



Department
of Health

*Philip Dunne MP
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Andrew Walker
Senior Coroner – Northern District of Greater London
North London Coroner Court
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18 November 2016

Dear Mr Walker

Thank you for your report to Secretary of State. I am responding as the Minister with responsibility for quality and regulation policy at the Department of Health.

I was sorry to read of the very sad circumstances surrounding Mr Adley's death, please pass my condolences to his family and loved ones.

The CQC is the independent regulator of health and adult social care providers in England. I have, therefore, sent your report to the Care Quality Commission (CQC) as the body with oversight in the case.

Under the Health and Social Care Act 2008 (the 2008 Act) all providers of regulated activities have to register with CQC and follow a set of fundamental standards of safety and quality below which care should never fall. The fundamental standards describe the basic requirements that providers should always meet, and outline the outcomes that services users should always expect. The CQC inspect the providers against these fundamental standards and their inspections ask every provider are they safe, effective, caring, well led and responsive to people's needs.

One of the fundamental standards relates to safeguarding service users from abuse and improper treatment. This regulation requires providers to establish systems and processes and operate them effectively to prevent abuse of service users and to investigate immediately if the provider becomes aware of any allegation or evidence of abuse.

The CQC has published guidance to providers on how to meet the regulations and under 'Safeguarding service users from abuse and improper treatment'. In regulation

13, the CQC advises that providers must do all that is reasonably practical to mitigate risks. They should follow good practice guidance and must adopt control measures to make sure the risk is as low as is reasonably possible. They should review methods and measures and amend them to address changing practice. The full regulation can be found on the CQC website at <http://www.cqc.org.uk/content/regulations-service-providers-and-managers>

Thank you for bringing the circumstances of Mr Adley's death to our attention.

Yours sincerely
P. Dunne

PHILIP DUNNE

