



Joint Committee on Human Rights

Committee Office · House of Commons · London · SW1A 0AA

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From the Chair of the Joint Committee on Human Rights

Professor Sir Mike Richards

[Delivered by Email]

Chair of the Care Quality Commission (CQC)

18 December 2025

Dear Professor Sir Mike Richards,

In July 2022, the Joint Committee on Human Rights as then constituted published a [report](#) looking at human rights in care settings. This report found several shortcomings in service provision, including in relation to the provision of medical and personal care and the availability of complaints mechanisms.

Many of the recommendations in the report were addressed to the CQC, including:

- The CQC must adequately monitor providers' compliance with expected standards and hold providers accountable in a timely way. (Paragraph 26)
- Specific training on human rights and its effects on the provision of services must be given by all registered providers to staff. The CQC should work with all stakeholders to ensure this is happening in practice. It is crucial that training programmes go beyond simply stating rights or obligations, and effectively demonstrate the relevance of and use of human rights in making decisions regarding care and treatment. (Paragraph 61)
- In its regulatory and monitoring role, the CQC must take proper account of how complaints are being handled by providers, and how decisions made by the Ombudsman bodies are being implemented. The CQC must also routinely look at how health and care contracts between individuals and providers are being terminated and work alongside the Ombudsman bodies and providers to ensure that individuals are not suffering retaliation after lodging complaints. (Paragraph 108)

Since then, there have been several media reports about inadequate service provision in care settings and about potential shortcomings of the CQC, including a recent [BBC report](#) that found that "care homes graded as inadequate or requiring improvement are often not being reinspected for a year or more".

In light of the above, and as part of our regular follow-up on work previously undertaken by the JCHR, we would like to ask:

1) What progress has been made by the CQC in the areas highlighted by the previous Committee's report?



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2) What concrete actions has the CQC undertaken since the JCHR report to identify and monitor care failures in a timely and effective way, in order to ensure the quality and safety of care?

We would be very grateful if you could please respond to this letter by **13 January**.

Yours sincerely,



Lord Alton of Liverpool

Chair, Joint Committee on Human Rights