

Archived: 23 October 2019 16:28:39
From: Mallabum, Louise
Sent: Thu, 28 Feb 2019 16:57:09
To: Malhotra, Carla
Subject: RE: CQC Specialist Advisor Role - Outcome following feedback
Sensitivity: Normal

Thanks Carla – that's sent.

Be prepared for a long email.

Louise

Louise Mallabum
Senior HR Advisor – Scheduling and BAU
Flexible Workforce Office
People Directorate
Regulatory Customer & Corporate Operations
Care Quality Commission

Hunt Group Number: [REDACTED]
Email: [REDACTED]
Specialist Advisor Information: www.cqc.org.uk/SpAinfo

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From: Malhotra, Carla
Sent: 28 February 2019 16:26
To: Mallabum, Louise [REDACTED]
Subject: RE: CQC Specialist Advisor Role - Outcome following feedback

I think this is spot on Louise, well done. We know he will not like the outcome but we can deal with that when it happens.

Kind regards

Carla

From: Mallabum, Louise
Sent: 28 February 2019 12:52
To: Malhotra, Carla [REDACTED]
Subject: CQC Specialist Advisor Role - Outcome following feedback

Hi Carla,

I have updated the letter from Dr Kumar and have included his response for your reference. [REDACTED]

Lou

Dear Dr Kumar,

I wrote to you on 14 and 29 January 2019 in relation to your role as a Specialist Advisor with the Care Quality Commission.

My letter of the 14 January 2019 advised that it had been brought to our attention that following a focus group on 7th November at RLJ Lancaster, you were alleged to have contacted a colleague with confidential information provided at a CQC focus group.

It had also been alleged that you had breached your CQC terms of engagement, and we sought your views on the allegations raised. We explained that should the information be correct, it would be deemed a serious breach of your CQC terms of engagement and could lead to disengagement of your services.

I requested your views on the matters put forward. As I did not receive a response, a decision was made, based on the information available to us. Following which, your colleague advised that you had responded. I discovered your emails had been held by our computer servers. Due to this, I advised that I would rescind the disengagement of your terms of engagement to allow this to be further investigated and your response to be fully considered by the Flexible Workforce Office and National Professional Advisor for Surgery, Hospitals Directorate. Please see the allegations and response below:

- There was an alleged breach of confidentiality following the CQC BME focus group on 7th November 2018 at RLJ Lancaster.

As outlined in your correspondence, you advised that you were entitled to attend the focus group but you were not able to do so. I find that on the basis of the evidence considered, this

aspect of the feedback is not upheld.

- **It is alleged that you have used your position as a CQC Specialist Advisor to gain information from the focus group.**

As outlined in your correspondence, you advised that you were entitled to attend the meeting but you were not able to do so. I find that on the basis of the evidence considered, this aspect of the feedback is not upheld.

- **Our records show that you were not in attendance at this inspection, and had not attended the meeting. Therefore, should the above allegation be correct, information has been passed on/obtained from someone in attendance.**

Information had been passed on by colleagues. However, as you outline in your correspondence, you were entitled to be in attendance at this focus group. I find that on the basis of the evidence considered, this aspect of the feedback is not upheld.

- **It is alleged that you had then used the information from the focus group to contact a colleague. You were alleged to have made them aware that you have gained information from the focus group and have then challenged them in relation to their contribution.**

Whilst you have advised that you gained the information from the focus group meeting via colleagues. You then use unconfirmed information to approach your colleague to challenge his participation in the meeting. In your correspondence you state that you were following trust policy to attempt to resolve a grievance informally. However, it is believed that the approach and conduct following the focus group is not in line with the expected behaviours/values of CQC. I find that on the basis of the evidence considered, this element of the feedback is upheld.

Taking account of all of the information and evidence reviewed, including your correspondence, a decision has been made to proceed with the disengagement of your services. This has been agreed by Mike Zeiderman, National Professional Advisor for Surgery. The reason for the disengagement is that the conduct following receiving information from the focus group was not in line with the expected behaviours/values of a CQC Specialist Advisor.

As per paragraph 14 of your CQC Specialist Advisor Terms of Engagement, it is therefore terminating your casual worker agreement by giving you notice of 4 weeks in writing. During these 4 weeks no further inspections will be offered to you. Your final date of engagement with CQC is **XXXX 2019**. As per your terms of engagement, there is no right of appeal against this termination of agreement.

I have attached my previous correspondence for reference.

Kind regards,

Louise

Louise Mallabum
Senior HR Advisor – Scheduling and BAU
Flexible Workforce Office
People Directorate
Customer and Corporate Services
Care Quality Commission

Hunt Group Number: [REDACTED]
Email: [REDACTED]
Specialist Advisor Information: www.cqc.org.uk/SaInfo

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