

From: [Helen Rochester](#)
Sent: Tuesday, November 14, 2017 12:25 PM
To: information.access@cqc.org.uk
Subject: CQC night inspections

I am a former nurse who has worked in the NHS and ASC extensively. I have never seen the CQC turn up to do an unannounced night time inspection in either sectors.

I am aware however that in July this year the CQC eventually turned up to do an unannounced inspection apparently in response to concerns I had raised 3 months previously in a dementia care home. These related to unsafe staffing levels at night (2 staff for 34+ residents in 3 buildings over 3 floors), a call bell system unfit for purpose and the fact this home's manager advocated getting residents out of bed from 04.15 onwards to help the day staff.

Your inspectors turned up at 6am. This is not what most reasonable people in the care industry would call night time. Most would class "night" as anytime from when the day staff go off duty the previous evening and skeleton staff are left to do routine care for residents, deal with any emergency situation, do a multitude of domestic duties and then get a specified number of residents up for the next day shift.

In the case of this inspection your inspectors found only two staff on duty and a call bell system not available to the six residents that had already been got up and left in the lounge prior to your arrival unsupervised by anyone other than a chef who was classed as "nearby" by the CQC. Only one of these had the mental capacity to tell your inspectors it was their choice to be there.

The care of residents/patients at night is equally important as during the day and people make decisions on this when placing their loved ones in care either now or going forwards. In the light of this please advise me of the following:

1) Please advise if CQC has an internal policy or guidance for its inspection staff on when and how to conduct inspections at night, and please provide a copy of the relevant documents if they exist.

2) What does CQC define as an inspection at 'night'?

3) Please advise in the last two years, how many inspections has CQC carried out at night, and what proportion of all inspections does this represent?

4) How many of the night inspections were conducted on care homes and how many of the inspections were conducted on NHS facilities?

5) The Royal College of Nursing advised in 2012, based a on large scale survey of members, that CQC should establish an equal balance between night and day unannounced inspections. Did CQC respond formally to this recommendation, and if so please provide a copy of CQC's reasons for acting or not acting upon the recommendation.

Thank you for your assistance on this matter and i look forward to hearing from you

Kind regards

Helen Rochester.