



Department
of Health &
Social Care

Tell us what you think

Rules about visiting people in care services

Regulation 9A



Easy Read survey

How to complete this survey



You can fill in our survey online if you want to

<https://consultations.dhsc.gov.uk/review-of-CQC-regulation-9A-visiting-and-accompanying-easy-read>



Or you can save this document onto your computer.



You then need to print it using a printer and fill it in with a pen.

To answer the questions

☒ ☐

- write your answer in the box under each question
- tick the small box next to the answer you want to choose.

How to send us your survey



If you fill in your survey with a pen, you need to post it to us.



Put it in an envelope and send it to this address

**Department of Health and
Social Care
ASC Visiting and Health
Protection Policy
6th Floor
39 Victoria Street
London
SW1H 0EU**

Please send your answers back to us by **Tuesday 26 August 2025.**

About our questions



We ask lots of different people questions in this survey.



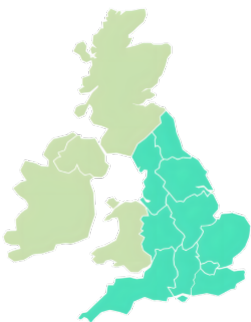
Make sure you answer the questions that are right for you.



You do not have to answer any questions you do not want to.



Do not put information in your answers that could tell people who you or anyone else is.



Only answer this survey if you are someone who visits, works or lives in a care home, hospital or hospice in England.

About you

These questions are for everyone



Question 1: Who are you?

☐

I'm someone who gets care, a carer or visitor

☐

I'm someone who works for a care service who wants to say what I think

☐

I'm someone who represents people who get care or carers

☐

I'm someone who works for a care service who is answering for the organisation



If you are someone who represents people or you are answering for an organisation, please tell us the name of the organisation that you work for

If you are someone who represents people or you are answering for an organisation, please go to **question 7**.



Question 2: What best describes you? Pick one.

☐

I'm someone who has been in hospital or someone that lives in a care home or hospice

☐

I'm a carer

☐

I'm someone who has visited someone in a care home, hospital or hospice

☐

I'm a manager of a care home

☐

I'm a member of a hospital board

☐

I'm a manager of a hospice

☐

I work in a care home, hospital or hospice

☐

I'm someone else



Please tell us what your job is or who you work for

Questions 3 to 6 are optional. You do not need to answer them if you do not want to .



Question 3: How old are you?



Question 4: What is your sex?

Your **sex** means if you were born male or female.

☐

Male

☐

Female



Question 5: Is your gender the same as your sex?

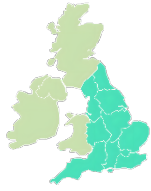
Your **gender** means if you see yourself as male or female.

☐

Yes

☐

No



Question 6: What part of England do you live in?

☐

North East England

☐

North West England

☐

Yorkshire and the Humber

☐

East of England

☐

East Midlands

☐

West Midlands

☐

South East England

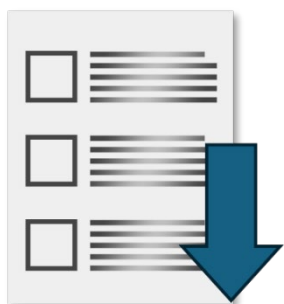
☐

South West England

☐

London

About your experience before the new rules



The next few questions ask you about your **experience**.



Your **experience** means what you think or what has happened to you.



Question 7: Is your experience about a care home, a hospital or a hospice?

☐ A care home ☐ A hospital ☐ A hospice



The new rules started on **6 April 2024**.



We want to know about your experience of care homes, hospitals or hospices before this date.

These questions are for people who get care, carers, visitors and the people or organisations representing them



If this is not you, go to **question 11**.



Question 8: Before 6 April 2024, did any restrictions stop someone visiting you or you visiting someone?

☐

Yes

☐

No. Go to the part of this survey called
How well the new rules work



A **restriction** is anything that stops someone visiting you or you visiting someone.



**Question 9: If you said yes,
what were the restrictions?**

Tick as many boxes as you like

☐

The visiting hours

☐

The number of people who could visit

☐

Not allowed to accompany or be
accompanied

☐

Not allowed to visit or be visited

☐

Not allowed to leave the care home

☐

A different restriction



Please tell us the restriction



**Question 10: Did anyone tell you
why there was a restriction?
How did they tell you?**

These questions are for people who work for a care service and the organisations representing a care service



If this is not you, go to the part of this survey called **How well the new rules work**.



Question 11: Before 6 April 2024, did your care home, hospital or hospice have restrictions that made it hard for people to visit?

☐

Yes

☐

No. Go to the part of this survey called **How well the new rules work**



**Question 12: If you said yes,
what were the restrictions?**
Tick as many boxes as you like

☐

The visiting hours

☐

The number of people who could visit

☐

Not allowed to accompany or be
accompanied

☐

Not allowed to visit or be visited

☐

Not allowed to leave the care home

☐

A different restriction



Please tell us the restriction



**Question 13: How did your care
home, hospital or hospice decide
to put these restrictions in place?**

How well the new rules work



The next few questions also ask you about your experience.



We want to know how well the new rules work.



We want to know about your experience of care homes, hospitals or hospices after the new rules started.

These questions are for everyone



Question 14: Do you think the new rules help make sure people can have visits?

☐

I really think so

☐

I think so

☐

I do not think so

☐

I really do not think so

☐

I do not know



Please explain your answer

These questions are for people who get care, carers, visitors and the people or organisations representing them



If this is not you, go to **question 27**.



Question 15: Since 6 April 2024, have any restrictions stopped someone visiting you or you visiting someone?

☐

Yes

☐

No. Go to **question 42**



**Question 16: If you said yes,
what were the restrictions?**

Tick as many boxes as you like

☐

The visiting hours

☐

The number of people who could visit

☐

Not allowed to accompany or be
accompanied

☐

Not allowed to visit or be visited

☐

Not allowed to leave the care home

☐

A different restriction



Please tell us the restriction



Question 17: Please tell us more about the restrictions. You could tell us

- if everyone experienced them
- how long they lasted.



**Question 18: Did anyone tell you why there was a restriction?
How did they tell you?**

?



**Question 19: Did it make sense
why there was a restriction?**

☐

Yes

☐

No

☐

I do not know

☐

I do not have an answer



Please explain your answer



Question 20: Were you happy with how they explained the restrictions to you?

☐

Yes

☐

No

☐

I do not have an answer



Please explain your answer



Question 21: Did you make a complaint about the restriction?

☐

Yes

☐

No. Go to **question 25**



**Question 22: If you said yes,
did your care service help?**

☐

Yes. Go to **question 25**

☐

No



**Question 23: Did you make a
complaint to the Ombudsman?**

☐

Yes

☐

No



**Question 24: Did you make a
complaint to CQC?**

☐

Yes

☐

No



Question 25: Are there still restrictions that stop someone from visiting you or you visiting someone?

☐

Yes

☐

No



Question 26: If your care service did not help, you can tell us their name if you want to.



We might tell NHS England or CQC about this for their information.

These questions are for people who work for a care service and the organisations representing a care service



If this is not you, go to **question 42**.



Question 27: Since 6 April 2024, has your care service had any restrictions that made it hard for people to visit, take visits out or be accompanied?

☐

Yes

☐

No. Go to **question 38**



Question 28: If you said yes, how many restrictions did you have in the last year?



Question 29: How long did the restrictions last?



Question 30: What were the restrictions?

Tick as many boxes as you like

☐

The visiting hours

☐

The number of people who could visit

☐

Not allowed to accompany or be accompanied

☐

Not allowed to visit or be visited

☐

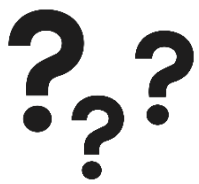
Not allowed to leave the care home

☐

A different restriction



Please tell us the restriction



Question 31: Why was there a restriction? Tell us why for each restriction.



Question 32: How did your care service decide to put these restrictions in place?



Question 33: How did you talk to staff, visitors and people who get care about the restrictions?



Question 34: Did anyone make a complaint about the restrictions?

☐

Yes

☐

No. Go to **question 37**

☐

I do not know. Go to **question 37**



Question 35: If you said yes, what was the complaint about?



Question 36: Did your care service help them with the complaint?

☐

Yes

☐

No

☐

I do not know



Question 37: Please tell us more about your care service's complaint process.



Question 38: In the last year, did anyone make any other complaints about visiting or accompanying?

☐

Yes

☐

No. Go to **question 42**

☐

I do not know. Go to **question 42**



Question 39: If you said yes, what was the complaint about?



Question 40: Did your care service help them with the complaint?

☐

Yes

☐

No. Go to **question 42**

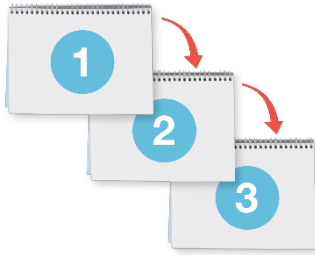
☐

I do not know. Go to **question 42**



Question 41: If you said yes, how did your care service help?

These questions are for everyone



There are **processes** you can follow when care services do not follow the new rules.

Processes are ways to do something.



You can talk to your care service or fill out an online form to tell CQC <https://www.cqc.org.uk/give-feedback-on-care>



Question 42: How well do you think these processes work?

☐

Really well

☐

Well

☐

Not well

☐

Really not well

☐

I do not know



Please explain your answer

How the new rules affected you

These questions are for people who get care from a care service and the people or organisations representing them



If this is not you, go to **question 48**.



The next few questions ask you how the new rules have affected you and your **relationships**.



Relationships are how you feel about someone else and how you talk to and behave around them.



Question 43: How have the new rules affected your relationship with your care service?

☐

My relationship is better

☐

My relationship is worse

☐

My relationship is the same

☐

I do not know



Question 44: How have the new rules affected your relationship with your visitors or carers?

☐

I am close to my visitors and carers

☐

I am not close to my visitors and carers

☐

My relationships with them are the same

☐

I do not know



Question 45: Do you know more about your care because of the new rules?

☐

I know more about my care

☐

I know less about my care

☐

What I know has not changed

☐

I do not know



Question 46: Have the new rules made it easier for someone to visit you or accompany you?

☐

It is easier

☐

It is harder

☐

It is the same

☐

I do not know



Question 47: Have the new rules made it easier for someone to advocate for you?

☐

It is easier

☐

It is harder

☐

It is the same

☐

I do not know



An **advocate** will tell people how you feel and what you need. They can help speak for you.

These questions are for carers, visitors and the people or organisations representing them



If this is not you, go to **question 53**.



Question 48: How have the new rules affected your relationship with the care service and its staff?

☐

My relationship is better

☐

My relationship is worse

☐

My relationship is the same

☐

I do not know



Question 49: How have the new rules affected your relationship with the person you care for or visit?

☐

I am close to them

☐

I am not close to them

☐

My relationship with them is the same

☐

I do not know



Question 50: Do you know more about the care that the person you care for or visit gets because of the new rules?

☐

I know more about their care

☐

I know less about their care

☐

What I know has not changed

☐

I do not know



Question 51: Have the new rules made it easier for you to visit or accompany someone?

☐

It is easier

☐

It is harder

☐

It is the same

☐

I do not know



Question 52: Have the new rules made it easier for you to advocate for someone?

☐

It is easier

☐

It is harder

☐

It is the same

☐

I do not know

These questions are for people who get care, carers, visitors and the people or organisations representing them



If this is not you, go to **question 55**.



Question 53: Please tell us if the new rules have affected you in any other way.



Question 54: Please tell us how we could make the new rules better.

These questions are for people who work for a care service and the organisations representing a care service



If this is not you, go to **question 68**.



Question 55: Have the new rules affected your care service?

☐

Yes

☐

No

☐

I do not have an answer

☐

I do not know



Question 56: How have the new rules affected your IPC measures?

A large, empty rectangular box with a black border, intended for a written response to the question above.



IPC measures are all the ways you keep your care home, hospital or hospice clean and safe.



Question 57: How have the new rules affected the amount of paperwork and administration?

☐

There is now more paperwork and administration

☐

There is now less paperwork and administration

☐

It is the same

☐

I do not know



Administration is phone calls or work on a computer such as emails and typing.



Question 58: How have the new rules affected the number of people who visit?

☐

A lot more visitors

☐

More visitors

☐

The number of visitors is the same

☐

Less visitors

☐

A lot less visitors

☐

I do not know



Question 59: Has your care service needed more PPE because of the new rules?

☐

Yes

☐

No

☐

I do not know



PPE means special clothing like gloves, glasses or helmets that protect the body.



Question 60: Have the new rules affected how ready your care service is to have visitors?

☐

My care service is more ready for people to visit

☐

My care service is not as ready for people to visit

☐

My care service is the same

☐

I do not know



Question 61: How have the new rules affected your relationships with people who get care, carers and visitors?

☐

It is harder to talk to and get to know people who get care, carers and visitors

☐

It is easier to talk to and get to know people who get care, carers and visitors

☐

My relationships are the same

☐

I do not know



Question 62: Do you think your care service will know what to do if there is an infectious disease outbreak, so that people can still have visitors?

☐

I really think so

☐

I think so

☐

I do not have an answer

☐

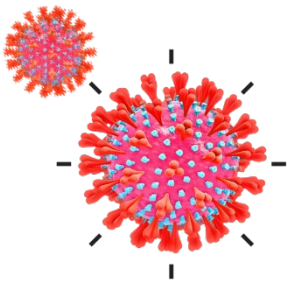
I do not think so

☐

I really do not think so

☐

I do not know



An **infectious disease outbreak** is when a lot of people in 1 area or group get a disease.



Question 63: Do you think the new rules have helped people understand how important visiting and accompanying are?



Question 64: Do you think the new rules have affected the people you care for?

☐

Yes

☐

No. Go to **question 66**

☐

I do not know. Go to **question 66**



Question 65: If you said yes, how do you think they have been affected?

Tick as many boxes as you like

☐

They feel like they have to see visitors even when they do not want to

☐

They feel happier

☐

They feel less lonely

☐

They take part in day to day life more

☐

They feel closer to their friends and family

☐

They have more to think about and things to keep them interested

☐

Their friends and family can tell us when they feel unhappy or unwell

☐

They have help from friends and family if they find it hard to talk

☐

They have help from friends and family if they find it hard to say what they need

☐

I do not know

☐

Something else



Please tell us how they have been affected



Question 66: Have the new rules affected your care service in any other way?



Question 67: Please tell us how we could make the new rules better.

These questions are for everyone



Question 68: If there is anything else you want to us to know, you can tell us here

Thank you for answering our questions