



Fraud Information Alert 2

MIAA Anti-Fraud Service

October 2025

Fraudsters posing as CQC inspectors

The CQC have recently experienced an increase in reports of people posing as CQC inspectors to gain access to personal information of people working across the health sector.

In some cases, care providers are being contacted by phone, and the bogus inspector is asking to speak to the 'registered manager'. We've also had reports from counter fraud colleagues that a ward nurse in a hospital setting had been contacted by someone saying they were a CQC inspector.

The fraudsters provide information relating to a previous CQC inspection report (taken from the CQC website) to gain trust and attempt to establish their fraudulent identity.

They then inform the call recipient they will undertake a 'telephone inspection' at a designated time before calling back.

When they call back, they are then requesting personal information including their name, date of birth, and the providers' financial information, for example, business bank account details.

In some cases, in a care setting, the fraudster has requested the call recipient's ID number, which is information that genuine CQC inspectors would have.

The CQC do need providers' financial details in some instances, for example during the registration process or payment of fees. However, they will never ask for provider or personal bank account details over the phone as part of an inspection process.

How to check the identity of a CQC inspector

There is [guidance on the CQC website](#) relating to how to check the identity of a CQC inspector if they visit you in person or contact you by phone or email.

We would encourage you to familiarise yourself with the steps you can take to check the identity of the CQC inspector and share this information with your teams.

ACTION REQUIRED

**MIAA Anti-Fraud
Service recommend
this alert is
distributed to:
NHS STAFF
for
ACTION &
AWARENESS**

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For further information on
MIAA's Anti-Fraud Service visit
miaa.nhs.uk



Counter Fraud Authority

ActionFraud
National Fraud & Cyber Crime Reporting Centre
0300 123 2040

Some key points include:

- Genuine CQC inspectors carry ID badges that include a photograph of the inspector on the front; a copy of their warrant on the reverse; and the signature of the Chief Executive in post at the time the card was issued.
- They won't ask you for staff details such as names and qualifications over the phone.

What to do if you think you're being contacted by a bogus CQC inspector

If you're concerned that you've been contacted by someone who may not be a genuine inspector:

- Consider whether they are asking you for information they should already have (such as the name of your registered manager or your registered manager's ID number).
- Contact the CQC enquiries team on **03000 616161**. The team can check the inspector's name against their records while you're on the phone.
- You can ask the inspector to put their request in writing and contact the CQC enquiries team if you're concerned about information being requested over the phone.
- If you suspect that you have been the victim of a suspected fraud or attempted fraud, report this on the [Action Fraud website](#), and notify the CQC on the number above.

Please be assured that the CQC take reports of bogus inspectors very seriously.



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