Casey Commission
Independent Commission on Adult Social Care

The Rt Hon the Baroness Hallett DBE
Chair of the UK Covid-19 Inquiry
By email

10 November 2026

Dear Baroness Hallett,

UK Covid-19 Inquiry Module 6 Report – Care Sector

Thank you for your comprehensive report on the care sector as part of the UK Covid-19 Inquiry. I was deeply horrified, but unfortunately not surprised, by the findings and want to thank you and your team for evidencing so clearly what happened during this time.

The events set out in your report were a national shame that should never happen again. We let so many people down, particularly older people and others who rely on care, but also the families, friends and loved ones of people who receive care, and the brave, dedicated care workers who put their own health and lives at risk. We must learn from what happened. You make it abundantly clear that the care sector cannot be treated as an afterthought.

I wholeheartedly agree with your recommendations and join you in urging Government departments to act on them quickly.

The failings you expose go far beyond the pandemic. Your findings strongly reflect the stories and lived experience that the public and those in the sector share with me. I am in complete agreement that people working in care, including unpaid carers supporting their loved ones, are undervalued and under-recognised for their important work they do. Care workers must be recognised, valued and given the necessary training to perform their roles effectively. The needs of those receiving care and the work of the individuals, families or workforce who care for them are hidden, creating a forgotten part of our population. This needs to change.

Your report further strengthens my belief that we must reform how we value and deliver adult social care. Thank you for recognising the role of the Independent Commission that I chair in addressing this wider reform. I will do everything in my power to make sure we get this right.

With every good wish,

The Baroness Casey of Blackstock, DBE CB
Chair, Independent Commission on Adult Social Care