

Redacted Complaint to CQC re: Narconon UK.
4th December 2023

Thank you for taking the time to contact the Care Quality Commission and for sharing your concerns about Narconon United Kingdom. I realise it may have been distressing to recount this information, so we really do appreciate you telling us about it.

Why your information matters

The information about your experience of care is very important to us. By providing us with this information, you may help us improve the overall quality of care. You may also help us prevent poor care and abuse happening to others in the future.

How we use your information

Your information helps us decide what, when, and where to inspect. It may also inform our inspection reports on the quality of care being provided.

Exactly what we do with your information depends on how urgent it is and what it is about. If somebody is at immediate risk of harm or abuse and we are the first organisation to find out, we will tell the police or local authority, or both. We do this because police and local authorities have the legal powers to take immediate action to protect people at risk. We may also decide to take action ourselves in coordination with the police and local authorities.

There are a number of other actions we may also take. These include:

- Asking the care provider to give us their response to the information.
- Meeting the management at the care provider to discuss it.
- Sharing it with other relevant agencies that need to know about it.
- Carrying out an urgent inspection or bringing forward a planned inspection.

What happens next?

Your information has been passed to the inspector for Narconon United Kingdom. We may get in touch with you to ask for more details. We will not do this in every case because we do not always need to get more details. Even if you do not hear from us, we will still be using the information that you have given us in our work.

You can sign up to get an email alert on at www.cqc.org.uk/content/our-email-alerts. If you subscribe to an alert, we'll send you one email when we've inspected the service and another when we publish the resulting report.

Advice to employees raising concerns about the care provided by their employer

People who raise concerns about the care provided by their employer are referred to as 'people Speaking Up' and some of those will be called 'whistle-blowers'. Our website has

further information about our role and provides helpful advice on Speaking Up www.cqc.org.uk/content/report-concern-if-you-are-member-staff.

Call Notes:

Caller states they are more than happy to provide further information on the programme, how they operate etc. Caller states they also know how the service will respond to avoid scrutiny and it would be good to brief the inspector about this before they go.

Caller states the service is run by the Church of Scientology and they used to be a member of the Church of Scientology at a different place.

Caller states the service is registered as providing the regulated service for accommodations for persons who require nursing or personal care and it says they have service specialism of caring for adults under 65 and substance misuse problems.

Caller states however they are not providing care in this way and are not providing the monitored service 'accommodations for persons who require nursing or personal care' but are in fact a drug rehabilitation and detoxification service.

Caller states they should be registered for 'accommodations for persons who require treatment for substance misuse'.

Caller states they call it a purification run down, where service users sit in saunas for extended periods of time (6-8 hours a day) and take huge quantities of vitamins, way above the daily recommended dose, and the idea is that you sweat out the toxins. Caller states the whole ideology that the service exists for is to get drugs out of the system, the idea is that you sweat out the toxins in your body

Caller states a few years ago in the United States several Narconon facilities were investigated because there were deaths caused by the programmes because the programme is dangerous. Caller states it is not medical professionals who do the programmes but volunteers of what is called the 'Sea organisation' are running the service. Caller states these workers are like the most dedicated people in the Church of Scientology. Caller states they work for £50 a week with no days off or breaks.

Caller states the same company from the United States is running the programme in the UK. Caller states the property has been investigated by CQC as a care home but the programme itself hasn't been investigated.

Caller states the programme itself should be looked at as the service is registered under the wrong category.

Caller states if you look at their website (narcononuk.org.uk) and governing document on the charity registration with the Charity's Commission, it states their main aim is to "reform and rehabilitate persons who are for the time being, or who have at any time, been drug addicts."

Caller states their website makes it very clear that the whole purpose of what Narconon does is to detox and help people off the drug. It's a drug rehab centre but that is not what they are registered with CQC as.

Caller states their programme is all live in the centre 24 hours.

Caller states this programme is not done under medical supervision. They get a doctor who is either a Scientologist or is friendly with them, to do a medical check of their patients or 'students' as they call them, before the programme.

Caller states the whole programme itself is administered by people who have no medical training or qualifications, and they are the ones who decide the dosage of vitamins, how long they sit in the sauna, and the whole thing is done without medical supervision.

Caller states alleges don't publicise this fact and will heavily deny it, but it is ultimately a recruitment tactic for the Church of Scientology, some of the programme involves Scientology practices and techniques. As much as they don't expect their students to join the church, the whole tactic is to get people in.

Caller states one of the previous directors of Narconon, [REDACTED], is Church of Scientology worker, one of their PR people, and when he does speeches and tells people about Narconon, he openly says he did the Narconon programme himself and it was off the back of that that he became a Scientologist and promotes it openly.

Caller states the whole thing is run and sponsored by the Church of Scientology.

Caller states their first step was to raise it with CQC.

Caller states if someone is currently there they would be at risk of harm and abuse, but they are not sure if someone is there.

Caller states Sheila Mary Maclean, the registered manager, is a Scientologist. You can see her service completion online, she's the highest level you can get in the Church of Scientology. She holds the qualifications she needs to be a registered manager but she is not a medical professional or anything. She is just a Scientologist they needed to fill out the course to operate so they can do the programme.

Caller states looking at her service completion online, some of the Scientology services she has done can only be done at the Scientology Headquarters in America and on their cruise ship, so there is no way she would have been on the Narconon facility for months at a time, and caller is concerned who was there to regulate things and make sure things were done properly.

Caller states they can provide evidence to the inspector about the Narconon USA programme causing deaths and about the programme not being regulated and any further evidence too.

Should you wish to share any additional or new information please contact us at:

Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Telephone: 03000 616161
Online: www.cqc.org.uk/sye

We have limited capacity to respond and share information via post and we would prefer to email you (with the exception being to support individuals' accessibility requirements). If you would prefer not to email, you can call us on 03000 616161 to discuss other ways we can get in touch.

Thank you again for taking the time to share your experience with us.

Yours sincerely

Care Quality Commission

For information about CQC, including contact details, information about how we use and protect personal data, and how to request information from us, go to <https://www.cqc.org.uk/contact-us>
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Customer Contact Advisor
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Regulatory, Corporate and Customer Operations
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The Care Quality Commission is the independent regulator of all health and adult social care in England. www.cqc.org.uk. For general enquiries, call the National Customer Service Centre (NCSC) on 03000 616161 or email enquiries@cqc.org.uk.

Personal data is processed in accordance with the General Data Protection Regulation (GDPR) and relevant data protection law. Information on the processing of personal data by CQC can be found at <http://www.cqc.org.uk/about-us/our-policies/privacy-statement>

Statutory requests for information made under access to information legislation such as the GDPR and the Freedom of Information Act 2000 should be sent to: information.access@cqc.org.uk