

Mrs Jean Dolmor
Registered Manager
St Dominics Residential Home
London Road
Kelvedon
Colchester
CO5 9AP

24 June 2016

Dear Mrs Dolmor,

I write further to my letter of 5 May 2016 following the conclusion of the Parliamentary and Health Service Ombudsman (PHSO) investigation into your concerns about the Care Quality Commission (CQC).

I can now confirm that the factual inaccuracy on page 14 within the April/May 2014 inspection report for St Dominic's Residential Home has now been amended from 'called out for help' to 'called out'. I apologise for the oversight in this regard and the updated report has been republished on our website.

In respect of the other recommendations made by the PHSO, they have requested that I provide a further explanation as to the lessons learned from your complaint.

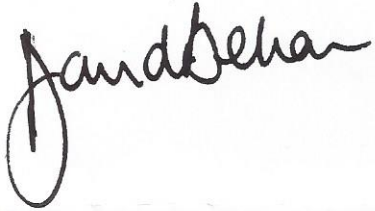
As such, I think it would be helpful to advise that in respect of the record keeping processes to avoid loss of information, this is ongoing at the moment. Our aim is to implement a new complaints procedure which will ensure all complaint record keeping is managed by the central complaint team. This will include new recording systems and all information being retained by the National Complaints Team in one restricted central electronic system. We have also previously published an internal update for CQC personnel in relation to other correspondence (not connected to complaints) being recorded on our Central Record Management system.

We have previously taken action to ensure we publish reports in a timely manner. From December 2014, inspectors across all sectors (with the exception of Mental Health and Community Health Services) were able to publish their own reports on the CQC website. To that end, the CQC has made changes to the layout of our electronic systems which shows the inspectors the status of each of their reports, for example, those reports that are live on the CQC website, those awaiting publication and those still at draft stage and not yet published.

Once the factual accuracy process has been completed, this programme tool now prompts inspectors to select a date of the publication of a final report and the report is then made available on the CQC website the morning of the date selected.

I hope this response offers some additional clarity that we have actioned the recommendations and thank you again for bringing these matters to our attention.

Yours sincerely,

A handwritten signature in black ink that reads "David Behan". The signature is written in a cursive style with a large, circular flourish at the beginning of the word "David".

David Behan
Chief Executive