



Our Reference: CE_MG_290721_227

29th July 2021

Kate Terroni
Chief Inspector of Adult Social Care
Care Quality Commission
151 Buckingham Palace Road
London SW1W 9SZ
By email: kate.terroni@cqc.org.uk

Dear Kate,

At a recent meeting we had discussions about the recent changes to the visitor policy and how to ensure that it was being implemented effectively across adult social care services.

We were both of the view that it would be helpful if the CQC sent some clear messages to care providers about how they intended to monitor compliance with the policy, and what specific circumstances and evidence care providers would have to give if they suspended visiting.

In addition to care providers refusing to implement general visits, as per the guidance, there is widespread reluctance to nominate all residents an ECG. This is a component of care that the Government have now recognised as being central to the health and wellbeing of residents and it cannot be ignored. There is a clear distinction between an ECG and a regular visitor and in many cases the two are treated as one and the same.

We are all of the view that visiting is an essential part of delivering wellbeing and maintaining peoples identity, and we hope that the regulator would support families and care providers with clear messages that will enable visiting to be re-established safely in care settings.

Yours sincerely,



Diane Mayhew and Jenny Morrison,
Co-founders of Rights for Residents

Professor Martin Green OBE
Chief Executive: Care England
DHSC: Independent Sector Dementia Champion

