



Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Telephone: 0300 061 6161
www.cqc.org.uk

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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,

Kate Terroni
Chief Inspector of Adult Social Care