

**Response issued under the Freedom  
of Information Act 2000**

**Our Reference:** CQC IAT 2012 0439

**Date of Response:** 29 May 2012

The Information Access team has now processed your request and I can now advise you of the following in relation to your request.

**Information Requested:**

**1. How many registered care homes there are in England**

At 1 May 2012 there are currently 17,756 active care home locations, in England, for Providers registered under the Health and Social Care Act 2008.

**2. How many have received unannounced inspections within the last 12 months**

Nearly all of the inspections (i.e. reviews of compliance) that CQC conducts are unannounced. On occasion, it is necessary to arrange a specified time to meet with a manager or another member of staff, such as the nominated individual for the service as in the case of some smaller domiciliary care agencies.

The Commission undertook 13,082 Reviews of Compliance at care home locations between 1 May 2011 and 30 April 2012.

CQC's Customer Relationship Management (CRM) system contains a field for unannounced or short notice inspections. However, at this time, this not a mandatory field, and is not always completed by our Inspectors, therefore we are not able to run a report that would provide a comprehensive response to this question.

Of the 13,082 reviews, this field is blank in about a third of cases.

To provide a comprehensive response to this question, we would need to individually review the records relating to each of these inspections so as

to determine whether the inspection was unannounced or not. However, we estimate this would greatly exceed the appropriate cost limit under FOIA.

The Commission estimates that it will take 15 minutes per inspection to locate, retrieve and extract the requested information. Therefore, the estimated cost exceeds the “appropriate limit”, currently £450, as stated in the Freedom of Information (Fees and Appropriate Limit) Regulations 2004.

Whilst we are committed to being transparent, we must also ensure that we use our limited resources in an efficient manner as specified under the Health & Social Care Act 2008, Schedule 1, Paragraph 2(3) which states:

**“It is the duty of the Commission to carry out its functions effectively, efficiently and economically.”**

In accordance with section 12 of the Act, the Commission chooses not to provide the information requested, because of the high cost involved. This acts as a refusal notice in accordance with the Act.

It may be possible to provide some information free of charge or on payment of a fee that is less than the estimated cost quoted above, if you are prepared to limit the scope of your request.

Please contact me if you would like advice and assistance to limit, refine or rephrase your request to reduce the cost. For example, identifying a specific geographical area, a more specific period of time (e.g. one month), or identifying specific services.

### **3. How many of these inspections were due to specific information received or specific concerns rather than for general monitoring.**

The Commission undertook 13,082 Reviews of Compliance at care home locations between 1 May 2011 and 30 April 2012. Of these, 2,294 were responsive (i.e. responding) to information received or specific concerns identified.

You also asked, “Please could you also provide any information as to what resources were used to provide the statement in the media release stating that all homes are inspected by CQC at least once a year.” which we clarified with you as meaning, “By resources, I mean what evidence base was used to make that statement, given that my experiences and a cursory analysis of the CQC database indicates entirely to the contrary.”

Our team has consulted with our colleagues in our Communications Department who confirmed that this statement was as based on CQC policy, as agreed by our board.

### **CQC Complaints Procedure:**

If you are not satisfied with the information that you have been provided then you may request a review of the Commission's handling of your information request. Please clearly indicate that you wish for a review of your information request and it would be helpful if you could state the reason for requesting the review.

Please be aware that this review process will focus upon our handling of your information request and should not be used to raise further concerns about the provision of care or the internal processes of other CQC functions.

If you are unhappy with other aspects of the Commission's actions, or of the actions of registered providers, please see our website for information on how to raise a concern or complaint. <http://www.cqc.org.uk/contact-us>

### **Internal Review of your Freedom of Information Request:**

To request a review please contact:

Legal Services & Information Rights  
Care Quality Commission  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

[xxxxxxxxxxx.xxxxxx@xxx.xxx.xx](mailto:xxxxxxxxxxx.xxxxxx@xxx.xxx.xx)

Further rights of appeal exist to the Information Commissioner's Office ([www.ico.gov.uk](http://www.ico.gov.uk)) once the internal appeals process has been exhausted.

The contact details are: -

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone Helpline: 0303 123 1113

