

Dr Ben Spencer MP

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By email: jacqui.gracey@parliament.uk

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Dear Dr Spencer,

Thank you for your letter regarding the suspension of inspections of care services during the current pandemic.

I would like to reassure you that although routine inspections have been suspended during the COVID-19 pandemic, if evidence suggests that providers are failing to manage the risks in their services, or that people are being harmed or neglected, inspectors will take action and consider whether a regulatory response is needed. This can include an inspection.

We continue to collect insight and intelligence about the quality of care from its existing data sources including providers, healthcare staff, stakeholders, and the public, and we are working closely with NHS England and the Department of Health and Social Care to ensure additional support is in place where needed.

We have increased the promotion of our [Give Feedback on Care](#) service and working with our [Experts by Experience](#) partner to improve our information gathering from people made vulnerable by their circumstances. We are giving support to providers with regular conversations, guidance and advice, acting as a channel for them to raise concerns with NHSE and DHSC about the issues that could impact on people's safety.

We are also working closely with system partners, increasing our local and regional engagement and making sure that the information we obtain is shared with DHSC and system leaders in NHSE, ADASS, LGA, Local Healthwatch, Local Authorities and other partner organisations. We will shortly be launching an interim regulatory approach for the period of the pandemic, (our Emergency Support Framework). This is in addition to our [interim approach](#) to discharging our duties under the Mental Health Act.

Information received by MPs and their constituents is a vital part of enabling us to keep people safe. If you have any specific examples where you consider a need for us to escalate, or any further questions, please do not hesitate to get in contact and we would be happy to discuss our work further. Please contact parliamentaffairs@cqc.org.uk.

Yours sincerely,



Ian Trenholm
Chief Executive