

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 18 March 2020 10:00  
**To:** [REDACTED]  
**Subject:** RE: Covid-19 Update

Hi [REDACTED]

Are you happy that I circulate the formal message, i.e.:

Dear colleague,

We understand the [reference to notifications in our letter yesterday](#) has caused some concern. We are sorry about that and are pleased to have an opportunity to clarify this. We want to support the sector during this time and ensure appropriate attention is paid to the impact of COVID-19 on people with care and support needs. We are taking an active role in coordinating information locally and centrally. This is to make sure the risks are known and understood by both government and Regional Incident Centres – understanding what is happening means we will be well placed to galvanise the right level of support from them for social care.

There are **no changes** to the requirements to make notifications or the system used to make them. You should notify us of deaths and of events that stop you carrying on your service 'safely and properly' (regulation 18). This will mean letting us know if your service operation is being negatively affected by COVID-19. It does not mean that you need to notify us of every single COVID-19 related issue.

Aside from making notifications in the usual way, we would encourage you to stay in touch with us. Please contact us if there are specific concerns and issues that you would like to make us aware of. This is new territory for all of us and we want to be able to advise and support you in any way that we can. We understand how important adult social care is and the vital role it has in our health and social care system.

Yours sincerely,

[REDACTED]  
[REDACTED]

Regards,

[REDACTED]  
[REDACTED]

Joint Commissioning and Performance Management  
Adults  
Adults

[Tameside MBC](#) | [Twitter](#) | [Facebook](#) | [Instagram](#)

Tameside One | Market Place | Ashton-under-Lyne | Tameside | OL6 6BH

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**From:** [REDACTED]  
**Sent:** 18 March 2020 08:46  
**To:** [REDACTED]  
**Subject:** RE: Covid-19 Update

Thanks [REDACTED]

Would it be possible to send one to all providers to say that they should report any instances of COVID 19 or suspected cases where they are self isolating of either staff or service users on the statutory notification form that relates to events that may disrupt or stop the service? Any deaths should be reported in the usual way. We don't have an email DL for all providers in Tameside so it would mean adding them on individually so if you could send that would be really helpful

Many thanks

Kind regards

[REDACTED]

[REDACTED]

Care Quality Commission (CQC) North Region Adult Social Care Directorate  
mobile: [REDACTED]  
email [REDACTED]

or by post to:  
Care Quality Commission  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
Email: [Enquiries@cqc.org.uk](mailto:Enquiries@cqc.org.uk)

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).

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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).

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**From:** [REDACTED]  
**Sent:** 17 March 2020 17:51

To: [REDACTED]

Subject: FW: Covid-19 Update

Hi All,

Please see the email below that has been sent to the registered providers in Tameside.

Regards,

[REDACTED]  
Joint Commissioning and Performance Management  
Adults  
Adults

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From: [REDACTED]

Sent: 17 March 2020 17:50

To: [REDACTED]

Subject: Covid-19 Update

Dear All,

There hasn't been any new government guidance issued but I would like to report that the Council is contacting Public Health England (locally & nationally) with regards to the PPE from the Pandemic Influenza Stockpile (as noted within the guidance). When I know what the process for issuing/distributing this I'll let you know.

I'm sure you'll all have the following information from the CQC, but just in case you haven't...



The independent regulator of health  
and social care in England

**COVID-19 Update**

# 16 March 2020

A new weekly update for providers and professionals working in adult social care, sharing the latest guidance on COVID-19 and CQC's approach during this period.

## Immediate cessation of routine CQC inspections

Dear Colleague,

I am writing to update you on changes to our approach to regulation in response to COVID-19.

Our primary objectives during the period of the COVID-19 pandemic will be to support you to keep people safe during a period of unprecedented pressure on the health and care system,

**As a result, we will be stopping inspections from Monday 16 March.**

It may be necessary to use some of our inspection powers in a very small number of cases when we have concerns of harm, such as allegations of abuse. However, inspections will not be conducted in their present form during the period of the pandemic. When physical inspections are deemed appropriate, we anticipate having a conversation with the provider before a visit takes place.

Please notify CQC within 24 hours of any suspected or known case or outbreak of coronavirus COVID-19. This means one or more cases involving staff, people who use services, volunteers, visiting professionals, visitors or visiting contractors/suppliers that people within the service have had contact with.

We encourage everyone to act in the best interests of the health of the people they serve, with the top priority the protection of life. **We encourage you to use your discretion and act in the best way you see fit.**

Importantly, we want to act as a support for registered managers - our inspection team will be there to provide advice and guidance to the providers throughout this period, and will be implementing the following:

- In the absence of a single national oversight body like NHS England for adult social care, we will continue to request Provider Information Returns (PIRs).
- However we will not penalise providers for the late return of PIRs
- In order to reduce your reporting burden we will share the information we collect from you with local authorities and clinical commissioning groups
- We will use the information gathered from PIRs to inform and influence government and commissioners to provide support and address issues such as workforce challenges

More than ever, please can you pass my thanks to your dedicated workforce and for your leadership as we pull together during this difficult time to ensure people receive safe care. We will update you further if things change significantly.

[Redacted signature block]

Regards,

[REDACTED]  
Joint Commissioning and Performance Management  
Adults  
Adults

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