

As part of our new approach to inspecting adult social care services, we want to gather some information about your service ahead of the inspection. Please follow the instructions set out below.

1. Hospices providing regulated activities to people in their own homes

We want to make sure that we capture the views of as many people as possible. To help us do this we have developed questionnaires that we would like to send out to people who use services, and other people who have involvement with your service.

The link below takes you to an online form for you to provide contact details for the people who have used your service over the last 12 months, all medical, nursing and care staff employed by your service, and other health and social care community professionals who have regular and/or recent contact with your service. You should identify any people who have language or communication difficulties that might prevent them from responding to a written questionnaire. We are requesting this information under Regulation 10(3) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

<http://webdataforms.cqc.org.uk/Checkbox/Survey.aspx?i=ff2b92690fd7453d99b02ba25d59207f>

Please only include the details of people who:

- Receive or have received the regulated activities you are registered with CQC to provide in their own homes
- Provide these regulated activities as a member of your staff

These regulated activities include, for example, 'nursing care', 'personal care' and 'treatment for disease, disorder or injury'. Do not include any people or staff who only receive or deliver a service in the hospice itself; we will gather their views during our inspection visit.

Please include details for all people who use your service or have used your service in the last 12 months. You should use the webform to indicate if people are able to:

- Fill in a written questionnaire, or
- Be telephoned for an interview, or
- Be visited at home for an interview

If anyone's health, prognosis, level of frailty, communication needs or any other relevant factors would make it too difficult for them to share their views with us then please indicate this by answering 'no' to the above questions. We recognise that it would be inappropriate for us to contact people at critical or sensitive times; please indicate if any person would find contact from us distressing or unwelcome.

If your service provides care to children or young people under the age of 16, then please include the details of a parent or guardian. A children's questionnaire will then be sent to the parent or guardian, to be passed to the child or young person if the parent or guardian feels this is appropriate.

We consider that it is lawful under the Data Protection Act 1998 for you to provide contact details to us, because we are not asking for sensitive personal information about people's health or treatment from you, and because disclosure is necessary for us to exercise our statutory functions (in accordance with paragraph 5(b) of schedule 2 of the Act).

The people who use your service have provided you with their contact details for the purpose of providing and managing their care. We consider that allowing them to share their views about the quality of that care with CQC is important and not inconsistent with that purpose

We will delete contact details that we do not use, and will inform people that you have provided us with their contact details when we send them our questionnaire.

However, you have a legal obligation under the Data Protection Act 1998 to process personal data 'fairly'. This includes a legal requirement for you to inform people, when you collect information from them, of how you use their personal data and who it may be shared with. If you think that any of the

people who use your service would not reasonably expect you to share their contact details with CQC in this way, or if they have objected to the disclosure of their personal data, we would ask you to seek their consent or to exclude them from the contact details you send us.

If you do not currently inform people who use your service, your staff and other people whose information you collect, that you may be required to disclose this information to CQC for the purpose of our regulatory functions, we would strongly advise you to do so in future.

If more than 50 people have used your service in the last 12 months then we will send a questionnaire to a sample of people to ask them for their views. If less than 50 people have used your service, we will send a questionnaire to all of the people who you have confirmed can complete one. We will also send them a letter to pass on to their relatives and friends to complete an online questionnaire, if they wish to. All community staff, and other health and social care professionals on the address list you send back to us will also be given the opportunity to complete a questionnaire.

We may also telephone some people who use your service to gain their views, if you have confirmed they are able to be interviewed over the telephone. A sample of people will be chosen from the webform you have completed and they will be sent a letter to explain our role and why we would like to speak to them. The letter tells people that they have the option to inform us if they do not wish to speak with us when we call, or they can ask us to ring a friend or relative instead.

We appreciate the sensitivities around providing the contact details of people who may have passed away, are very near the end of their lives or who may not be with us when we come to send out questionnaires. In these circumstances, please provide the contact details for a friend or relative for us to send a questionnaire. Alternatively, if you feel it is not appropriate for us to send a questionnaire then please answer 'No' in the section titled 'able to complete a questionnaire' to help avoid upset, or where you think it would be best for us to contact you first to discuss. This also applies to relatives.