I am doing some research at the University of Nottingham concerning CQC inspection reports on the 3 high-secure forensic-psychiatric hospitals in England (Broadmoore, Rampton & Ashworth). I am having some issues accessing reports prior to 2012/2013 on your website.</p> <p>Following my conversation with a member of your team earlier today, I understand that you have reports for the aforementioned services since 2004 archived. I require access to all of the CQC inspection reports you have available on these 3 hospitals.</p>	31/05/2017	24/05/2017	Part Disclosure - Exempt	S41 (1)

0070	<p>Please disclose:</p> <ol style="list-style-type: none"> 1. The number of whistleblowing complaints raised about NHS trusts and foundation trusts from April 2016 to March 2017; 2. The number of whistleblowing complaints against NHS trusts and foundation trusts which led to an inspection being instigated or brought forward during the same period; 3. The number of whistleblowing complaints raised about independent care providers care during the same period; 4. The number of whistleblowing complaints against independent providers which led to an inspection being instigated or brought forward during the same period; 5. The number of whistleblowing complaints raised about mental health NHS trusts and foundation trusts during the same period; 6. The number of whistleblowing complaints against mental health NHS trusts and foundation trusts which led to an inspection being instigated or brought forward during the same period; 7. The number of whistleblowing complaints raised about independent mental health providers during the same period; and 8. The number of whistleblowing complaints against independent mental health providers which led to an inspection being instigated or brought forward during the 	05/06/2017	05/06/2017	Full Disclosure	
0071	<p>I am doing a paper for my nvq level 2 in health and social care and am trying to look for my information on a certain home that has been found to have bad practice in the last 3 years I have chosen the old deanery care villege but cant find much information on it so I was wondering if I could possibly ask you for your help with this</p>		05/06/2017	Clarification/ID not Provided	

0072	<p>I wish to receive copy of all information you hold of:-</p> <p>1) How you make sure GP practices are able to provide 'safe, effective, compassionate, high-quality care' that is responsive to, and addresses, the specific needs of patients harmed by their experience of domestic abuse.</p> <p>2) How you make sure GP practices are able to provide 'safe, effective, compassionate, high-quality care' that is responsive to, and addresses, the specific the needs of patients harmed by their experience of racial abuse and discrimination.</p> <p>In particular I would like to receive a copy of all information you hold which documents what publications and information you would expect GP's to hold in order to assist their ability to be able to provide the kind of care as described in my two above requests.</p>	01/06/2017	15/05/2017	Full Disclosure	
0073	<p>Our client has reason to believe that Mr Dharamjit Singh Rai (of Meadow View, Lordswood, Highbridge, Eastleigh, SO50 6HR) was disqualified from the Care Quality Commission and was prohibited from opening and being the director of care homes.</p> <p>We would be grateful if you could confirm whether Mr Rai was indeed disqualified, the date of disqualification and the reasons for such disqualification.</p>	01/06/2017	11/05/2017	Full Disclosure	
0074	<p>I would like confirmation of when the latest inspection took place at above. I have for the last 5 months been checking your website which continually states we are using our new inspection checks, report to be published when checks complete.</p> <p>I have also contacted your enquiry email to ascertain when report will be available, I keep getting response not available as yet, on one occasion was advised you could seek report from care provider! I'm assuming they are in receipt of said report, so why is it not being published.</p> <p>Please can you confirm date of latest inspection not the 5th October but those thereafter.</p> <p>I'm very concerned as to the lack of report publication.</p>	02/06/2017	09/05/2017	Withheld	S31 (1)/(2)

0075	<p>Request for information relating to the Isle of Wight Ambulance Service.</p> <p>On page 22 of the April 2017 CQC report relating to the Isle of Wight Ambulance Service the statement is made: 'For all patients suffering a cardiac arrest the overall return of spontaneous circulation rate for this trust is worse than the England.' (This is very poor use of English by yourselves, I am assuming the words 'rest of' have been missed out? Or average? I would have expected a national report produced by the CQC and all the repercussions that reports of this nature have to have been properly proof read – grammatically, your own sentence makes no sense). However based on the assumption you are reporting a lower than average ROSC rate for this Trust when compared to the rest of England and therefore basing your rating in part on this statement, I request, under the Freedom of Information Act, responses to the following: 1. What information was used by the CQC to support this statement and please may I have copies of this information in paper format? This statement would appear to be in direct contrast to the information given on the National NHS performance dashboards, on which the Isle of Wight Ambulance Service is recorded as having the highest rate of return of spontaneous circulation in the country for the complete year April 2015-April 2016 (34.3, the next Trust scoring 34). The next set of complete data for the full year April 2016-April 2017 is not yet available, nor would have been to the inspectors in November of 2016. This is available at the national ambulance clinical quality indicator dashboard at http://www.nwas.nhs.uk/about-us/how-we-are-doing/delivering-quality/quality-indicators/#.WQw1q9IrLcs and by opening the excel dashboard and clicking the 'compare' tab, and altering the search box for 'ROSC' and the years '2015-16'. Screenshot attached. Please provide the reason why this full set of complete and verified data was not included or referred to within the final report. 2. Please can you confirm whether the above information relating to ROSC rates was supplied to you by the Isle of Wight NHS Trust when they were given the opportunity to supply a factual accuracy report on the draft report supplied to them prior to the final publication? If not, please explain why the above data, readily available to the CQC irrespective of whether it was supplied by the trust, was not referenced within the report?</p>	01/06/2017	31/05/2017	Part Disclosure - Part Held	
0076	<p>Please can the CQC provide an up to date list of all active GP locations that are registered with the CQC along with their provider segmentation and type.</p>	02/06/2017	05/05/2017	Full Disclosure	
0078	<p>We are looking for a care provider in Rotherham and they have requested a quote from Avalon care Rotherham - no report on website Bridge medical - Rotherham Prestige nursing ans care Wakefield reports appear to be for different name and address Educare Rotherham We need to establish level of care , size of local organisation e.g. Is office manned for quick back up care for 1:1 carer as our xxxx has complex medical and behaviour needs - can I have information regarding these companies</p>		05/06/2017	Clarification/ID not Provided	

0080	<p>Pursuant to the Freedom of Information Act please supply the following details:</p> <p>1a) Identify the number of Lead inspectors carrying out inspections in Stoke-on-Trent and Staffordshire during the calendar year commencing 1st January 2015, 1st January 2016 and this calendar year to date.</p> <p>1b) using a unique identifier list each lead inspector indicating how many Care Homes were given an overall rating of "Inadequate" "Requires Improvement" "Good" and "Outstanding" by them during the calendar year commencing 1st January 2015, 1st January 2016 and this calendar year to date.</p> <p>1c) using a unique identifier list each lead inspector indicating how many Domiciliary Care Agencies were given an overall rating of "Inadequate" "Requires Improvement" "Good" and "Outstanding" by them during the calendar year commencing 1st January 2015, 1st January 2016 and this calendar year to date.</p>	02/06/2017	15/05/2017	Full Disclosure	
0081	A safeguarding investigation carried out around White ladies road in Bristol.		01/06/2017	Clarification/ID not Provided	

0084	<p>1. Does your organisation use any bespoke software systems?</p> <p>If yes, please kindly complete the following questions. If no, please proceed to question 2.</p> <ul style="list-style-type: none"> • What is the core purpose of these system/s? • Do these system/s integrate with your organisations financial management systems? • Do these system/s enable e-payments, online payments or BACS transactions? • Which company/companies are you contracted to for each bespoke software system? • What is the total value of each of these contracts over their respective terms? • When does the current contract term for these system/s expire? • Who are the technical and procurement leads for these system/s and their contact details? <p>2. Is your organisation in the process of exploring the scope or planning the procurement of a bespoke software system or an off-the-shelf commercially branded software system which you envisage will require bespoke development to fit your organisation's needs?</p> <p>If yes, please kindly complete the following questions:</p> <ul style="list-style-type: none"> • Will this system/s integrate with your organisations financial management system/s? • Will this system/s enable e-payments, online payments or BACS transactions? • Will this system/s automate processes or data currently managed by spreadsheets? • Will this system/s automate paper based processes? • Will this system/s capture large volumes of data from outside your organisation? • When is the prospective go-live date for such system/s? • What is the estimated budget for such system/s over the intended contractual period (rough order of magnitude)? 	05/06/2017	02/06/2017	Full Disclosure	
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0087	<p>in an email on 17 February 2017 from Dr Hommeta Nagree to Simon Cook which indicates that her team would be meeting with the 'Guardian Service', which is a private company that provides the Speak Up Guardian service for North Essex Partnership University NHS Foundation Trust.</p> <p>Please disclose:</p> <ul style="list-style-type: none"> · How many times has the National Guardian or her team met with the Guardian Service · What was the purpose of these meetings and on what dates did the meetings take? · Please disclose copies of the agendas for these meetings, the minutes of these meetings (or equivalent records) including attachments, and agreed actions arising from these meetings. · Please disclose whether the National Guardian or her team have requested any changes, improvements or corrections in the way that the Guardian Service, and those contracted as Guardians by the Guardian Service, operate. 	05/06/2017	05/06/2017	Part Disclosure - Exempt	S40 (2)/(3)
0092	<p>To help with investigations, I'm trying to obtain Out of Hour GP audio recordings/transcripts for the calls he made to Newham GP Co-Op Ltd. Would you be the correct organisation to be contacting about this? If so, what do you need in order to process this request?</p>	06/06/2017	10/05/2017	Not Held	
0093	<p>How many complaints have been made against Maudsley hospital over the past ten years? How many Black people have made complaints against Maudsley hospital? How many Black people have died whilst being transported to, held in or leaving Maudsley hospital? How any Black doctors are employed by Maudsley hospital and what are their specialities if any? How many Black people have been detained under the Mental Health Act and has there been an increase over the past ten years? How many Black people have been held under the Mental Health Act, that has been sanctioned by Lambeth council? How many Black people have been detained under the Mental Health Act, that have come through the Met police, in Lambeth? How many Black people have been detained under the Mental Health Act, that have come through the Met police across all 33 London boroughs and which boroughs have the most Black people coming through?</p>	06/06/2017	25/05/2017	Part Disclosure - Part Held	

0094	Please can you provide me with a list of all nursing homes/ car homes in the UK along with the managers name, address, telephone number & email address	07/06/2017	10/05/2017	Part Disclosure - Exempt	S21 (1)
0095	<p>Please could you answer the following:-</p> <p>1) Does your organisation keep an incident log of cyber attacks? 2) How many cyber attacks - attempted and successful - were recorded against your organisation in the last three financial years (ie 2014/15, 2015/16, 2016/17)? 3) Where cyber attacks were successful, what kind and amount of data, if any, was lost or stolen? Was it confidential?</p> <p>For each case, please confirm:</p> <p>4) The type of attack (eg ransomware, denial of service etc) 5) What demand, for example a Bitcoin payment, was made to resolve the attack? Did your organisation comply? 6) Whether the attack was reported to police or other responsible authority? To the best of your knowledge, was the attacker traced/convicted?</p>	07/06/2017	26/05/2017	Full Disclosure	
0096	<p>Health Partnership NHS Trust - how to ensure TOTALLY ACCURATE reporting of CQC findings</p> <p>Can you confirm CQC inspectors do look at the NHS Choices website for feedback on services they are about to or are inspecting ?</p> <p>Where the website takes our email address, how often do your inspectors contact those providing feedback to get more detailed information or to ask to meet with them ?</p> <p>Do the inspectors have access to ALL of the feedback sent to NHS Choices in respect of specific providers they are about to/are inspecting , including the many items of feedback that are not published but received by NHS Choices .</p>	05/06/2017	16/05/2017	Full Disclosure	
0098	I would like to know the following 1. how many cqc rated dementia care homes there are 2. how many fail to meet excellent standards	05/06/2017	16/05/2017	Full Disclosure	S21 (1)

0099	<p>1. Please summarise in a word document where Hospital Food Standards feature in UK legislation and how they can be described as legally binding – please also include, in the word document, the name of the Act of parliament, or other legal document, that the Hospital Food Standards are contained within and provide a web hyperlink to the specific section of the Act that mentions the Hospital Food Standards.</p> <p>2. In light of Department of Health data that shows that almost half of hospitals in England are not meeting the Hospital Food Standards, as outlined in the NHS Standard Contract, please summarise, in a word document, and name, the number of individuals/hospitals/Trusts that have been prosecuted by the CQC for failing to meet these Hospital Food Standards.</p> <p>3. Please summarise, in a word document, and name, the number of these individuals/hospitals/Trusts that subsequently went on to meet the hospital food standards in full. Please also provide the date that they met the Hospital Food Standards, and provide a summary, in a word document, for the process by which these individuals/hospitals/Trusts were able to prove that said Hospital Food Standards were now met.</p> <p>4. Please summarise, in a word document, what prosecution by the CQC for failing to meet hospital food standards entails, and outline what this means in practice for the individuals/hospitals/Trust prosecuted.</p>	08/06/2017	07/06/2017	Not Held	
0100	<p>What Finance System do you use for financial management and planning?</p> <p>What is the monetary value of the annual support/subscription for your current Finance System?</p> <p>Which vendor implemented your current Finance System?</p> <p>Do you currently have a partner supporting your Finance System? If the so, who is your current support partner?</p> <p>What is the monetary value of the annual support fee for your support partner?</p> <p>When is the contract for the current Finance System expiring?</p> <p>Are you planning to renew your current Finance System or tender for a new system upon expiry?</p> <p>Will you be using an external partner to conduct a system requirements review?</p>	08/06/2017	01/06/2017	Full Disclosure	

0101	<p>Please provide the number of recorded complaints about unnecessary operations taking place in private hospitals.</p> <p>This may also include keywords such as: “pointless” / “wrongful” / “needless” / “uncalled for” / “unlawful” / “illegal” – so we can cover the full extent of any possible complaints.</p> <p>Please provide this information for 2016 and 2017 to date.</p> <p>Please provide this information broken down by year and hospital.</p>		15/06/2017	Clarification/ID not Provided	
0103	<ol style="list-style-type: none"> 1. Since the legal duty of candour has come into place. How many times has Bradford Royal Infirmary been in breach of the regulation. 2. How many times has Bradford Royal Infirmary been prosecuted for Being in Breach of Duty of Candour 3. When and if Bradford Royal Infirmary was in breach of legal duty of Candour, Did the CQC ever choose not to prosecute and decided to follow a different path to avoid a repeat 4. What does prosecution for breach of duty of Candour Regulation 20 actually mean. <ol style="list-style-type: none"> a) What are the penalties. b) who applies the penalties. c) What organisations are involved in the prosecution. 	09/06/2017	08/06/2017	Full Disclosure	
0105	<p>following topics:</p> <ul style="list-style-type: none"> • disclosure of information to providers (including, but not limited to, notes of inspection) • sharing information • how to respond to and deal with factual accuracy challenges against draft inspection reports • how to respond to and deal with Quality Rating Review requests 	13/06/2017	19/05/2017	Full Disclosure	S21 (1)
0106	<p>We are wanting to request a full list of all Uk care homes email addresses, under the freedom of information act.</p>	15/05/2017	15/05/2017	Withheld	S21 (1)

0107	<p>2-Why are you and Highbridge Court lying about the registered manager. Steve Hemmett is listed still and yet he was made to leave the service by August 2015 due to negligence as a man hung himself at Highbridge Court and died. What is going on. Why pretend and lie?????</p> <p>3-I want to know the name of the person currently managing Highbridge Court, when they started, and if they are a registered manager and when registration occurred.</p> <p>4-The CQC report states a manager left Dec 2016. This must therefore be Richie Turner. I don't believe he would have left that service of his own accord. Please inform me if there was any CQC action on the service during this time as a result of what happened to me. Clearly something was going on as they couldn't wait to fill all the rooms with me gone, yet at time of inspection in 2017 only 4 rooms were filled. Was there another CQC ban on the placement.</p> <p>5-In 2015-2016 there was a CQC ban in place on Highbridge Court as a result of the suicide. Or in other words if they took in more residents and didn't do what CQC asked there would be an official ban on them. What action did the CQC take against the</p>	08/06/2017	02/06/2017	Part Disclosure - Part Held	
0108	<p>I would like to request the following information:</p> <p>* All correspondence exchanged between your organisation and Worcestershire Acute Hospitals NHS Trust (WAHT) between July 26 2016 and August 8 2016, with relevance to the CQC's visit to WAHT on July 27 2016.</p>	12/06/2017	12/06/2017	Part Disclosure - Exempt	S40 (2)/(3)
0110	<p>Thank you for publishing our CQC report for Garden City Medical Centre, ref no is 1-543827059, please could you tell me how we upload this report now to our surgery website please?</p>	14/06/2017	16/05/2017	Full Disclosure	S21 (1)

0112	<p>Please can we have the CQC registration details of the following organisations:</p> <p>Dudley & Walsall Mental Health Partnership NHS Trust Black Country Partnership Mental Health NHS Trust Perinatal Institute Primecare - Primary Healthcare Services Dudley Group NHS Foundation Trust The Royal Wolverhampton NHS Trust Birmingham Women's and Children's NHS Foundation Trust Sandwell and West Birmingham Hospitals NHS Trust St Giles Hospice InHealth Group Limited Heart of England Foundation Trust</p>	14/06/2017	17/05/2017	Full Disclosure	S21 (1)
0113	<p>Ref: NLJ/RM/SIMPSON 1434-1</p> <p>We note you have listed within the data provided:</p> <p>5. Aspirations Northwest Adults, Aspirations Northwest Adults Essex House, Middle Unit, Office 2, Bridle Road, Liverpool, Merseyside, L30 4UE www.cqc.org.uk/location/1-2745238165</p> <p>6. Aspirations Northwest Adults, 62-68 Strand Road, Bootle, Merseyside, L20 4BG www.cqc.org.uk/location/1-417254597</p> <p>The locations which we have identified from your data are listed as above. We would be grateful to be provided with the general gist of the concerns reported to you.-</p>	14/06/2017	06/06/2017	Full Disclosure	
0114	<p>I am after a CQC report that was conducted in 2015 at YORK COURT CARE HOME, 313 - 315 BATTERSEA PARK ROAD, LONDON, SW11 4LU.</p>	14/06/2017	17/05/2017	Full Disclosure	S21 (1)
0115	<p>Please can you supply me with a copy of the CQC response to the FoIA request listed in the FoIA disclosure log for June 2016 ref number CQC IAT 1617 0075.</p>	13/06/2017	17/05/2017	Full Disclosure	

0116	<p>I would be grateful if you could please provide the latest versions of the following documents:</p> <ul style="list-style-type: none"> • Inspection Handbook for Adult Social Care (CQC's internal guidance for inspectors – the latest version we hold is marked as version 4 dated 12 April 2016) • CQC internal guidance on safeguarding 	14/06/2017	17/05/2017	Full Disclosure	
0117	<p>I would be grateful if you could please provide the latest versions of the following documents:</p> <ul style="list-style-type: none"> • CQC report writing guidance (the latest version we hold is marked as version 2 dated 27.4.2016) <p>Could you please provide the report writing guidance for the following sectors:</p> <ul style="list-style-type: none"> • Residential Adult Social Care • Community Adult Social Care • Acute Hospitals • NHS GP Practices and GP out of hours services • Specialist Mental Health Services • Specialist substance misuse services 	14/06/2017	18/05/2017	Full Disclosure	
0118	<p>How many flexible working requests have been appealed in the last 12 months? How many of these appeals were upheld? How many cases have gone to an employment tribunal in the last 12 months? What were the outcomes of these?</p>	15/06/2017	25/05/2017	Part Disclosure - Exempt	S40 (2)/(3)
0120	<p>I'm writing to check that this is the correct email address to send a Freedom of Information request about a private hospital in York called Clifton Park. If not, where should I send it please?</p>	16/06/2017	19/05/2017	Full Disclosure	
0121	<p>Please can you provide me with the following information:</p> <ol style="list-style-type: none"> Current recruitment Solution Are you in a contract current recruitment spend when does the contract expire who your incumbents are 	27/06/2017	21/06/2017	Full Disclosure	
0122	<p>The findings of the adverse impact assessment on the new structure recruitment of both internal and external staff in Phase 2, 3 and 4 of the 2016-2017 modernisation and also the (EHRDIA) Equality and Human Rights Duty Impact Analysis. I would also like the adverse impact assessment on the protected characteristics and what the CQC did to remedy the adverse impacts.</p>	16/06/2017	08/06/2017	Part Disclosure - Exempt	S40 (2)/(3)

0123	How we use information—Assuming you write to the various partner organisations about our practice-- can I have access to the two way communication under Freedom of Information Act	22/06/2017	15/06/2017	Part Disclosure - Exempt	S44 (1)
0124	<p>I would be obliged if you would also provide details of the following:-</p> <ol style="list-style-type: none"> 1. The percentage of practice who are referred to the National Panel and have their ratings upgraded, and those that do kindly give details of their practice list size. 2. The percentage of practice who are referred to the National Panel and have their ratings downgraded, and those that do kindly give details of their practice list size. 3. The number of appeals to ratings which have been heard, the percentage of these that have been successful, and of those that have kindly give details of their list sizes. 	12/06/2017	08/06/2017	Part Disclosure - Exempt	S12 (1)
0125	<p>I am doing some research and due diligence on Swanton Care. My i request under FOI the incidents reported to CQC from Jan 2013 to Dec 2016</p> <p>Clarification: I can confirm its for all services that fall under the brand please, and incidents where a service user “a.any injury to a service user which, in the reasonable opinion of a health care professional, has resulted in— i.an impairment of the sensory, motor or intellectual functions of the service user which is not likely to be temporary, ii.changes to the structure of a service user's body, iii.the service user experiencing prolonged pain or prolonged psychological harm, or iv.the shortening of the life expectancy of the service user;</p>	20/06/2017	06/06/2017	Full Disclosure	
0126	I would like to make a freedom of information request please. I would like to know how many people have been evicted from care homes in the last 5 years please.	19/06/2017	19/06/2017	Withheld	S12 (1)

0127	<p>Please release any information pertaining to the meeting that took place between a Deputy Chief Inspector of Hospitals of the CQC and Michael Marsh (NHS England), Vinod Diwakar (then Medical Director of Great Ormond Street Hospital), Peter Steer (the Chief Executive of Great Ormond Street Hospital), and the medical director of NHS improvement, that took place in July 2016.</p> <p>The information sought includes the agenda, the meeting notes, the meeting minutes and any email correspondence from and to the deputy chief inspector of hospitals at the CQC about the meeting</p>	19/06/2017	19/06/2017	Part Disclosure - Exempt	S40 (2)/(3)
0129	<p>I have always been told by CQC that it does not look at individual cases. Please explain why this, an individual case, has been considered. It is from HCPC case studies. I presume there must be recorded information about this.</p> <p>A radiographer ('the registrant') received a Simple Caution from the Care Quality Commission (the regulator for health and social care services in England) for carrying out the regulated activity of diagnostic and screening procedures without being registered (contrary to Health and Social Care Act 2008).</p>	20/06/2017	13/06/2017	Full Disclosure	
0130	<p>I would like to request information as allowed for under the Freedom of Information Act. I would like to see a copy of the internal audit report of the CQC's rating process as mentioned by Michael Mires in the CQC's April board meeting. He said it was reviewed by the regulatory governance committee.</p> <p>It is also referenced in this board paper, under point 4. http://www.cqc.org.uk/sites/default/files/CM041707_Item7_ACG-Report.pdf</p>	22/06/2017	16/06/2017	Withheld	S31 (1)/(2)

0131	<p>1. Can the CQC confirm that the loss of computer patient records was not caused by a cyber-attack or the Practice being 'hacked'?</p> <p>2. Can the CQC confirm that it contacted the HSCIC to advise of a possible fault on the Microtest Ltd system of software? Please provide copies of the correspondence?</p> <p>3. Can the CQC confirm that it contacted Microtest Ltd for ask for information on their software?</p> <p>4. Can the CQC confirm that it contacted NHS England to advise about a possible computer fault at Fowey River Practice?</p> <p>5. Please can the CQC confirm that it received a copy of the Microtest Ltd Letter to Dr Middleton dated 9 August 2012 detailing all the missing computer entries?</p> <p>6. Can the CQC confirm that computer systems being operated by Fowey River Practice do not rely on Microsoft XP software?</p> <p>7. Is it a requirement for doctors to inform patients and the CQC that records are missing?</p> <p>8. Could the practice have been hacked?</p>	19/06/2017	25/05/2017	Not Held	
0132	<p>Freedom of Information request - Pressure Ulcers - Gravesham Place Integrated Care Centre, 22-22a Stuart Road, Gravesend,Kent, DA11 0BZ</p> <p>Could I request the following information please? :</p> <p>1) Total of number of pressure ulcer notifications CQC received from Gravesham Place Integrated Care Centre in 2016 from 1 January - 31 December in 2017 from 1 January to 1 May and the number of residents they were related to. (For example: 15 pressure ulcer notifications received in relation to 20 residents.)</p> <p>2) Were there serious injury notifications made from 1 Jan - 31 Dec 2016 and 1 Jan 2017 - 1 May 2017? If so, how many were related to pressure ulcers?</p> <p>3) What grades were the pressure ulcers? Were any Grade 3 or 4?</p> <p>4) How many residents were admitted to hospital with pressure ulcers?</p> <p>5) Have there been any safeguarding reports from any source during these two periods?</p>	22/06/2017	31/05/2017	Part Disclosure - Part Held	
0135	<p>'I am seeking a comprehensive list of all active CQC registered NHS and independent ambulance providers for England'. Please provide the information in the form an excel spreadsheet, Microsoft word document or other Microsoft office compatible file</p>	21/06/2017	25/05/2017	Full Disclosure	S21 (1)

0136	I would be grateful if you could please provide the latest version of the following document: •Inspection Handbook for NHS and independent hospitals (CQC's internal guidance for inspectors) •Inspection Handbook for Primary Medical Services	20/06/2017	25/05/2017	Full Disclosure	
0137	Do Knights Home Care Misterton carry out security checks on their staff?	16/06/2017	25/05/2017	Full Disclosure	S21 (1)
0138	Can you tell me 1.what the current policy is on mixed wards in hospitals 2. If the department of health policy from 2010 reference single sex wards is still in place , how many breaches of that policy have there been year by year.	23/06/2017	09/06/2017	Not Held	
0140	Herbert Avenue Surgery Can I ask what our CQC re-inspection cost (without our costs as a practice !) overall	21/06/2017	03/07/2017	Withheld	S12 (1)
0141	I sent a query via this contact form yesterday about a domicilliary care service delivered by Ridgeway Partnership NHS Trust, Oxfordshire. I had asked whether it was possible to find out if an alert was sent to CQC following a service user fall from a wheelchair in a supporting living home, where the care was provided by Ridgeway. The supporting living home was Barrantynes in Oxford. I provided the wrong date for the alert - the fall happened on 23 December 2011 and not 2012 as previously stated.	14/06/2017	13/06/2017	Full Disclosure	
0143	Following The Manor Care Home's recent unannounced inspection, which took place on the 30/03/2017 and 31/03/2017, I would like to request a copy of the inspector's and the Manager's reviews of the draft report please.	21/06/2017	30/05/2017	Part Disclosure - Exempt	S40 (1)
0144	1. Could you please let me have statistics for the numbers of cases of financial abuse reported to you by care homes in the last 4 years either by the Statutory notification procedure or otherwise? 2. What were the age profiles of the victims ? 3. What were the age profiles of the perpetrators ? 4. What sex were the majority of victims and perpetrators ? 5. What % of the victims were related to the perpetrators? 6. What % of cases were reported to the police	23/06/2017	21/06/2017	Part Disclosure - Exempt	S12 (1)

0145	<p>Since 1 April 2015:</p> <ol style="list-style-type: none"> 1. how many investigations of deaths or serious incidents reported under RIDDOR has CQC carried out? 2. How many of these have been joint investigations with the Police? 3. How often have the police sought assistance from CQC in carrying out manslaughter investigations? 4. How many prosecutions has CQC taken against NHS providers and private providers of healthcare? 	27/06/2017	27/06/2017	Part Disclosure - Exempt	S12 (1)
0146	If any reference on Mrs Maria Monnette Causapin [Golden Hands Home Care Ltd] has been received by the CQC apparently originating from [IECC Care], then I would respectfully requests (a) confirmation of the request, (b) a copy of the reference	15/06/2017	31/05/2017	Not Held	
0147	I want to know how I can search the CQC database to find an outstanding care home service in or within 20 miles of Bristol	26/06/2017	31/05/2017	Full Disclosure	S21 (1)
0148	Please can you confirm if Savers Care – Tottenham - 2001 and Skill Care – Barnet – 2015-2016 existed	26/06/2017	31/05/2017	Not Held	
0149	<p>Is it mandatory that when a resident is diagnosed with a Grade 3 or 4 Pressure Ulcer that the CQC are notified a) of the ulcer and b) of the grade?</p> <p>In relation to the 3 safeguarding incidents in 2016 and the 2 safeguarding incidents in 2017, were any of the incidents due to falls at Gravesham Place Integrated Care Centre? Were any of the incidents/falls within Diamond Unit?</p> <p>If any of the safeguarding incidents were in relation to residents falls, how many were sent to/admitted to hospital due to their falling at the home?</p>	28/06/2017	05/06/2017	Full Disclosure	
0150	<p>I am looking to support local health economies to become more efficient through implementing the 5YFV through at scale working.</p> <p>I am therefore looking for a National List of GP Federations/MCPs/Super Practices, websites and key contact email addresses if appropriate.</p>	28/06/2017	26/06/2017	Part Disclosure - Exempt	S41 (1)

0151	<p>Ref: GPAR/GP/321162.3</p> <p>As advised by you we seek pursuant to a Freedom of Information Request confirmation in writing whether you hold any record of any application to register a care home as a new service provider at 73 Welbeck Avenue, Southampton, S017 1SQ ("the Property") by/from:</p> <p>1. Mr Ashok Naidu,</p> <p>2. Rainbow Projects and Developments UK Limited (company number 06639357).</p>	28/06/2017	15/06/2017	Not Held	
0152	Request regarding software applications used.	28/06/2017	28/06/2017	Part Disclosure - Part Held	
0154	<p>To whom it may concern,</p> <p>In accordance with my telephone conversation with your office, I would be grateful if you could assist me in obtaining some statistics. I am looking for the following;</p> <p>1. The number of people in the North-East of England who are subject to the deprivation of liberty safeguards (standard authorisations) and who have objected to their deprivation under section 21.A of the Mental Capacity Act.</p> <p>2. In particular, I am looking for the number of objections in Middlesbrough and Redcar and Cleveland.</p> <p>3. However I would be grateful if you could also include the numbers for Stockton, Darlington, Hartlepool (and any other local authorities in the North East that you have). I am particularly interested in 2015/2016 statistics but would also ask that earlier statistics are included if this is possible.</p>	26/06/2017	05/06/2017	Not Held	
0155	<p>My name is Dalphon Arthur Lusack and I was the proprietor and manager of the above nursing home from 1988 to 1998.</p> <p>I would like a copy of the registration of the nursing home for my record.</p> <p>The Nursing Home was at 23 Broomfield Nursing Home, Heaton Moor, Stockport, SK4 4NB</p>	27/06/2017	05/06/2017	Not Held	

0156	<p>We are a domiciliary care company who has recently been rated 'outstanding' by CQC. Could you kindly point me in the direction to source these myself alternatively can you please provide me with stats that are officially sourced for/by CQC.</p> <p>Here is a list I would be most interested in having the stats on:</p> <p>How many home care agencies achieve this rating nationally? And where are they all based? When did they achieve this?</p> <p>How many carers and clients did these companies have at the time of them being rated outstanding ?</p> <p>How many achieve outstanding ongoing?</p> <p>Is there a company that holds the record in this area etc?</p>	29/06/2017	15/06/2017	Part Disclosure - Part Held	
0157	<p>In line with the Freedom of Information Act 2000, please can you provide me with the anonymous data for:</p> <p>1) All CQC registered care homes who have not got a Registered Manager in post for over 6 months since 1st December 2016?</p> <p>2) Out of these, how many of those homes/providers have been issued with a Section 33 fixed penalty notice?</p>	19/07/2017	19/07/2017	Full Disclosure	
0158	<p>I write in relation to Denham Manor Nursing Home, Halings Lane, Denham, Bucks, UB9 5DQ.</p> <p>I would request under the 'Freedom of Information Act' that I be supplied with the Inspection Notes taken by the CQC Inspectors during the Inspection carried out between 13-18 January 2017.</p>	29/06/2017	09/06/2017	Part Disclosure - Exempt	S44 (1)
0159	<p>RE: DHI, Direct Hair Implantation. Hair Clinic Manchester Manchester Hair Loss Clinic</p> <p>DHI's hair clinic in Manchester is the global leader in hair loss restoration with more than 50 centres worldwide... May the CQC please investigate and advise to myself, all professional qualifications, Registrations, designatory letters, and fitness to carry out all Hair Transplant methods of The DHI CLINIC, Manchester, and their below declared named practitioner's, as advised from the DHI describe as "Master Surgeons". The Royal College of Surgeons have no records of ANY of these "Master Surgeons"? I am also awaiting a reply to similar enquiries to the General Medical Council.</p> <p>1/ Dr Grigoria Zacharogianni GMC 748 2582 2/ Dr Eleftherios Papanikolaou GMC 7035821 3/ Dr George Papadimitriou GMC 7478215 4/ Dr Michail Mouzakis GMC 7237640</p>	03/07/2017	05/06/2017	Not Held	

0160	Please can you confirm if Savers Care – Tottenham - 2001 and Skill Care – Barnet – 2015-2016 existed as a candidate says she worked at both places.		26/06/2017	Clarification/ID not Provided	
0161	<p>In May 2016, Peter Whyman, Chairman,CBE DL CQC, wrote to Angela Raynor MP, Andrew Gwynne MP and Jonathan Reynolds MP, care of the House of Commons confirming:</p> <p>" Representatives of London and Manchester Healthcare (Darnton) Ltd informed us in March 2016 of its decision to close the residential and nursing units"</p> <p>Under FOIA please provide copies of all communication(s) to and from the CQC relative to the above statement. That is between London and Manchester Healthcare (Darnton) and the CQC. I believe this communication to be in the form of letters/emails and will include an Application to cancel or vary a suspension of registration. Please also confirm the date the cancellation was effective from.</p> <p>I believe the information is not classed as commercially sensitive and is covered under FOIA as being in the public interest.</p>	03/07/2017	03/07/2017	Part Disclosure - Exempt	S44 (1)
0164	<p>The reports for Rampton and Broadmoore are sufficient, however there are only two reports on Ashworth?</p> <p>I have also searched on http://discovery.nationalarchives.gov.uk/details/r/C17249 and found nothing on Ashworth.</p> <p>Can you please double check why this is the case?</p>	30/06/2017	22/06/2017	Part Disclosure - Exempt	S40 (2)/(3)

0165	<p>1. Are Direct Local Health Limited meant to contact the Care Quality Commission (CQC) if they are doing a new service not listed at CQC and therefore are they breaking any regulations?</p> <p>2. Should Direct Local Health Limited register every time they have a new service not listed at CQC?</p> <p>3. Why has not CQC issued Notice of Decision or the Certificate for the new service to Direct Local Health Limited?</p> <p>4. When are you intending to inspect Direct Local Health Limited again, they were last inspected in February 2014?</p> <p>5. In the new inspection will you inspect the Direct Local Health Limited 's Watford Care Alliance Out Of Hours GP service?</p>	14/06/2017	07/06/2017	Part Disclosure - Part Held	
0168	<p>Please could you let me know the names and email addresses for your:</p> <p>Head of Research Head of Analysis Head of Intelligence Head of Performance</p> <p>If this/these exact job title is not in post at Care Quality Commission then the closest person to the role who performs statistical or survey analysis would be helpful</p>	06/07/2017	16/06/2017	Full Disclosure	
0171	<p>Please could you kindly confirm to me the following:</p> <p>1. Has Mr Mduduzi Ngwenya (Dudu) Registered with the CQC as the Registered Manager?</p> <p>2. If Yes, on what date?</p> <p>3. If No, please provide details as to the reason why?</p> <p>4. Has Ms Moore Registered as the Nominated Individual?</p> <p>5. Is Ms Moore a Registered Nurse?</p>	30/06/2017	29/06/2017	Part Disclosure - Part Held	
0174	<p>Please accept this request for copies of all CQC inspector's unpublished and/or hand written notes pertaining to their investigations into Orchid View care home, West Sussex, where 19 residents perished.</p>	07/07/2017	09/06/2017	Not Held	

0177	<p>We asked if CQC could share the data related to this, such as:</p> <ul style="list-style-type: none"> • numbers of new registrations • cancellations • changes to statements of purpose • changes of provider • changes of registered manager • changes to the membership of a partnership • practice mergers • other variations <p>Are you able to arrange for us to have a breakdown of the figures relating to each of these for the last few years? If there are alternative categories that you would prefer to use do let me know.</p>	06/07/2017	06/07/2017	Part Disclosure - Exempt	S12 (1)
0179	<p>Please would you provide me with copies of:</p> <ul style="list-style-type: none"> • Any guidance, procedures or processes for inspectors on awarding a judgement based on the amended Jan 2017 Inspector handbook, where it states on page 50 "In addition, the overall rating for a service cannot normally be better than 'requires improvement' if there is a breach of regulations." • A copy of the rating aggregation tool – which reflects how the new guidance (above) to inspectors is calculated - (this cannot be emailed as emailing it destroys some of the functions) 	10/07/2017	10/07/2017	Full Disclosure	
0180	<p>I request the following information:</p> <p>How many prosecutions have been brought under the Health and Social Care Regulation 20: Duty of Candour, since it was introduced in 2014.</p>	10/07/2017	20/06/2017	Full Disclosure	
0183	<p>Can you please provide me with the forms which the Lead Inspector and all the accompanied inspectors ie GP and lay member will complete when assessing a GP practice.</p> <p>To be specific I am requesting the forms that are to be used on the day by the full inspection team.</p>	10/07/2017	04/07/2017	Full Disclosure	

0184	<p>Please can you exactly list to me on email what checks you made and for what reason the website operating does not need to register with the CQC</p> <p>The following website http://www.cqc.org.uk/location/1-615727353#warning-doctor-matt-ltd</p> <p>Has been suspended and the registered manager is Dr Helen Webberley</p> <p>However, then on the above website https://www.mychemistplus.co.uk/ Dr Helen Webberley is still providing services:</p> <p>https://www.mychemistplus.co.uk/consultation-with-low-testosterone-therapist.html</p> <p>Please can you explain the rationale for the decision that the above website operating online doctor does not need to be CQC?</p>	07/07/2017	29/06/2017	Full Disclosure	
0185	<p>Please can you also disclose copies of</p> <p>1) the draft Memorandum of Understanding between the National Guardian's office and CQC, NHS Improvement and NHS England which is mentioned in the minutes of the National Guardian's Accountability and Liaison Board, from the meeting held on 12th December 2016, and also</p> <p>2) a copy of the final version of this Memorandum of Understanding</p>	07/07/2017	28/06/2017	Full Disclosure	
0187	I would like to make request for an excel list of all UK care providers.	10/07/2017	12/06/2017	Full Disclosure	
0188	[My] FOI to include all aspects of both CQC inspection reports into Grosvenor including all internal communications between [CQC] staff in emails, documents, notes from informal discussions, notes of telephone conversations and all external communications between the practice and the CQC not included in the inspection reports but which were used to form them both. And to include all emails/documents relating to duty of candour/reporting of significant events and any other information [before and after] I raised concerns, and to include what the five significant events were and to whom [whether logged as such] they were reported.	06/07/2017	21/07/2017	Full Disclosure	

0189	<p>On your website you have Intelligent Monitoring Reports for Acute NHS Trusts. Within this report there is a category under the heading staff survey for - "The proportion of staff who would recommend the trust as a place to work or receive treatment". The reports which are all dated March 2014 state the "expected" figure across all the Trusts is 65.19%</p> <p>Using the most up-to-date data you have in relation to this survey please could you answer the following questions.</p> <ol style="list-style-type: none"> 1. Please provide me with a table showing the name of the Trust and the percentage score for the 20 Trusts with (i) the highest score and (ii) the lowest score. 2. For those with the lowest scores please indicate if it was low enough for it to be considered either a (i) risk category or (ii) elevated risk category. 3. Please provide me with a table showing the ten trusts that have seen the biggest (i) improvement and (ii) deterioration in their score in this category in the last year." <p>Please could you provide me with a similar response but with updated figures using the results of your most recent assessment of Trusts, stating which year the data is from?</p>	11/07/2017	20/06/2017	Full Disclosure	
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0191	<p>Re: Inspection(s) at University Hospital Southampton NHS Foundation Trust Last Inspection date/visit: 25-26 January 2017 and 7 February 2017</p> <p>Can you please provide me the following information?</p> <ol style="list-style-type: none"> 1. Given the last inspection report for this Trust, please provide details of the number of changes made or requested by Trust management following the original written report by the Inspector with regards to Equality and Diversity aspect of the report. <ol style="list-style-type: none"> 1a. Please provide a copy of the tracked changes from your original prepared report. 2. Please provide details of evidence/interviews conducted in understand Equality and Diversity compliance, please provide copies of the inspectors and accompanied inspectors handwritten forms and typed notes pertaining to Equality and Diversity agenda. 3. Please provide copies of material inspected in relation to Equality and Diversity (pdf copies will suffice) 4. Please provide details of the number of interviews conducted relevant to assessing Equality and Diversity matters at the Trust. <ol style="list-style-type: none"> 4a. Please state the role/job title of person interviewed 4b. Please state how many black, and ethnic minority staff were interviewed? 4c. Please provide interview transcripts of those Charing staff networks. 4d. Please provide all interview transcripts recorded pertaining to Equality and Diversity. 5. If you were contacted via your external website to interview certain individuals about Equality and Diversity at the Trust? <ol style="list-style-type: none"> 5a. Did you speak with these individuals? If not, why not? 6. Did you review the Trusts Human Resources (HR) statistics in terms of discrimination cases? Can you please share the reports provided by the Trust? 7. What evidence did you collect to substantiate your statement "The trust fulfilled its responsibilities in respect of equality and diversity" <ol style="list-style-type: none"> 7a. Please provide the measurement performance criteria used in making this statement. 8. Please provide details of externally commissioned reports in to equality and diversity 	12/07/2017	05/07/2017	Part Disclosure - Exempt	S21 (1)
0193	<p>Can you please tell me why Optalis Ltd is no longer registered with the QCC and what this means for oversight of social services in Wokingham.</p>	13/07/2017	19/06/2017	Not Held	

0194	<p>Please can you send me the following information:</p> <p>Notifications of deaths of service users (Expected deaths, Unexpected deaths, and Reason for death not stated), and Serious Injuries, at independent hospital locations registered with the CQC, for the years 2015 and 2016?</p> <p>If the data for these years are not compiled on the same basis as data previously provided by the CQC for the years 2010 to 2014 inclusive, please indicate the change or changes involved.</p>	13/07/2017	11/07/2017	Full Disclosure	
0195	<p>We have now been instructed to request from you under both the Freedom of Information Act 2000 and the Data Protection Act 1998 all correspondence between the CQC and Derbyshire County Council in the last 6 years that mentions either our Client personally or The Old</p>	10/07/2017	10/07/2017	Part Disclosure - Exempt	S44 (1)

0196	<p>Please advise what data CQC holds centrally on whistleblowing disclosures from care home staff in Devon and Somerset.</p> <p>1) Please indicate what fields feature in CQC's database.</p> <p>2) Please disclose CQC's definition of "whistleblowing" for the purposes of data collated as "whistleblowing" on its database</p> <p>CQC has published data on the action that it has taken in response to whistleblowing disclosures. This implies that CQC holds data centrally at provider level. Accordingly, please disclose the following data from CQC's database:</p> <p>Please advise for financial years 2016/17 and 2017/2018 year to date, with respect to care homes in Devon, Somerset and Cornwall.</p> <p>3) How many whistleblowing disclosures the CQC has received from care home staff</p> <p>4) Please give a breakdown of the action taken by CQC in response to all the whistleblowing disclosures in terms of these standard CQC categories:</p> <ul style="list-style-type: none"> - Brought forward a planned review (inspection) - No other action taken - Noted for future review (inspection) - Outcome TBC (please disclose if TBC stands for 'to be confirmed') - Referred to another body - Triggered a responsive review (inspection) - Unqualified whistleblowing (no outcome expected) - Whistleblowing outcome missing <p>5) If CQC does indeed hold data centrally at provider level, please give a breakdown of the care homes from which these whistleblowing disclosures arose and the number of whistleblowing disclosures relating to each provider.</p> <p>6) If the nature of the whistleblowing disclosures is categorised and held centrally , please disclose the categories of whistleblowing disclosures for each care home.</p>	14/07/2017	14/07/2017	Part Disclosure - Exempt	S31 (1)/(2)
0197	<p>1. Has a new national specialist adviser for dementia care been appointed yet?</p> <p>2. Are inspectors being trained to understand what good dementia care looks like?</p> <p>3. Is there a separate section in hospital inspection reports that shows how well the hospital cares for people living with dementia?</p>	14/07/2017	04/07/2017	Full Disclosure	

0198	<p>Under the FOI Act can you tell me please:</p> <p>1) How many care homes under your watch has the CQC been made aware of or investigated the use of prostitutes for residents.</p> <p>2) Please provide data covering 2012, 2013, 2014, 2015 and 2016 and if possible include the care home name and location, or at least the local authority it sits under.</p>	17/07/2017	19/07/2017	Withheld	S12 (1)
0199	<p>Please will you send me the following information on the 'expert advisory group to work with us on our overall regulatory approach for the sector' referred to in the CQC publication A fresh start for the regulation of independent Healthcare:</p> <p>a) The membership of the group b) Its terms of reference c) Minutes of its meetings to date d) Agreed action points</p>	14/07/2017	14/07/2017	Part Disclosure - Exempt	S40 (2)/(3)
0200	<p>I would be grateful if you could provide the following information under the Freedom of Information Act.</p> <p>Of those care homes for adults under the age of 65, please tell me:</p> <p>1 How many are currently registered? 2 How many of those registered have not received an inspection visit from CQC in the last two years? 3 How many of those registered have not received an inspection visit from CQC in the last three years? 4 How many of those registered have not received an inspection visit from CQC in the last four years? 5 How many of those registered have not received an inspection visit from CQC in the last five years?</p> <p>I look forward to hearing back from you within 20 working days.</p>	14/07/2017	13/07/2017	Full Disclosure	
0202	<p>You've sent me a number of emails which were exchanged between yourselves and WAHT. These emails refer to various documents and action plans being exchanged during the period my original FOI covered.</p> <p>However I do not appear to have been given these documents.</p> <p>Can you please check again that you have sent me everything you intended to send.</p>	17/07/2017	27/06/2017	Not Held	

0204	<p>I am writing with regard to obtaining information discussed in the final Audastra CCG inspection report dated 18 April 2017</p> <p>The information will include all data pertaining to categorisation of a breach in terms of Major/Moderate and Minor plus anything that would cause a negative response in the decision tree and subsequent final enforcement to suspend the license from the clinic. Any external references for understanding best practice should also be included.</p> <p>Please also supply a summary of other clinics so that a sensible comparison can be made</p> <p>I would also like to see any information that was obtained from the patients themselves and the cost benefit analysis surrounding quality of life</p>	18/07/2017	01/08/2017	Part Disclosure - Exempt	S40 (2)/(3)
0206	<p>I would like to have:</p> <p>all correspondence held by you in any mode and on any document that relates to events that unfolded on the 25th October 2016 at White House Farm Medical Centre, Church Street, Armthorpe, Doncaster, DN3 3AH following the walk out of Dr xxx that afternoon which as the only GP working on site that day left the practice without a contactable GP either on or off site. Please include all correspondence addressed to the Practice/GPs in respect of this incident and all correspondence forwarded to Doncaster CCG and NHS England also in specific relation to this incident.</p>	24/07/2017	24/07/2017	Part Disclosure - Exempt	S44 (1)
0207	<p>I am searching for information you may be able to help me with on a Care Agency that I am thinking of employing.</p> <p>I believe they registered with yourselves on 27 April 2016 and as yet there is no report published on them. I believe they have moved from Lytham to 2 addresses in the Preston area:</p> <ol style="list-style-type: none"> 1. 3 Riversway Business Village, Navigation Way, Preston PR2 2YP 2. 42A Liverpool Road, Penwortham, Preston PR1 0DQ <p>The company concerned is Caring Hands. I should be grateful for any information you can provide me with on this company, including previous reports.</p>	24/07/2017	11/07/2017	Full Disclosure	

0208	<p>have occurred in the waiting lists at Kettering General Hospital FT as far back as your records go.</p> <p>Please provide a copy of any and all associated reports, meeting minutes and associated agreed outcomes/actions for each illegal data manipulation event to include the CPA report into the data manipulation which was highlighted by whistleblowing in 2015 and a separate whistleblowing event took place in 2014 and any other instances</p>	24/07/2017	19/07/2017	Withheld	S30 (1)
0209	<p>I am looking for information about payments to celebrities. Please could you provide me with the following:</p> <ol style="list-style-type: none"> 1. Please could you provide a list of celebrities who have received payments over the past three calendar years (2015/16/17) up until the present date. 2. In each case where a celebrity has been paid please could you state how much they were paid, the date they were paid and why they were paid (i.e. promotional campaign/advert, speaking fee, performing fee, appearance fee etc). 3. In each case where a celebrity has been paid please could you include any expenses that were also paid and detail what they were for (travel, accommodation etc). Please could you break down what was paid to the celebrities in fees and what was paid to them in expenses. <p>Please note, for the purpose of this request a 'celebrity' should be taken to mean a famous person in sport, entertainment, film, music, reality TV, vlogging, or any other field.</p>	24/07/2017	26/06/2017	Not Held	

0210	<p>In 2013 Mr Behan was issuing public reassurances that the CQC would keep identities secret:</p> <p>https://www.carehome.co.uk/news/article.cfm/id/1561759/cqc-chief-prmises-to-keep-identity-whistleblowers-secret</p> <ol style="list-style-type: none"> 1. Please advise since 1st April 2013 what action the CQC has taken to ensure that CQC does not breach whistle blower confidentiality? 2. What is CQC's policy and operational guidance for CQC staff in this area? Please disclose the relevant documents. 3. Has CQC undertaken any audits of it's practices re whistleblowing confidentiality since the CEO told an audience he was taking "formal action" to address this issue back in 2013? If so please disclose when and the findings. 4. Peter Wyman indicated to me at the board meeting on 20th June 2017 CQC would maintain whistle blowers confidentiality where it was "possible". Not quite what his CEO is on record as saying 4 years previously. That said what are the circumstances where the CQC would not consider it possible to protect confidentiality? 5. Is there a policy in place to keep whistle blowers in the loop on this and has the CQC issued guidance to it's staff re mitigating risk to whistle blowers when the CQC decides that it cannot maintain their confidentiality. 	24/07/2017	03/08/2017	Full Disclosure	
0211	<p>I would appreciate it if you could let me know if indeed you have stopped her from trading as she is dealing with very vulnerable people with no direction from families and people who are unable to direct their own care.</p>	21/07/2017	07/07/2017	Withheld	S31 (1)/(2)
0212	<p>Please publish details of contracts Quality Health has with CQC.</p> <p>In particular I want to see details about Somerset Partnership Trust and what was the remit for gathering information from the public prior to the latest CQC inspection. How was this carried out? What were the outcomes?</p> <p>The information should include the cost of the contract.</p>	21/07/2017	17/07/2017	Full Disclosure	

0213	<p>The Freedom of Information Act 2000 I require the following information under the above act.</p> <ul style="list-style-type: none"> • The number of complaints that your organisation has investigated against Arrowe Park Hospital in each of the last five years. • The number of those complaints that have been upheld or upheld in part. 	24/07/2017	18/07/2017	Part Disclosure - Part Held	
0215	Do you have any record of complaints against the conditions or experiences on the Oak Ward at Redwoods Centre, Shrewsbury since your last inspection in June 2013?	24/07/2017	19/07/2017	Full Disclosure	
0216	I have requested to know the name of the scale used to measure the severity of a mental impairment several times from NHS 111, for example it could be the Global Assessment of Functioning, but I have not been told the information I have requested.	25/07/2017	28/06/2017	Not Held	
0218	<p>We would be grateful to receive the following documentation, pursuant to the Freedom of Information Act:-</p> <ol style="list-style-type: none"> 1. Any Care Quality Commission reports relating to the Blandford Children's Centre in the last 7 years .. 2. Any inspections etc which you have undertaken in relation to the Blandford Children's Centre in the last 7 years. 	26/07/2017	11/07/2017	Not Held	
0220	<p>What number of staff in your organisation are paid through umbrella companies?</p> <p>What number of staff in your organisation are hired through recruitment companies?</p> <p>What number of staff in your organisation are on temporary contracts?</p> <p>Which recruitment agencies does your organisation use?</p> <p>What number of staff in your organisation are paid through the following companies:</p> <ul style="list-style-type: none"> • Parasol Ltd? • Danbro Ltd? • Giant? <p>Which other companies are staff employed in your organisation paid through, and what is the number of staff per company?</p>	25/07/2017	24/07/2017	Full Disclosure	

0221	Request about Queen Alexandra Hospital.	26/07/2017	03/07/2017	Full Disclosure	S21 (1)
0222	<p>Please give me information regarding visits to any WHHT facility in the last 5 years giving dates times , reasons , outcomes next steps .</p> <p>Please send me full details of any and all complaints you may have received regarding any grade of WHHT staff member , unit department facility or site given dates , action taken by the CQC and costs going back to January 2006 please</p> <p>Clarification from applicant: narrowed the scope to last 5 years</p>	04/08/2017	02/08/2017	Withheld	S12 (1)
0223	<p>This is a formal request under FOIA for the list of all the NHS Mental Health Trusts. So, the list is to include the name of the Trust and if you have address as well, please</p>	27/07/2017	13/07/2017	Full Disclosure	
0224	<p>From February 2016 until April 2017 I was employed by an organisation that was providing regulated activities without CQC registration. I became suspicious, and alongside my colleagues we alerted CQC of this matter and it was confirmed that the business was not registered to carry out these regulated activities for Newcastle and Gateshead CCG. We continued to inform CQC of internal concerns we had about the business and a range of ENQ numbers have been issued. I now need written confirmation that the business was not registered between the above dates for my application via ACAS and legal representation for constructive dismissal as I was forced out of my employment in April 2017.</p>	28/07/2017	21/07/2017	Full Disclosure	

0227	<p>1. As at 01/04/2017, how many compliance inspectors were employed (head count)?</p> <p>2. For the 2016-2017 operational year, how many (head count) compliance inspectors received an end of year performance review?</p> <p>3. Out of all 2016-2017 compliance inspectors end of year performance reviews, how many were awarded outstanding, good, requires improvement and 'too early to rate'?</p> <p>4. Out of all 2016-2017 compliance inspector end of year performance reviews, how many staff awarded requires improvement were placed on performance improvement plans or similar (however so entitled)?</p> <p>5. Since 01/04/2017 to today's date, how many compliance inspectors were terminated, and the reasons for termination?</p>	28/07/2017	24/07/2017	Part Disclosure - Exempt	S12 (1)
0231	<p>I am seeking information on all the care homes that have been registered in England in the last two years – from January 2015 to June 2017 – providing personal care and/or nursing care to adults aged over 65.</p> <p>The information that I need is the date of registration, name and location of the home, registration category and the overall CQC rating (for those that have been inspected).</p>	31/07/2017	06/07/2017	Full Disclosure	
0233	<p>I would be grateful if you could forward:</p> <ul style="list-style-type: none"> - a copy of the CQCs risk management policy/strategy/framework - a copy of the CQCs board assurance framework (BAF) - a copy of the CQCs risk register 	02/08/2017	25/07/2017	Part Disclosure - Exempt	S40 (2)/(3)
0234	<p>I am writing under the Freedom of Information Act (2000) to request the following information about car parking charges at your hospital:</p> <ol style="list-style-type: none"> 1. Hourly Car Parking Charges 2. Daily Car Parking Charges 3. Weekly Car Parking Charges 4. Car Parking Charges for Blue Badge Holders 5. Car Parking Charges for Staff 	02/08/2017	10/07/2017	Not Held	

0236	<p>I am looking for an Excel file of mental health provider services in Merseyside with a number of criteria identified below. I have struggled to access this easily on the CQC website. Therefore, please can you provide the following information under the Freedom of Information Act 2000. Could you please provide the information in the form of an Excel file with each service listed separately. Mental health bed based services in Merseyside using the following fields: Type of service (e.g. care home, care home with nursing, independent hospital, NHS hospital, etc) Specialism / services Authority Provide name Contact details Number of beds Gender base of service (e.g. all male, all female, mixed) Current CQC rating</p>	03/08/2017	10/07/2017	Withdrawn	
0237	<p>I would like to have a record of all interactions the CQC has had with Babylon Health (discussions and parties involved) that there have been no past or current conflict of interest present here which may have given Babylon Health an "easier ride" with your inspection process. I am aware that some information may be confidential, but the kind of information I am looking for should not be.</p>	17/08/2017	17/08/2017	Withheld	S14 (1)

0238	<p>Fit and Proper Person Regulation (FPPR). The information I am requesting is as follows:</p> <ol style="list-style-type: none"> 1. How many complaints against individuals have been received by the Care Quality Commission (CQC) under the FPPR since its introduction in November 2014 2. How many of the total complaints received as described at 1 were for Trust Board members or in the case of social care organisations Board members. 3. How many of the total complaints received as described at 1 were for: Executive Directors? Non-Executive Directors? Associate Directors? Individuals whose roles were deemed to be similar to and/or equivalent to that of directors Other -please specify 4. For NHS organisations only- if any of the complaints received were against Associate Directors a) how many were Trust Board members and/ or b) how many were included because they performed functions similar to or equivalent to functions of a director and/or c) how many were included because they were in attendance at Board meetings and/or Board Committees d) specifically how many were Associate NEDs e) what were the full titles of all Associate Directors for which complaints were received. 5. How many of the complaints received as described at point 1 were a) pursued by CQC (i.e where CQC followed up the complaint with the employer and/or where CQC asked for the employer to investigate the individual(s) and b) the organisation (employer) type for which the complaints were pursued (i.e. acute, mental health, social care organisations types etc) 6. What is a) the ethnicity of all the individuals for which complaints have been received as described at 1 and b) what is the ethnicity of the individuals for which the complaints received were pursued by CQC. 7. How many of the complaints pursued resulted in the individuals involved being: (i) dismissed? (ii) given a final written warning? (iii) given a first written warning? (iv) given some other sanction (please specify the type of sanction)? 8. What is the ethnicity of the individuals who a) received a sanction and b) the ethnicity of the individuals by the type of sanction received. 9. How many individuals have been investigated under the FPPR by their respective employers without CQC receiving a complaint about the individuals and/or without CQC raising concerns 	03/08/2017	03/08/2017	Part Disclosure - Exempt	S12 (1)
0239	Can I obtain a list, or a breakdown of the common concerns or complaints by dental patients	04/08/2017	26/07/2017	Withheld	S12 (1)
0240	If you could send me the underlying Local Authority level data in excel format for Adult Social Care Ratings by local authority	04/08/2017	25/07/2017	Full Disclosure	

0241	<p>Mental Health Care UK Ltd and all of its subsidiaries.</p> <p>As outlined within the above act please disclose to me the following information:</p> <p>i. The number of service user deaths reported by Mental Health Care UK Ltd.</p> <p>ii. All complaints received from January 2016 to the current date.</p>	04/08/2017	26/07/2017	Full Disclosure	
0242	<p>Further to the information provided confirming that Mr Mduduzi Ngwenya is not currently the Registered Manager for Newton House, please you kindly confirm the reason (s) why he has not registered despite being the Hospital Manager at Newton House since June 2016.</p>	04/08/2017	02/08/2017	Withheld	S31 (1)/(2)
0245	<p>Please could you advise me if you are able to provide me a list of the Doctors that work for the CQC inspection team and their GMC numbers?</p> <p>Can this information be shared or is this available somewhere?</p>	07/08/2017	25/07/2017	Withheld	S12 (1)
0246	<p>I would like the following questions answering under the Freedom of Information Act regarding the Care Quality Commission's Fit and Proper Person's test.</p> <ol style="list-style-type: none"> 1. How many NHS Trusts has the CQC central panel been asked to monitor under Regulation 5 of the Fit and Proper Person's test? 2. Which, if any, NHS Trusts has the CQC made it a condition of registration that the organisation/provider remove a director, trustees or board member. 3. Of the NHS Trusts the CQC central panel has considered under Regulation 5 what were the sources for complaint? 4. Of the trusts the CQC central panel has considered under Regulation 5 on what grounds were the complaints made? 5. Of the NHS Trusts the CQC central panel has considered under Regulation 5, what were the reasons for the complaints being rejected? 	07/08/2017	07/08/2017	Part Disclosure - Part Held	

0247	<p>I would like to make an IIR request for the following:</p> <ul style="list-style-type: none"> • Number of services inspected during 2013, 2014, 2015 & 2016 who received a rating of inadequate (expressed as either a percentage or fraction; split by year & by region or county of the services registered address/main office) eg 53/1000 in 2013 in Shropshire • Number of services inspected during 2013, 2014, 2015 & 2016 who received a rating of inadequate who had not shown sufficient improvement to raise the rating from inadequate to requires improvement or above when next inspected by the CQC (expressed as either a percentage or fraction; split by year & split by region or county of the services registered address/main office) -- please could you include services: even if there was no formal rating change, but the standard was equivalent to requires improvement or above; regardless of whether the inspection was full or partial, formal or informal 	10/08/2017	04/08/2017	Full Disclosure	
0249	<p>I work for the Royal Cornwall Hospitals Trust. I read in the press today that a senior CQC inspector has insinuated that it was our trust that asked for a previous report on our hospital to be delayed until after the election. Many of us were disappointed to read that the report was being withheld (as stated in an email from our Trust, prior to your most recent visit). My question is a simple one. Who's decision was this?</p>	10/08/2017	27/07/2017	Full Disclosure	
0250	<p>I was the registered provider and registered manager for the service as detailed below. I am trying to get hold of a copy of a CQC report that was carried out in early 2004 / 2005</p> <p>Service Name: Guardian Care Services (Cheshire) Ltd Service Type : Domiciliary Care Address of Service: 101 Nantwich Road, Crewe, Cheshire CW2 6AW Registered Provide: Stephen Brookes Registered Manager: Stephen Brookes</p> <p>Could you please advise if this is something you could help with</p>	09/08/2017	26/07/2017	Full Disclosure	
0251	<p>I would also appreciate the following information in respect of this inspection:</p> <ol style="list-style-type: none"> Were all wards inspected? On average how many patients were interviewed on each ward? Were they interviewed out of hearing of hospital staff? 	08/08/2017	27/07/2017	Withheld	S31 (1)/(2)

0253	<p>I believe there is a public interest in understanding the extent to which the activities of the CQC may be determined or influenced by representation or misrepresentation and how the CQC avoids acting on the latter.</p> <p>Therefore can you please provide the following information:</p> <p>1. Copies of all correspondence to include any emails or letters exchanged (to/from or both) between any trade union (e.g. Unite, GMB, Unison) and the CQC that makes any reference to or representation about the East of England Ambulance Service for the following periods: 1 January 2016 to 30 September 2016 9 June 2017 to 12 August 2017</p> <p>2. Copies of all correspondence to include any emails or letters exchanged (to/from or both) between any Member of Parliament and the CQC that makes any reference to or representation about any trade union (e.g. Unite, GMB, Unison) associated with the East of England Ambulance Service for the following periods: 1 January 2016 to 30 September 2016 9 June 2017 to 12 August 2017</p> <p>3. Any guidance document used by CQC staff to support an assessment of such representations.</p>	11/08/2017	03/08/2017	Part Disclosure - Exempt	S44 (1)
0255	<p>A] How many complaints in total have there been in respect of emergency readmission to St Mary's Hospital within 30 days of discharge from St Mary's for the period starting 1 August 2015 to 30 September 2015?</p> <p>B] How many patients were discharged from St Mary's Hospital but then readmitted as emergency admission to St Mary's within 30 days in August 2015?</p> <p>C] How many patients overall in the two year period from 1 July 2015 to 1 July 2017 have been discharged from St Mary's Hospital but then had to be readmitted as emergency admission to St Mary's Hospital within 30 days?</p>	15/08/2017	01/08/2017	Withheld	S14 (1)
0258	<p>Re: Factual accuracy and ratings review processes.</p> <p>So that we can be clear exactly how these processes worked, and in accordance with the CQC's Sharing Guidance (2015) which we previously referred to, would you please supply us with all documents of any kind which the CQC holds in relation to the above two processes including all internal CQC emails, memos, notes and other communications relating to these processes.</p>		22/08/2017	Withdrawn	

0259	<p>I would be grateful if you would please provide me with copies of any documentation which make reference to Specialist Advisors for Digital Healthcare; including, but not limited to:</p> <ul style="list-style-type: none"> - their role in the inspection process and recruitment process - relevant internal guidance and policy documents - correspondence sent to current and/ or former Specialist Advisors setting out CQC guidance and policy - correspondence sent to current and/ or former Specialist Advisors setting out decisions on the experience and/ or knowledge level required of a Specialist Advisor for Digital Healthcare <p>Please also provide any other information/documentation which refers to the composition of inspection teams for digital healthcare services.</p>	11/08/2017	11/08/2017	Part Disclosure - Exempt	S40 (2)/(3)
0261	<p>Could you share a copy of SOFI audit tool with us?</p>	11/08/2017	04/08/2017	Withheld	S38 (1)
0263	<p>I would also like to have any information regarding enquiries or investigations into the "Carer" formerly of Sewerby Road, Bridlington.</p>	11/08/2017	20/07/2017	Neither Confirm or Deny	S40(5)
0265	<p>Our client was the co-proprietor of Whickham Lodge (6 East Cliff Road, Dawlish, EX7 OBP) which had its registration cancelled by the Commission for Social Care Inspection (CSCI) on 06.01.05. A report by CSCI was carried out prior to this date</p> <p>Our client wishes to obtain a copy of the report carried out by CSCI which resulted in the closure of Whickham Lodge together with copies of any and all correspondence between the Department of Health and/or CSCI and the proprietors or management of Whickham Lodge during its lifetime.</p>	15/08/2017	25/07/2017	Full Disclosure	

0266	<p>We are instructed by our client in respect of a claim for damages for injuries arising out of the above accident.</p> <p>We are currently investigating the circumstances of this accident and are attempting to gather further information regarding the events which took place. We have been provided with a copy of the report prepared by The Public Health Protection Unit of Northumberland County Council, a copy of which we enclose. They confirm that they passed their findings on to yourselves for further action should you consider it necessary. Could you please confirm whether this report was received and, if so, whether any further investigations and/or action was taken by you and, if so, we would be grateful if you could provide us with a copy of any report which then followed.</p>	16/08/2017	27/07/2017	Part Disclosure - Part Held	
0268	<p>I am a student on the MSc Management course at Lancaster University, and I am currently conducting a research project. The focus of the project is to analyse the care home market conditions within Cumbria, so that we can advise a client about the demand for a new unit they are proposing to open in the area. I was therefore after some data/information to help me analyse this.</p>	16/08/2017	02/08/2017	Full Disclosure	
0269	<p>Would you be kind enough to supply me with the ratings/recommendations for Clifden House Dementia Care Centre from August 2005 to April 2009 inclusive.</p>	16/08/2017	02/08/2017	Full Disclosure	

0271	<p>Please could you confirm the following information that is crucial to my case as a matter of high importance.</p> <p>Newton House: On the CQC website: No Registered Manager listed. Please could you confirm if there is a registered manager? If so who is this? Nominated Individual is listed as Kevin Shields, I am informed he has left MHC, please could you confirm if this is the case? If it is the case who is the Nominated Individual?</p> <p>Rockfield House: On the CQC website: The Registered Manager is listed as Lisa Bessal, I am informed she left MHC over a year ago, but is still listed as the Registered Manager. Could you confirm who is the Registered Manager? Nominated Individual is listed as Kevin Shields, I am informed he has left MHC, please could you confirm if this is the case? If it is the case who is the Nominated Individual?</p> <p>Acrefield House: On the CQC website: The Registered Manager is listed as Mac-James Frimpong, I am informed he left MHC, but is still listed as the Registered Manager. Could you confirm who is the Registered Manager? Nominated Individual is listed as Kim Moore, Please could you confirm when did Kim</p>	16/08/2017	15/08/2017	Full Disclosure	
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0272	<p>Sutcliffe and Ms Ashcroft and - given the above - whether this has been shown to be a conflict of interest</p> <ul style="list-style-type: none"> - if so, whether this has been properly recorded on Ms Sutcliffe's COI form. Please provide a copy of any disclosable information in this regard - whether CQC have investigated Ms Sutcliffe for any potential bias in inspection toward providers, providing any public documentation in this regard - assuming that CQC supports Ms Sutcliffe's implied criticism of profit making provision in the sector please provide the public minutes of any meeting where this has been discussed and agreed upon - assuming that the market oversight function (S. Dean) publicly supports the notion that Ms Sutcliffe 'likes' (ie that profit making in the ASC sector is negative) please provide any public document that states this is a CQC position (be it toward Barchester or wider in the sector) - pls provide any public documentation that documents that the CQC believe that the current mechanism for local inspectors and inspection managers in ASC to speak out is acceptable and fit for purpose and, if there is public data on this available (specifically ASC senior management bias statistics) please provide these or highlight 	14/08/2017	04/08/2017	Part Disclosure - Exempt	S40(5)
0275	<p>I wish to obtain a copy of the inspectors notes that were used to compile the latest report (6 December 2016) on the following care home.</p> <p>Orchard Lodge - Tylden House Dorking Road, Warnham, Horsham, RH12 3RZ</p>	17/08/2017	16/08/2017	Part Disclosure - Exempt	S44 (1)
0276	<p>I wish to obtain a copy of the inspectors notes that were used to compile the latest report (1 July 2016) on the following care home:-</p> <p>The Laurels - Guildford Road, Broadbridge Heath, Horsham, RH12 3PQ</p>	17/08/2017	16/08/2017	Not Held	
0277	<p>I am currently embarking on a study to investigate whether the current requirements for resuscitation in UK General Practice are fit for purpose. To help us with our research, it would be extremely useful to have access to some valuable data that you hold regarding deaths of patients while at their health centre or consulting with their GP - (Statutory notifications for NHS GPs no 14).</p> <p>Please would it be possible to let me know how I could obtain the figures on an anonymised basis?</p>	17/08/2017	09/08/2017	Full Disclosure	

0279	I am writing to request contact details of Care Home Managers in the following areas: Derbyshire; Nottinghamshire; Leicestershire; Warwickshire; West Midlands. I am not sure whether this information falls under the Freedom of Information Act. If it does I would be grateful if you could please email me the details that is : Name of Manager, Name of Care Home; Email Address	18/08/2017	24/07/2017	Part Disclosure - Exempt	
0280	1. How many individual care home locations has the CQC inspected during the period of 01.06.15 and 01.07.17; 2. For this group of inspections, please confirm how many took place over one day, two days, three days, four days, five days and more than five days respectively; 3. For this group of inspections, please provide details of the inspection teams in terms of the number of inspectors who formed part of the inspection team: how many had (a) one inspector (b) two inspectors (c) three inspectors (d) four inspectors (e) five inspectors, (f) six inspectors (g) more than six inspectors.	21/08/2017	17/08/2017	Part Disclosure - Exempt	S12 (1)
0284	Re: Jeanette Parkinson, Morecambe Bay I am finalising a PhD under the direction of Prof. Colin Fisher and Dr. Konstantina Kougianou into the case of transgressions/failings of employees and the justice/fairness of the processes involved in resolving such workplace "incident/s". In the above case it has been reported in the press that she may have received "---14 months of salary she was not entitled to on top of three months wages in lieu of notice and 480 hours of " unchallenged" overtime as part of the compromise agreement".(North west Evening Mail 13 Oct. 2016) Given that justice and fairness is the core of my research, I would welcome you providing the above information which I understand has been forwarded to you. The actions of employers, trade unions, and professional bodies (CQC,RCM and CIPD) all have a part dispensing justice, and it would be a travesty if legislation like the FOI were used to prevent disclosure, particularly where fatalities and possibly a "cover-up" had been attempted.	21/08/2017	28/07/2017	Not Held	
0285	I would like to receive information of how the hand hygiene of the South East Coast Ambulance service front line Ambulance staff was assessed and audited and reported in your most recent audit of their staff? Also what guidance was given to South EAST Coast Ambulance Service of the standards and techniques of hand hygiene that were to be attained and used?	18/08/2017	25/07/2017	Withheld	S31 (1)/(2)

0286	I require the case numbers of the patients whose care was criticised by your 'specialist GP adviser' when inspecting Frost's pharmacy (now registered as Oxford online pharmacy) in January 2017. This will be used as part of a response to the GMC so an early response is required.	18/08/2017	26/07/2017	Withheld	S44 (1)
0287	Can I also please know the names of the inspectors for the following agencies: Bluebird care Harrow Gentlecare UK Hyde Park Care	21/08/2017	27/07/2017	Withheld	S40 (2)/(3)
0288	I would like to know who is inspector for caremark harrow is.	21/08/2017	25/07/2017	Not Held	
0290	public has evidence that a service in the community is operating dangerously and negligently and putting people at risk would the CQC investigate this and which department and who would the complaint be directed to? 2-Do CQC get involved if someone is suffering institutional abuse and what is the process if they do. 3- Are CQC Trained in the understanding of institutional abuse and differentiating it from simply a complaint and how do they do this. Are CQC aware of the vast criteria that can be classed as institutional abuse. 4-What do the CQC do when it is obvious that cover ups of institutional abuse are occurring at Director level of a service, eg. a community care home. 5-Institutional Abuse can affect just one person, and there are no excuses for one person being abused. If a single person is found to be suffering institutional abuse would this affect the CQC rating of the service on the CQC Report. ie no one should be abused and the public should have a right to know, as the next person using the service could endure the same. OR would the CQC tend to cover up individuals cases of institutional abuse and not mention it on reports, as unfortunately I have found this has happened at several services I have been at and i want to know the truth of what CQC are MEANT to do. 6-If a member of the public suspects a community autism service (ie. covering the whole spectrum including Aspergers) is operating dangerously and not complying with NICE Guidelines, and as a result a person is being put at risk, who would this be directed to at CQC. Please list a department and named person and how the complaint process would work. 7-What happens and what can be done if a CQC Report has been completed and put online and a member of the public is able to prove CQC have made errors or even deliberately lied. Who would such a serious matter be referred to??	18/08/2017	08/08/2017	Part Disclosure - Part Held	

0291	<p>Request all information regarding Northfield Surgery, Thorne, Doncaster, DN8 4BQ. This should include, but is not exclusive to all written, hand written and electronic forms of information storage.</p> <p>We would also ask this to include notes, records and memo's pertaining to any alleged whistleblowing.</p>	22/08/2017	22/08/2017	Withheld	S14 (1)
0292	<p>I would like to know:</p> <ol style="list-style-type: none"> 1. Has there been a policy decision to review the cases of all or most patients under the care of community mental health teams in Devon? 2. Are a substantial number being imminently discharged as a result of this policy? 3. Who was in attendance at the meeting/s where this policy was decided? 4. Is there a merger or reconfiguration of services? 5. Please send me a copy of minutes made at the meeting where this policy decision was made? 6. What is the budgetary overspend for community mental health care in Devon? 7. Was the policy change based on financial considerations? 8. Who was consulted and when? 9. What was the consultation process? 10. What is the basis for these discharges from the service? 11. Why has this happened to me in particular? 12. what are my diagnoses? 13. why am I deemed "incurable" and is that the same as "untreatable"? 14. Why has there been no consultation with myself about this decision and/or others involved in my care? I.E. The pain management psychologist at Newton Abbott hospital, the occupational therapist who signed off on my need for direct payments after a mental health assessment lasting a couple of months. My GP who has no notification from Mental Health despite a recent overdose. 15. What is the process for re-referral? 16. Who is able to re-refer? 17. What services will be available from community mental health care in the future and when? 	22/08/2017	27/07/2017	Not Held	

0293	<p>We would be grateful if the Care Quality Commission could provide us further details regarding the inspection findings from the unannounced visit on the 17th of June 2015. In particular we request further information regarding financial abuse within the care home whereby it was found that seven people's money were found to purchase items that should have be paid for by the provider.</p>	23/08/2017	11/08/2017	Not Held	
0294	<p>I require the Names, Job titles, Email addresses and Telephone numbers of:</p> <ul style="list-style-type: none"> • The person who leads and is responsible for IT & Information Security. • The Person who is responsible for the compliance of GDPR (General Data Protection Regulation). <p>Can you also please confirm the number of contractors is said areas.</p>	23/08/2017	09/08/2017	Full Disclosure	
0298	<p>I wish to request information held by the Commission under the FOIA</p> <p>Please provide the number of statutory inspections of adult social care services for which requests for the notes of statutory inspections have been made, as a total for each year since October 2010</p> <p>The year 'start' for the data may be whatever date is convenient (please state the periods for the data)</p> <p>Please include data so far as available for the current year, with the date up to which it refers</p>	22/08/2017	07/08/2017	Withheld	S12 (1)

0299	<p>How many Health and Care Providers, has CQC Inspected since 31st of July 2016, to the present day, please list numbers for Blackpool and Fylde Coast Area, Lancashire, North West Freedom of information Act Request to CQC, with regards Accessible Information Standard Law.</p> <p>Also please list Regionally, for the rest of England too?</p> <p>Of all these Health and Care Providers inspected, how many were inspected for compliance with all necessary UK, EU & UN Disability & Equality Laws?</p> <p>Also how many, were said to be fully compliant too?</p> <p>Of these which were not compliant, what if any action was taken, to make them compliant afterwards too? Or was no Official Action taken?</p> <p>Or with regards these Health and Care Providers inspected, how many were inspected for compliance with DoH Accessible Information Standard Law</p> <p>Also again how many, were said to be fully compliant too?</p> <p>Of these which were not compliant, what if any action was taken, to make them compliant afterwards too? Or was no Official Action taken?</p> <p>What expertise, knowledge, qualifications and experience, does CQC inspectors have of both Disability & Equality and Accessible Information Standard Laws, or are any CQC inspectors / personnel registered with any appropriate official bodies (likes of NRAC) too?</p> <p>Along with what specialist Disability & Equality and Accessible Information Standard Laws training, have or are CQC inspectors currently being given and given by who (individual or organisation) too?</p> <p>Who does CQC say they are compliant with both Disability & Equality and Accessible Information Standard Laws</p> <p>As we have concerns over CQC own Website over Accessibility, as well as CQC communications, no Type-Talk / Text-Phone number advertised it seems or this Disability Assistive Technology Systems offered?</p> <p>Or with regards CQC Official Paperwork, being offered in all approved and commercially available Disabled Alternative Accessible Formats, for Individual Disabled Peoples own Legal Needs and Requirements too?</p>	24/08/2017	24/08/2017	Withheld	S12 (1)
0300	<p>In January 2012 my xxx was being cared for by a company call Stratford District Mencap they are now known as Heart of England Mencap, their address is Suite 1, Clifford Mill, Clifford Chambers, Stratford upon Avon, Warwickshire, CV37 8HW. The manager at the time was xxx, he put my xxx at serious risk of harm and was subsequently disciplined for neglect, I have been informed that at the time he should of been registered with yourselves as a registered care manager. I believe this was not the case and request confirmation of his registration and what date this commenced.</p>	31/08/2017	07/08/2017	Full Disclosure	
0301	<p>I would like to know which dataset was used for the report "The State of Adult Social Care Services 2013-2017".</p>	25/08/2017	15/08/2017	Full Disclosure	

0303	To ask the Care Quality Commission to release all photographs taken as part of its inspection of Marie Stopes International's Norwich centre in the year 2016	25/08/2017	04/08/2017	Not Held	
0304	To ask the Care Quality Commission to release all photographs taken in the course of its inspections of abortion clinics and abortion-providing hospital wards in the past five years (July 2012 to July 2017).	25/08/2017	09/08/2017	Withheld	S12 (1)
0305	Info access request: I see from your web that bluebird care Harrow is currently undergoing an inspection. I would like to know what their current likely overall rating outlook is: ie inadequate improvement good or outstanding. Based on info so far and subject to change	28/08/2017	11/08/2017	Withheld	S31 (1)/(2)
0306	1. the number of care home managers that failed to register satisfactorily during 2015 and 2016 2. the number of penalty fines issued for non registration of managers in 2015 and 2016 3. the number of care homes providing care for adults in West Sussex at 1/4/2016 Q1 Clarified: I confirm that I wish to be informed of the number of care home/nursing home provider locations, with a condition of registration that they should have a manager in place, but who did not have one within the required period during 2015 and 2016	28/08/2017	18/08/2017	Full Disclosure	
0307	See CQC letter in correspondence from Complaints	25/08/2017	21/08/2017	Part Disclosure - Part Held	

0308	<p>1-Please can you tell me under which heading you inspected the Somerset Partnership Community Asperger service. CQC mention a learning disability and autism service which the asperger service at Glanville house clearly isn't part of. However reading the report it continually states learning disability. Are the CQC aware that autism is not a learning disability. It is a neurodevelopmental disorder. Someone with aspergers could have also a learning disability just as someone with autism. People on the spectrum need a specialist trained team of people Sompar doesn't have. I made a FOI request to Sompar which further confirmed this.</p> <p>2-CQC have given all services a good rating. Can you therefore explain the following. Obviously in question 1 you need to inform me which service heading you inspected the Glanville House asperger team under. Secondly why give a good rating when they aren't in any way complying with NICE Guidelines. They are doing diasgnostic assessment only and no comprehensive assessment as per nice guideline, ie.challenging behaviour, sensory issues, risks, secondary diagnosis etc . They claim to not have any psychologists to carry this out.</p> <p>3-Why have CQC given the children's services good rating when in Sept 2016 they allowed a 14 year old girl to hang herself!</p>	11/08/2017	03/08/2017	Full Disclosure	
0309	<p>I would like to know</p> <ol style="list-style-type: none"> 1. How many fixed term contract positions CQC currently have people in 2. A list of job title of all FTC with; <ol style="list-style-type: none"> 2a. The date the FTC started 2b. The last date the FTC was extended 2c. The date the FTC is due to run until 2d. The date the FTC position went through a process to set the grade/payscale 2e. Identify those in the list which are being paid outside the set pay band 2f. The date the FTC was advertised to existing staff members 	29/08/2017	29/08/2017	Part Disclosure - Exempt	S12 (1)

0310	<p>Please can the Care Quality Commission provide copies of the following documents provided, produced or published by your organisation on the following areas</p> <p>A. Guidance on what 'Reasonable Adjustments' would be reasonable in managing nurses and midwives who have incapability issues due to morbid obesity.</p> <p>B. Guidance on what 'Reasonable Adjustments' would be reasonable in managing nurses and midwives who have incapability issues due to ill health.</p> <p>C. Guidance on what /Reasonable Adjustments' would be reasonable in managing nurses and midwives who have incapability issues due to a disability caused by ill health.</p> <p>D. Guidance on what procedures to follow,where all reasonable adjustments have failed to ensure a registered nurse or midwife is able to provide safe and effective practice,while at work.</p> <p>This request applies not only to generally available documents, but to any other guidance or advice document, even if only for internal use</p>	31/08/2017	25/08/2017	Not Held	
0311	<p>Please provide the number of recorded complaints about unnecessary operations taking place in private hospitals.</p> <p>This may also include keywords such as: “pointless” / “wrongful” / “needless” / “uncalled for” / “unlawful” / “illegal” – so we can cover the full extent of any possible complaints.</p> <p>Please provide this information for 2016 and 2017 to date.</p> <p>Please provide this information broken down by year and hospital.</p> <p>1. Clarified to I would like to obtain the information you do hold, thank you. In whatever way you hold it.</p> <p>2. Further clarified to If the only information you can supply is 'information of concern' then I would like to have this please.</p> <p>3. Further clarified to If the information can be broken down into categories, types and sub types it may be clearer to understand each enquiry.</p>	01/09/2017	24/08/2017	Part Disclosure - Exempt	S12 (1)

0312	<p>I am struggling to find out the total number of residential, nursing, EMI care homes in the UK. Previously, I believed the statistic to be around 16,000 and since looking at your website today I am getting varying statistics between 18,000 - 25,500.</p> <p>Of these care homes, please could you give me a percentage break down of the rating - outstanding, good, requires improvement and inadequate. Or direct me to where I can find accurate statistics, please.</p>	31/08/2017	25/08/2017	Part Disclosure - Part Held	
0313	Re two incidents at Newton House.	31/08/2017	03/08/2017	Withheld	S44 (1)
0316	<p>I am writing to request information regarding reports pertaining to regulation 28 of the Coroners and Justice Act 2009. I would like the following information:</p> <ol style="list-style-type: none"> 1. How many reports of regulation 28: report to prevent further deaths, were received between 1st Jan 2015 and 31 March 2017 2. What matters of concern were highlighted? 3. What actions were taken in response to said reports? 4. Copies of all responses to said reports. 	04/09/2017	11/08/2017	Withheld	S12 (1)

0320	<p>For each of the last three years - 2016, 2015 and 2014 - could you please provide the following statistics:</p> <p>1. (a) The total number of serious injury notifications received by the CQC from registered care homes. (b) The total number of organisations the above notifications were attached to.</p> <p>2. (a) The total number of serious injury notifications received by the CQC from all locations and services that are registered with the CQC. (b) The total number of organisations the above notifications were attached to.</p> <p>3. (a) The total number of abuse or allegations received by the CQC from registered care homes. (b) The total number of organisations the above notifications were attached to.</p> <p>4. (a) The total number of abuse or allegations received by the CQC from all locations and services that are registered with the CQC. (b) The total number of organisations the above notifications were attached to.</p> <p>5. (a) The total number of whistleblowing enquiries relating to care homes. (b) The total number of organisations the above enquiries were attached to.</p> <p>6. (a) The total number of whistleblowing enquiries relating to all locations and services that are registered with the CQC. (b) The total number of organisations the above enquiries were attached to.</p>	08/09/2017	07/09/2017	Full Disclosure	
0321	How many registered Learning Disability care services have restructured their registration from one large location to multiple smaller locations of a registration of above 6 beds within the past 12 months	05/09/2017	31/08/2017	Part Disclosure - Exempt	S12 (1)
0322	<p>Since reviewing the inspection handbook for adult social care we note the following at page 19: "There is an introductory script that support organisations provide to each ExE to use at the beginning of their phone calls..."</p> <p>We would like to request the 'introductory script' referred to at page 19. Please could this be provided by return?</p>	06/09/2017	11/08/2017	Full Disclosure	

0323	<p>Last year the CQC undertook 12 Focused Mental Health Act Visits relating to the role of the AMHP - . Approved Mental Health Professional.</p> <p>I am requesting a copy please of these 12 Reports.</p> <p>Please can you tell me if the Organisation listed later.</p>	05/09/2017	25/08/2017	Withheld	S31 (1)/(2)
0326	<p>(a) have been inspected by yourselves.</p> <p>(b) should be inspected by yourselves but have not yet been</p> <p>(c) the results of any inspections. May I have a copy of the latest reports from, say 2010.</p> <p>(d) any concerns raised about 'false memory syndrome' arising from the therapeutic process used by them</p> <p>The organisations concerned are:</p> <p>(1) The Lantern Project, 168 Seabank Rd, Wallasey CH45 1HG</p> <p>(2) The Lantern Project CIC, also believed to be at 168 Seabank Rd, Wallasey CH45</p>	06/09/2017	10/08/2017	Not Held	
0328	Request for information relating to Dryfemount Care Home, Lockerbie, DG11 2EJ.	08/09/2017	11/08/2017	Not Held	

0329	<p>Please can you provide the following information;</p> <ul style="list-style-type: none"> • How many locations does the Trust have? • Please confirm if the Trust is in contract for a managed print service? • Does this include MFD's and printers? • Please confirm contract number and dates? • Please confirm who the contract was awarded to? • Please confirm procurement route used? • Please confirm name of trust employee that is responsible for the management of the printer estate for the trust. • Please confirm if you currently reclaim the VAT on the managed service contract? • Please confirm if you intend to go out the tender next time or call off an existing framework? If so please indicate which one? • Please confirm if paper is included in the contract? If not please confirm the annual spend on paper per annum • How many MFD's does the Trust have? • What is the annual spend on MFD's – including; lease costs, consumables, costs per click and service charges • How many printers does the Trust have? • What is the annual spend on printers – including; lease costs, consumables, costs per click and service charges • Please confirm the annual volumes of mono and colour prints? T • Do you have any mobile print capabilities? • Do you have any secure print capabilities? 		07/09/2017	Clarification/ID not Provided	
0330	<p>Contained on the website (found at http://www.cqc.org.uk/) for Care Quality Commission are the words....."The independent regulator of health and social care in England". Could you clarify what is meant by "independent" in this context please i.e. independent of what and whom.</p>	07/09/2017	11/08/2017	Full Disclosure	
0333	<p>Under the Freedom of Information Act 2000, please advise me.</p> <ol style="list-style-type: none"> 1. Number of PMS Regional Lead Inspectors employed by CQC 2. Name of Regional PMS Lead Inspectors/Manager and what region they are in charge of 3. Contact details of the Regional Lead Inspectors/Managers 4. Number of Assistant inspectors allocated to each regional lead inspector/manager 	12/09/2017	30/08/2017	Part Disclosure - Exempt	S40 (2)/(3)

0334	<p>I am writing to request copies of all concerns or complaints lodged with you between 1 August 2014 and todays date [12 August 2017] in respect of Stowford House Care Home, Faringdon Road, Shippon, Oxon, OX13 6LN. Such details to include:</p> <p>1) Hand-written or types notes of telephone conversations 2) Correspondence by post or email 3) Those submitted via your online 'share your experience' page.</p>	12/09/2017	07/09/2017	Part Disclosure - Exempt	S44 (1)
0335	<p>Contained on the website (found at http://www.cqc.org.uk/) for Care Quality Commission are the words....."The independent regulator of health and social care in England". Could you please clarify whether or not CQC is independent of all registered providers, particularly health and social care providers, it is believed to regulate.</p>	12/09/2017	15/08/2017	Full Disclosure	
0337	<p>8) Am I correct in thinking that CQC are funded by the operators that you regulate and any short fall in funding is picked up by the tax payer, or is it the case that the budget from the tax payer is given to CQC (in advance) and then the operators pays for this and then any short fall is picked up by the tax payer?</p>	05/09/2017	16/08/2017	Full Disclosure	S21 (1)
0338	<p>Please can you advise when CQC tenancy in the citygate building is due to expire. If the tenancy is due to expire in the next 3 years is there plans to stay in citygate or use another building (in or out of area).</p> <p>Can you confirm who is the landlord and the legal entity that owns the citygate building?</p>	12/09/2017	01/09/2017	Full Disclosure	
0339	<p>You mentioned in your response that the CQC received 937 enquiries regarding reports to prevent future deaths. Of the 937 correspondents, would it be possible to find out how many relate to medicines? The 2 correspondents that relate to inquests; do these involve medicines? We are particularly interested in those requests that are relating to medicines and which inform future regulatory actions.</p>	12/09/2017	12/09/2017	Withheld	S12 (1)
0340	<p>Re: Hillview Nursing Home Meadowgate Eston Can you tell me who is manager / manageress of this care home From what date they started until present date How many managers has there been in the last 5 years.</p>	14/09/2017	31/08/2017	Full Disclosure	
0341	<p>I would like to obtain some information about a consultant orthopaedic surgeon's record – eg, how many particular operations he performed, what the rate of revision was etc. Is it possible to do this through an FOI please?</p>	13/09/2017	17/08/2017	Not Held	

0342	Could you please send me: A list of mental health hospitals, both NHS and Private The total amount of mental health in-patient wards in the UK.	13/09/2017	17/08/2017	Full Disclosure	S21 (1)
0344	<p>Please can I make several data requests on the deployment of second opinion appointed doctors once a provider makes a request to the CQC for a visit.</p> <ul style="list-style-type: none"> • I would like to know what the average annual wait is per trust to receive a SOAD visit once the request has been received by the CQC. I would like this data for each trust for the financial years 2015-16, 2016-17 and for 1 April 2017 to the present date. • I would then like to know the average wait for each trust for the following SOAD requests. I would like this data for financial years 2015-16, 2016-17 and for 1 April 2017 to the present date. <ul style="list-style-type: none"> i. SOAD attends the hospital before urgent ECT treatment is given second time ii. SOAD attends the hospital within 10 working days where maintenance ECT is prescribed iii. SOAD attends the hospital within 5 working days for all other ECT requests iv. SOAD attends the hospital before the end of 3 months after medicine is first given to the patient v. SOAD attends the hospital within 10 working days when medicine changes vi. SOAD attends before the end of the month from the start of a Community Treatment Order (CTO) • If this second request cannot be answered due to data issues please could I instead see the average annual national wait times for the above treatment requests once a request has been made to the CQC. I would like this data for financial years 2015-16, 2016-17 and for 1 April 2017 to the present date. 	15/09/2017	31/08/2017	Full Disclosure	
0345	<p>In a board paper from July, the CQC said it has used Endeca “to review inspection reports for the last 12 months to see how many addressed issues with fire safety.” This work was due to start and finish in July. Please may I see the data, broken down by trust, that this review revealed.</p> <p>The reference is in this board paper, point six: http://www.cqc.org.uk/sites/default/files/CM071704_Item4_FireSafetyactionplan_July17.pdf</p>	15/09/2017	07/09/2017	Part Disclosure - Exempt	S40 (2)/(3)

0346	<p>I have seen in the "Summary of consultation responses: Use of Resources and Well-Led assessments" paper that two CQC inspectors responded to the consultation. Please may I see their consultation submissions. I am happy for the names of the inspectors to be redacted.</p> <p>The reference to the inspectors submissions can be found on page 23 of this paper: https://improvement.nhs.uk/uploads/documents/Consultation_response_-_use_of_resources_well_led.pdf</p>	15/09/2017	05/09/2017	Not Held	
0347	<ul style="list-style-type: none"> I would like the CQC to provide me with the number of reports of families being barred from seeing loved ones in care homes because they have raised complaints or concerns. I would also like to be provided with the number of reports of families having restrictions placed on their visits to loved ones in care homes because they have raised complaints or concerns. For both of the above requests, could I request the total number of reports from November 2016 to the most recent on file. Could I please request the same information for the period November 2015 to October 2016. If it is available within the time and costs limit, could I please ask for brief details of the circumstances of each case. 	15/09/2017	30/08/2017	Withheld	S12 (1)
0349	<p>Inspection of Dr Charles Spencer and Partners undertaken on 23rd May 2017 with your report published on 29th June 2017.</p> <p>On behalf of the patient members of the Patient Participation Group of the above practice we request that the names and qualifications, TOGETHER WITH ANY PERSONAL OR PROFESSIONAL LINKS THAT THEY MAY HAVE, OR HAVE HAD, WITH THE STAFF OF BURTON LATIMER MEDICAL CENTRE are made known to me.</p>	14/09/2017	25/08/2017	Part Disclosure - Exempt	S40 (2)/(3)
0350	<p>I wanted to get a definitive answer to a query - Do you have access to a paper that denotes the number care home closures and openings in the last year or so?</p>	15/09/2017	04/09/2017	Full Disclosure	
0351	<p>CQC record retention and disposal schedule</p> <p>I would like to be provided with a copy of the above , or a link to the place on the current CQC website where this can be located.</p> <p>A recent search has not been able to locate same.</p> <p>Please confirm if this has ever been published and , if so, why the decision was taken to remove publication</p>	18/09/2017	08/09/2017	Full Disclosure	S21 (1)

0352	<p>1. The total number of NHS GP practice inspections conducted by CQC in each of the following years:</p> <p>a) 1st April 2013 to 31st March 2014 b) 1st April 2014 to 31st March 2015 c) 1st April 2015 to 31st March 2016 d) 1st April 2016 to 31st March 2017</p> <p>2. The total cost of regulating the NHS GP sector in each of the following years:</p> <p>a) 1st April 2013 to 31st March 2014 b) 1st April 2014 to 31st March 2015 c) 1st April 2015 to 31st March 2016 d) 1st April 2016 to 31st March 2017</p> <p>3. The total amount of funds collected by CQC through the registration fees that NHS GP providers were charged for each of the following years:</p> <p>a) 1st April 2013 to 31st March 2014 b) 1st April 2014 to 31st March 2015 c) 1st April 2015 to 31st March 2016 d) 1st April 2016 to 31st March 2017</p>	18/09/2017	21/09/2017	Full Disclosure	
0353	<p>We note that the CQC investigated Goodwood Court Medical Centre on 4th, 8th and 9th June 2015 and produced a report on 27/08/15.</p> <p>A question has arisen in relation to the contract that the Practice had with NHS England in so far as it was providing or purporting to provide alternative services and therapies, such as osteopathy/MSK and other things.</p> <p>It would be beneficial for us to have knowledge of the contract in place as it may assist and provide confirmation for the parties as to what was agreed between the Practice and NHS England and the services that Mr Whale was entitled to provided.</p> <p>We would be obliged if a copy of the contract could be sent to us as soon as possible.</p>	14/09/2017	24/08/2017	Not Held	
0354	<p>How many Care Home beds have been registered as providing nursing care Time frame - annual basis over 3 years (starting at any point that is easiest for yourselves to provide the data) Geography - North Staffordshire, Mid Staffordshire, East Staffordshire, South Staffordshire and lastly Stoke-on-Trent</p>	13/09/2017	05/09/2017	Full Disclosure	

0355	<p>Alixpartners, who are the Administrators for St. Andrews Care GRP Limited (Bondcare).</p> <p>Despite our best efforts, including contacting the current Administrators, we have been unable to trace who insured Langfield Residential and Nursing Home in September 2014 during our client's short period of rest bite care.</p> <p>We would be grateful if you could confirm whether it is a legal requirement for a care home to have insurance in place and whether that care home has to lodge with the CQC or any other bodies their insurance details.</p> <p>We are in receipt of the report prepared by the CQC in July 2014 following an inspection carried out at Langfield Residential and Nursing Home on the 20th June 2014 and wondered if as part of that inspection you had to obtain their insurance details.</p> <p>It is essential that we find the correct liability insurers for the period September 2014 and would be grateful for your assistance in this matter. Please note that primary limitation expires on the 5th September 2017 and we would therefore be grateful if you</p>	13/09/2017	24/08/2017	Part Disclosure - Part Held	
0356	Please could you inform me of the current number of regulated dental practices in the UK, both private and public, and if possible, the proportions of public to private practices as well.	20/09/2017	08/09/2017	Part Disclosure - Exempt	S12 (1)
0359	I wish to receive all information relating to two visits at The Cosmetic Dental Practice Ltd in 2015 and an explanation as to why no reports were published following these two visits.	20/09/2017	21/09/2017	Not Held	
0360	Could you kindly provide me with a list of names of registered managers within voluntary and/or not-for-profit care homes in Great Britain along with their contact information (post, telephone, and e-mail)?	21/09/2017	30/08/2017	Part Disclosure - Exempt	S40 (2)/(3)
0362	Can you provide me with the provider details (name of person) for Chana dental practice, 95 oak lane, Bradford, West Yorkshire, BD9 4QU. I understand this has changed from Dr chana and the website states provider has changed but not updated	21/09/2017	18/09/2017	Full Disclosure	
0363	Can I please have access to monthly CQC data back dating to 2014 up until 2017?		21/09/2017	Clarification/ID not Provided	

0364	<p>I wonder if you could make the archived reports on the Arbours Crisis Centre, Weston Park, London N8 9SY available to me.</p> <p>I intend to use them for research</p>	21/09/2017	12/09/2017	Full Disclosure	
0365	<p>This request concerns Mr Rahul Jain and the provision of Depuy ASR metal on metal hip systems to patients at private hospitals in York.</p> <p>1) Please state how many patients had Depuy ASR metal on metal hip systems inserted at:</p> <p>a) Clifton Park Hospital b) Nuffield Hospital</p> <p>i) Please provide information for the 2005, 2006, 2007, 2008, 2009 and 2010 financial years ii) Please state how many of these were patients of Mr Rahul Jain and how many of other surgeons, breaking down by surgeon.</p> <p>2) Please state how many Depuy ASR metal on metal hip devices were removed from patients and revision surgery performed at:</p> <p>a) Clifton Park Hospital b) The Nuffield Hospital York</p> <p>i) Please provide information for each financial year from 2005 to date. ii) Please state how many of these patients were patients of Mr Rahul Jain. I.e., Mr Jain was responsible for the initial implementation of the devices. iii) Please state how many of these hip devices were removed and revision surgery performed by Mr Jain and how many by other surgeons (for each financial year as requested)</p> <p>3) Please state how many 1st revisions have failed after removal of the ASR metal on metal hip systems from patients at:</p> <p>a) Clifton Park Hospital b) The Nuffield Hospital York</p> <p>i) Please provide information for all financial years from 2005 to date ii) Please state how many of these 1st revisions failure cases were patients of Mr Rahul Jain in the first instance. i.e., their initial Depuy ASR device was inserted by Mr Jain. iii) Please state how many of these 1st revision failures were patients of other surgeons in the first instance – ie their Depuy ASR device was inserted by someone other than Mr Jain, breaking down by surgeon.</p> <p>4)a) Please state how many complaints regarding Depuy ASR metal on metal hip devices were made from 2005 to date. Please break this figure down by the financial year in which the complaint was made. B) How many of these complaints were made about Mr Rahul Jain? Please break this figure down by the financial year in which the complaint was made.</p>	20/09/2017	20/09/2017	Not Held	

0366	<p>I request to receive all information relating to the inspection of Aishwaryam Ltd., 10 New Road, Waltham, DN37 0EN carried out by xxx on the 16th March 2017.</p> <p>The information I wish to receive must include:</p> <ul style="list-style-type: none"> -all handwritten inspection notes -all relevant emails -all information in your customer relationship management system -all information stored in your electronic files and folders 	20/09/2017	20/09/2017	Withheld	S31 (1)/(2)
0367	<p>We would like to have, under a Freedom of Information request, all correspondence raised and received going back 12 months from today's date. Examples of correspondence we would like to request, but not limited to, are emails, letters, minutes of meetings, action plans, any type of matrix, notes of conversations (including telephone conversations) and memos etc.</p>	22/09/2017	31/08/2017	Withheld	S14 (1)
0370	<p>Re Aitch Care Homes (London) Limited.</p> <p>Is there any way it can be confirmed that even when under CSCI registration, that the Provider was not allowed to provide nursing care at Lambourne House? Can you provide any letters or registration certificates that show only personal care was allowed under CSCI registration specifically 2008 until 01/10/2010.</p>	22/09/2017	13/09/2017	Part Disclosure - Exempt	S40 (2)/(3)
0371	<p>Please attend to this matter and send me full details of the persons and organisations that oversee the CQC .</p>	25/09/2017	06/09/2017	Full Disclosure	S21 (1)
0372	<p>I am not sure if you retain this information, if not please could you help me with who is the best people to contact.</p> <p>I am doing some research on near misses or never events during surgery. Please could you let me know all incidences for example how many foreign bodies has been retained during a surgical procedure in day surgery unit and the Main Theatres department from 2006-2008 and 2011-2017 at Salisbury NHS foundation trust Odstock road, Salisbury, Wiltshire SP2 8BJ.</p>	25/09/2017	21/09/2017	Not Held	

0373	<p>Could you please answer these seven (7) Multi-Agency Safeguarding Hub (MASH) questions for me?</p> <ol style="list-style-type: none"> 1. Is the MASH process to safeguard the 'child', who is the 'subject' of the MASH meeting/ strategy discussion? 2. Is it a requirement that all 'intelligence' (incoming information/ details etc) that is received into the MASH, needs to be officially recorded (i.e. on a WC392 form/ WC393 form/ MARF form / MASH Database etc)? 3. Do all associated 'full details' of the intelligence (information) need to be recorded; (i.e. the details of the person who provided it / time it was provided / where it was obtained it / how it was communicated into the MASH)? 4. What would be the least time period for the recorded information to be securely kept? 5. Where a child (the subject of a MASH process) has a sibling, can invocation of Section 47 of the Children's Act 1989 occur on the child, without there being a suspicion of the child 'suffering harm' or 'likely to suffer harm'? 6. Is it a standard requirement that the minutes of MASH meetings, (or the recorded decisions of a MASH Meeting/ Strategy Meeting outcome), are shared to all the MASH partner agencies? 7. Would the answers you provide to questions 1 through 6, have differed between 2013-2015 due to your policies/ UK laws? If so, please concisely explain how. 	25/09/2017	01/09/2017	Not Held	
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0374	<p>40C was used as a supplier for this piece of work. However as the cost to the CQC was over £5000 I would like to know:</p> <p>a) How many quotes from similar suppliers did CQC get to make sure CQC got best value for money?</p> <p>b) What other organisations asked were approached for quotes and what were the quotes?</p> <p>c) How did 40C quote score better than the other quotes?</p> <p>d) Who signed off the use of 40C? - job title will suffice</p> <p>e) Did the executive team or department of health influence the decision to use 40C?</p> <p>f) It is reported that Fiona Tuffs had links with 40C. She joined the CQC as part of the modernisation program. What steps did the CQC take to make sure there was not a conflict of interest in her recruitment?</p>	26/09/2017	14/09/2017	Full Disclosure	
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0375	<p>The further information I would please request is as follows and relates to your SOPs for undertaking CQC inspections and the tenet under which they are carried out:</p> <ol style="list-style-type: none"> 1. I would appreciate some deeper understanding of the way inspections are undertaken and the levels of line management and checking processes that are in place re your inspectors, especially focused on the need to evaluate and maintain consistency across the board. 2. For instance: how important is it to CQC inspectorate management that inspections are: equitable, even-handed, unbiased, proportionate, unprejudiced and dispassionate? Taking the assumption that this aspect of inspection SOP is indeed of paramount important within CQC, what measures are taken to ensure adherence to such a stance is actually consistently applied by inspectors on-the-ground when undertaking individual inspections (IE training, reassessment of individual inspections/quality control, internal monitoring of associated metrics, etc)? 3. What particular weighting would be placed by an individual inspector, or a collaborative inspection team, on hearsay evidence (especially if retaining anonymity) collated BEFORE an inspection has commenced (IE: would it be acceptable from, from the perspective of CQC SOPs, for an inspector, or inspection team, to approach an inspection with strongly pre-set, preconceived, subjective opinions, say based on external patient reviews or complaints, whether anonymous or not?) 4. Leading on from 2. above: what sort of attitude, in terms of CQC SOPs and management position, would be appropriate from an individual inspector, or inspection team; for instance: would the presumption be that the attitude adopted would be, from commencement of inspection, equitable, non-preconceived and unprejudiced or or would it be deemed acceptable for the tone to be more confrontational, pre-judgmental, officious, subjective and emotionally biased; equally what mechanisms does CQC have in place to identify and resolve the latter scenario and endeavour to ensure consistent objective impartiality? 5. Could you explain to me please some idea of the nature of the routine implementation of CQC SOPs when it comes to carrying out an inspection; in particular, what form of scoring or pro-forma is used to determine both the eventual report and overall assessment ratings, or are these basically the arbitrary findings of an inspection team on the day without any comparative benchmarking? 6. What is the nature and content of training that is provided to CGC inspectors and other members of inspection teams; does such training place significant emphasis on the need to maintain a dispassionate, objective and professional approach at all times as well as the primary 		27/09/2017	Clarification/ID not Provided	
0379	<p>I appreciate that to gather the requested data you would have to manually look through records relating to individual care providers and care homes and this would take a lot of man hours. In light of this, may I please instead ask for: :: The number of incidents where the CQC has record of a relative being banned from seeing a loved one in a care home for the time period August 1 to August 31 2017.</p>	27/09/2017	25/09/2017	Withheld	S12 (1)

0381	<p>I have been informed by CQC staff previously that, as a matter of routine protocol, contact is made with partner agencies ahead of announced and unannounced inspections to inform of the visit date.</p> <p>Please inform me of the relevant information, contained in the helpful table below, of occasions on which such information has been shared with West Sussex CC adult social care staff. The timeframe applicable is since 1 January 2015 to date.</p>	28/09/2017	20/09/2017	Withheld	S12 (1)
0383	<p>Re: Southfield Care Home, Bridge Street, Brackley, Northants NN13 7EP</p> <p>Registered Provider for this care home was Mr Pammi (Paramjit) Sohanpaul. I wanted to find out whether any closure report was filed by Local CSCI when this Care home was closed and what was the findings of this report.</p> <p>I would appreciate if you could provide any information on the outcome of closure of this care home.</p>	13/09/2017	07/09/2017	Part Disclosure - Exempt	S40 (2)/(3)
0385	<p>I would like to make a freedom of information request for the period since the beginning of February 2014 regarding the following:</p> <ol style="list-style-type: none"> 1 I would like to know the number of safe-guarding referrals that have been reported to the CQC. 2 For each of these, I would like to know the nature of the safeguarding ie subject matter and whether they were preventable or unpreventable incidents. 3 If possible, what action was taken by CQC, Social Services or the police in each of the above. 4 I would like to know how many whistle-blowing reports have been received over the same period. 5 For each of these, I would like to know the nature of the whistle-blowing ie subject matter of under-staffing for example. <p>6 If possible, what action was taken by CQC, Social Services or the police.</p>	02/10/2017	25/09/2017	Part Disclosure - Exempt	S44 (1)

0386	<p>Please can you send me the following contract information?</p> <ol style="list-style-type: none"> 1. Wi-Fi Provider- Who is the contracted supplier for the Wi-Fi contract. 2. Average Annual Spend – Please state the annual average spend over three years for each supplier. If this is a new contract please state the estimate annual average spends. If there is more than one Wi-Fi provider please split annual for each individual provider. 3. Number of Wi-Fi Users- Please state the number of users the Wi-Fi contract is in place for. An estimate number of users will also be acceptable. If there is more than one Wi-Fi provider please state the number of users for each individual provider. 4. What is the contract Type: 1. WiFi= WiFi contract, 2. Managed=Part of a larger contract, 3. In-house=is the Wi-Fi managed and maintained in-house. 4. Number of Locations/Site- I require the number of locations/sites the Wi-Fi contract is contracted for. If there is more than one Wi-Fi provider please state the number of sites for each individual provider. 5. End User Offer- What the Wi-Fi offers to the end users e.g. Unlimited, Pay as you go, free 1 hour access or just free access. If there is more than one Wi-Fi provider please state the number of sites for each individual provider. 6. Manufacturer Name/Brand- Please provides me with the brand names of the Wi-Fi equipment which many include manufacturers of the access points and routers. If there is more than one Wi-Fi provider please state the Manufacturers Name for each individual provider. 7. Contract Description- Please provide me with a brief description of the solution in place for Wi-Fi and any other services provided under the contract. If there is more than one Wi-Fi provider please state the contract description for each individual provider. 8. Actual Contract Start Date- Please can you state the Start date of the contract. If there is more than on Wi-Fi provider please split contract dates for each individual provider. 9. Actual Contract Renewal/Expiry Date- Please can you state the 	20/09/2017	19/09/2017	Full Disclosure	
0388	<p>I am writing to you under the Freedom of Information Act 2000 to request the following information from Heart of Birmingham Teaching PCT relating to waste disposal services:</p> <ol style="list-style-type: none"> 1. The name of the incumbent clinical and hazardous waste collector/disposer. When their contract began and when it will be out to tender again. 2. The number of tonnes per week or month of each category. 3. The price per tonne paid for each category 		25/09/2017	Clarification/ID not Provided	

0389	I would like to know; How many complaints regarding the poor management of repeat prescriptions have been made against the Chapel Row Surgery Practice at Bucklebury, Reading, Berkshire between 2015 and 2017 to date.	02/10/2017	06/09/2017	Not Held	
0390	<p>) (1.1) When did CQC first start receiving notifications of Section 28 reports via its dedicated email account CQCInquestsandCoroners1@cqc.org.uk ?</p> <p>(1.2) How many notifications of Section 28 reports has CQC received via this email account.</p> <p>(1.3) what is CQC's procedure for dealing with such notifications? Please share any internal CQC guidance documents, protocols or policies relating to the administration of data received via this email account.</p> <p>(2.1) What data does CQC hold centrally on Section 28 reports? What fields feature in CQC's database?</p> <p>(2.2) how many Section 28 reports has it received since Section 28 reports were introduced in 2013, (2.3) to what issues and provider bodies have these Section 28 reports related, and what action has CQC taken in response to these Section 28 reports?</p> <p>If the above data is held, please provide it in the form of a spreadsheet, and if the data is centrally held please include the names of the deceased, the coroner's case reference numbers and dates of the Section 28 reports.</p> <p>(2.4) Please advise if these data elements are entered into CQC's central database and if so, please include the data in the spreadsheet.</p> <p>3) Does CQC hold central data on how many Section 28 report notifications (whether addressed to CQC as a named correspondent or sent to CQC for information) on the deaths of patients detained under the Mental Health Act triggered an investigation, with respect to CQC's inherited powers from the Mental Health Act Commission?</p> <p>4) Please can CQC provide me with a copy of its response to these particular Section 28 reports (I checked again today and the CQC responses have still not been published by the Chief Coroner, assuming responses were issued by CQC):</p> <p>i. Death of Ozan Atasoy a detained patient after absconding https://www.judiciary.gov.uk/publications/ozan-atasoy/</p> <p>ii. Death of Terence Brooks due to Legionella infection with poor system response https://www.judiciary.gov.uk/publications/terence-brooks/</p> <p>iii. Death of Neil Carter with 'deliberate falsification' of the patient record by Priory</p>	29/09/2017	29/09/2017	Part Disclosure - Exempt	S12 (1)

0391	<p>I am writing to request information on mental health residential care funding as follows.</p> <p>1) What are the requirements for an individual under care of the NHS – specifically in regard to mental health - to receive funding in order to be referred and funded to private residential care? (i.e exhausted NHS options, meets specific health issues, has specific income)</p> <ul style="list-style-type: none"> • Are there specific criteria that must be met in order to ‘qualify’ for mental health care funding? • If so, what are the criteria that must be met? • What records/proof must be given to show that individual meets the stipulated criteria? <p>2) Which organization is responsible for providing said funding?</p> <ul style="list-style-type: none"> • Does the individuals GP have involvement / a responsibility to assess the need? • Does the GP Administrator have involvement / a responsibility in assessing the need or finding the appropriate funding route? • Is the CQC involved in providing funding for mental health private care referral? • If not any of the above which organisations are involved/responsible for assessing the need and providing funding for referral to private mental health care? <p>3) How does an individual request said funding / contact the appropriate organizations to receive assessment?</p> <ul style="list-style-type: none"> • Are there any bodies that support individuals seeking additional support/funding for alternative (to NHS) residential care? • Is it possible to directly contact the CQC to make a request on the above? 	02/10/2017	21/09/2017	Not Held	
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0392	<p>I am concerned about the work of Dr Altaf Mangera who operates circumcision clinics in Sheffield and Coventry. See here: https://web.archive.org/web/20170819052428/http://qcclinic.co.uk/ Circumcision is illegal under the Offences Against the Person Act 1861 and yet your logo is clearly displayed on this doctor's page.</p> <p>I would also like to make a FOI request to determine the number of such clinics and doctors conducting circumcisions registered with the CQC and what action is being taken to prevent further criminal activity by those registered with you. I would also like the CQC to answer the following questions: 1) If a child is too young to consent to a surgical procedure resulting in irreversible genital mutilation, how is this allowable under the CQC's Human Rights agenda? 2) Have you conducted an Impact Assessment in relation to your registering of clinicians conducting non-medical circumcision for religious and cultural reasons?</p>	26/09/2017	22/09/2017	Part Disclosure - Exempt	S12 (1)
0393	<p>8 The Avenue, Lincoln, LN1 1PB</p> <p>I am writing to request any information that you have on the above property. It was used as a Nursing Home, as shown on the 1975 Ordinance Survey map SK 9771, up until around 1997. I am particularly interested in information about the owners/managers of the home during that period. I am hoping to buy the property and am trying to find out more about it previous uses.</p>	03/10/2017	05/09/2017	Not Held	
0394	<p>Under the Freedom of Information Act, I request confirmation you hold and will disclose the following information to me.</p> <ol style="list-style-type: none"> 1. The number of doctors in Portsmouth who have been asked to undertake essential safeguarding visits to mental health patients during 2012/13, 2013/14, 2013/14, 2015/16 and 2016/17 2. The remuneration rate for carrying out these duties in 2013/14, 2016/17 and 2017/18 3. The total financial amount paid to doctors in Portsmouth for undertaking these duties during 2013/14, 2014/15, 2015/16, 2016/17? 		06/10/2017	Clarification/ID not Provided	
0396	<p>I would like to request information about myself.</p> <p>I had a Registered Managers certificate held by yourself around 2000. I was the Registered Manager for Mayfields Home in Ellesmere Port, Cheshire and Registerd Manager for Bexton Court in Knutsford Cheshire (Cheshire County Council) in 2005</p>	03/10/2017	20/09/2017	Full Disclosure	

0397	<p>I would like to make a freedom of information request regarding Home farm trust, Trenant industrial estate, Wadebridge, Cornwall PL27 6HB. I am requesting information regarding care standards in place at one of their particular Autistic units named Pentreva. This unit was in operation from 2005 and required full 24 hour care. I would like detailed information about the care standards in place at this unit both from the CQC after 2009 and also the care standards prior to the CQC.</p> <p>Clarification from earlier email:</p> <p>If this care home was being assessed by the CQC and if so what the findings were.</p> <p>This home was being run by HFT from around 2004/2005 til around 2013/14.</p>	04/10/2017	29/09/2017	Part Disclosure - Exempt	S40 (2)/(3)
0400	<p>What number of staff in your department are paid through umbrella companies?</p> <p>What number of staff in your department are hired through recruitment agencies?</p> <p>What number of staff in your department are on temporary contracts?</p> <p>Which recruitment agencies does your department use?</p> <p>What number of staff in your department are paid through the following companies:</p> <ul style="list-style-type: none"> - Parasol Ltd? - Danbro Ltd? - Giant? <p>Which other companies are staff employed in your department paid through, and what is the number of staff per company?</p>	05/10/2017	08/09/2017	Full Disclosure	
0401	<p>To ask the Care Quality Commission to release all photographs taken in the course of its inspections of abortion clinics and abortion-providing hospital wards in the period January 2017- July 2017.</p>	05/10/2017	29/09/2017	Withheld	S31 (1)/(2)

0402	<p>1. 2017 CQC Inspection of Babylon</p> <ul style="list-style-type: none"> • On what basis CQC decided the number of days' notice that would be provided to Babylon prior to the inspection and who made the decision. • Who decided upon the composition of the inspection team and the bases for this decision. • All written instructions provided to the inspection team prior to the inspection and after the inspection. 	05/10/2017	09/10/2017	Withheld	S31 (1)/(2)
0403	<p>2. Rating services</p> <ul style="list-style-type: none"> • The rationale CQC takes when deciding which services/ sectors to rate • Any documentation that establishes that it is unlawful for CQC to rate a digital healthcare service, including the relevant legislation and guidance • Relevant internal guidance, handbooks and policy documents in relation to rating services • Any correspondence setting out CQC guidance and policy about rating services • Any meeting minutes which make reference to the rating or otherwise of digital healthcare services 	05/10/2017	18/10/2017	Part Disclosure - Exempt	S12 (1)
0404	<p>3. Inspectors</p> <ul style="list-style-type: none"> • The size of the pool of CQC inspectors/ specialist advisors for digital healthcare services for the years <ul style="list-style-type: none"> - 2016 - 2017 • The experience in the digital healthcare field (excluding experience gained inspecting digital providers) for each of the CQC inspectors/ specialist advisors of digital healthcare services for the years <ul style="list-style-type: none"> - 2016 - 2017 • All internal communications within CQC as relates to the numbers and necessary experience required of the digital health inspectors/ specialist advisors 	05/10/2017	09/10/2017	Part Disclosure - Exempt	S40 (2)/(3)

0405	<p>4. Requirement Notices and restrictions</p> <ul style="list-style-type: none"> • Any documentation which references the framework CQC use to place a requirement notice or restriction on a digital healthcare service. • The proportion of factual accuracy responses and/ or alternative routes of challenge have led to removal or amendment of requirement notices/restrictions for digital health providers in:- <ul style="list-style-type: none"> - 2016 - 2017 	05/10/2017	09/10/2017	Withheld	S12 (1)
0406	<p>5. Other information</p> <ul style="list-style-type: none"> • Any correspondence and/ or meeting minutes in relation to CQC working with/ establishing relationships with other digital healthcare providers, including:- <ul style="list-style-type: none"> - Hurley Group - Modality • List of potential conflicts of interest (as declared in correspondence and forms or recorded in meeting minutes) of each CQC inspector/ specialist advisor for digital health inspections (in particular, but without limitation, referencing the Hurley Group and/or Modality). • All pre- and post-inspection internal and external CQC correspondence in which reference is made to our client, Babylon Healthcare (including, but not limited to meeting minutes, email and postal correspondence). • Any documentation or correspondence in which CQC refers to the accelerated access review final report 	05/10/2017	09/10/2017	Part Disclosure - Exempt	S12 (1)
0411	<p>1. The details of the investigation of an injury to a patient at Melrose Care Home in Worthing, BN11 4JG, on the 26th January 2017.</p> <p>2. Findings of the investigation of the injury to the patient.</p> <p>3. What actions and remedies were put in place following the investigation.</p>	06/10/2017	27/09/2017	Not Held	

0412	<p>I am enquiring about Beacon Centre for the Blind (WV4) and its day centre/day care. How many staff do they have and are they qualified? What are the charges the people pay for? Why do they rely so heavily on volunteers?</p> <p>Is this service regulated by you. I can only find details of Beacon Extra Care on your CQC website.</p>	09/10/2017	12/09/2017	Invalid Request	
0413	<p>I am trying to obtain a copy of a CSCI inspection carried out before CQC took over in around 2010/2011 at Berwood Court Nursing Home. B35 7EW.</p>	10/10/2017	21/09/2017	Part Disclosure - Exempt	
0414	<p>Please could you provide a copy of</p> <p>a) the report(s) made by the CQC registration manager(s) when considering and approving the application to register Heathcotes Chesterfield (Pennine House). The address is Pennine House, Cuttholme Way, Chesterfield, Derbyshire, S40 4WG</p> <p>The home was registered on 29 August 2017 according to your website</p> <p>b) a copy of the full application made by the provider to register this home</p>	10/10/2017	22/09/2017	Part Disclosure - Exempt	S40 (2)/(3)
0416	<p>Under the Freedom of Information Act 2000 I would like to ask for all reports and CQC work (i.e. visits, inspections etc.) Between January 2015 to Dec 2015, for Southern Health NHS Foundation Trust at their premises: Elmleigh Hospital at 61A New Ln, Havant PO9 2JJ.</p> <p>Please can you: place in date order; detail any outcomes; copies of reports; details of any commissions at risk registers?</p>	12/10/2017	27/09/2017	Full Disclosure	
0417	<p>Under the Freedom of Information Act 2000 I would like to ask for all information you may be able to provide regarding complaints made to you between January 2015 to May 2015 for Southern Health NHS Foundation Trust at their premises Elmleigh Hospital at 61A New Ln, Havant PO9 2JJ.</p> <p>Please can you: place in date order; provide particulars of the complaint; detail the outcomes</p>	12/10/2017	02/10/2017	Full Disclosure	
0418	<p>When someone telephones CQC and when they are put on hold, a classical piece of music is played. What is the name of the song and who is it by?</p>	13/10/2017	28/09/2017	Full Disclosure	

0421	<p>Please would you provide the numbers of (a) care homes and (b) home care agencies that have a registered manager condition and which currently have no manager registered with the CQC</p> <p>If available please would you also provide the numbers of those services, for each of the two groups, that currently have an application in process to register a manager</p>	13/10/2017	13/10/2017	Part Disclosure - Exempt	S12 (1)
0422	<p>I wish to request a full copy of the current version of the Provider Information Return in use for (a) care homes and (if different) (b) home care agencies</p> <p>I am of course aware that this would usually be completed on line. The format or layout is not material, and the extracted text would be sufficient if more convenient.</p>	13/10/2017	06/10/2017	Full Disclosure	
0424	<p>We would like to request all information collated by the CQC relating to our inspection dated 27th April 2017</p>	13/10/2017	13/10/2017	Part Disclosure - Exempt	S31 (1)/(2)
0425	<p>Could you please provide a CSV file format of the Adult Social Care Notifications for Deaths, Serious Injury and Abuse for:</p> <p>TIME PERIOD: JANUARY 2015 to AUGUST 2017.</p> <p>For Social Care Organisations: This would show the adult social care home's Location ID and associated notification data.</p> <p>Dataset fields: [For Care homes (Yes only)- As shown in Active locations for providers registered under the Health and Social Care Act]</p> <ol style="list-style-type: none"> 1. Location ID 2. Date of Notification [YYYYMMDD] 3. Notification code <p>[16-1 Expected death 16-1 Not stated death 16-1 Unexpected death 18-2a,b Serious Injury 18-2e Abuse or allegation]</p>	21/11/2017	15/11/2017	Part Disclosure - Exempt	S40 (2)/(3)

0427	The CQC is also to provide me with details and copies of all the communications of all types between the Stoke on Trent and Staffordshire Partnership NHS Trust and Mr Poynor and Mr Robson and all third parties in connection with all matters I have reported to the CQC involving and surrounding that NHS Trust and those named individuals	13/10/2017	10/10/2017	Not Held	
0428	In your inspection dated 15 April 2014, The British Home, Streatham, (British Home & Hospital for Incurables) were found by the CQC to have failings under the Outcome 20, the duty to report to the CQC serious failings which could effect the safety of patients. The following failure was reported: "the care provider failed to notify us that when they carried out a night time check they found evidence that indicated potential abuse in the form of neglect. " I am herein querying whether the CQC has information regarding what evidence of potential abuse was found, and what that information and evidence is/was. Also whether the CQC has knowledge of the subsequent investigation and full disclosure of any details held by the CQC of of the investigation and the result.	18/10/2017	03/10/2017	Full Disclosure	
0429	I understand the CQC inspected NAVIGO CIC, 3-7, Brighowgate, Grimsby, NEL Lincs in early 2016 and again later in 2017. Can I please ask: 1. Would NAVIGO been asked by the CQC if there had been any concerns raised directly to Navigo by whistleblowers? 2. If the answer to 1. is yes, what was NAVIGO response to the question 3. If yes, how many concerns had been raised by whistleblowers.	18/10/2017	02/10/2017	Full Disclosure	
0430	I would like to narrow the search to the month of July 2015 please.	19/10/2017	19/10/2017	Part Disclosure - Exempt	S40 (2)/(3)
0431	I would like to be able to produce a list of all care homes in England by searching for homes starting with A,B etc. on your website. however this does not appear to be currently possible Please could you provide a directory of all of the care homes in England including their reference number beginning 1- in the form of a spreadsheet, text file or a list on a web	19/10/2017	21/09/2017	Full Disclosure	
0432	Request for inspection report from 2009.	19/10/2017	21/09/2017	Part Disclosure - Exempt	S40 (2)/(3)

0433	<p>Additionally we note that an announced inspection took place on 23 June 2017 at 1B Midfield Parade Mayplace and both an inspector and advisory were present during the investigation. The inspection report found and highlighted concerns of inconsistencies in the quality and record keeping of the dental records. We kindly request a copy of the notes taken from the advisory so we may compare and establish if there are any discrepancies in our client's records.</p>	19/10/2017	13/10/2017	Part Disclosure - Exempt	S40 (2)/(3)
0434	<p>To whom it may concern at Care Quality Commission,</p> <p>Individuals have a right, commonly referred to as a subject access request (SAR), created by section 7 of the Data Protection Act. I am writing to you under the Freedom of Information Act 2000 to request the following information regarding your processing of subject access requests:</p> <ol style="list-style-type: none"> 1. How many subject access requests did you receive the identifying paperwork for and process in 2014? 2. How many subject access requests did you receive the identifying paperwork for and process in 2015? 3. How many subject access requests did you receive the identifying paperwork for and process in 2016? 4. How many subject access requests you rejected in 2014? 5. How many subject access requests you rejected in 2015? 6. How many subject access requests you rejected in 2016? 7. What was the average cost for you to process a subject access request in 2014? 8. What was the average cost for you to process a subject access request in 2015? 9. What was the average cost for you to process a subject access request in 2016? 10. How much do you charge an individual to process a subject access request? 	17/10/2017	03/10/2017	Part Disclosure - Part Held	
0436	<p>Under the Freedom of Information Act 2000, please provide me with copies of the following:</p> <p>Tender name – Learning Pool Health Catalogue & Core skills Reference number- n/a Details:</p> <ul style="list-style-type: none"> • The name of the successful contractor • The buyer's tender documentation including specification, tender questions and compliance notes • The buyer's evaluation documents pertaining to the successful tender documentation • The successful tender (with commercial information redacted where necessary) 	20/10/2017	20/10/2017	Part Disclosure - Exempt	S43(3)

0437	In relation to NCSC modernisation program I would like some more data on the number of staff made redundant and the associated costs.	16/10/2017	04/10/2017	Part Disclosure - Exempt	S40 (2)/(3)
0438	<p>You now leave me with no choice but to now make a FOI request for copies of all policy documents (ie. those submitted by MBHT to CQC) in force at my daughters death (13th March 2015) in relation to the following:</p> <p>Policy for Do Not Attempt Cardio Pulmonary Resuscitation The Mental Capacity Act 2005 Policy for Adults at Risk Joint Access Policy Reporting and Management of Incidents including Serious Incidents</p> <p>Please also indicate, for each document, when this was received by CQC, and to whom it was sent.</p>	18/10/2017	26/09/2017	Not Held	
0439	<p>Please may I ask for the qualifications of each of the Mental Health Complaints team.</p> <p>Of the patients who ask for help via the CQC Mental Health Complaints team:</p> <ol style="list-style-type: none"> 1. How many patients approach them for help each year? 2. How many patients each year are released from an unwanted section? 3. How many patients asking for help remain sectioned as they (a) may harm others (likely to/history of), (b) not likely to harm others, (c) likely to hurt themselves. 4. Why are elderly people with conditions that form part of naturally growing old, such as dementia, regarded as having a psychiatric condition or mental illness? 	19/10/2017	16/10/2017	Part Disclosure - Exempt	
0440	<p>I am wanting to gain information on a previously registered company Abacus Care Home Care and Nursing Service (Ormskirk) Limited</p> <p>I would like to know the quantity and content of the complaints made against the company from 2008 onwards.</p> <p>Clarified:</p> <p>To provide the overall numbers of enquiries recorded on our systems against Abacus Care Home Care and Nursing Service (Ormskirk) Limited that relate to 'information of concern' and as 'safeguarding' from 2008 onwards.</p>	31/10/2017	26/10/2017	Part Disclosure - Exempt	S44 (1)

0441	Could you please provide me with a list of all registered nursing homes in Dorset at which you performed inspections following a report in the period April 2015 – September 2016, at which there was a safeguarding incident (choking) during the follow up inspection.	20/10/2017	19/10/2017	Not Held	
0442	Please could you provide a copy of MRR1-4052556289 which relates to the MRM held to consider the application for the registration of Heathcotes Chesterfield (Pennine House) 1-4051761235. Also provide copies of any documents referred to in or as part of MRR1 - 4052556289	23/10/2017	13/10/2017	Part Disclosure - Exempt	S40 (2)/(3)
0443	I request specific details held on your records relating to Ernvale House Care Centre, Station Road, Cheddleton, Staffordshire ST13 7EE. In particular I require full details of the registered owner/party identified at the above property during the period February and March 2014.	24/10/2017	27/09/2017	Full Disclosure	
0444	Request for information regarding inspectors and inspections	25/10/2017	16/10/2017	Part Disclosure - Exempt	S12 (1)
0446	Under FOI I now wish to see full documentation of the inspection report emails, documents, notes, internal notes between CQC staff, discussions about reporting of significant events and what these relate to. I was previously helpful and reduced the scope of my first FOI request but the CQC has been entirely disingenuous in its dealings with me.	24/10/2017	09/10/2017	Withheld	S14 (1)
0447	Please let me know if there are any CQC records of xxx performance / safeguarding concerns that I need to be made aware of that may inform my decision to appoint.	26/10/2017	05/10/2017	Neither Confirm or Deny	S40 (1)
0448	The information I require is for all: Doctor's surgeries / GPs Opticians Nursing home Dentist Pharmacies Within 30 mile radius of Nottingham city center Of all results of cleaning audits/records for the period of September 2012 through to September 2017	26/10/2017	23/10/2017	Not Held	
0449	Could you please give me Professor Ted Baker official e-mail address?	27/10/2017	02/10/2017	Full Disclosure	S21 (1)

0450	<p>http://www.ascsthelens.co.uk/ "The Deprivation of Liberty Safeguards (DoLS) These were introduced as part of the 2007 Mental Health Act, and amend the 2005 Mental Capacity Act. They were brought about after case law revealed a gap in the legal framework for people who lacked capacity to make decisions about their care and treatment who were - by virtue of the care regime around them - effectively detained in either care homes or hospitals..."</p> <p>THE ROLE OF THE CARE QUALITY COMMISSION IN RELATION TO THE MENTAL HEALTH ACT AND MENTAL CAPACITY ACT AND DOLS</p> <p>1] Is CQC the regulatory body in respect of the Mental Health Act 1983 [as revised]?</p> <p>2] Is the CQC the regulatory body in respect of the Mental Capacity Act 2005 [as revised]?</p> <p>3] Is the CQC the regulatory body in respect of the Deprivation of Liberty Safeguards [DOLS]?</p> <p>4] What role does the CQC perform in its regulatory duties in respect of a] the Mental Health Act 1983? B] the Mental Capacity Act 2005? And c] DOLS?</p> <p>5] Under what circumstances does the CQC ever investigate complaints by individuals in respect of a] the Mental Health Act 1983? B] the Mental Capacity Act 2005 and c]</p>	30/10/2017	19/10/2017	Full Disclosure	
0451	<p>Under the Freedom of Information Act 2000 I would like to ask for all information you may be able to provide regarding complaints made to you between January 2016 to August 2016 for Southern Health NHS Foundation Trust at their premises Elmleigh Hospital at 61A New Ln, Havant PO9 2JJ.</p> <p>Please can you: place in date order; provide particulars of the complaint; detail the outcomes"</p>	25/10/2017	19/10/2017	Part Disclosure - Exempt	S40 (2)/(3)
0452	<p>I am trying to find the inspection reports of November 2006 and May, June or July 2007 for Dannah House Care Home , Bakers Road Wroughton, Wiltshire SN4. Both reports were damning, and the care home shut as a result. The inspection was, I believe, carried out by the CSCI, and I am hoping you have taken over their records.</p>	27/10/2017	09/10/2017	Not Held	

0454	<p>I would like to be provided with a copy of the CQC's organisation chart which shows the names / roles and reporting lines of management grades of staff that worked in the adult social care investigation teams on 1 April 2015, including the lines of responsibility of these officers.</p> <p>I would also like a copy of the list of responsibilities identified for these staff within their generic job descriptions.</p>	27/10/2017	17/10/2017	Full Disclosure	
0455	<p>I'm looking to use FOI to find out how many sudden deaths are recorded whilst taking olanzapine and citalopram, and the break down in terms of cause of death being identified as "unknown", thrombosis, SAD...or whatever the categories are that exist for those prescribed this medication as a starting point.</p>	30/10/2017	24/10/2017	Withheld	S12 (1)
0456	<p>Could you kindly provide me with the below information about your organisation:</p> <ol style="list-style-type: none"> 1. What software product(s) are you using to manage your IT Service Management (e.g. Landesk, ServiceNow, Cherwell, Hornbill etc.)? 2. When does the contract with your current service desk provider end? 3. How much does your current ITSM service desk tool cost annually? 4. When will you be looking to review your current service desk tool? 	31/10/2017	05/10/2017	Full Disclosure	
0457	<p>Please send me a list of all persons who are registered as an "Accountable person" at more than one "Registered Provider" of care. I am interested in those "Registered Providers" which are in the same class as Henley Care (http://www.henleycare.com), which I presume is either "limited liability partnership (LLP)" or "other corporate body".</p>	30/10/2017	19/10/2017	Full Disclosure	
0458	<p>Follow on request from CQC IAT 1718 0212</p> <p>Please can I have a list of other suppliers?</p>	26/10/2017	03/10/2017	Full Disclosure	
0459	<p>I am undertaking a falls needs assessment within Worcestershire and its six districts. I would like to understand the need / incidence of falls within care homes in Worcestershire. I believe that this data is collated and collected by the CQC as part of their role with care homes. Could this information please be forwarded to me and include comparison with similar areas, statistical neighbours or surrounding areas.</p> <p>Data might include:</p> <ul style="list-style-type: none"> • Number of falls per care home (standardised by age and number of residents) • Number of falls requiring ambulance attendance • Number of falls requiring conveyance to hospital <p>IF this data could be provided by care home that would be really helpful.</p>	31/10/2017	18/10/2017	Part Disclosure - Exempt	S12 (1)

0461	I should be grateful if you would kindly share with me any information with regards to any whistleblowing or feedback given about our hospital. Such information would hopefully hope in improving staff retention.	31/10/2017	17/10/2017	Part Disclosure - Exempt	S40 (1)
0462	<p>to facilities management.</p> <p>A. Lift Service and Maintenance B. Air Conditioning and Ventilation Servicing and Maintenance C. Cleaning and Janitorial D. Mechanical And Electrical Maintenance E. Property Maintenance And Day To Day Repairs</p> <p>Can you please let me know:</p> <ol style="list-style-type: none"> 1. Contract Type – Please use the list I have provided above 2. Existing Supplier – Please state the supplier for each contract 3. Annual Spend- Please can you provide me with the spend for each individual supplier 4. Contract Duration- please note if there are any extensions period available and if so what? 5. Contract Start 6. Contract Expiry 7. Contract Review 8. Contract Description- a small description of the type of services included within each contract. 9. Number of sites covered for each contract e.g. the organisation may have a maintenance agreement with a supplier that covers several sites/buildings. 10. Can you also send me the contact details of the person within the Organisation that is responsible for each one of these contract you have submitted. 		02/11/2017	Clarification/ID not Provided	

0463	<p>RE recent inspection of Worplesdon View.</p> <p>1. xxx to make a judgement of this nature when she did not know this resident or anything about xxx? Is xxx a trained clinician and what clinical experience does xx have to make such a clinical decision of this nature?</p> <p>2. Did the inspector's really look at files and care plans or just pick out certain ones?</p> <p>a. Can the inspectors and if yes, which ones?</p> <p>3. How many people actually said the negative comments in the draft report?</p> <p>4. Why did the draft report comment that a staff member on the ground floor said the staffing levels were insufficient?</p> <p>a. Was this night of day as no one seems to remember this?</p> <p>5. How many were not happy with me as a manager and how many were and</p> <p>a. were they actually asked objectively and why was so much directed to them about me?</p> <p>6. Exactly who said I was not available.</p> <p>7. At this point may I ask if any of the inspectors were nurses, pharmacists, specialists? a. I now ask what the qualifications of the inspectors are so evidence is available as to how they made clinical judgements.</p> <p>8. The comment she never helps out? What exactly does this refer to?</p>	23/10/2017	18/10/2017	Part Disclosure - Exempt	S40 (2)/(3)
0465	<p>Can you please provide me with a list of all the Shared Lives Schemes registered with you; this should include all private schemes and those run by local authorities together with contact information and email addresses if possible.</p>	02/11/2017	23/10/2017	Part Disclosure - Exempt	S41 (1)
0466	<p>In May this year, you provided our firm with the Inspection Handbook v 5 (09 01 2017), and version 7 of the Adult Social Care Report writing guidance (25 01 2017) and various general pieces of report writing guidance.</p> <p>We write to enquire as to whether we hold the current versions of this guidance. If not we would like to request the most recent versions.</p> <p>Can you confirm if this guidance has been or will be updated in light of the New Key Lined of Enquiry and rating characteristics which are due to come into force in November 2017.</p>	02/11/2017	27/10/2017	Full Disclosure	S21 (1)
0467	<p>As the new KLOE come into force in Nov 2017, please would you provide a copy of any new guidance and handbooks for inspectors which have been updated in 2017, especially those relating to the new KLOE</p>	06/11/2017	06/11/2017	Part Disclosure - Exempt	S40 (2)/(3)

0470	<p>I would be grateful if you could provide the following information.</p> <p>1 For each of the last 18 months, how many inspectors have you had working for CQC?</p> <p>2 For each of the last 18 months, how many Experts by Experience have there been working in the Experts by Experience programme?</p> <p>3 For each of the last 18 months, how many inspections had to be a) rescheduled and b) cancelled?</p>	03/11/2017	26/10/2017	Part Disclosure - Exempt	S12 (1)
0471	<p>Request for Information - 2017/15532 - Care homes</p> <p>Please advise how many care homes in Wandsworth were closed and their names</p> <p>2012</p> <p>2013</p> <p>2014</p> <p>2015</p> <p>2016</p> <p>2017</p> <p>Please advise how many since 2012 have been closed by the CQC?</p> <p>Please advise how many of those care homes are now being used by guardian companies who put persons in such places to supply onsite security?</p>	03/11/2017	24/10/2017	Part Disclosure - Exempt	S21 (1)
0473	<p>Please could you provide me with a copy of the standard operating procedures (or equivalent) that are used by inspectors when inspecting a care or nursing home to ensure that the legal entity that is the registered cqc provider for the home is the legal entity running the home at the time of the visit.</p> <p>Please provide the standard operating procedures (or equivalent) that inspectors should follow if the legal entity running the home is found not to be the cqc registered provider of the home.</p> <p>Please provide the standard operating procedures (or equivalent) detailing the action that the cqc should take when notified by a third party that the legal entity that is running a home is not the cqc registered provider.</p>	06/11/2017	18/10/2017	Full Disclosure	

0474	<p>I am in the process of sourcing various data for my business as part of a wide market research exercise. My business is called Armarii and we supply fitted bedroom and bathroom furniture to the house building market and we wanted to investigate the care home market, both for new builds and refurb. I am looking to get data on the total number of care homes, what category of care home they fall under, number of beds and what region they are located in. Also, I would be interested in getting data on care homes that are due to be developed, but I am not sure if this is your area?</p>	07/11/2017	11/10/2017	Part Disclosure - Part Held	S21 (1)
0475	<p>2017.</p> <p>Under FOIA please provide all documents submitted to the CQC in relation to and in support of this archived status. I am aware this may include some/all applications listed below.</p> <p>Please include any additional information that may also have been submitted in support of the cancellation of both the provider(s) and location.</p> <p>1. Service Providers:</p> <ul style="list-style-type: none"> • Application to cancel registration to provide one regulated activity. • Application to cancel registration to provide all regulated activities. • Providers application to remove the location Darnton House <p>2. Registered Managers:</p> <ul style="list-style-type: none"> • Application to cancel registration to provide one regulated activity • Application to cancel registration to provide all regulated activities • Application to continue registration as a manager under a new provider. <p>3. Providers variation application - required if London and Manchester Healthcare are to continue to provide regulated activities but at fewer locations. Inclusive of any Statement of Purpose Variation. London and Manchester Healthcare (Darnton Ltd) is noted by the CQC as also known as London and Manchester Healthcare</p> <p>3. CQC Notice of Proposal or Decision to cancel their registration (Manager(s))</p> <p>4. Please confirm if Darnton House was subjected to any enforcement action/embargo/suspension/action plans for improvement (Darnton House was rated Inadequate prior to being archived) by the CQC/commissioners of care prior to/when the provider(s) cancelled both the location and regulated activity at this location.</p>	10/11/2017	10/11/2017	Part Disclosure - Exempt	S40 (2)/(3)

0476	<p>Please provide copies of the following documents held by the CQC in relation to the (i) Skin Base Aesthetics Training Academy Ltd (Company number 09406842) (the "Company") and (ii) in relation to the Skin Base Aesthetics Training Academy's premises 377 Bury Old Road, Prestwich, Manchester, M25 1QA</p> <ol style="list-style-type: none"> 1. All existing and extant licenses awarded to the Company by the CQC; 2. All existing and extant licenses granted by the CQC in relation to the Company's premises; and 3. All correspondence between the CQC and the Company in since 1st January 2015. 	06/11/2017	31/10/2017	Part Disclosure - Exempt	S40 (2)/(3)
0477	<p>I read with interest The state of health care and adult social care in England 2016/17, but was concerned that I could not find any mention of the NHS Constitution. Given that the NHS Constitution sets out what Parliament requires of health and social care services, I was surprised that a report presented to Parliament pursuant to section 83(4)(a) of the Health and Social Care Act 2008 did not show explicit regard to the need to protect and promote the rights granted by the NHS Constitution to people who use health and social care services - a requirement under Section 4 of the Act, perhaps. Accordingly, as a request under Freedom of Information, I should be grateful to know if CQC hold any information, guidance, advice or similar on the applicability of the NHS Constitution to CQCs reporting duties which might explain this situation.</p>	07/11/2017	30/10/2017	Full Disclosure	
0478	<p>Please can you direct me or forward a list of all the trusts currently rated as outstanding?</p> <p>This doesn't seem to be information which is easy to find on the website</p>	08/11/2017	19/10/2017	Full Disclosure	
0480	<p>A request for a copy of the Section 29A Warning Notice to Worcestershire Acute Hospitals NHS Trust.</p>	10/11/2017	23/10/2017	Full Disclosure	S21 (1)
0481	<p>You can please tell me if you have received any complaint made by residents or their representatives with regards to Ernest Dene Care Home between 2014 to 2017.</p> <p>If complaints has been made I would like to know what's the complaint was about and if it has been solved.</p>	06/11/2017	19/10/2017	Part Disclosure - Exempt	S40 (2)/(3)
0482	<p>Can you please provide me with a list of all the Domiciliary Care registered with you; this should include all private schemes and those run by local authorities together with contact information and email addresses if possible.</p>	06/11/2017	16/10/2017	Part Disclosure - Exempt	S40 (2)/(3)

0483	<p>I request from the CQC all documentation relating to the cqc inspection for both Care Home and Home Care Services.</p> <ol style="list-style-type: none"> 1. CQC Inspection questions for staff and Service Users for both Care Homes and Home Care Services. 2. CQC Inspections questions for Registered Managers for both Care Home and Home Care Services. 3. CQC forms submission prior to Inspection for both Care Homes and Home Care Services. 	10/11/2017	31/10/2017	Full Disclosure	
0484	<p>I would like what all policies and the practice and anything I can have under the freedom of information so can I have all of the things that I can have what this places have to follow And about all the issues that I have told you and reported to you and what you have and haven't done about things here What is going on about the E-Cigs? And about my wedding that this please is trying to stop Retraced practice that this place have and do And anything else I have reported to you</p>		20/11/2017	Clarification/ID not Provided	
0486	<p>Number of Children Looked After and Safeguarding inspections carried out in the last 12 months. Number of those reports which have raised quality of Looked After children health assessment as a concern.</p>	07/11/2017	17/10/2017	Full Disclosure	
0488	<p>Individual requesting contact details for an employee of NHS England.</p>	25/09/2017	17/10/2017	Not Held	

0489	<p>I am looking the following information,</p> <ul style="list-style-type: none"> -Mandatory cost per resident breakdown (NHS/Council vs. private) (1 star home vs. 6 star home) -Rating system checklist -Average staff salaries & Mandatory salaries -Mandatory employment terms while working in care, background checks, holidays per year, any assessments, required qualifications etc -Number of care homes in the UK -Number of homes shut in the past 5 years including reasons Mandatory staff to resident ratio -Complaint types by percentage -Inspections frequency -Inspections checklist -Number of care home deaths per year & percentage cause -Average occupancy percentages 	14/11/2017	08/11/2017	Part Disclosure - Part Held	
0492	<p>Please could you provide me with a list of Directors the CQC have recorded for Medway Community Healthcare C.I.C Provider ID 1-184500761 and Ambley Care Limited Provider ID 1-3300728611.</p>	14/11/2017	18/10/2017	Full Disclosure	S21 (1)
0493	<p>Re: Avon and Wiltshire Mental Health Partnership NHS Trust</p> <p>Please would you be kind enough to send me a copy of the full report of your last inspection of the above Mental Health Trust.</p>	15/11/2017	18/10/2017	Full Disclosure	S21 (1)

0494	<p>The Commission has recently published a document entitled 'The state of health care and adult social care in England 2016/17' http://www.cqc.org.uk/publications/major-report/state-care</p> <p>The foreword to the document contains the following text:</p> <p>"The NHS is 70 years old next year. In its first year of existence, Aneurin Bevan voiced concerns about "the increasing demand made on our hospitals by the aged sick".</p> <p>(The foreword is unsigned but photographs of both the Commission's Chair and its Chief Executive appear next to it.)</p> <p>The purported Bevan quote is somewhat problematic in that searches of Google, Hansard and The Times reveal no trace of it. I presume that there are procedures in place to 'fact check' the Commission's inspection reports before publication, but in the light of the dubious quote I wonder if any such arrangements are in place regarding the publication of 'corporate' documents (A serious concern given the amount of statistics in the report.)</p> <p>I require the following:</p> <ol style="list-style-type: none"> 1. Any document that lends any credibility to the purported quote. 2. Any policy, protocol, procedure or whatever relating to the fact checking, verification of such 'corporate' publications. 3. Any and all drafts of the foreword and any and all emails, memoranda or suchlike relating to the said foreword. 	14/11/2017	14/11/2017	Part Disclosure - Exempt	S34 (1)
0495	<p>Information Technology</p> <ol style="list-style-type: none"> a. IM&T, IS, ICT Strategy 2018 (Not Clinical Strategy) b. IM&T, IS, ICT Business/Departmental Plan 2017/18- Update/Version c. IM&T, IS, ICT Department Org Chart d. ICT Capital Budgets and forecast Annual Spends <p>For the documents I have requested above I require the most recent 2018 version/update. If there're documents that have not yet been published, then please provide me with the relevant date of when these documents will be available.</p> <p>Please do not send us documents that are out of date even if the document state 2012-2018 I require the updated 2018 version. This is the most critical part of this project is that we gain the most recent version of the documents.</p>	10/11/2017	07/11/2017	Part Disclosure - Exempt	S22 (1)

0497	The number of complaints made about the quality of care in Camden & Islington NHS trust in the last three years, including the individual yearly figures.	14/11/2017	09/11/2017	Full Disclosure	
0500	I would be grateful to know: 1) The percentage of the 681 whistleblowing alerts in August 2017 which concerned institutions regulated by the Adult Social Care Inspectorate 2) The proportion of the above cohort that (a) triggered a responsive review (b) caused a planned review to be brought forward.	17/11/2017	15/11/2017	Full Disclosure	
0501	With regard to the feedback, maybe under the Freedom of Information Act I could have sight of the notes xxx took during the 3 day focus inspection?	17/11/2017	17/11/2017	Part Disclosure - Exempt	S40 (2)/(3)
0502	A list of all registered nursing homes in Dorset inspected following any notification to you in the period April 2015-2016	20/11/2017	08/11/2017	Full Disclosure	
0503	We request contact details of all Chief Decision Makers regarding your Technology and Innovation throughout your organisation. • We would like to know if you are currently using any Video Conferencing Technology? • Have you invested in any Video Conferencing Hardware? If yes – What Video Conferencing Hardware have you invested in? • Do you use any Video Software? • Do you currently have a contract in place to supply you Video Conferencing Hardware? • Do you currently have a contract in place to supply you Video Conferencing Software? • If applicable, when does your current contract end?	20/11/2017	08/11/2017	Full Disclosure	
0504	Under the Freedom of Information Act 2000 please can you provide me with: 1.) If you have received any complaints made by residents or their representatives with regards to Alan Morkill House Care Home and Princess Louise of Kensington Care Home between 2014 to the present day, or the last day where data is held. 2.) If complaints have been made I would like to have a summary of what these complaints were about and what action was taken by the care home.	20/11/2017	26/10/2017	Not Held	

0505	<p>I have tried to locate on the CQC website a list of forthcoming public events at which senior members of CQC have been invited to speak.</p> <p>If this is available on your site please direct me accordingly / if not please provide a list of events and any event details for dates during 2017 and 2018.</p>	20/11/2017	20/11/2017	Full Disclosure	S21 (1)
0506	<p>I would like to know in as much detail as is possible about the ten complaints were lodged against Mershid (Mehrshid) Saeedbakht, who owned and managed several clinics including Arta (Elarta), New Image, Elta and M&M Private Dental and Cosmetic Centre, which were mainly based at Bexhill-on-Sea.</p> <p>As I understand the fact of these ten complaints is publicly available information, though the details of the complaints may not be. I would like to obtain a clear statement of the ten complaints from the QCC in as much detail as the law allows, the QCC investigation into her practices, and the fact that she disappeared from the QCC's view without paying her registration fees.</p>	17/11/2017	10/11/2017	Part Disclosure - Exempt	S40 (2)/(3)
0507	<p>I am trying to access the Patient Survey Mental Health 2009; however, I am unable to find this anymore on your website. I was able to access this a few months ago. Where could I obtain a copy?</p>	22/11/2017	25/10/2017	Full Disclosure	S21 (1)
0510	<p>I would like to know, at Shepton Mallet NHS Treatment Centre:</p> <ul style="list-style-type: none"> - how many of these statutory notifications were made regarding "notifications of other events" in the week commencing 10th September 2017 (or 11th September, if your accounting periods run Monday through Sunday). If more detail is permitted, how many notifications were there in this week for: <ul style="list-style-type: none"> - incidents reported to, or investigated by the police - abuse, and allegations of abuse. 	21/11/2017	17/11/2017	Not Held	

0511	<p>Please provide the following information for the periods specified below, or for an equivalent period based on whatever data is currently available through reasonable means.</p> <p>1. Please provide the number of CQC prosecutions for criminal offences in respect of care homes in England and Wales commenced during the following periods. Please include prosecutions against care home owners, managers and employees. Please provide details of the offences prosecuted, the outcome and whether the person prosecuted was an employee, manager or owner. A) 1 January 2013- 31 March 2015 b) 1 April 2015-1 October 2017</p> <p>2. In the following periods, what percentage of care homes that were originally rated as inadequate and re-inspected, improved their rating? A) 1 April 2014- 1 April 2015 b) 1 April 2015- 1 April 2016 c) 1 April 2016-1 April 2017</p>	22/11/2017	22/11/2017	Full Disclosure	
0512	<p>Please can you provide me with the overall number of enquiries recorded on your systems that relate to 'information of concern' at Alan Morkill House and Princess Louise Kensington Nursing Home for the period 2014 to present. I would like this information to be split into</p> <p>1.) Information of concern enquiries 2.) Safeguarding enquiries 3.) Whistleblowing enquiries</p> <p>I would also like to receive the general 'gist' of the concerns that have been reported in these categories.</p>	23/11/2017	16/11/2017	Part Disclosure - Exempt	S40 (2)/(3)
0513	<p>I wish to make a FOI request in respect of the number of incidents involving violence at Mayflower Court Norwich since the facility opened last year.</p> <p>Please include a breakdown of the nature of the incidents and indicate whether the acts of violence were against members of staff or other residents and the safeguarding measures implemented.</p>	22/11/2017	17/11/2017	Part Disclosure - Exempt	S40 (2)/(3)
0515	<p>I'm wondering how I might go about accessing data the CQC holds on the loose private sector network GenderCare.</p>		24/11/2017	Clarification/ID not Provided	

0516	<p>Could you please give reason for pendle support care agency not being registered How many complaints have you had How many have been data protection issues How many have been to report a sexual matter, eg inappropriate behaviour What is the correct action of the agency, that would be taken following a complaint</p>	29/11/2017	20/11/2017	Part Disclosure - Exempt	S40 (2)/(3)
0517	<p>Would you please furnish me with the inspectors notes compiled during the latest inspection of Beech Lodge.</p>	23/11/2017	08/11/2017	Withheld	S31 (1)/(2)
0518	<p>I would like to see how many prosecutions the C&O has undertaken against health care organisations since its inception.</p> <p>Could you also tell me the total amount of fines administered and the average fine given.</p> <p>I would also like to know how many notices of improvement have been issues to services and what the these relate to i.e. safety of staff, patients, buildings.</p>	24/11/2017	24/11/2017	Part Disclosure - Exempt	S12 (1)
0519	<p>Please supply me with a copy of a document entitled 'Advice for NHS Employees dealing with victims of rape, sexual assault or any other event that is considered a crime.'</p>	24/11/2017	08/11/2017	Not Held	
0522	<p>This is a freedom of information request concerning the correspondence between Ted Baker and Vin Diwakar. Please release all correspondence and relevant attachments (redacted where necessary) between Ted Baker and Vinod Diwakar (former Medical Director of Great Ormond Street Hospital) between</p> <p>1) 1 March 2016- 1 May 2016 (inclusive) 2) 1 November 2016- 1 January 2017 (inclusive)</p>	27/11/2017	24/11/2017	Full Disclosure	
0523	<p>How many individuals in the past 5 years have suffered a relapse of post traumatic stress, after being discharged from hospital a few days/weeks/months previous?</p>	28/11/2017	08/11/2017	Not Held	

0524	<p>We write to make a Freedom of Information Request on behalf of our client in relation to all information, data, files or documentation held by you in relation to our client or his businesses, Better Life Homecare Services, Professional Nursing Agency, Dynamic People Limited and Dynamic People Homecare Services.</p> <p>In addition to the provision of the documentation set out above, we should be grateful if you could provide answer the following:</p> <ul style="list-style-type: none"> - Upon the inception of the Care Quality Commission in 2009, please confirm whether further checks were made with respect to Dynamic People, or whether the CQC were satisfied on the basis of the previous checks undertaken by the relevant local authorities. - whether Haringey have any records of dealings with our client 	29/11/2017	29/11/2017	Part Disclosure - Exempt	S12 (1)
0525	<p>Under the Freedom of Information Act 2000 I seek the following information about Southwark Borough's NHS care homes and nursing homes:</p> <ol style="list-style-type: none"> 1. The number of sexual assaults reported by patients in NHS care homes and nursing homes in Southwark, from 2010/11 to the present day, or the last day where data is held. 2. The number of sexual assaults on patients by staff, reported in NHS care homes and nursing homes in Southwark, from 2010/11 to the present day, or the last day where data is held. 3. The number of violent offences reported by patients in NHS care homes and nursing homes in Southwark, from 2010/11 to the present day, or the last day where data is held. 	04/12/2017	28/11/2017	Not Held	

0526	<p>I would like to request the following information.</p> <ol style="list-style-type: none"> 1. Number of recorded deaths whilst in the care of a provider for 2015 and 2016. If any of 2017 is available this would also be welcomed. 2. The number of these deaths where choking, obstruction of respiratory tract or similar reason was given as the cause of death as part of the notification. 3. Any further subset of the data for 1 or 2 such of those listed below. I do not know to what level you are able to supply data so please provide to whatever extent you are able. For example, you may be able to provide data on Location but not Provider name. <ul style="list-style-type: none"> • Provider Name • Location • CQC provider number • CQC location number • Regulated activity(ies) • Postcode • Person who died age range as defined in Regulation 16 and 20, Care Quality Commission (Regulation) Regulations 2009 	04/12/2017	27/11/2017	Part Disclosure - Exempt	S12 (1)
0527	<p>I wish to know if CQC have been notified of Care Home incident. Care Home is Nayland House, Nayland, Suffolk, also what action is being taken in this regard.</p>	05/12/2017	13/11/2017	Neither Confirm or Deny	S40 (2)/(3)
0529	<p>I wonder if you could please send me an Excel spreadsheet with details of all of the care homes in England and another spreadsheet with details of all the care agencies in England? We would like these so that we can check that our records are fully up to date.</p>	05/12/2017	23/11/2017	Full Disclosure	S21 (1)

	<p>I am after the following information and hope that you are able to assist me by providing the data as at October 2016 on a national scale.</p> <p>I am aware that this information may be available on your website but we are unfortunately unable to access the archived data.</p> <p>Provider Type: Social Care Residential Nursing Residential Home Care</p> <p>Total number of Providers (national)</p> <p>Total number of Providers rated overall as 'Outstanding' (national)</p>				
0530	Total number of Providers rated overall as 'Good' (national)	05/12/2017	22/11/2017	Full Disclosure	
0531	Is there any chance that you could forward me any standard questions/protocols/checklists that you would go through when assessing a care home so that I can see how your data is being collected? I would be very grateful for any additional information that you could provide me with.	05/12/2017	04/12/2017	Part Disclosure - Exempt	S22 (1)
0533	<p>3. Please may I have a copy of the CQC report relating to this exercise:</p> <p>"CQC's Local Qualitative Analysis Team have advised that they did conduct a one-off thematic analysis of a years' worth (2014-15) of Regulation 28 reports across all sectors"</p> <p>4. Please also advise me if CQC asked for the Chief Coroner not to publish CQC's response to the Section 28 report on Ivy Atkin.* I first asked this question in a letter of 5 October 2017 to Peter Wyman, but I did not receive a response.</p>	01/12/2017	01/12/2017	Part Disclosure - Exempt	S40 (2)/(3)

0534	<p>I am writing to make an open government request for all the information to which I am entitled under the Freedom of Information Act 2000.</p> <p>1) In relation to the appointment process for the Interim Head of Hospital (South east) with interview date 6 November 2017, please send me:</p> <ul style="list-style-type: none"> • Details of the relevant qualifications and experience of the person appointed. • Photocopies of the note template and original score charts with names redacted for all candidates to protect individual's right to confidentiality. • Photocopies of the original shortlisting process scoring and note templates with names redacted to protect individuals right to confidentiality. • A copy of the person specification used during this process. <p>2) In relation to the appointment process for the Interim Head of Hospital Inspection (South Central)with interview date 25th January 2017, please send me:</p> <ul style="list-style-type: none"> • Details of the relevant qualifications and experience of the person appointed. • Photocopies of the note template and original score charts with names redacted for all candidates, to protect individual's right to confidentiality. • Photocopies of the original shortlisting process scoring and note templates with names redacted, to protect individuals right to confidentiality. • A copy of the person specification used during this process (if different to the one used for 1) above. <p>3) In relation to the delays in appointing to the Interim head of Hospital Inspection Post in the South East Hospitals region Please supply the following,</p> <ul style="list-style-type: none"> • The records of discussions around the decision not to advertise an interim HHI post immediately following the secondment of Alan Thorne to NHSI with confidential personal information redacted. This to include emails and minutes of meetings and any business case documents. 	06/12/2017	01/12/2017	Part Disclosure - Exempt	S40 (2)/(3)
0535	<p>1) For the period between 01/10/2016 and 08/11/2017 details of all feedback given to the CQC regarding the Cygnet Hospital in Sheffield.</p> <p>Clarified:</p> <p>"Please could I request information relating to Whistleblowing, Safeguarding and Information of concern."</p>	08/12/2017	08/12/2017	Part Disclosure - Exempt	S44 (1)

0536	Under the Freedom of Information Act can you please supply a copy of your Public Liability Insurance from January 2010 to May 2015.	06/12/2017	27/11/2017	Not Held	
0537	I would like for you to disclose full details about a complaint (complaints?) received by the CQC, done towards the organisation (provider) registered with the CQC - Poland Medical LLP, including its two registered clinics. If possible, please access and supply all of such complaint(s) held by the CQC.	07/12/2017	30/11/2017	Part Disclosure - Exempt	S44 (1)
0538	I am writing to make an open government request for all the information to which I am entitled under the Freedom of Information Act 2000. 1) Please supply me with the details and records including meeting minutes where the Competency Assessment Interview format used by CQC for interim posts was agreed. This to include any records of external consultancy. 2) Please supply me with any evaluation records of the Competency Assessment Interview process used by CQC to determine the effectiveness of the process. 3) Please supply me with the content and programme of training provided to those using the Competency Assessment Interview process, the name of the provider and the training dates in 2017. 4) Please supply me with the training completion rates for Deputy Chief Inspectors within the organisation and for HR staff for the period 1 January 2017 – 6 November 2017.	07/12/2017	01/12/2017	Not Held	
0539	Please advise how many evictions have taken place and how many relatives have been banned/restricted from visiting by Complete Care Homes. Please also advise if CQC monitors the number of residents leaving Complete Care Homes due to unresolved complaints.	06/12/2017	24/11/2017	Not Held	
0540	I am writing to find information regarding newly registered clinics that do not yet fulfil your criteria of having a website. Would it be possible to be provided with a full list of companies that do not yet have a website, or who's websites are inadequate based on your standards? If so, what is the process to find this information.	08/12/2017	13/11/2017	Full Disclosure	S21 (1)

0541	<p>In the document, "The state of care in mental health services", you cite a number of examples of innovative approaches or practices that I would be interested in gaining more information about.</p> <p>Specifically:</p> <ul style="list-style-type: none"> - "use of tracking systems to assist working across different teams or organisations", page 45 - "one service used the host family scheme (this example is the first of its kind in the UK)", page 55 <p>I would be curious to know the names of the services/NHS trusts linked to these new practices (assuming that this information can be disclosed and is not confidential) and any additional information that you might have.</p>	07/12/2017	21/11/2017	Full Disclosure	
0543	<p>Under the Freedom of Information Act, please tell me what training inspectors have in using the materials, 'Clarification of regulatory methodology: PMS digital healthcare providers' Also please tell me what copyright permission is needed for other organisations to use this methodology.</p>	08/12/2017	29/11/2017	Full Disclosure	
0544	<p>Please disclose all correspondence between the commission and the following in the past 12 months regarding Four Seasons's debt:</p> <ol style="list-style-type: none"> 1 Four Seasons 2 Terra Firma (Four Seasons's owner) 3 H/2 Capital Partners (Four Seasons's debt holder) 	11/12/2017	07/12/2017	Withheld	S41(2)

	<p>Please provide the following data for 2015/16 and 2016/17: A list of all whistleblowing concerns received by the CQC in terms of:</p> <ol style="list-style-type: none"> 1. Provider name 2. Organisation name 3. Date received (please redact the dates to show only the year if the CQC is concerned about identifiability through exact dates being revealed) 4. If it is centrally recorded and retrievable within the cost limits, the outcome in terms of whether the whistleblowing contact resulted in: <ol style="list-style-type: none"> i. Information being noted for a future inspection (review) ii. Planned inspection (review) brought forward iii. Inspection triggered in response (responsive review) iv. No further action v. Referral to another body 5. If the data is held in is held on your central database and easily retrievable by automated search/ filter within the cost limits, whether the whistleblowing concern related to the care of a person(s) detained under the Mental Health Act 6. If the data is held in is held on your central database and easily retrievable by automated search/ filter within the cost limits, whether the whistleblowing concern related to possible abuse and neglect 7. It the information is held on your central database in a sufficiently anonymised format and the data is easily retrievable by automated search/ filter within the cost limits, please also include data on the broad nature of the whistleblowing concern <p>Please disclose this data in the form of two separate spreadsheets, one each for the two years in question, published on your website.</p>	12/12/2017	11/12/2017	Part Disclosure - Exempt	S44 (1)
0546	<p>I again request all inspection notes, in full, for the latest inspection of this facility. According to the published report, the inspection took place on the 31/7/2017 and 1/8/2017.</p>	12/12/2017	12/12/2017	Part Disclosure - Exempt	S44 (1)

0547	<p>1. Does your department currently use a private company to undertake any of the following services:</p> <ul style="list-style-type: none"> • Public Relations • Social Media Communications • External Stakeholder Communications • Internal Stakeholder Communications. <p>2. If yes, can you please confirm:</p> <ul style="list-style-type: none"> • When the current contract was last let • When the current contract expires • Whether the current contract has options to extend its length • When you expect to retender the contract. <p>3. If no (to question 1 above), are you considering letting such a contract in the future and if so, do you have an approximate timetable for engaging the market?</p> <p>4. Have you used a private company to help you with any other marketing or public information campaigns in the past 2 years?</p> <p>5. If so, could you please provide a brief overview of what those campaigns were about and approximately how long your contract with the company was for to support the campaign(s)?</p>	12/12/2017	22/11/2017	Full Disclosure	
0549	<p>I would like to make an FOI request for the following information:</p> <ul style="list-style-type: none"> • The criteria for matching candidates to regions and the criteria for how they arrived at the decision as to who would be assigned the London positions. • Confirmation of the number of current/previous Assistant Inspectors who were London office based and received the London salary but were not part of a London team. 	12/12/2017	06/12/2017	Full Disclosure	

0550	<p>1) Please advise if CQC has an internal policy or guidance for its inspection staff on when and how to conduct inspections at night, and please provide a copy of the relevant documents if they exist.</p> <p>2) What does CQC define as an inspection at 'night'?</p> <p>3) Please advise in the last two years, how many inspections has CQC carried out at night, and what proportion of all inspections does this represent?</p> <p>4) How many of the night inspections were conducted on care homes and how many of the inspections were conducted on NHS facilities?</p> <p>5) The Royal College of Nursing advised in 2012, based a on large scale survey of members, that CQC should establish an equal balance between night and day unannounced inspections. Did CQC respond formally to this recommendation, and if so please provide a copy of CQC's reasons for acting or not acting upon the recommendation.</p>	12/12/2017	12/12/2017	Full Disclosure	
0551	<p>Following your inspection of Yatton Hall Care Home on 07 August 2017 I would be grateful if you could provide the following information:-</p> <p>1) Original notes compiled during the inspection of Yatton Hall Care Home;</p> <p>2) Details of Death notifications, both expected and non expected at Yatton Hall Care Home in the past 4 years to date and</p> <p>3) Any related reports of abuse at Yatton Hall Care Home in the last 4 years to date,</p>	12/12/2017	12/12/2017	Part Disclosure - Exempt	S44 (1)
0552	<p>Re: Portfolio Manager (JD34)</p> <p>How many TOTAL applications did you receive?</p> <p>How many internal applications did you receive?</p> <p>How many applications from the Civil Service did you receive?</p> <p>How many applications did you receive from people in the private sector/unemployed?</p> <p>What was the total amount of people interviewed?</p> <p>How many internal applicants were interviewed?</p> <p>How many applicants from the Civil Service were interviewed?</p> <p>How many applicants did you receive from people in the private sector/unemployed?</p>	12/12/2017	05/12/2017	Part Disclosure - Exempt	S40 (2)/(3)

0554	<p>Please can you give me the standards you currently inspect SARCS (Sexual Assault Referrals Centres) against under the freedom of information request, this is for SARCs in Trusts or part of an NHS organisation and also the standards you currently inspect independent providers against.</p> <p>I also understand you inspected the service below in 2013 (published in 2014), under the freedom of information please can you give me any documentation that led to that inspection (ie emails of concerns) and the original findings of that inspection (removing anything that would lead to an identification of an individuals) an the criteria you used to inspect it:</p> <p>The Oak Centre Hawkins House Pynes Hill Rydon Lane Exeter EX2 5SS</p>	13/12/2017	13/12/2017	Not Held	
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0555	<p>Please can you provide under the Freedom of Information any concerns raised to the CQC in writing or verbally (whwhere then there has been written documentation made as a result of calls for example to the anonymous telephone line) or any concerns to do with the following providers of sexual assault care, at the time frames specified below:</p> <p>G4S Forensic and Medical Services (UK) Limited:</p> <p>The Shores - Dorset SARC (from the 5th May 2016 to present) 5 Madeira Road Bournemouth, Dorset, BH1 1QQ</p> <p>The New Swindon Sanctuary, Swindon The Gables (from October 2017 to present) Shrivenham Road South Marston Swindon SN3 4RB</p> <p>The Oak Centre SARC (from the registration at this address to present) Hawkins House, Pynes Hill, Exeter, Devon, EX2 5SS</p> <p>Oakwood Place SARC (when G4s run this between March 2014 and March 2017) c/o Brentwood Community Hospital, Crescent Drive, Brentwood,</p>	12/12/2017	07/12/2017	Part Disclosure - Exempt	S12 (4)
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0556	<p>Please can you provide under the Freedom of Information any concerns raised to the CQC in writing or verbally (where then there has been written documentation made as a result of calls for example to the anonymous telephone line) or any concerns to do with the following providers of sexual assault care (SARCS) between the present date and 2010. Please give the year when the complaint happened and break it down per site.</p> <p>The Meadows, John Street North Meadowfield DurhamDH7 8RS</p> <p>REACH The Rhona Cross Suite New Croft House Market Street Newcastle upon Tyne NE1 6ND</p> <p>Reach Ellis Fraser Centre Sunderland Royal Hospital Kayll Road Sunderland SR4 7TP</p> <p>SARC Teeside Helen Britton House, SARC, 13 Trinity Mews, North Ormesby Health Village,</p>	13/12/2017	07/12/2017	Part Disclosure - Exempt	S12 (4)
0558	<p>We write to request copies of correspondence exchanged between CQC and London Borough of Bexley Council on Liral Veget Training and Recruitment Limited between 1 January - 31 October 2017.</p> <p>We request, in addition, a copy of the feedback from an unnamed local authority commissioning unit which CQC made reference to in its inspection report on our company dated 1 November 2017</p>	12/12/2017	12/12/2017	Part Disclosure - Exempt	S40 (2)/(3)

0559	Please provide any communication from the care quality commission to the general medical council and from the general medical council to the care quality commission related to Dr Srivinas Dharmana between April 2015 and the current date	14/12/2017	11/12/2017	Part Disclosure - Exempt	S40 (2)/(3)
0560	Please can you provide me with the following Freedom of Information Request - The dates and times of the submission of questions to CQC board Secretariat from the three members of the public (either representing themselves, charities or organisations) who were permitted to ask questions by the CQC Chairman at the held in Public Board meeting on 15th November 2017?	13/12/2017	13/12/2017	Full Disclosure	
0561	Under the Freedom of Information, please can I have copies of any concerns raised in relation to any department at Great Ormond Street for children NHS Foundation Trust in the last 12 months up to today's date. This would include emails from other bodies such as the GMC, written concerns raised by whistleblowers or any notes relating to the trust, that have been given to the anonymous helpline. Please can you also provide any correspondence the CQC has sent to the trust as a result of concerns raised	14/12/2017	20/12/2017	Part Disclosure - Exempt	S40 (2)/(3)
0562	We at the Yellow Card Centre West Midlands are examining the value of Regulation 28 Letters to Prevent Future Deaths. Our search has identified the case of Susan George. The death of Susan George was investigated and the Coroner issued a Letter to Prevent Future Deaths. The case can be found here https://www.judiciary.gov.uk/publications/susan-george/ . I would like the following information: 1. What actions were taken in response to the concerns raised in this report? 2. I would also like copies of the responses where available.	15/12/2017	12/12/2017	Part Disclosure - Exempt	S32 (1)/(2)

0564	<p>I am seeking proof of my registration as Care Manager at a home in London pre-2004.</p> <p>Proof of registration as care manager for:</p> <p>MAISON MOTI Ltd. 200 Chase Side Southgate, London</p> <p>(2003 ...? I worked in the position of manager for a year or so before registering - I am unsure of the exact date for qualification)</p> <p>At that time, Mrs Maya Mahtani was the owner and Mr Manoj Mahtani was the general manger for the company. The head office is located at 8A Southbury Road, Enfield Tel: 0208 366 6464</p>	15/12/2017	24/11/2017	Full Disclosure	
0565	<p>I had a CQC inspection in July this year and the inspectors informed us that it had gone to a national panel who agreed to award us the status of 'notable practice'.</p> <p>How many primary dental care practices in the UK, have been awarded the status 'notable practice' this year?</p> <p>How many primary dental care practices are there in the UK?</p> <p>How many practices in Essex have been awarded 'notable' practice?</p> <p>How many practices in East of England have been awarded ' notable' practice?</p>	15/12/2017	08/12/2017	Full Disclosure	
0566	<p>inspection report for East Kent Independent Living (Kent County Council), published 10 July 2017 (INS2-2637804816).</p> <p>The report doesn't mention which locations were visited during the inspection.</p> <p>Please could you let me know if the inspector visited 67 Marshall Street Folkestone as part of the investigation?</p>	18/12/2017	22/11/2017	Neither Confirm or Deny	S40(5)

0570	<p>Please would you provide the total number of adult social care providers whose specialisms (as stated on the CQC website) include Learning disabilities where an overall rating of Outstanding has been awarded under the statutory rating scheme of section 46 of the Act.</p> <p>Please would you indicate whether the data provided refers to such award at any time or for the most recent inspection (either figure would suffice for my needs).</p>	18/12/2017	23/11/2017	Full Disclosure	S21 (1)
0571	<p>To ask the CQC to detail the findings of their investigations into Marie Stopes International in the UK regarding the proper use and disposal of fetal tissue; specifically to provide a description of operational costs incurred by Marie Stopes in providing tissue for medical research, and to detail how these operational costs are covered.</p>	18/12/2017	07/12/2017	Withheld	S12 (1)
0574	<p>Request for notifications data. Request for dataset</p>	19/12/2017	13/12/2017	Withheld	S14 (2)
0575	<p>We write to request under the Freedom of Information Act 2000, copies of correspondence exchanged between CQC and London Borough of Blexley Council on Right Support Management Limited between 01 January 2017 and 31 October 2017.</p>	20/12/2017	19/12/2017	Part Disclosure - Exempt	S40 (2)/(3)
0578	<p>I would like to establish the number of incidents reported to the CQC where a service user in adult care (care home, nursing home etc.) has been involved in a choking incident which we feel should be notified under section 18.</p> <p>Although there is no specific requirement to report a choking incident, providers must notify the CQC of all incidents that affect the health, safety and welfare of people who use their services.</p> <p>We would like to know how many incidents there were in total for the last two years of data available. If at all possible and if the data is available to indicate where this resulted in a hospital attendance for the service user. However I am principally interested in the number of incidents reported.</p>	20/12/2017	27/11/2017	Part Disclosure - Exempt	S12 (1)

0580	<p>I would like to ask the CQC</p> <p>1) how many doctors own care homes ?</p> <p>2) how many of those care home are rated inadequate under the new inspection model from april 2015?</p> <p>3) how many of those inadequate homes nominated individuals who are doctors are referred to gmc- GENERAL MEDICAL COUNCIL for fitness to practice?</p> <p>4) how many of those doctors have registered managers who are employed at the care homes and the doctors are only the named individual?</p> <p>5) how many doctors get struck off the gmc due to their non involvement in the care home and hence rated as inadequate?</p>	20/12/2017	13/12/2017	Part Disclosure - Exempt	S21 (1)
0581	<p>I require a directory of all secure (locked rehab, low, medium and high) hospitals so that I may conduct a survey.</p>	21/12/2017	19/12/2017	Part Disclosure - Exempt	S12 (1)
0583	<p>Are you able to provide copies of reports for inspections of care homes carried out in 2009 or 2010? If so, could you provide copies of the reports for any inspections carried out in 2009 or 2010 at Maple House, 23 Manor Road, Aldershot, GU11 3DG. I have reason to believe that there was an inspection of this home in July 2009. I do not know if there were any inspections in 2010.</p>	21/12/2017	28/11/2017	Part Disclosure - Part Held	

0584	<p>I am writing to request the following information under the Freedom of Information Act 2000:</p> <p>The number of safeguarding alerts or notifications submitted to the CQC for each of the below care provider brands. This should be for elderly residential or nursing homes only.</p> <p>Data should be presented for both financial year 2015/16 and financial year 2016/17, and the total number of homes being covered by the data release should be included (i.e. HC-One – FY2016/17 – 200 alerts from 300 homes etc.)</p> <p>HC-One Ltd. Four Seasons Health Care Barchester Healthcare Bupa Care Homes Care UK Anchor Maria Mallaband & Countrywide Methodist Homes Runwood Homes Priory Group Avery Healthcare Sanctuary Care Caring Homes Orders of St John Care Trust Orchard Care Homes Larchwood Care Minster Care Sunrise Senior Living Abbeyfield Society</p>	21/12/2017	15/12/2017	Full Disclosure	
0586	<p>1. A list of the 500 most accessed websites – in terms of pages views (or however you record this) – on computers over the past 12 months (December 2016 to December 2017)</p> <p>2. Please could you provide the URL of the website and number of times it has been accessed by computers on the network.</p>	22/12/2017	21/12/2017	Withheld	S12 (1)

0587	<p>Please can you tell me for years 2016/17 and 2017/18 year to date:</p> <p>1. How many statutory notifications did CQC receive of 'serious injury to a person who uses the service':</p> <p>http://www.cqc.org.uk/guidance-providers/notifications/serious-injury-person-using-service-notification-form</p> <p>2. If CQC records the following data centrally, and in an easily interrogable format, please provide a spreadsheet, uploaded to CQC's website, of all such serious injury notifications received in the period and the details of the service providers to which the notifications related</p> <p>3. How many statutory notifications did CQC receive of pressure sores of grade 3 or worse.</p> <p>4. If CQC records the following data centrally, and in an easily interrogable format, please provide a spreadsheet, uploaded to CQC's website, of all such pressure sore notifications received in the period and the details of the service providers to which the notifications related</p>	27/12/2017	07/12/2017	Part Disclosure - Exempt	S12 (1)
0588	<p>Worksop/South Yorkshire area. I have looked on the web site for your reports on some of these, but cannot find one about the new home at Greenacre Park in Worksop. I think an inspection was made there at the very beginning of November 2017 and would like to know when the report will be available.</p>	27/12/2017	04/12/2017	Part Disclosure - Exempt	S31 (1)/(2)

0589	<p>Could I please request the written responses provided by Vinod Diwakar to either Ted Baker or Klaudiusz Zembrzuski about the issues raised in Ted Baker's 21 April 2016 email (which you provided in your response):</p> <ol style="list-style-type: none"> 1. The detailed explanation of how the Trust was responding to the recommendations of the report of the clinical case review dated 5th February 2016 and the timetable for completion of all the actions 2. The outline of how the Trust was responding to recommendations 1 to 3 which require "an urgent clinical review of all patients managed in the paediatric gastroenterology service" 3. The explanation of how the Trust was ensuring it fully complied with its obligation under the Duty of Candour in all cases <p>This would have been provided at some point between May 2016 and December 2016</p> <p>Could I also please have the explanation provided by Great Ormond Street to the CQC as to why fewer than 345 patients requiring urgent review (which is included in Urgent Actions document provided in your response) were ultimately reviewed (42 letters were sent to such patients in April 2016)?</p>	22/12/2017	20/12/2017	Part Disclosure - Exempt	S40 (2)/(3)
0590	<p>subject to some form of enforcement action from the CCQ in each of the following years:</p> <ul style="list-style-type: none"> • 2016-17 • 2015-16 • 2014-15 <p>2. For each Primary Medical Service provider that has faced enforcement action in these three years, please state:</p> <ul style="list-style-type: none"> • What kind of enforcement action was imposed on each provider • The penalty incurred by each provider • The length of time that the enforcement action has applied for each provider • Whether the provider has demonstrated improvement since the action was initially imposed 	27/12/2017	22/12/2017	Part Disclosure - Exempt	S12 (1)
0594	<p>Please can you provide the notes from the handwritten notes from the 5 inspectors and further expert for this inspection : Tunbridge Wells, Fountains Lodge (Adult Social Care Inspection) - Care Home undertaken in June 2017.</p> <p>Justification for release :</p> <ol style="list-style-type: none"> 1) this is public data 2) the home was rated as Inadequate with serious public concerns 3) precedent set in 1617 0675 	29/12/2017	19/12/2017	Withheld	S31 (1)/(2)

	<p>Many thanks however it does not say what year they were deactivated - or when they were inspected or what year the old style inspections ended ? I gather they were not inspected from when? to when they closed</p>				
0595	Is there any record on the spreadsheets sent of which homes the CQC closed ?	29/12/2017	15/12/2017	Full Disclosure	
0596	Under the Freedom of Information Act I believe I can request the notes that were taken by inspectors on our recent inspection.	29/12/2017	18/12/2017	Withheld	S31 (1)/(2)
0597	<p>I would like to receive the inspectors' notes from the following recent inspections - all reports which have been published in the last couple of months and all are owned by Sussex Healthcare.</p> <ol style="list-style-type: none"> 1. Rapkyns Nursing Home - Horsham 2. The Laurels - Horsham 3. Beech Lodge - Horsham 4. Kingsmead Lodge - Horsham 5. Longfield Manor - Horsham 6. Woodhurst Lodge - Pease Pottage. 	29/12/2017	27/12/2017	Withheld	S14 (1)
0598	<p>I would like to know.</p> <ul style="list-style-type: none"> • How many adult social care services have been rated outstanding at their first inspection since the introduction of ratings up until 31st Oct 2017 • How many GP services have been rated outstanding at their first inspection since the introduction of ratings up until 31st Oct 2017. • How many inspectors in each region who work in adult social care have received training in Positive Behaviour Support, Autism and learning disabilities. • How many inspectors in each region who work in PMS have received accredited training in Positive Behaviour Support, Autism and learning disabilities. • How many inspectors in each region who work in Hospitals team have received accredited training in Positive Behaviour Support, Autism and learning disabilities. • How many inspectors in each region who work in Hospitals Mental Health team have received accredited training in Positive Behaviour Support, Autism and learning disabilities. 	02/01/2018	22/12/2017	Full Disclosure	

0599	<p>I wish to submit a request for the following information/documents under the UK Freedom Of Information Act</p> <ul style="list-style-type: none"> • Copy of CQC staff survey results for 2017, 2016 and 2015. To include full results, e.g. individual region/directorate/staff group results • Copy of results/outcome documents of CQC survey sent to staff with disabilities in early 2016 • Results of any 'disability' staff surveys carried out in 2016 and 2017 	02/01/2018	20/12/2017	Full Disclosure	
0602	<p>I would like to request some information please, hopefully this is a simple request. How many Care staff have been injured through manual handling of patients in 2016/2017?</p> <p>If this information is available via the HSe please let me know and i shall try there.</p>	03/01/2018	04/12/2017	Withheld	S12 (1)
0606	<p>Please list the 68 detox services referred to in your report at www.cqc.org.uk/news/releases/serious-concerns-uncovered-residential-detox-clinics-regulator-demands-improvements.</p> <p>Please also cite alongside their names whether were or were not criticised for their detox services in your same report.</p>	03/01/2018	08/12/2017	Full Disclosure	
0607	<p>Re your findings at http://www.cqc.org.uk/news/releases/serious-concerns-uncovered-residential-detox-clinics-regulator-demands-improvements</p> <p>How many of the 68 detox clinics were 12-step based?</p> <p>How many of the 12-step based rehabs with detox facility merited an unfavourable report?</p>	03/01/2018	08/12/2017	Withheld	S21 (1)
0608	<p>Under the Freedom of Information Act 2000 please can you provide me with:</p> <ol style="list-style-type: none"> 1.) The number and names of care homes registered with you who did not have on-site kitchens when you last carried out an inspection on them. 2.) The overall rating given to these care homes in their last inspection. 	03/01/2018	22/12/2017	Not Held	

0610	<p>CQC - Freedom of Information Request</p> <ol style="list-style-type: none"> 1. How many Doctors are registered with CQC for primary care roles? 2. How many of the above doctors are or have been registered more than once? 3. How many DBS do CQC sponsor every year since 2015? 4. How many of the DBS (of those sponsored since 2015) that CQC sponsor are for doctors who already hold a CQC sponsored DBS? 5. How many applications to register with CQC are made each year since 2015? 6. How many applications in each of the years since 2015, do not end with a registration? 7. Of the failed registrations, how many fail due to refusal by CQC? 8. What are the reasons for the CQC refusals above? 9. What is the total CQC budget (from what sources of revenue)? 10. What is the CQC revenue from General practices? 	03/01/2018	22/12/2017	Part Disclosure - Part Held	
0611	<p>Below is my freedom of information request regards your use of scanners. Not multi-functional devices, but paper document Scanners, DM systems and EPR systems.</p> <ul style="list-style-type: none"> • How many employees do you currently have? • How many scanners (not multifunctional devices) do you currently have to scan paper based documents? • Which brand do you use (i.e. Brother, Canon, Fujitsu, Kodak Alaris etc)? • Who supplies these scanners? • Do you have a contract for these scanners? • If so, when does this expire? • What Document Management system(s) do you use? • What Electronic Patient Record (EPR)/Electronic Healthcare Record (HER) do you currently use? • What is the name, job title, and email address of the person responsible for your scanner fleet? 	05/01/2018	22/12/2017	Full Disclosure	
0613	<p>Further, please provide the following notes to us urgently. For the avoidance of doubt, these relate to the inspection which took place from 23rd June 2017 – 27th June 2017:</p> <p>[...]</p> <ol style="list-style-type: none"> ii) Copies of all minutes relating to the inspection. lii) Confirmation of all members of staff spoken to during the inspection. Iv) Confirmation of residents spoken to during the inspection. V) Confirmation of family members spoken to during the inspection. 	28/12/2017	06/12/2017	Withheld	S44 (1)

0614	Further, please provide the following notes to us urgently. For the avoidance of doubt, these relate to the inspection which took place from 23rd June 2017 – 27th June 2017: i) Copies of all notes taken by the inspector and any other employee of the CQC during the inspection.	28/12/2017	22/12/2017	Withheld	S31 (1)/(2)
0626	Member of the public asking CQC to assist in obtaining records from Cumbria Partnership NHS Foundation Trust.	11/12/2017	08/12/2017	Not Held	
0631	Request for death notification data for last 12 months plus request to publish as a dataset	11/01/2018	13/12/2017	Withheld	S14 (2)
0632	The Isle of Wight NHS Trust has just appointed Maggie Oldham to be the permanent CEO of IWNHST. Thus I believe that someone in the Department of Health must know her identity details to provide to NMC so that I may have the details of her registration as a nurse who practised. The release on the website of IWNHST gives details. Please may I ask that you now provide me with the information I seek as Freedom of Information Request.	10/01/2018	12/12/2017	Not Held	
0637	To ask the CQC to detail the findings of their most recent investigation into the Marie Stopes International South London Centre regarding the proper use and disposal of fetal tissue; specifically to provide a description of operational costs incurred by Marie Stopes in providing tissue from their South London Centre for medical research, and to detail how these operational costs are covered.	11/01/2018	13/12/2017	Not Held	
0639	I hope you are well, I am a young entrepreneur looking to start a business within the elderly demographic. My company is a movement and therapy service provided to the elderly in the comfort of their own home however, I am trying to gather as much information in to what form of training my team should have before meeting clients. Is there any current guidelines that i could follow to be a certified company by CQC if this is not something that you already do is there anyone within your institution with about possibly making this a thing. Any information that you could give me on this would be greatly appreciated.	12/01/2018	13/12/2017	Full Disclosure	

0642	<p>My enquiry does not specifically pertain to Hilly Fields Medical Centre, as it only concerns the questions put to the PPG during the inspection - and these would have been expected to be part of a standard procedure. The Medical Centre was only mentioned as a reference point.</p> <p>What I am asking for is a copy of those questions, the noted responses to them and the contact details of the person responsible for setting the questions and analysing them.</p>	12/01/2018	15/12/2017	Not Held	
0646	<p>I am asking you a permission to use your Stroke Questionnaire that you used in NHS trust based stroke survey, in my studying process and in research process in stroke department. I am going to translate this test in latvian language , but all copyrights belong to Picker Institute. I am going to an acknowledgement of the Picker Institute at the end of any reports or paper. Also I am going to supply you with the details of any study reports on my use of the "STROKE QUESTIONNAIRE". If it is possible can you give me more information of the research(surveys) you made in hospital NHS in England.</p>	17/01/2018	18/12/2017	Full Disclosure	
0649	<p>Please will you provide details of all your dealings with private medicine couriers from 2014 to date.</p>	17/01/2018	22/12/2017	Not Held	
0656	<p>I would like a spreadsheet of all Dental Practices with their respective contact details in England please.</p>	19/01/2018	19/12/2017	Part Disclosure - Exempt	S40 (2)/(3)
0657	<p>how many requests made to have a member of CQC staff removed from the investigation of a complaint and information request have been granted by the CQC and on what grounds</p>	17/01/2018	19/12/2017	Withheld	S12 (1)

0665	<p>Requests are frequently made for Inspector Notes to be released for CQC inspected services. For the Adult Social Care sector, can CQC please confirm the following data which you would definitely hold :</p> <ul style="list-style-type: none"> - How many requests have CQC received via WDTK.com to release Inspector Notes following ASC inspections ? - How many of those requests were complied with, and how many were refused - Any rules/guidance in place to determine whether a request is met or not met would clearly constitute a public document. Please can those rules be shared ? - Confirmation of the ratings of the ASC services where the Inspector notes were released as requested and similarly the ratings of those services where CQC refused to release the same notes. 	23/01/2018	22/12/2017	Withheld	S21 (1)
0667	Have you inspected Prosperity House 42/44 High Stret Redbourn AL3 7LN	24/01/2018	27/12/2017	Not Held	
0669	I am requesting information of the torture of my friend which is a very serious safeguarding concern	25/01/2018	27/12/2017	Withheld	S40(5)
0674	please furnish me with the last 6 reports re WHHT	29/01/2018	29/12/2017	Full Disclosure	S21 (1)