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To Kate Terroni

Chief Inspector of Adult Social Care  
Care Quality Commission  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

Dear Ms Terroni

Thank you for your letter of 8 October sent to Julia Jones of John's Campaign and ourselves at Rights for Residents. In this correspondence you mention that you recognise how fundamental physical contact between people is to their physical and emotional well being. You also acknowledge that the unprecedented prolonged restrictions on contact between people during the Covid-19 pandemic has for many people had a truly detrimental and lasting effect. This has indeed had a devastating impact on many people, their families and the relationships that are vital to them.

We were heartened to hear that you agree and support the intent of our request which is to ensure that people can have contact with the people that matter to them. However, Jenny and I have had several meetings with the CQC where our hopes have been raised, yet nothing ever materialises in the way of an outcome. Your letter seems to say so much, without actually saying anything at all and over a month later, nothing has been implemented to affect change.

The essential question of how a service achieves a truly person-centred approach, which recognises the right to a family life and the emotional benefits this has for people living in care services has still not been answered. You say this has to be balanced with making sure visits take place in the safest way possible for the person being visited as well as other people living in that care service. Rights for Residents have infinite evidence to show that care providers are failing to balance this at all. Time is of the essence for those who live in care and your reassurance that you are taking this forward by looking at the best options available to achieve this is way too slow. While we wait indefinitely for the CQC to look at the best options, the worst case scenarios are already happening!

I want to share with you an incident that occurred recently where a lady who lived in a care home called her husband and told him she thought she was dying. He immediately rang the care home to relay this conversation and asked that he visit her immediately. He was told that he would have to call back at 8am the following morning and speak to the manager, to

see if they could squeeze in this additional visit. Sadly, his wife passed away at 6am that morning and he never got the chance to say goodbye. The CQC's failure to swiftly act is putting lives at risk. Those living in care settings are unable to pinpoint when they are going to die – and even when they do, it seems they are denied by their care provider the right to provide the love and support the guidance stipulates!

Once again, we have provided lots of evidence to the JCHR that confirms the guidance is not working and compliance is not being adequately monitored by the CQC. Recently, the DHSC were asked to supply stats on how many Essential Care Givers were being enabled. They said the CQC hold this information, when the CQC were asked for this data, they said the DHSC hold this information. Forgive us for the lack of confidence, but as I'm sure you will understand, we currently have no faith in your system.

Please do not tell us your feedback form is there for people to complain. We've had numerous meetings with Colin Penning about the fact that people are terrified that their loved one would be evicted and the CQC are fully aware of this.

Given the urgency of this matter, we would be grateful to receive a response within the next week.

Yours sincerely

Diane Mayhew & Jenny Morrison  
Co founders of Rights for Residents