As part of our inspection process for services that provide care to people in their own homes, we want to gather some information about your service ahead of the inspection and would be grateful if you can help us by carrying out the tasks below.

We want to make sure that we capture the views from as many people as possible by either speaking to them over the phone or by visiting them, so we will need to gain their contact details from you.

Attached is a spreadsheet for you to provide contact details for all the people who use your service, all care staff currently employed, and community professionals who have regular and/or recent contact with your service.  Please clearly identify any people who have language or communication difficulties that might prevent them from speaking with us over the telephone.

We are not asking for sensitive personal data about people’s health or treatment, so we consider that it is lawful under General Data Protection Regulation (GDPR) for you to share this information with us. The disclosure of this information is necessary to assist us in exercising our statutory functions (in accordance with paragraph 5(b) of schedule 2 of the Act) as we consider that allowing them to share their views about the quality of that care with CQC is a crucial part of our inspection methodology.

Once you have completed the spreadsheet, please save it as a password protected, encrypted ‘Zip’ file and return it by email to [ascinspections@cqc.org.uk](mailto:ascinspections@cqc.org.uk). There are a variety of operating systems and software packages, but all should include secure ‘Zip’ file functionality. How to do this using MS Office 2016 is described within the instructions tab of the spreadsheet.

It is your responsibility under GDPR to ensure that appropriate security is applied to personal data sent to CQC. Emails can be intercepted and are therefore not a secure means of communication. Password protection of documents (with a minimum 8 character password) is the absolute minimum standard for protecting emailed documents containing personal data. A CQC representative will telephone your office for the password on receipt of your spreadsheet.

Please can you compile the contact information and send it to us by **XXXXXXX.** If it is easier for you then you may use your own template to send us the details, but please ensure you include the same information as is in the attached spreadsheet. **Please send the password zip file as an attachment in an email and not in the body of an email.**

If you have any questions about this, you can contact our National Customer Service Centre on 03000 616161.