

# Department of Health and Social Care



Updated 03 April 2023

## CQC Inspection of Relevant Service Providers

The Care Quality Commission (CQC) were appointed by the Department to carry out assessments on services provided directly or commissioned by Manx Care such as adult social care services, dentists and GPs (primary care services) and Acute (hospital based) and Community Health services.

These assessments are important to make sure that people on the Isle of Man receive safe, effective, compassionate, high-quality care, and also to encourage services to improve where necessary.

We respect everybody's right to privacy, to ensure lawful processing, we completed a Data Protection Impact Assessment which you can access on the DHSC Privacy Notice page <https://www.gov.im/dhsc-privacy> and our External Quality Regulation website [www.gov.im/eqr](http://www.gov.im/eqr).

Why do we inspect? **"Because we care about your care"**

In order for CQC to carry out these assessments, they have accessed a small number of records containing confidential personal information, including information from medical and care records, because it was needed for them to understand the quality of people's care.

Upon finalisation of an inspection, **no personal data was included in any reports produced by CQC about the service providers.**

## Personal information that may have been accessed

If your records were selected to be seen by the CQC, they will have accessed your medical records, care plans and medication records to make sure that these records are complete, accurate and that you have received safe and effective care.

This included viewing records that contained information on:

- Your name;
- Your address including post code;
- Your date of birth;
- Your email address;
- Your telephone/mobile number;
- Your gender;
- Your physical or mental health conditions, medical reports and information on medication you have been prescribed;
- Your lifestyle which may have included information about your sexual life/orientation.

CQC only had access to these records for the duration of the inspection. The report(s) they produced will be retained by the Department for 10 years, but does not include any of your personal data.

As part of the inspection, CQC may have contacted you to discuss your care. If you did not wish to be contacted by them, you were advised to inform your service provider directly or our Data Protection Officer using the contact details below.

## **Manx Care and/or Relevant Service Providers**

### **Employees**

In order for CQC to carry out these assessments, they have accessed staff records because it is needed to understand the quality of people's care provided and this included checking to ensure appropriately qualified employees are providing patient and/or service user care.

This included viewing records that contained information on:

- Mandatory training;
- Disclosure Barring Service (DBS) checks;
- Professional certificates;
- Evidence of employment history;
- References obtained (Yes or No);
- Indemnity insurance expiry dates (if applicable);
- Photographic identification;
- Professional registration reference no & date (where applicable);
- Start Date;
- Last Appraisal/ Performance review date;
- Qualification Type and certificate date.

The CQC may have requested contact details for your employees so that they have the opportunity to make comments and raise any concerns.

### **Recording of Q&A meetings**

Prior to the assessments, invitations were sent out to relevant service providers to attend sessions with the CQC and find out more information on the assessments that were happening in their service areas. These sessions were held on Teams and followed a "Question & Answer" format. The meetings were recorded and the recording made available to Providers after the meeting via a link to a secure platform.

The recording was held by the Department for 21 days from the date of the meeting, after which it was securely destroyed.

Any questions you may wish to raise during these sessions can be sent by email to the External Quality Regulation (EQR) Team at [externalqualityregulation@gov.im](mailto:externalqualityregulation@gov.im). Should you be unable to attend a session, but still have questions please also email the EQR Team on the above email address. Please note your identity will not be disclosed during the session.

## **Assessment feedback**

The Department is committed to learn from the independent assessments, not only to benefit relevant service providers but also service users.

The **External Quality Regulation (EQR) Team** will distribute an online survey, whereby you are invited to provide your thoughts on the assessment process. Alternatively the EQR Team can also be contacted directly to provide your observations at: [externalqualityregulation@gov.im](mailto:externalqualityregulation@gov.im). All responses are anonymised before publication.

## **Your rights**

If you did not want your records to be accessed as part of the inspection, you were able to instruct your service provider (for example, Manx Care, GP, Dentist etc.) that you wished to Opt Out.

If you have any other questions regarding the processing of your personal information, you can speak to our Data Protection Officer regarding your rights.

Email: [DPO-DHSC@gov.im](mailto:DPO-DHSC@gov.im)

Phone: +44 1624 685013

### **In writing to:**

Data Protection Officer, Department of Health and Social Care, 1st Floor Belgravia House, Circular Road, Douglas, IM1 1AE

Details of rights under the data protection legislation can be found in our general privacy notice at <https://www.gov.im/dhsc-privacy>.