

From:
To:
Subject: RE:
Date: 02 April 2020 12:12:36
Attachments: [image002.jpg](#)
[image003.jpg](#)

Hi to All,

Thank you for sharing this.

Kind regards

Inspector
Care Quality Commission – Central East Midlands
Hub 2 – Leicester City & Milton Keynes
Adult Social Care Inspection Directorate
Telephone number:
Email: [@cqc.org.uk](mailto:)

By post to:
CQC Central East Midlands
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA



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From: @leicester.gov.uk>
Sent: 02 April 2020 12:02
To: @leicester.gov.uk>
Cc: @leicester.gov.uk>; @cqc.org.uk>
Subject: RE:

Hi

Thank you for raising this . Our west locality team raised this with me on MondayAs they were

concerned that [redacted] were actually cancelling D/P packages that were not supported by a managed account. They told the individuals that they had to do this to free up capacity to be able to support the Leicester city council and the new Covid 19 contract very naughty .

I have tried to contact them yesterday to discuss this but no one was available to speak to me so awaiting a call back today .

I am sitting with the West team today to address some off the issues raised around the new providers who are now coming on to the emergency framework

Hi

I am not sure why they have told CQC that the city council have not contacted them ,as our lead commissioner has written out to all cqg registered providers across the city to update them and ask for support .Our city council website is updated daily via our projects team. [redacted] our contracts officer has been liaising with [redacted] and [redacted] to get information out to the DP market .

I will raise this concern in our daily management meeting today to see if we can offer any additional support to the wider market.

Warmest Regards

Contracts and Assurance Team,
Social Care and Education
Leicester City Council
1st Floor ,Bosworth House,9-15 Princess Road West
Leicester LE1 6TH

Direct Line : 0116 454



Looking for advice or support from Adult Social Care?

Please try our new customer portal

<http://mysupportneeds.leicester.gov.uk>

<https://mychoice.leicester.gov.uk/>

From: [redacted] [@leicester.gov.uk](mailto:[redacted]@leicester.gov.uk)>

Sent: 02 April 2020 08:38

To: [redacted] [@leicester.gov.uk](mailto:[redacted]@leicester.gov.uk)>;

[@leicester.gov.uk](mailto:[redacted]@leicester.gov.uk)>

Subject: FW:

Hi Both

I received a call from [redacted] yesterday re this provider and the response they received form the City Council (Social Worker) re provision of services

I am not sure who/what this service is both

From: @cqc.org.uk>
Sent: 02 April 2020 08:35
To: @leicester.gov.uk>
Cc: caas.older-persons <caas.older-persons@leicester.gov.uk>
Subject: Sel

Dear

Thank you for sharing the concerns with us.

As mentioned in the last email you should have received information and guidance from Leicester City Council in relation to collaborative working during this unprecedented times. This was confirmed during my conversation with one of the senior contracts officer in the Contracts Team in response to your initial inquiry.

You may wish to speak with staff in the Contracts Team or email them (no CPI) on: caas.older-persons@leicester.gov.uk or scpu-carehomes@leicester.gov.uk

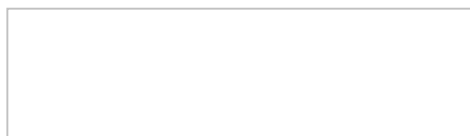
I am hoping to speak with the senior contracts officer tomorrow.

Please feel assured that we all need to be working together to get through this period.

Kind regards

Inspector
Care Quality Commission – Central East Midlands
Hub 2 – Leicester City & Milton Keynes
Adult Social Care Inspection Directorate
Telephone number:
Email: @cqc.org.uk

By post to:
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From:
To:
Cc:
Subject: RE: provider notifications
Date: 01 April 2020 16:27:15
Attachments: [image001.png](#)
[image003.png](#)

No worries – it is understandable given the current climate

From: @leicester.gov.uk>
Sent: 01 April 2020 16:26
To: @cqc.org.uk>
Cc: @leicester.gov.uk>; @leicester.gov.uk>
Subject: RE: provider notifications

Thanks – I think she's a little stressed and has obviously mis read the guidance- thanks as always

Kind regards

– Older Persons Services
Contracts & Assurance
Social Care & Education
Leicester City Council

Tel: 0116 454

www.leicester.gov.uk

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From: @cqc.org.uk>
Sent: 01 April 2020 16:25
To: @leicester.gov.uk>
Cc: @leicester.gov.uk>; @leicester.gov.uk>
Subject: RE: provider notifications

Hi

The provider wouldn't need to notify us, the guidance is on our Covid19 page on our website - <https://www.cqc.org.uk/news/providers/coronavirus-covid-19-information#notifications>

So the guidance is:

“How cases of coronavirus affect your service

You do not need to notify us about individual coronavirus cases in your service. You only need to notify us if coronavirus affects the day to day running of your business.”

They can by all means email the enquiries email address to let us know. If it is affecting the day to day running, there is a link on the website. This should hopefully ease the burden on providers.

Does that help?

Adult Social Care Directorate
Central East Midlands
Care Quality Commission

enquiries@cqc.org.uk

By post to:

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Gallowgate
Newcastle upon Tyne
NE1 4PA

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From: [<@leicester.gov.uk>](mailto:@leicester.gov.uk)

Sent: 01 April 2020 16:22

To: @cqc.org.uk>

Cc: @leicester.gov.uk>;

@leicester.gov.uk>

Subject: provider notifications

Hi

I've been contacted by a local provider who has a suspected case of Covid19 within their service. She knows she needs to complete a CQC notification but is unable to locate the guidance which says which notification should be completed – are you able to help with this to save her needing to go through the service centre / notification portal?

Thanks as always for your help

Kind regards

– Older Persons Services
Contracts & Assurance
Social Care & Education
Leicester City Council

Tel: 0116 454

www.leicester.gov.uk

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From:
To:
Subject: RE:
Date: 10 March 2020 15:27:36
Attachments: [image002.png](#)
[image003.png](#)
[image004.png](#)

Could be

From: @cqc.org.uk>
Sent: 10 March 2020 15:26
To: @leicester.gov.uk>; @cqc.org.uk>
Subject: RE:

Thanks , we will see what says, but they could be tidying up the property possibly? I'll mentioned it to who is the lead for the provider our end. We will keep you posted.

Kind regards,

Adult Social Care Directorate
Central East Midlands
Care Quality Commission

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Email: @cqc.org.uk or
enquiries@cqc.org.uk

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From: rde@leicester.gov.uk>
Sent: 10 March 2020 15:14
To: @cqc.org.uk>
Cc: ck@cqc.org.uk>
Subject: RE:

Hi Both

Sorry upon leaving 10 minutes ago, I witness 2 people waiting to be let into
(could be ex staff staying in property whilst vacant?)

From: @cqc.org.uk>
Sent: 10 March 2020 14:15
To: @leicester.gov.uk>
Cc: @cqc.org.uk>
Subject: RE:

Hi and

Having checked our records, we have not received an application to de-register the location. I have just now, sent an e-mail to asking him when an application for voluntary cancellation of registration is likely to be submitted.

I will update you once I receive a response and upon the receipt of an application.

Kind regards

Care Quality Commission – Central Region
Adult Social Care Inspection Directorate
Telephone number:
Email: @cqc.org.uk
By post to:
CQC Central Region
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

cid:image001.png@01D54BD1.B2749310

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From: [<@cqc.org.uk>](mailto:@cqc.org.uk)
Sent: 10 March 2020 13:56
To: [<@cqc.org.uk>](mailto:@cqc.org.uk)
Subject: FW:

Hi

Are you able to advise please?

Kind regards,

From: [<@leicester.gov.uk>](mailto:@leicester.gov.uk)
Sent: 10 March 2020 13:52
To: [<@cqc.org.uk>](mailto:@cqc.org.uk)
Cc: [<@leicester.gov.uk>](mailto:@leicester.gov.uk)
Subject:

Hi

Hope ok – Just checking in as at providers , and noted that lights are on etc...
WE know all individuals have left , just wondered if they have sent notification through yet

Thanks
Regards

Multi Agency Improvement Planning Team
Contracts and Assurance Service
Social Care and Education
Leicester City Council
Direct Line :0116454
Mob Num :
[@leicester.gov.uk](mailto:leicester.gov.uk)

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Click the link to create your account.” www.rip.org.uk additionally Research in Practice for Adults provides a range of evidence-informed resources and learning opportunities, we have organisational membership, with your work email address you can create a free account at www.ripfa.org.uk

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From:
To:
Cc:
Subject: RE: Hello and Contact
Date: 09 April 2020 09:37:45

Hi

Thanks for this.

We are also contacting care services regularly as part of our wellbeing checks, getting updates and to offer support and guidance.

And as per our recent conversation, I'm sure we will contact either yourself, or team members to support services as issues arise.

Kind regards

Inspector
Care Quality Commission – Central East Midlands
Hub 2 – Leicester City & Milton Keynes
Adult Social Care Inspection Directorate
Telephone number:
Email: @cqc.org.uk

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From: @leicester.gov.uk>
Sent: 09 April 2020 08:54
To: @cqc.org.uk>; @cqc.org.uk>
Cc: @leicester.gov.uk>
Subject: Hello and Contact
Importance: High

Good Morning All

I hope you are all well and safe

Just as an update here is some of the work we have done and are doing :

- Set up provider web pages with COVID 19 updates and guidance including a Daily briefing note – updated providers webpage this is the link now as the pages have been updated and improved further.
- Set up a 7 day / 12 hour service for Brokerage to support hospital discharge.
- Developed an emergency plan for Dom care that increases market capacity with new spot contract arrangements in place
- Facilitated 7 day / 12 hour working from the external domiciliary care market, huge thanks to our providers, and to contracts staff for getting behind this
- Organised a recruitment campaign for new care staff, looking for opportunities to attract those recently redundant from hard hit industries
- Created an additional workforce pool internally and externally to support staff pressures in the external market
- Set up 7 day / 12 hour working for the supply of Community Equipment,
- Coordinated a training programme to support the pooled workforce to be able to deliver care / support
- Set up 2 or 3 times a week contact with every Residential/Nursing Supported Living/Domiciliary Service provider to ask questions that describe how that provider is doing in regard managing the COVID 19 crisis.
- RAG rated people in receipt of care, identifying those that have relatively simple care packages (that could be supported by a new care workforce in the future) and those with more complex packages where additional training and experience is necessary
- Reached out to the domiciliary support direct payment market to ensure they know to approach us if they are struggling to deliver packages
- Mapped the demand and existing stock levels of PPE equipment in our market
- Providing PPE lists from contracted providers to feed into National cell
- Setting up local PPE supply for unregulated providers via procurement pathways
- Literally delivered PPE supplies to providers who have ran out of stock,
- Created an Ongoing 'live' Intelligence Tracker

We are in contact with colleagues in County, and Rutland, CCG and NHS, SfC, internal providers-daily in some cases

We are working with all providers to ensure they have the latest and most up to date guidance support and advice, and just being there to support .

I have included the City Council Links below as this may help all

<https://www.leicester.gov.uk/your-council/coronavirus/>

I am conscious that this changes constantly but thought useful to share

Thanks

Regards

Multi Agency Improvement Planning Team
Contracts and Assurance Service
Social Care and Education
Leicester City Council
Direct Line :0116454
Mob Num :

[@leicester.gov.uk](mailto:)

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From:
To:
Cc:
Subject: RE: Hello and Contact
Date: 09 April 2020 08:58:58

Thanks – We will

From: @cqc.org.uk>
Sent: 09 April 2020 08:58
To: @leicester.gov.uk>; istry@cqc.org.uk>;
@cqc.org.uk>
Cc: @leicester.gov.uk>
Subject: RE: Hello and Contact

Thanks , that is really helpful. Our website is being regularly updated for advice for both providers and the public. If you need any further information, please don't hesitate to email or call.

Hope you're all doing well your end.

Take care,

From: @leicester.gov.uk>
Sent: 09 April 2020 08:54
To: @cqc.org.uk>; @cqc.org.uk>;
@cqc.org.uk>
Cc: @leicester.gov.uk>
Subject: Hello and Contact
Importance: High

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I am conscious that this changes constantly but thought useful to share

Thanks

Regards

Multi Agency Improvement Planning Team

Contracts and Assurance Service

Social Care and Education

Leicester City Council

Direct Line :0116454

Mob Num :

[@leicester.gov.uk](https://twitter.com/leicester.gov.uk)

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From:
To: @EastLeicestershireandRutlandccg.nhs.uk
Cc:
Subject: RE:
Date: 01 April 2020 13:49:41
Attachments: [image001.png](#)
[image003.png](#)

Thanks

From: @leicester.gov.uk>
Sent: 01 April 2020 13:27
To: @cqc.org.uk>;
@EastLeicestershireandRutlandccg.nhs.uk;
@leicester.gov.uk>
Cc: @cqc.org.uk>
Subject: RE:

Thanks – I'll pass this information onto colleagues working closely with health discharge teams

Kind regards

– Older Persons Services
Contracts & Assurance
Social Care & Education
Leicester City Council

Tel: 0116 454

www.leicester.gov.uk

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From: @cqc.org.uk>
Sent: 01 April 2020 13:26
To: @EastLeicestershireandRutlandccg.nhs.uk;
@leicester.gov.uk>; @leicester.gov.uk>
Cc: @cqc.org.uk>
Subject:

Dear All,

I hope you're keeping ok in these difficult times.

I understand that [redacted] is potentially looking at supporting the NHS by admitting residents if possible. However, due to their conditions on registration this can only happen if CQC agrees. Currently it would be highly unlikely we would agree as there is numerous action points to be completed and a further inspection would be required which is not possible in this current climate.

I just wanted to give you the heads up in case you hear anything.

Kind regards,

Adult Social Care Directorate
Central East Midlands
Care Quality Commission

Tel:

Email: [@cqc.org.uk](mailto:enquiries@cqc.org.uk) or
enquiries@cqc.org.uk

By post to:

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Citygate
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From:
To:
Subject: RE: Essential workers: apply for a coronavirus test
Date: 07 May 2020 13:27:13
Attachments:

Hi

No problem, just to reiterate that is their opinion not mine (or CQC's)!

Kind regards,

Adult Social Care Directorate
Central East Midlands
Care Quality Commission

Tel:
Email: @cqc.org.uk or
enquiries@cqc.org.uk

By post to:

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Citygate
Gallowgate
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NE1 4PA

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From: @leicester.gov.uk>
Sent: 07 May 2020 13:25
To: @cqc.org.uk>; @leicester.gov.uk>
Subject: RE: Essential workers: apply for a coronavirus test

Hi

Yes we are aware of this and its not Just Leicester it appears to be the East Midlands, I believe has had that very conversation with

From: @cqc.org.uk>
Sent: 07 May 2020 13:24
To: @leicester.gov.uk>; @leicester.gov.uk>
Subject: FW: Essential workers: apply for a coronavirus test

Hi both,

Just further to our email discussion in the week, this is a particular issue that has been raised with us about testing. To quote their email below:

"Many of our homes in other authorities have had all residents and staff swabbed either by way of kits or external staff coming into the home to do them We have to start asking why is Leicester so far behind? It's not really acceptable."

I'm obviously aware of the support LCC are providing as a local authority so thought I should flag this with you in case you wanted to contact or to provide any further support?

Kind regards,

Adult Social Care Directorate
Central East Midlands
Care Quality Commission

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Email: @cqc.org.uk or
enquiries@cqc.org.uk

By post to:

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Citygate
Gallowgate
Newcastle upon Tyne
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From:
Sent: 07 May 2020 13:07
To: [@cqc.org.uk>](mailto:); [@cqc.org.uk>](mailto:)
Cc:
Subject: RE: Essential workers: apply for a coronavirus test

Hi

Yes please do, we are very aware of the pressures everyone is under in these unprecedented times however this really is unacceptable. We would appreciate any support that can be given.

Kind Regards

Email
Telephone

From: [@cqc.org.uk>](mailto:)
Sent: 07 May 2020 13:05
To: [@cqc.org.uk>](mailto:);
Cc:
Subject: RE: Essential workers: apply for a coronavirus test

Hi

If you're happy for me to share your email and your concerns with the local authority then I'm happy too and can appreciate your frustrations around the testing.

Kind regards,

Adult Social Care Directorate
Central East Midlands
Care Quality Commission

Tel: [cqc.org.uk](http://www.cqc.org.uk) or
enquiries@cqc.org.uk

By post to:

CQC - Central
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

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From: @cqc.org.uk>
Sent: 07 May 2020 12:58
To: @cqc.org.uk>
Cc:
Subject: RE: Essential workers: apply for a coronavirus test

Hi

Thanks for sharing this with me and I'm sorry to hear there seems to be difficulties locally and mixed messages.

I have included in my reply in the hope that he can escalate this issue and will keep you posted about any developments and a clear directive.

Kind regards

Inspector
Care Quality Commission – Central East Midlands
Hub 2 – Leicester City & Milton Keynes
Adult Social Care Inspection Directorate
Telephone number:
Email: @cqc.org.uk

By post to:
CQC Central East Midlands
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA



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From:
Sent: 07 May 2020 11:53
To: @cqc.org.uk>;
Subject: RE: Essential workers: apply for a coronavirus test

Hi

Thank you for this, what is being advised to do isn't really happening in Leicester for staff or residents – that's the frustrating part.

The home have logged on to the portal for staff testing so we will see how this plays out.

The fact that there are no couriers to pick up any of the test kits when used makes a nonsense of it, quite unbelievable really

Many of our homes in other authorities have had all residents and staff swabbed either by way of kits or external staff coming into the home to do them We have to start asking why is Leicester so far behind? It's not really acceptable.

Regards

Email
Telephone

From: @cqc.org.uk>
Sent: 07 May 2020 08:44
To:
Subject: Essential workers: apply for a coronavirus test

Good morning

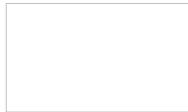
FYI and apologies if you have already see this:

https://self-referral.test-for-coronavirus.service.gov.uk/?wp-linkindex=1&wp-linkindex=1&utm_campaign=Social_care_coronavirus_weekly_&utm_campaign=Social_care_coronavirus_weekly_&utm_content=dhsc-mail.co.uk&utm_content=dhsc-mail.co.uk&utm_medium=email&utm_medium=email&utm_source=Department_of_Health_and_Social_Care&utm_source=Department_of_Health_and_Social_Care

Kind regards

Inspector
Care Quality Commission – Central East Midlands
Hub 2 – Leicester City & Milton Keynes
Adult Social Care Inspection Directorate
Telephone number:
Email: [@cqc.org.uk](mailto:)

By post to:
CQC Central East Midlands
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA



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From:
To:
Subject: RE: ESF
Date: 01 May 2020 11:06:08
Attachments: [image001.png](#)
[image002.png](#)

Morning Both

I think I received this last night from CQC??

From: @cqc.org.uk>
Sent: 01 May 2020 09:46
To: @leicester.gov.uk>
Cc: @leicester.gov.uk>
Subject: ESF

Hi

Good to catch up with you earlier, this is the link I was referring to -
<https://www.cqc.org.uk/news/stories/joint-statement-our-regulatory-approach-during-coronavirus-pandemic>

If you do have any questions on it, please do let me know!

Kind regards,

Adult Social Care Directorate
Central East Midlands
Care Quality Commission

Tel:
Email: @cqc.org.uk or
enquiries@cqc.org.uk

By post to:

CQC - Central
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

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From:
To:
Cc:
Subject: RE:
Date: 28 April 2020 15:51:23
Attachments:

Thanks

that's great thank you

From: @cqc.org.uk>
Sent: 28 April 2020 15:50
To: @leicester.gov.uk>
Cc: @leicester.gov.uk>
Subject: RE:

Thanks I'll pass it on to the relevant inspectors and glad to see things have improved.

sits with in the Leicestershire team, but the inspector is
or try just in case is on annual leave etc.

Kind regards,

Adult Social Care Directorate
Central East Midlands
Care Quality Commission

Tel:
Email: @cqc.org.uk or
enquiries@cqc.org.uk

By post to:

CQC - Central
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

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the GDPR and the Freedom of Information Act 2000 should be sent to:
information.access@cqc.org.uk

From: [<@leicester.gov.uk>](mailto:@leicester.gov.uk)
Sent: 28 April 2020 15:22
To: [<@cqc.org.uk>](mailto:@cqc.org.uk)
Cc: [<@leicester.gov.uk>](mailto:@leicester.gov.uk)
Subject:

Afternoon

I cant remember who the Inspector is apologies.

Just to say the provider has continued to improve, is on the last 3 care plans (my team and) are working through domains and supporting to complete (sent securely)
Communication and responsiveness improved
Staff training prior to lockdown :
Medication, MCA, Safeguarding , Roles and responsibilities, and Health and Safety undertaken.
My team () in regular contact with provider and if they are worried about anything (Covid 19 or not) they talk to us

So they continue to improve

– prior to lockdown we had 2 actions left- Activities and Reviews

Activities – these as for all providers are lower on their list currently
Review are happening we have remote access to their PCS(electronic records)with their agreement and we are monitoring , again like the above we maintain contact with them .
SAE for one of their SU was recently concluded , we shared information with the Investigating Officer via screen shots (with agreement) so the worker saw in real time recordings etc – Effective use of technology and innovative working

2 minors left on their Action Plan , we commenced QAF prior to lockdown – on hold now.
Provider maintains contact with us specifically re staffing , residents, Covid 19 admissions etc – really good communication and handling of their MH client group
Good sustained improvements noted there as well

I don't know if is one of yours -wondered if not could you let me know who to talk to ?

I hope you are all safe and well

Thanks
Regards

Multi Agency Improvement Planning Team
Contracts and Assurance Service
Social Care and Education

From:
To:
Subject: FW:
Date: 11 May 2020 17:44:23
Attachments: [image001.png](#)

Kind regards

- Older Persons Services
Contracts & Assurance
Social Care & Education
Leicester City Council

Tel: 0116 454

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From:
Sent: 07 May 2020 17:04
To: @cqc.org.uk>
Subject: FW:

Hi

Please see e mail; sent yesterday

Kind regards

- Older Persons Services
Contracts & Assurance
Social Care & Education
Leicester City Council

Tel: 0116 454

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From: ins@leicester.gov.uk>
Sent: 07 May 2020 17:02
To: @leicester.gov.uk>
Subject: FW:

From:
Sent: 06 May 2020 17:48
To: @cqc.org.uk
Subject:

Hi

I response to your query I don't have any current concerns about this home. I am in phone contact with the manager twice a week. The home have so far not had any cases of Covid 19 and they appear to be managing the current situation well.

Please contact me if you need any further information.

Kind regards,

– Quality Assurance & Compliance Officer
Older Persons Service
Contracts & Assurance
Social Care And Education
1st Floor, Bosworth House
9-15 Princess Road West
Leicester
LE1 6TH

0116 454

From: rbes@leicester.gov.uk
To: rbes@leicester.gov.uk
Subject: FW: Testing - URGENT request
Date: 17 Mar 2020 11:53:21
Attachments: [Screenshot.png](#)

Kind regards

– Older Persons Services
Contracts & Assurance
Social Care & Education
Leicester City Council

Tel: 0116

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From: rbes@leicester.gov.uk
Sent: 27 April 2020 10:16
To: @ccq.org.uk @ccq.org.uk k@ccq.org.uk
Subject: FW: Testing - URGENT request

H

Please see the query below from – not sure if you've received any further information that could help with this?

Kind regards

– Older Persons Services
Contracts & Assurance
Social Care & Education
Leicester City Council

Tel: 0116 454

[www.leicester.gov.uk](#)

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From: rbes@leicester.gov.uk
Sent: 27 April 2020 10:06
To: @leicester.gov.uk
Cc: @leicester.gov.uk
Subject: Testing - URGENT request

Morning
Thanks for sharing this, albei had done so over the weekend.

Do you have any contacts/could you advise who to contact within LCC re testing, as even with this new information/advice we are struggling to get any number of staff tested...the system is such that the supply is nowhere near the demand and we have several homes now under massive pressure regarding staffing due to the virus/symptoms.

The testing centres set up by CDC seem non-existent in the City/County...do you have access to any local test centres that we could use/take advantage of...Firlands in particular have over a third of staff unavailable due to illness/symptoms, and a number of clients, but all wanting to work...if we can test them and they are negative we can get them back to work hence the question!

Thanks in advance, please come back to or asap.
Rgds



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The views expressed in this communication are not necessarily those held by the company.

From: rbes@leicester.gov.uk
Sent: 27 April 2020 07:43
To: @leicester.gov.uk
Subject: FW: Update on testing
Importance: High

Hi all

FM

Kind regards

– Older Persons Services
Contracts & Assurance
Social Care & Education
Leicester City Council

Tel: 0116 454

[www.leicester.gov.uk](#)

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From: rbes@leicester.gov.uk
Sent: 25 April 2020 15:33
Subject: FW: Update on testing
Importance: High

Dear Provider,

Please find an update email from at the Department for Health and Social Care (below). This provides new information on the way to organise testing for staff.

Thanks,

Contracts and Assurance Service,
Social Care and Education,
Leicester City Council,
Bosworth House,
0116 454 6264

Looking for advice or support from Adult Social Care?
Please try our new customer portal
[http://myapocneeds.leicester.gov.uk](#)
[http://myapocneeds.leicester.gov.uk/](#)

From: rbes@leicester.gov.uk
Sent: 25 April 2020 00:43
Subject: Update on testing

Good evening

It is becoming clear in the fast changing environment that regular direct communication is needed to prevent you investing in processes only to find they are quickly replaced. As I am sure you will understand are aim is to ensure tests are delivered to the right people in the most effective and efficient manner.

You are all aware of home testing which is available to all essential workers, this is a worker who is not coming into work because they have symptoms or are in isolation because someone in their household has symptoms. The home testing is part of four methods of testing over the region, KTCs, Satellites, and mobiles.

Thank you for all your efforts over the last few weeks as we have worked to get the Key Worker Testing Programme off the ground. I wanted to comment on the announcement by the Secretary of State for health on the 21st April on the expansion on the roll out of digital testing. This new way will enable a quicker and faster route for people to request tests. It is being rolled out while maintain the existing system of SharePoint. As the digital system stands up fully the need for SharePoint will decrease, those with access can upload until Monday 27th April at 14:00. Here is a link to the digital site <https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested>

I know some of you tried to get successfully onto SharePoint on the 24th April, please use the digital portal to either send employee directly or you can register your company and upload yourself, this cuts a whole day out of the SharePoint method, so those who didn't manage to get onto SharePoint today won't be delayed if you can use the digital portal tomorrow, it opens at 09:00. For those who did upload to SharePoint please let staff know they are in the system and please ensure they don't end up directly ordering kits. As I am sure you would have seen supply of home testing kits is limited and therefore we should avoid double ordering at all costs.

The system will prioritise individuals referred by their employer over individuals who have self-registered. So if employers want to prioritise members of their workforce for testing, employer referral is the best route for this. Similarly, if employees have difficulty accessing and navigating the system, employer referral will enable them to register those individuals. The additional advance of employer referral is you will know who has been registered.

Currently the portal is unable to generate any data for employers as to how many of their employees have been tested but we are looking at building in this functionality going forward. For now, if employers wish to maintain some management information about which of their employees are requesting tests, the employer referral route will enable them to know which of their employees has been offered an appointment.

The final piece of news is DHSC are concluding on a pilot this week, which is expecting to be signed off this weekend by Health Secretary. If this happens it is going to change the way we are tackling care homes and open up a lot more testing which I know any of you are looking for.

The key take away message is get essential workers tested and use the most and effective method to do that.

I have attached some additional information, which you might find useful

Please get in touch if you have any questions

From:
To:
Subject: FW: provider notifications - CQC
Date: 11 May 2020 17:39:35
Attachments: [image001.png](#)
[image003.png](#)
[image004.png](#)

Kind regards

– Older Persons Services
Contracts & Assurance
Social Care & Education
Leicester City Council

Tel: 0116 454

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From:
Sent: 01 April 2020 16:26
To: @cqc.org.uk>
Cc: @leicester.gov.uk>; @leicester.gov.uk>
Subject: RE: provider notifications

Thanks – I think she's a little stressed and has obviously mis read the guidance- thanks as always

Kind regards

– Older Persons Services
Contracts & Assurance
Social Care & Education
Leicester City Council

Tel: 0116 454

www.leicester.gov.uk

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From: @cqc.org.uk>
Sent: 01 April 2020 16:25
To: @leicester.gov.uk>
Cc: @leicester.gov.uk>; @leicester.gov.uk>
Subject: RE: provider notifications

Hi

The provider wouldn't need to notify us, the guidance is on our Covid19 page on our website - <https://www.cqc.org.uk/news/providers/coronavirus-covid-19-information#notifications>

So the guidance is:

"How cases of coronavirus affect your service

You do not need to notify us about individual coronavirus cases in your service. You only need to notify us if coronavirus affects the day to day running of your business."

They can by all means email the enquiries email address to let us know. If it is affecting the day to day running, there is a link on the website. This should hopefully ease the burden on providers.

Does that help?

Adult Social Care Directorate
Central East Midlands
Care Quality Commission

enquiries@cqc.org.uk

By post to:

CQC - Central
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

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information.access@cqc.org.uk

From: [<@leicester.gov.uk>](mailto:@leicester.gov.uk)
Sent: 01 April 2020 16:22
To: [<@cqc.org.uk>](mailto:@cqc.org.uk)
Cc: [<@leicester.gov.uk>](mailto:@leicester.gov.uk); [<@leicester.gov.uk>](mailto:@leicester.gov.uk)
Subject: provider notifications

Hi

I've been contacted by a local provider who has a suspected case of Covid19 within their service. She knows she needs to complete a CQC notification but is unable to locate the guidance which says which notification should be completed – are you able to help with this to save her needing to go through the service centre / notification portal?

Thanks as always for your help

Kind regards

– Older Persons Services
Contracts & Assurance
Social Care & Education
Leicester City Council

Tel: 0116 454

www.leicester.gov.uk

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From:
To:
Subject: FW: Discharge Hub C19+
Date: 11 May 2020 17:40:07
Attachments: [image001.png](#)
[image003.png](#)
[image004.png](#)

Kind regards

– Older Persons Services
Contracts & Assurance
Social Care & Education
Leicester City Council

Tel: 0116 454

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From:
Sent: 21 April 2020 16:20
To: @cqc.org.uk>
Cc: @leicester.gov.uk>; @cqc.org.uk>
Subject: RE: Discharge Hub C19+

H

They will be using one of the units for 10 – 15 and will therefore remain under 120 total residents. From a safety point of view we are being asked to identify guaranteed placements to support hospital discharge and the residents will be subject to review via electronic means from a range of sources.

Our last quality monitoring visit in Jan / Feb did identify significant improvements against our action plan so we have less concern about this than we would have had 6 months ago

Kind regards

– Older Persons Services
Contracts & Assurance
Social Care & Education
Leicester City Council

Tel: 0116 454

www.leicester.gov.uk

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From: @cqc.org.uk>
Sent: 21 April 2020 16:11
To: @leicester.gov.uk>
Cc: @leicester.gov.uk>; @cqc.org.uk>
Subject: RE: Discharge Hub C19+

Hi

As long as it wouldn't take them over the registered number of service users which is 120. If they are looking to over that then an application can be made.

If it is within those numbers there wouldn't be an issue from a regulation point of view particularly as they are registered for Treatment of disease, disorder or injury.

Given that it is currently rated as RI, it would be helpful to know how you'll be assuring yourself of service user safety etc which will help with our monitoring.

I'm cc in as is the local inspector so might know of any further issues than me.

Kind regards,

Adult Social Care Directorate
Central East Midlands
Care Quality Commission

Tel:
Email: @cqc.org.uk or
enquiries@cqc.org.uk

By post to:

CQC - Central
Citygate
Gallowgate
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information.access@cqc.org.uk

From: [<@leicester.gov.uk>](mailto:@leicester.gov.uk)
Sent: 21 April 2020 16:05
To: [<@cqc.org.uk>](mailto:@cqc.org.uk)
Cc: [<@leicester.gov.uk>](mailto:@leicester.gov.uk)
Subject: Discharge Hub C19+

Hi

We are looking to block commission 10 – 15 residential beds at _____ for C19+ hospital discharges. Just wanted to run past you the fact that these beds will be for no more than 14 days (isolation period) and therefore the support plans will be fairly basic – more in line with a 72 hour care plan than a full long term care plan.

I've been asked to check with you whether this would be an issue from a regulation point of view and would welcome either a discussion or confirmation that this wouldn't be an issue for the period of this crisis.

Hope you're well and coping with the madness that is current life!
Kind regards

– Older Persons Services
Contracts & Assurance
Social Care & Education
Leicester City Council

Tel: 0116 454

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From:
To:
Subject: FW: Covid19 feedback
Date: 11 May 2020 17:40:22
Attachments: [image002.png](#)
[image004.png](#)
[image003.png](#)

Kind regards

– Older Persons Services
Contracts & Assurance
Social Care & Education
Leicester City Council

Tel: 0116 454 4824
Mobile: 078646 02120

[Your Leicester Newsletter - Banner Asset](#)

From:
Sent: 06 May 2020 15:26
To: @cqc.org.uk>
Subject: FW: Covid19 feedback

Hi

Feedback on info given to providers!

Kind regards

– Older Persons Services
Contracts & Assurance
Social Care & Education
Leicester City Council

Tel: 0116

Your Leicester Newsletter - Banner Asset

From: @leicester.gov.uk>
Sent: 06 May 2020 15:12
To: @leicester.gov.uk>; @leicester.gov.uk>;
@leicester.gov.uk>; @leicester.gov.uk>;
@leicester.gov.uk>; @leicester.gov.uk>;
@leicester.gov.uk>; @leicester.gov.uk>;
@leicester.gov.uk>; @leicester.gov.uk>;
@leicester.gov.uk>
Subject: RE: Covid19 feedback

Hi

Just to mention that one of my providers specifically stated that it was PHE that told them that they needed to contact CQC to arrange tests.

Thanks,

From: @leicester.gov.uk>
Sent: 06 May 2020 14:24
To: @leicester.gov.uk>; @leicester.gov.uk>;
@leicester.gov.uk>; @leicester.gov.uk>;
@leicester.gov.uk>; @leicester.gov.uk>;
@leicester.gov.uk>; @leicester.gov.uk>;
@leicester.gov.uk>; @leicester.gov.uk>;
@leicester.gov.uk>
Subject: FW: Covid19 feedback

Hi all

Please see the e mail below from I've gone back to ask for any specific examples but he's not been able to provide any – if care homes are expressing frustration about the situation with regards to testing please record and pass to your GM for escalation.

Thanks

Kind regards

– Older Persons Services
Contracts & Assurance
Social Care & Education
Leicester City Council

Tel: 0116 454

Your Leicester Newsletter - Banner Asset

From: @cqc.org.uk>
Sent: 06 May 2020 11:06
To: @leicester.gov.uk>; @leicester.gov.uk>
Subject: Covid19 feedback

Morning both,

We are getting some frustration I think from some registered managers in the conflicting advice they are receiving. Within LCC some managers being informed to contact CQC to arrange for PPE, to call CQC to book test slots and to request home testing kits and told not to test residents / service users until they display symptoms

We are signposted them to the government sites and advising them if they have the testing kits in the care home then to test the residents / staff even though they may not be a symptomatic (due to issue in another care home where all were COVID-19 positive and no had symptoms).

It's difficult to know where the advice is coming from and there is certainly lots of confusion particularly as CQC have been involved with the setting up of the booking system but wanted to flag with you, if you could let teams know that CQC are not directly involved. Providers might get emails from CQC with links but we do not arrange the tests, more that we are supporting DHSC.

Hope that makes sense and hope you're both doing ok. We are starting our new ESF assessment calls this week, if anything major in terms of concerns are raised, I'll keep you posted.

Kind regards,

Adult Social Care Directorate
Central East Midlands
Care Quality Commission

Tel:
Email: @cqc.org.uk or
enquiries@cqc.org.uk

From: .
Subject: FW: COVID-19 Emergency Support Framework - CQC feedback request
Date: 11 May 2020 17:41:24
Attachments: [image001.png](#)
[image002.png](#)
Sensitivity: Confidential

Kind regards

– Older Persons Services
Contracts & Assurance
Social Care & Education
Leicester City Council

Tel: 0116 454

[Your Leicester Newsletter - Banner Asset](#)



From:
Sent: 05 May 2020 18:08
To: rson@leicester.gov.uk>; @leicester.gov.uk>;
@leicester.gov.uk>; @leicester.gov.uk>; @leicester.gov.uk>; @leicester.gov.uk>;
@leicester.gov.uk>; @leicester.gov.uk>; @leicester.gov.uk>; @leicester.gov.uk>;
@leicester.gov.uk>; @leicester.gov.uk>; @leicester.gov.uk>; @leicester.gov.uk>;
@leicester.gov.uk>
Subject: FW: COVID-19 Emergency Support Framework - CQC feedback request
Sensitivity: Confidential

Hi all

Please see the request below from at CQC for information to inform their current checks on providers. Please copy your GM / line manager into your response to

Thanks

Kind regards

– Older Persons Services
Contracts & Assurance
Social Care & Education
Leicester City Council

Tel: 0116 454

[Your Leicester Newsletter - Banner Asset](#)



From: @cqc.org.uk>

From:
To:
Subject: FW: COVID-19 Emergency Support Framework - CQC feedback request
Date: 11 May 2020 17:46:40
Attachments: [image001.png](#)
[image002.png](#)
Sensitivity: Confidential

Kind regards

– Older Persons Services
 Contracts & Assurance
 Social Care & Education
 Leicester City Council

Tel: 0116 454 4824
 Mobile: 078646 02120

[Your Leicester Newsletter - Banner Asset](#)

From: @cqc.org.uk>
Sent: 05 May 2020 11:19
To: @leicester.gov.uk>
Subject: COVID-19 Emergency Support Framework - CQC feedback request
Sensitivity: Confidential

Hi , hope you are keeping well. I have been given your contact details by my manager as the LA point of contact.

During the COVID-19 crisis CQC has introduced an Emergency Support Framework (ESF) assessment tool, see link below:

<https://www.cqc.org.uk/news/stories/joint-statement-our-regulatory-approach-during-coronavirus-pandemic>

I am planning to arrange calls with providers this week to go through the new ESF.

Would it be possible to let me know if the LA have any concerns regarding the following services I have on my portfolio.

Location Name	Primary Inspection Category	Provider Name	Relationship Owner	Current Overall Rating	Feedback from LA
180 Surrey Street	Community based adult social care services	TLR Health Care Services Ltd		Good	
1st Class Adult Social Home Care Ltd	Community based adult social care services	1st Class Adult Social Home Care Ltd		Good	
Abbey Support & Services Limited	Community based adult social care services	Ms Nasrin Begum		Good	
Adjuvo (Midlands) Support for Living Ltd	Residential social care	Adjuvo (Midlands) Support for Living Ltd		Good	
Arch Domiciliary Care Services Ltd	Community based adult social care services	Arch Domiciliary Care Services Ltd		Good	
Ashton Lodge Residential Home	Residential social care	Mr Ramesh Dhunjaysingh Seewooruthun		Good	
	Community				

Bluebird Care (Leicester)	based adult social care services	Esha Home Help Ltd		Good	
Bonney Care Agency	Community based adult social care services	Bonney Care Agency Ltd		Good	
Clarendon Mews Care Home	Residential social care	Clarendon Mews Care Limited		Good	
Creative Support - Leicester Service	Community based adult social care services	Creative Support Limited		Good	
Diversity Health and Social Care Limited	Community based adult social care services	Diversity Health and Social Care Limited		Good	
Dynamic Care Services Ltd	Community based adult social care services	Dynamic Care Services Ltd		Good	
Fosse Healthcare - Leicester	Community based adult social care services	Fosse Healthcare Limited		Good	
Glee Care Ltd	Community based adult social care services	Glee Care Ltd		Good	
Glenfield Woodlands Care Home	Residential social care	Holmwood Residential Care Limited		Good	
HK Care Consulting Limited	Community based adult social care services	HK-Care Consulting Limited		Requires improvement	
Infinity Care Services Limited	Community based adult social care services	Infinity Care Services Limited		Good	
Leicester	Community based adult social care services	3 Star Health Care Limited		Requires improvement	
Pathfinders Community Support Limited	Community based adult social care services	Pathfinders Community Support Limited		Good	
Prime Life Limited - 50 Stoneygate Road	Residential social care	Prime Life Limited		Good	
St Bennett's Care Home	Residential social care	Mr M Mapara		Good	
Tailormade Healthcare	Community based adult social care services	Mr Zahir Suleman		Good	
The Learning Support Centre	Community based adult social care services	The Learning Support Centre Limited		Good	

Kind Regards

Adult Social Care Directorate
Leicester City & Milton Keynes Team – Hub 2
Care Quality Commission
Tel: Mobile:
Email: [@cqc.org.uk](mailto: @cqc.org.uk)

By post to:
CQC
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

From:
To:
Subject: FW: Leicester - Covid 19 outbreak CQC
Date: 11 May 2020 17:48:20
Attachments: [image001.png](#)

Kind regards

– Older Persons Services
Contracts & Assurance
Social Care & Education
Leicester City Council

Tel: 0116 454

[Your Leicester Newsletter - Banner Asset](#)

From: @cqc.org.uk>
Sent: 20 April 2020 13:24
To: @leicester.gov.uk>
Cc: @cqc.org.uk>
Subject: RE: Leicester - Covid 19 outbreak

Thanks for this confirmation – the LCC form sent to CQC stated ‘Enquiry Commenced’ which is what confused me.

Best Regards

Inspector
Adult Social Care Directorate
Central East Midlands

Care Quality Commission
Mobile:
e-mail: @cqc.org.uk
By post to:
CQC (Central)
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA
e-mail: enquiries@cqc.org.uk

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From: @leicester.gov.uk>
Sent: 20 April 2020 12:33
To: @leicester.gov.uk>;
@cqc.org.uk>
Cc: @cqc.org.uk>
Subject: RE: Leicester - Covid 19 outbreak

Hi

I can confirm that this will not be considered under safeguarding and alerts are issued by City as always when any home implements a voluntary suspension of placements which is not always the case when Covid 19 outbreaks occur. There are a significant number of local establishments that have confirmed cases of Covid 19 amongst their residents, including a number of confirmed Covid related deaths.

Do not hesitate to contact me if you wish to discuss this further

Kind regards

– Older Persons Services
Contracts & Assurance
Social Care & Education
Leicester City Council

Tel: 0116 454

www.leicester.gov.uk

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From: @leicester.gov.uk>
Sent: 20 April 2020 11:55
To: @cqc.org.uk>; @leicester.gov.uk>

Cc: @cqc.org.uk>
Subject: RE: Leicester - Covid 19 outbreak

Hi

Sorry I'm not dealing with residential any more... have copied [redacted] in as she will be better placed I think...

Regards

– Health & Partnerships
Contracts & Assurance
Adult Social Care & Commissioning
Social Care & Education
1st Floor, Bosworth House
9-15 Princess Road West
Leicester
LE1 6TH

Tel: 0116 454
Mobile:

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From: @cqc.org.uk>
Sent: 20 April 2020 11:33
To: @leicester.gov.uk>
Cc: @cqc.org.uk>
Subject: Leicester - Covid 19 outbreak

Hello [redacted] – I have been notified by LCC regarding a Covid-19 outbreak in the home.

Is it current practice for these outbreaks to be investigated as a safeguarding issue? - or are there particular circumstances at this home?

Best Regards

Inspector
Adult Social Care Directorate
Central East Midlands

Care Quality Commission
Mobile:
e-mail: @cqc.org.uk
By post to:
CQC (Central)
Citygate
Gallowgate

From:
To:
Subject: FW: COVID-19: CQC update on interim guidance for DBS and recruitment checks
Date: 02 April 2020 16:15:29

Latest update re recruitment

From: Care Quality Commission <CQC@public.govdelivery.com>
Sent: 02 April 2020 16:14
To: @leicester.gov.uk>
Subject: COVID-19: CQC update on interim guidance for DBS and recruitment checks



The independent regulator of health
and social care in England

COVID-19 Update

2 April 2020

An update on CQC interim guidance on DBS and other recruitment checks, for providers recruiting staff and volunteers to health and social care services in response to Covid-19

Interim guidance on DBS and other recruitment checks

We have issued [interim guidance in response](#) to temporary changes being made by the Disclosure and Barring Service (DBS) to DBS applications and processes. It will be in operation for the period the Coronavirus Act 2020 remains in force, and we will review it on a regular basis.

You can find the [interim guidance in full on our website](#)

Stay up to date with the latest CQC COVID-19 information

We're making changes to the way we work during the COVID-19 outbreak. We've developed a dedicated area on our website so that you can stay up to date with the latest information. [Find out more.](#)

Follow us on Twitter!

Keep up with our work with professionals and provider organisations in England by following us on Twitter [@CQCProf](#).

Twitter Link



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twitter



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From:
To:
Subject: FW: COVID-19: CQC update for primary medical and dental services
Date: 07 May 2020 12:24:28

FYI All

Apologies if you have already recieved

From: @public.govdelivery.com>
Sent: 06 May 2020 17:29
To: @leicester.gov.uk>
Subject: COVID-19: CQC update for primary medical and dental services



The independent regulator of health
and social care in England

COVID-19 Update

6 May 2020

A weekly update for providers and professionals working in primary medical and dental services, sharing the latest guidance on COVID-19 and CQC's approach during this period.

Joint statement on death certification during the COVID-19 pandemic

We have published a [joint statement](#) with the General Medical Council and Healthcare Improvement Scotland about death certification during the COVID-19 pandemic.

The statement is a reminder that prompt and accurate death certification is crucial, particularly during this emergency period. And emphasises that all doctors must complete a medical certificate care of death (MCCD) as accurately as possible, citing what they believe to be the most likely cause of death.

New guidance on verification of death

[Guidance](#) has been published that clarifies existing practice for verifying deaths outside of hospitals and providing a framework for safe verification of death during the coronavirus emergency.

CQC guidance for providers

We have published new guidance for providers on:

- [Inappropriate use of sedative medicines to enforce social distancing guidelines](#)
- [Regulating independent providers offering coronavirus testing](#)

[Visit our website for the latest information](#) on any changes to the way we work during the COVID-19 outbreak.

How to check the identity of a CQC inspector

If you are contacted by someone claiming to be a CQC inspector who tries gain access to services or information please:

- consider whether they are asking you for information we should already have (such as the name of your registered manager).
- bear in mind that we won't ask you for staff details such as names and qualifications over the phone.

[Visit our website for further information.](#)

Give feedback on care

It is more vital than ever that we hear people's experiences of care during the COVID-19 emergency, and we have seen a significant drop in people using our [Give feedback on care](#) service.

From June, we'll be launching a public campaign as part of our Emergency Support Framework to encourage people to feedback on care, working with Healthwatch, Experts by Experience, people who use services and voluntary and community organisations.

We want to encourage people who use services and those working in health and care to report poor care to give us their insight into what people are actually experiencing during this time. We want to hear about good care too so we can celebrate it and share good practice.

In mid-May we will be testing some small-scale digital advertising to encourage people to feed back.

Ahead of the campaign starting, [please encourage people working in and using your care to share their feedback](#). We want to hear about all types of experience – whether they're to do with coronavirus or not.

All CQC offices are closed - please do not send post

Guidance for primary care and dental services professionals

- NEW: [Joint statement on CQC's regulatory approach during the coronavirus pandemic](#)
- NEW: [CQC guidance for providers delivering antibody tests or blood tests](#)
- [DHSC guidance for care staff supporting adults with learning disabilities and autistic adults during](#)

[COVID-19.](#)

- [NHS guidelines translated into up to 50 languages by Doctors of the World](#) (and you can find advice on the videos [here](#)).
- [The Health and Safety Executive has published guidance on RIDDOR reporting of COVID-19](#)
- [Sign up to receive the NHS England primary care bulletin](#)
- The [British Medical Association \(BMA\)](#) and the [Royal College of General Practitioners \(RCGP\)](#) have jointly produced a protocol that can be used by various groups of professionals to verify death remotely with a clinician.
- We have [published guidance](#) to clarify when coronavirus swab testing falls within the scope of CQC regulation and what we expect of providers who are delivering that activity.
- [Joint statement from CQC and the GMC on community based prescribing for COVID-19 symptoms](#)
- [Briefing from NHS England on the Coronavirus Act - excess death provisions: information and guidance for medical practitioners](#)
- [NICE COVID-19 rapid guidelines](#)
- Advice and information on looking after your mental health and wellbeing during the coronavirus outbreak from [NHS England](#) and the [Mental Health Foundation](#)
- [Latest updates and guidance for dental practice](#)
- [Webinars for community pharmacy, dental, digital primary care and general practice staff, including links to recordings of past webinars](#)
- [Guidance from the Department of Health and Social Care on how local authorities can use the new Care Act easements](#)
- [Investigation and initial clinical management of possible cases](#)
- [Guidance for primary care](#)
- [Guidance on the supply and use of personal protective equipment](#)
- [Letters for providers and professionals from NHS England/Improvement](#)
- [Guidance for health professionals](#)
- [Guidance from NHS England and Improvement](#)
- [Guidance for health professionals who have diagnosed a case within their facility](#)
- [Infection prevention and control](#)
- [Rapid tests for use in community pharmacies or at home](#)
- [Guidance for sampling and for diagnostic laboratories](#)
- Department of Health and Social Care's [coronavirus action plan](#)
- NHS England has published measures for people who might be at greatest risk from coronavirus. [Guidance \(including an easy read version\) is available on its website](#). People who are classed as extremely vulnerable are being asked to [register for support](#).

Accessibility resources to help you communicate about COVID-19

[Signhealth is providing a videos of summaries of key coronavirus guidance in BSL](#)

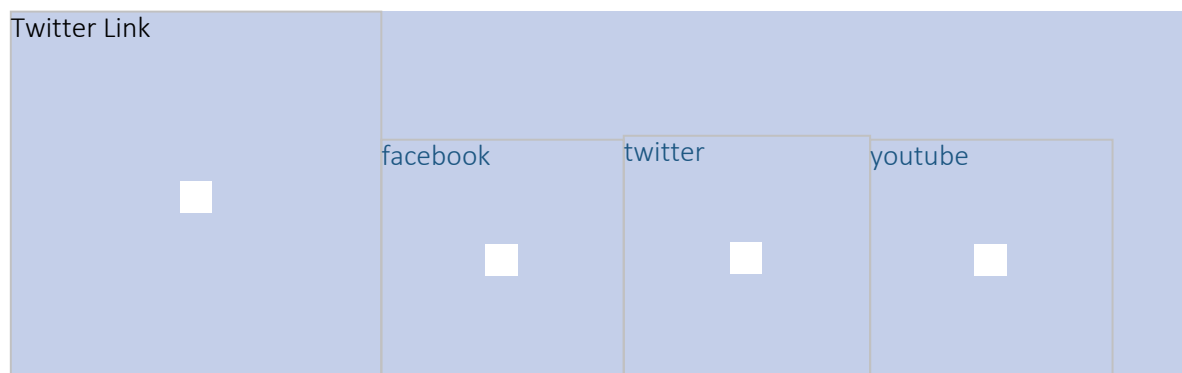
- The [handwashing rap](#), produced to help people who have a learning disability
- [Public Health England stay at home guidance](#), translated and in easy read
- [Public Health England guidance on social distancing](#), translated.
- [NHS guidelines translated into 32 languages by Doctors of the World](#)
- [Easy read information on COVID-19](#) from Mencap
- [Public Health England resources](#) in accessible formats
- [COVID-19 guidance for providers of services for people experiencing rough sleeping](#)

Further information

- [Public Health Matters blog](#) from Public Health England
- [Number of COVID-19 cases in the UK](#)

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From:
To:
Cc:
Subject: ESF
Date: 01 May 2020 09:46:20
Attachments: [image001.png](#)
[image003.png](#)

Hi

Good to catch up with you earlier, this is the link I was referring to -
<https://www.cqc.org.uk/news/stories/joint-statement-our-regulatory-approach-during-coronavirus-pandemic>

If you do have any questions on it, please do let me know!

Kind regards,

Adult Social Care Directorate
Central East Midlands
Care Quality Commission

Tel:
[cqc.org.uk](https://www.cqc.org.uk) or
enquiries@cqc.org.uk

By post to:

CQC - Central
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

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information.access@cqc.org.uk

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From:
To:
Bcc:

Subject: CQC - Information
Date: 01 May 2020 13:43:07
Attachments: [image001.png](#)

Good Afternoon

I hope this finds you safe and well please see the below link with information that may be of use, apologies if you have already received this
<https://www.cqc.org.uk/guidance-providers/adult-social-care/covid-19-medicines-information-adult-social-care-providers>

Thanks
Regards

Multi Agency Improvement Planning Team
Contracts and Assurance Service
Social Care and Education
Leicester City Council
Direct Line :0116454
Mob Num :
[@leicester.gov.uk](#)

Keep up to date with the latest information on COVID-19 through [Leicester City Council's Your Leicester newsletter](#). You can also follow us on [Twitter](#) and [Facebook](#).

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Be confident | Be clear | Be respectful | Be fair | Be accountable

“Have you logged onto research in practice this week?

Click the link to create your account.” www.rip.org.uk additionally Research in Practice for Adults provides a range of evidence-informed resources and learning opportunities, we have organisational membership, with your work email address you can create a free account at www.ripfa.org.uk

[Your Leicester Newsletter - Banner Asset](#)

From:
To:
Cc: [caas.carehomes;](#)
Subject: FW: CQC - request for information. Emergency Support Framework
Date: 07 May 2020 09:17:35
Attachments: [image001.png](#)
[image002.png](#)

Hi both

Can you respond to 's request for information for your 2 services today please to enable to have all available facts before making contact with the services?

Thanks for your help

Kind regards

- Older Persons Services
Contracts & Assurance
Social Care & Education
Leicester City Council

Tel: 0116 454

[Your Leicester Newsletter - Banner Asset](#)

From: @cqc.org.uk>
Sent: 07 May 2020 09:16
To: caas.carehomes <scpu.carehomes@leicester.gov.uk>
Cc: @leicester.gov.uk>
Subject: CQC - request for information. Emergency Support Framework

Dear All

I am in the process of planning emergency assessments consistent with the Emergency Support Framework for and The assessments to be carried out the week commencing 11 May 2020. The purpose of the framework is to facilitate a supportive conversation with managers in all registered services so CQC can understand how providers and managers are managing during this Covid-19 emergency period.

The ESF focuses on four key areas:

- Safe care and treatment
- Staffing arrangements
- Protection from abuse
- Assurance processes, monitoring, and risk management

Can you please provide any information to support in the process.

Kind regards

Inspector
Care Quality Commission – Central Region
Adult Social Care Inspection Directorate
Telephone number:
Email: [@cqc.org.uk](mailto:info@cqc.org.uk)
By post to:
CQC Central Region
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

cid:image001.png@01D54BD1.B2749310

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[Our regulatory approach during the coronavirus pandemic](#)

We're continuing to adapt and change the way we work in response to coronavirus (COVID-19). Our chief inspectors have explained some changes that will start to roll out next week with the launch of our new [emergency support framework](#). The new approach will help us protect people using services, while being flexible enough to respond to the changing needs of the health and social care system during this time.

This approach will involve:

- Using and sharing information to target support where it's needed most
- Having open and honest conversations with providers and other stakeholders
- Taking action to keep people safe and to protect people's human rights
- Capturing and sharing what we do and how we do it

The pandemic will affect different kinds of services in different ways, so we'll adapt our approach to the needs of people who use services and providers in each sector. We'll be keeping our website updated with information for people who work in health and social care services.

- [Read our statement about changes to our approach during the pandemic](#)
- [Read our coronavirus information for the public](#)
- [Read our information for people who work for health and social care services](#)

[Supporting Adult Social Care](#)

To support the sector, we've been contacting adult social care providers to book appointments for their staff to be tested for COVID-19. This will give care staff more peace of mind about their own safety and that of their families and the people they care for – and means that those who test negative can return to work and help relieve the pressures services are facing.

We'll also be coordinating testing appointments for staff from other sectors who are not already covered by an existing NHS or local authority scheme, including GPs and practice teams. This doesn't replace existing local systems but offers an extra option to help make sure that those struggling have another way to get a test quickly. Since 10 April, 24,590 locations have been contacted and 12,422 appointments have been booked for staff.

Kate Terroni



As well as this, our Chief Inspector of Adult Social Care, Kate Terroni, has written to the adult social care sector highlighting the [action we're taking to support providers](#) at this time. We're escalating what we hear from providers – including concerns about Personal Protective Equipment (PPE) and workforce – with local and national system partners in order to target additional resource and support where it's needed.

[Safety and speaking up during the COVID-19 emergency](#)

We've released a joint statement with the National Guardian to providers of health and adult social care. As the nation faces up to an unprecedented health crisis, we want to thank health and care staff all over England for their heroic responses to the many challenges facing them and the people they are caring for. Everyone who has a role in providing care, or who receives care in England, needs to be more vigilant so that we can reduce the risk of avoidable harm to people. We provide [information and guidance for all health and care staff about how to speak up](#), and we have a quick guide on raising concerns on our website. The freedom to speak up has never been more important.

[Inclusion of CQC data in ONS deaths reporting shows impact of COVID-19 on social care](#)

We're working closely with ONS to provide a more detailed and timely picture of the impact of COVID-19 on adult social care, using the data on deaths of people with suspected and confirmed COVID-19 that we collect from providers.

The information provided to us by care homes via death notifications now forms part of the ONS' weekly reporting on deaths, ensuring a more complete and timely picture of the impact that COVID-19 is having on social care. Tragically, it is clear that this impact is a devastating one.

Our inspectors are contacting providers who have reported deaths of people in their care from confirmed or suspected COVID-19 in order to offer information, advice and help. These conversations are also happening with providers who have reported an increase in non-COVID 19 deaths to ensure they are confident of the steps they should be taking to continue to protect people.

[Give feedback on care](#)

It's more vital than ever that we hear people's experiences of care during the Covid-19 emergency.

That's why we'll soon be launching a public campaign as part of the new Emergency Support Framework to encourage people to feedback on care - working with [Healthwatch](#) and the network, [Experts by Experience. Think Local Act Personal](#) (TLAP), people who use services and voluntary organisations.

We want to encourage people who use services and care workers to report poor care to give us that insight into what people are actually experiencing during this time. We want to hear about good care too so we can celebrate it and share good practice.

We'll have resources and information on the campaign soon, in the mean time, encourage your networks to give feedback on care by sharing this link: www.cqc.org.uk/give-feedback-on-care

[Safer faster: key areas for improvement in maternity services](#)

In 2017, we released a [report](#) highlighting concerns about the safety of maternity services. Our current NHS maternity service ratings show some improvement since our first round of comprehensive inspections, and the number of services rated inadequate for safety has reduced considerably.

We're now planning to develop our key lines of enquiry for maternity services so that we're able to better assess how trusts plan, provide and assure the delivery of high-quality, patient-focused maternity care.

[Interim guidance on DBS and other recruitment checks](#)

Following temporary changes made by the Disclosure and Barring Service (DBS) to DBS applications and processes – we've written to all registered providers to update them on what this means for them.

It's vital that people can be recruited or allowed to volunteer their support to services as quickly as

possible, while making sure that the right checks are in place to keep people using services safe.

[Joint statement on advance care planning](#)

We've written to adult social care providers and GP practices with a statement prepared with the British Medical Association, Care Provider Alliance and Royal College of General Practitioners. The statement sets out our shared position on the importance of advance care planning being based on the needs of the individual. The importance of having a personalised care plan in place, especially for older people, people who are frail or have other serious conditions has never been more important than it is now during the Covid 19 Pandemic.

[Tackling loneliness during coronavirus lockdown](#)

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The Government has launched a major effort to tackle loneliness and social isolation during the coronavirus outbreak and period of social distancing. The latest #Let'sTalkLoneliness public campaign has been rolled out to get people talking openly about loneliness, which includes new public guidance offering useful tips and advice on what to do to look after yourself and others safely.

The campaign, initially launched last year, is being supported by famous faces across social media including TV presenter Angellica Bell and Karen Gibson, founder of The Kingdom Choir.

[Machine learning trials](#)

NHS Digital, the national information and technology partner to the health and social care system, has announced the start of trials for a system that will use machine learning to help predict the upcoming demand for intensive care (ICU) beds and ventilators needed to treat patients with COVID-19 at individual hospitals and across regions in England.

[Covid-19 testing for essential workers](#)

The Department of Health and Social Care has [announced](#) that all essential workers in England and members of their households who are showing symptoms of coronavirus will now be able to get tested. A new campaign will help essential workers in England - including NHS and care staff, teachers, hospital cleaners, public servants, the emergency services, supermarket staff, delivery drivers, and other critical infrastructure staff - to access testing.

[Volunteers and NHS worker support line](#)

The Samaritans, the emotional support charity to those at risk of suicide, is working in partnership with the NHS to launch a new confidential support line for NHS workers and volunteers in England. As part of their #OurNHSPeople wellbeing programme, all NHS in England staff can call the bespoke number between 7.00am and 11.00pm any day of the week and speak to a dedicated volunteer about whatever is on their mind.

[What there is to know about testing for Covid-19](#)

The House of Commons Library has published a briefing on testing for COVID-19 in England. It covers the different types of test that are in use and in development, as well as testing capacity and the criteria for being tested. The World Health Organization (WHO) has strongly encouraged countries to test suspected cases of Covid-19 disease to disrupt the transmission of the virus and slow the rate of infection.

[Help save the UK's charities with the 2.6 Challenge](#)

The Covid-19 pandemic has had a catastrophic effect with the cancellation of thousands of events and the loss of billions in income through fundraising events. The 2.6 Challenge, is a nationwide fundraising campaign launched in response to COVID-19 to help Save the UK's Charities. The campaign asks the people to dream up an activity based around the number 2.6 or 26 that suits their skills and fundraise or donate. It's open to anyone of any age – the only requirement is that the activity must follow the Government guidelines on exercise and social distancing. [Read more](#) or browse ideas and celebrity videos to find [inspiration](#) for your charity challenge.

[Young people's mental health during coronavirus](#)

Public Health England has [published](#) updated advice for parents and carers. The advice is to help adults with caring responsibilities look after the mental health and wellbeing of children or young people, including those with additional needs and disabilities, during the coronavirus (COVID-19) outbreak. They've also provided an [an easy-read guide to looking after your feelings and your body](#)

[Bogus Covid-19 medical products](#)

The Medicines and Healthcare products Regulatory Agency (MHRA) has [announced](#) they are investigating cases of fake or unlicensed COVID-19 medical products, including self-testing kits and miracle cures. Lynda Scammell, MHRA Enforcement Official advised the public not to be fooled by online offers as there is currently no medicine licensed specifically to treat or prevent COVID-19, therefore any claiming to do so are not authorised.

[Accessibility resources to help you communicate about COVID-19](#)

- [Signhealth is providing a videos of summaries of key coronavirus guidance in BSL](#)
 - [Public Health England stay at home guidance](#), translated and in easy read
 - [Public Health England guidance on social distancing](#), translated.
 - [NHS guidelines translated into 32 languages by Doctors of the World](#)
 - [Easy read information on COVID-19](#) from Mencap
 - [Public Health England resources](#) in accessible formats
 - The [handwashing rap](#), produced to help people who have a learning disability
-

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Feeding back during the coronavirus pandemic

Although we paused our routine inspections, our regulatory role and core purpose of keeping people safe has not changed – safety is still our priority. During the coronavirus outbreak, it's more important than ever that we hear your feedback about services you've used or worked at.

You can use our [give feedback on care service](#) to let us know about your experience of care - good or bad.

All Care Quality Commission offices are now closed. This means that we have stopped

communicating by post, and ask that you do not send post to us. Please use other methods to contact us, [details of which are available on our website](#).

Twitter Link 	facebook 	twitter 	youtube 
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We are England's independent health and adult social care regulator.

Join our digital participation platform for providers and professionals to get involved in CQC's work - help inform policies, take part in discussions and test new products.

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From:
To:
Subject: Covid19 feedback
Date: 06 May 2020 11:06:23
Attachments: [image001.png](#)
[image003.png](#)

Morning both,

We are getting some frustration I think from some registered managers in the conflicting advice they are receiving. Within LCC some managers being informed to contact CQC to arrange for PPE, to call CQC to book test slots and to request home testing kits and told not to test residents / service users until they display symptoms

We are signposted them to the government sites and advising them if they have the testing kits in the care home then to test the residents / staff even though they may not be a symptomatic (due to issue in another care home where all were COVID-19 positive and no had symptoms).

It's difficult to know where the advice is coming from and there is certainly lots of confusion particularly as CQC have been involved with the setting up of the booking system but wanted to flag with you, if you could let teams know that CQC are not directly involved. Providers might get emails from CQC with links but we do not arrange the tests, more that we are supporting DHSC.

Hope that makes sense and hope you're both doing ok. We are starting our new ESF assessment calls this week, if anything major in terms of concerns are raised, I'll keep you posted.

Kind regards,

Adult Social Care Directorate
Central East Midlands
Care Quality Commission

Tel:
Email: @cqc.org.uk or
enquiries@cqc.org.uk

By post to:

CQC - Central
Citygate
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NE1 4PA

The Care Quality Commission is the independent regulator of all health and adult social care in England. www.cqc.org.uk. For general enquiries, call the National Customer Service Centre (NCSC) on 03000 616161 or email enquiries@cqc.org.uk.

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From:
To:

Subject: Covid19 - Home testing kits
Date: 23 April 2020 09:10:27
Attachments: [image001.png](#)
[image003.png](#)
[Home Testing Pilot FAQ and Guidance v3.pdf](#)

Morning All,

I've just been made aware of the home testing kits that are being made available and this will be rolled out nationally. The guidance (attached) states if you have any concerns about accessing the test centre then please speak with your local authority about the availability of a home test. So thought I'd give you the heads up in case you get queries from providers – feel free to ignore my email if you're already aware.

We are hoping to roll out our emergency framework from 4 May and will provide more information when I have it, our internal training starts next week so will know more then, though this will not be instead of any inspection in the future nor will give a rating.

Hope you're all doing ok.

Kind regards,

Adult Social Care Directorate
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Care Quality Commission

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From:
To:
Cc:
Subject:
Date: 11 May 2020 12:49:37
Attachments: [image001.png](#)
Importance: High

Afternoon

Just to let you know 0 has 3 Covid 19 + residents, and now has 6 Covid 19 + staff .

Provider is taking all necessary precautions, has a VSOP in place, is in constant contact with and I – there are no concerns re staff and their well being as they feel supported. Residents are supported as well.

We will of course keep you updated

Thanks
Regards

Multi Agency Improvement Planning Team
Contracts and Assurance Service
Social Care and Education
Leicester City Council
Direct Line :0116454
Mob Num :
[@leicester.gov.uk](#)

Keep up to date with the latest information on COVID-19 through [Leicester City Council's Your Leicester newsletter](#). You can also follow us on [Twitter](#) and [Facebook](#).

Leicester City Council will operate with creativity and drive for the benefit of Leicester and its people.

Be confident | Be clear | Be respectful | Be fair | Be accountable

“Have you logged onto research in practice this week?

Click the link to create your account.” www.rip.org.uk additionally Research in Practice for Adults provides a range of evidence-informed resources and learning opportunities, we have organisational membership, with your work email address you can create a free account at www.ripfa.org.uk

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