



Diane Mayhew and Jenny Morrison

Rights for Residents

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Dear Ms Mayhew and Ms Morrison,

Thank you for your letter dated 10 November 2021.

As we have said before, we absolutely recognise how important it is that people who are living in care homes are able to have contact with those who matter to them.

I also acknowledge your frustration that work to deliver the best options to make sure that this happens is not progressing as swiftly as you would like.

Like yourselves, we have submitted written evidence to the JCHR inquiry into protecting human rights in care settings. We are also drafting a response to a letter Harriet Harman MP sent to Peter Wyman, CQC Chair. This response includes data on our monitoring of care homes and particularly compliance with visiting guidance. It will be published on our website. We will make sure you are sent a link to our response when it is available.

In both our written evidence to the inquiry and response to Ms Harman we agree that visitation rights are extremely important, but equally, doing everything possible to protect residents from COVID-19 is vital to protect their health. Throughout the pandemic we have sought to help care home providers meet these two, sometimes conflicting, objectives, and to take action where we have reason to believe they are falling short.

Thank you for sharing what you have heard about the experiences of the husband who was not able to visit his wife before she died. I can only imagine how distressing this must be for him and his family. I know that in our exchanges with you, we have emphasised how important it is that we are able to follow up examples like this with the services concerned. The vast majority of providers are doing everything they possibly can to make sure friends and family are able to visit people who are living in care homes. This makes it all the more important that we are able to identify and take action against the services where this is not happening.

I note your comments about the anxiety family members have about possible repercussions if they raise concerns with a care service. As we have highlighted in our meetings with you, throughout our monitoring and inspection activities all information that is shared with us by members of the public remains anonymous. Our inspectors are trained to plan and complete engagement and regulatory activities, including inspections, in such a way that their investigations of anonymous information do not reveal the source of that information.

We would be keen to explore with you what we could jointly do to try to relieve people's anxieties about sharing information with us.

and _____ would be happy to meet to discuss this further.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Kate Terroni', written in a cursive style.

Kate Terroni

Chief Inspector of Adult Social Care