

CQC's responses to repeated care scandals exposed by the media:

1) Which? Investigation of four unnamed English care homes 2011

CQC comment:

“Dame Jo Williams, chair of the Care Quality Commission, said: “The evidence Which? shared with us describes care that falls below what people using social care services have a right to expect – in one case so seriously that we acted immediately to ensure admissions to the home were suspended and are now considering the best action for residents currently living there.

“CQC listens to the views and experience of people who use services and look at what data tells us in order to identify possible risks, then reviews and inspects services.

“Seeing for ourselves what’s going on in care homes is a key part of our regulatory regime – and almost all of our visits are unannounced.

“Where necessary, we require improvements against clear timescales or take enforcement action, following up to ensure these improvements have been delivered.”

<http://www.24housing.co.uk/news/undercover-care-home-probe-uncovers-rough-treatment-towards-elderly/>

2) Winterbourne View private hospital, Panorama investigation 2011

CQC statement 31 May 31:

CQC statement on Panorama's investigation

Tuesday's BBC Panorama programme highlighted serious abuse and appalling standards of care at Winterbourne View, a private hospital for people with learning disabilities.

Following an internal review, we recognise that there were indications of problems at this hospital which should have led to us taking action sooner. We apologise to those who have been let down by our failure to act more swiftly to address the distressing treatment that people at this hospital were subjected to.

In response to the serious issues uncovered by Panorama, CQC has taken the following action:

- Carried out three unannounced inspection visits of the hospital and taken steps to ensure the hospital will not admit any new patients. We are working with the primary care trusts and councils who pay for the care of people at the hospital to secure the best outcomes for those people.
- Started an immediate review of all services run by this provider.
- Launched a detailed internal review of our actions in relation to Winterbourne View.
- Spoken to the former member of the hospital staff, apologised for not contacting him earlier and offered to discuss his concerns.
- Written to Care Services Minister Paul Burstow MP proposing that we launch a programme of risk-based and random unannounced inspections of a sample of the 150 hospitals providing care for people with learning disabilities. The Minister supports this proposal.

Care Services Minister Paul Burstow said:

“People deserve to receive safe and effective care. That's what we expect from every care provider.

“I have confirmed with CQC that they should undertake a series of unannounced inspections of services for people with learning disabilities.

"These unannounced inspections into care for people with learning disabilities will help inform future policy and focus attention on the 7/24 care obligation all providers have."

CQC was contacted by a former member of staff on 6 December, having already been advised of whistleblowing concerns by the local authority at the end of November. These concerns had been passed to the local authority by the hospital's manager.

As the safeguarding lead, the local authority had already set up a safeguarding meeting to look at these issues which, though concerning, were not as detailed or specific as the information revealed by Panorama. So CQC took the view that the concerns were being examined. For a variety of reasons, that safeguarding meeting did not take place until February.

However, we recognise that had we contacted the whistleblower ourselves directly after we received the email we would have been alerted to the seriousness of the situation and moved swiftly to inspect the hospital.

We have spoken to the former member staff, apologised for not contacting him earlier and offered to discuss his concerns. We regard information from whistleblowers as essential intelligence which is vital to the way we assess risk and monitor compliance with essential standards of quality and safety.

We have asked Panorama to provide us with detailed information about the hospital to help us in our continuing regulatory work. We have also suggested that in future we would welcome earlier involvement by the programme in cases such as this so that we can step in to protect people as early as possible.

<http://www.bbc.co.uk/news/uk-england-bristol-20084254>

<http://www.cqc.org.uk/news/releases/cqc-statement-panorama%E2%80%99s-investigation>

3) Old Deanery care home, Panorama investigation 2014

CQC comment 30 April 2014

CQC Comment on Panorama - Behind Closed Doors: Elderly Care Exposed

Commenting ahead of Wednesday night's Panorama programme, **Behind Closed Doors: Elderly Care Exposed**, Andrea Sutcliffe, the Care Quality Commission's Chief Inspector of Adult Social Care said:

"This programme raises important issues about the quality of care in care homes. The care shown in the Panorama programme is unacceptable. My sympathy goes out to the people affected. I am angry that the good care we know is provided is undermined when people are failed in this way.

"The people who run care homes and who work in them are responsible for the care they provide each and every day. It is their responsibility to make sure the care they provide is safe, effective, caring and responsive to people's needs.

"A key test for us is how well-led the home is. Do managers and owners support learning and innovation? Do they promote an open and fair culture? The answers to these questions will give us confidence that services can be improved or quality maintained. When we find problems we expect homes to act positively in response to put things right. A characteristic of poor leadership is that it spends more time and effort challenging us than in making improvements.

"We can and we do take action against homes that fail to improve or where we find serious concerns - since 2011, 158 homes have closed following action taken by CQC. But we have to remember these are people's homes and closing a home should be a last resort. We want to see homes improve. Later this year we will be introducing ratings for care homes. The ratings will help to drive improvement and allow people to see clearly what we think.

"We have been concerned about The Old Deanery and its sister care home, St Mary's Court, for some time. We have responded to concerns raised by staff. We have checked up on both homes regularly. We have told the provider to make improvements.

"We cannot always know what goes on behind closed doors but I am determined that our new approach will strengthen our ability to uncover poor care and take action when we need to."

<http://www.bbc.co.uk/news/world-europe-isle-of-man-27234969>

<http://www.cqc.org.uk/news/stories/cqc-comment-panorama-behind-closed-doors-elderly-care-exposed>

4) Avonpark Village care home, Mail on Sunday investigation 2016

CQC comment:

"On Friday The Mail on Sunday sent detailed summaries of what I found to the CQC and Retirement Villages. Andrea Sutcliffe, Chief Inspector of Adult Social Care at the CQC, said: 'I am extremely concerned about the incidents of poor care and abuse that took place here.

'People have been shamefully let down. In light of this new information, we will be bringing forward our next inspection.'"

<http://www.dailymail.co.uk/news/article-3590740/They-just-don-t-care-really-happens-walk-away-loved-one-s-care-home.html#ixzz4kX9iZv5S>

5) Morleigh group care homes, Cornwall, Panorama investigation 2016

CQC comment 18 November 2016

CQC comment on Panorama – Nursing Homes Undercover

On Monday 21 November, BBC One's Panorama will broadcast findings from its undercover reporting in two nursing homes in Cornwall, run by the Morleigh Group, which will highlight poor standards of care that people should never experience.

Andrea Sutcliffe, Chief Inspector of Adult Social Care at the Care Quality Commission (CQC), said:

“We are taking tough action against the Morleigh Group to protect the people living in four of its nursing homes in Cornwall. This follows a significant deterioration in the quality of care it has been providing as uncovered through our most recent inspections.

“We have had serious concerns with the Morleigh Group for some time. We have kept this provider under close scrutiny, responded to issues raised directly with us and have inspected its services 22 times in the last two years.

“Having previously rated all four of its nursing homes as Requires Improvement, we re-inspected its Collamere and Elmsleigh services last month and as soon as the concerns from Panorama were shared with us, we brought forward our planned inspections of its other nursing homes, Clinton House and St Theresa’s.

“In all four nursing homes, we were appalled to have found that the Morleigh Group had allowed the quality of care to decline.

“A rating of Requires Improvement was a clear signal that the provider needed to act. We have also taken enforcement action by issuing warning notices and we raised our concerns with Cornwall Council and with the local clinical commissioning group, which provided support in the homes to help them improve.

“Our objective had been for the Morleigh Group to live up to its responsibility to consistently provide people with safe, high-quality and compassionate care. These are people’s homes and they should be able to experience a good quality of life there.

“The owner, Mrs Juleff, had every opportunity to get this right but she failed. She has squandered the support from both Cornwall Council and the local clinical commissioning group. Any improvements we had seen were short-lived and she has allowed the services to deteriorate even further. She has utterly neglected her duty of care to the residents of these homes.

“I am sorry that people living in these nursing homes have had to experience such poor care from the Morleigh Group. It completely undermines the good services we know exist elsewhere.

“A rating of Requires Improvement should send a clear warning to all adult social care providers that they have to act to put things right. If providers do not do what we expect then the impact this has on people will get worse, not better.

“There is no place for poor quality care in this country and I am clear that CQC will continue to use its powers to ensure people experience the good quality care they have every right to expect.”

<http://www.bbc.co.uk/news/health-38019806>

<http://www.cqc.org.uk/news/stories/cqc-comment-panorama-%E2%80%93-nursing-homes-undercover>

6) BUPA care homes, Channel 4 investigation 2017

CQC comment 19 June 2017:

CQC Comment on Channel 4 Dispatches: Bupa Care Homes Undercover

Commenting ahead of tonight's (Monday 19 June) Dispatches programme, Bupa Care Homes Undercover, Andrea Sutcliffe, the Care Quality Commission's (CQC) Chief Inspector of Adult Social Care said:

"The examples of poor care and a culture of inappropriate, institutionalised practice highlighted by this programme are wholly unacceptable.

"Bupa and its managers have a responsibility to provide safe, compassionate and high quality services but have failed to do so - despite their promises to address the concerns the Care Quality Commission has raised. Bupa has betrayed the very people it is paid to look after.

"The shocking evidence presented here of understaffing, bad practice and poor care confirms the issues we have raised and underlines why we have taken action.

"Through our published inspections of individual services, including Crawfords Walk and Perry Locks, and our ongoing engagement with the senior team at Bupa, we have been clear about the standards and improvements they should achieve.

"We have used our enforcement powers to protect people and drive improvement - but it is ultimately up to Bupa to deliver this improvement and we will hold them to account through further use of our enforcement powers if they fail to do so.

"People living in care homes and their families and carers should be confident that their individual needs are prioritised and that they are treated with dignity and respect.

"Thousands of dedicated, committed staff and providers across the country do make this happen every day, but there are too many services rated by CQC as inadequate or requiring improvement that are letting down people living in the most vulnerable of circumstances.

"While I would prefer services to improve and for people to stay in the care home of their choice, I am clear that if providers are not capable of making the necessary improvements

then we will take action that may result in the closure of poor, unsafe services in order to protect people.”

<http://www.channel4.com/programmes/dispatches>

<http://www.chesterchronicle.co.uk/news/chester-cheshire-news/bupa-denies-institutional-abuse-claims-13204817>

<http://www.cqc.org.uk/news/stories/cqc-comment-channel-4-dispatches-bupa-care-homes-undercover>