



Dear colleague,

You may have seen reports today of discussions around CQC inspections in light of the ongoing outbreak of novel coronavirus.

As [outlined in our letter to providers](#) last week, we have identified three key principles that we are using to make sure services continue to be safe, whilst limiting the impact on providers and our own colleagues:

- We will be focusing our activity where it is needed most to ensure people receive safe care – this means concentrating on those areas where we see that the risk to the quality of care is the highest and where we can make the biggest difference.
- We will support providers by looking at how we can act flexibly and proportionately to reduce our asks – including reducing what providers need to do to prepare for inspection and looking at what we can do to limit our need to be on site.
- We will honour our duty of care to our colleagues at CQC.

We have issued the following statement from our Chief Executive:

**Ian Trenholm, Chief Executive at the Care Quality Commission said:**

“CQC inspection and regulation activity will continue. However, we will be adapting our standard inspection approach – adopting a targeted risk based approach to direct our efforts at areas of specific safety concern – this means that planned inspections of services may well be postponed. Clinically qualified CQC special advisors are already being supported to return to the frontline to help with the wider national response.

“We are very conscious of balancing the need for public reassurance with our impact on health and social care providers and will be focused on working with providers to ensure that they are supported to keep people safe while the health and care system faces a period of considerable pressure. As the regulator with unique oversight of the NHS and social care, we will maintain our role in keeping patients and service users safe as people continue to access care in difficult circumstances, provide assurance to Government and Parliament that health and social care services are safe, and ensure that patient safety is being monitored during the period of the COVID-19 outbreak.”

-ENDS-

As ever, please let me know if you have any comments or queries. More generally, if there are any key issues or concerns coming through your respective sectors which you think it would be useful for us to be aware of, please don't hesitate to get in touch.

Best wishes,

Sarah

Sarah Cowley-Beadman  
Communications and Engagement Manager  
Engagement Directorate, Strategy & Intelligence  
Care Quality Commission  
Email: [sarah.cowley-beadman@cqc.org.uk](mailto:sarah.cowley-beadman@cqc.org.uk)  
Mobile: 07826 932005

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

Personal data is processed in accordance with the General Data Protection Regulation (GDPR) and relevant data protection law. Information on the processing of personal data by CQC can be found at: <http://www.cqc.org.uk/about-us/our-policies/privacy-statement>

Statutory requests for information made under access to information legislation such as the GDPR and the Freedom of Information Act 2000 should be sent to: [information.access@cqc.org.uk](mailto:information.access@cqc.org.uk).