

From: [REDACTED]
To: [REDACTED]
Subject: FW: Letter: Data collection during the COVID-19 crisis
Date: 17 April 2020 13:21:23

H [REDACTED]

I've just received the below, which is relevant to the question about data collection.

Best regards,

[REDACTED]
Inspection Manager
Adult Social Care Directorate
Care Quality Commission - London Region

Telephone number:
Mob [REDACTED]
Email: [REDACTED]@cqc.org.uk

By post to:
Care Quality Commission (London Region)
Citygate
Gallowgate
Newcastle Upon Tyne
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, telephone the National Contact Centre: 03000 616161

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.

From: Care Quality Commission <CQC@public.govdelivery.com>

Sent: 17 April 2020 13:07

To: [REDACTED]@cqc.org.uk>

Subject: Letter: Data collection during the COVID-19 crisis



The independent regulator of health
and social care in England

**Joint letter from:
Care Provider Alliance,
Care Quality Commission,
Department of Health and Social Care,**

NHS England and NHS Improvement

17 April 2020

DATA COLLECTION DURING THE COVID-19 CRISIS

TO: ALL REGISTERED ADULT SOCIAL CARE PROVIDERS

Dear colleagues,

We are all committed to responding the very best we can during the COVID-19 pandemic. Our primary focus is on the safety and wellbeing of older and disabled people, and their families and carers, care staff and communities.

In that context it is critical that we collectively understand the impact of COVID-19 on the people you care for, your workforce and your ability to deliver services. This is so we can support you to keep the people you care for, and your staff, safe.

To enable us to understand the impact of COVID-19 on the people you care for, your workforce and your ability to deliver services, we need to collect data to ensure resources are targeted most effectively where they are needed. We want to do that in a way that does not cause a burden on you so you can focus on the delivery of safe care.

We have worked across our organisations to ensure we are only asking for essential information from you once and that we establish rapid mechanisms to share information appropriately. This means that you will get the support you need and that local authorities and [Local Resilience Forums \(LRF\)](#) have the intelligence they need to ensure business continuity and to make business critical decisions.

We are asking:

- Residential and nursing homes to complete only the NHS Capacity Tracker as set out in [Coronavirus \(COVID-19\): admission and care of people in care homes](#)
- Homecare providers to complete CQC's 'Update CQC on the impact of Covid' online form (from Monday 13 April). This will be rolled out to Shared Lives services, Extra Care and Supporting Living services soon and we will be in contact with them directly when the service is available to them
- The small number of providers of both homecare and residential and/or nursing homes to complete both data collections.

If you provide this information daily, via the appropriate route, local authorities, CCGs and other local bodies will receive that data. This means they will not need to make the same request and should not be contacting individual homes or services for this data.

This way of working is a requirement for our collective handling of the crisis, but no doubt we will learn valuable lessons from taking this approach that might provide longer-term benefits for all. We will want to identify and discuss those together.

Data is just one type of information that will make it easier for support to be targeted at the right place, at the right time. Mutually supportive relationships between providers and commissioners locally generates a different type of highly valuable information and mutual actions that cannot be replaced by the data we are asking for here.

We will update you regularly on data collection and procedures over the next few weeks and months of this crisis. If you feel that your local authority, CCG, LRF or other body is asking you for duplicate information then please have a conversation and share the national guidance with them. They can be assured that they will receive the information we gather daily from both the Capacity Tracker and the CQC Update. The Care Provider Alliance can also support you with any further queries you may have.

Your daily responses to the CQC Update and Capacity Tracker will ensure we have a true understanding of the challenges being faced and can respond. Targeting the right resource, in the right place, at the right time will save lives.

Yours sincerely

Lisa Lenton, Chair, Care Provider Alliance

Kate Terroni, Chief Inspector of Adult Social Care, Care Quality Commission

Rosamond Roughton, Director of Adult Social Care, Department of Health and Social Care

Matthew Winn, Director Community Health and SRO for Ageing Well, NHS England/Improvement

Follow us on Twitter!

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

Twitter Link



facebook



twitter



youtube



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 -

Problems viewing this email?
[Click here to view online.](#)

[Find out more about our work](#)

[help inform policies, take part in discussions and test new products.](#)

[Contact us](#)

[Unsubscribe](#)

This email was sent to martin.haines@cqc.org.uk using GovDelivery Communications Cloud on behalf of:
Care Quality Commission · 151 Buckingham Palace Road · London · SW1W 9SZ

----- The contents of this email and any attachments are confidential to the intended recipient. They may not be disclosed to or used by or copied in any way by anyone other than the intended recipient. If this email is received in error, please notify us immediately by clicking "Reply" and delete the email. Please note that neither the Care Quality Commission nor the sender accepts any responsibility for viruses and it is your responsibility to scan or otherwise check this email and any attachments. Any views expressed in this message are those of the individual sender, except where the sender specifically states them to be the views of the Care Quality Commission. Information on how the Care Quality Commission processes personal data is available here <http://www.cqc.org.uk/about-us/our-policies/privacy-statement>