

Improving social care and childcare in Wales

Chief Inspector's Annual Report 2018-19



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Mae'r ddogfen yma hefyd ar gael yn Gymraeg.
This document is also available in Welsh.

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Foreword

Welcome to my annual report for 2018-19. This year we have continued to focus on the delivery of a high quality, consistent and effective service. This has remained a priority whilst we conducted 2,499 inspections and regulated 5,946 services.

As an organisation, we are always mindful of the impact of our work, ensuring we support services to achieve the highest standards of care, whilst also protecting the most vulnerable in our society. This year saw us develop new ways of working to embed a national approach to our work. This has included collaborating with other organisations to conduct thematic reviews and inspections, ensuring we have a rigorous and in-depth view of care provided in Wales.

Implementing the Regulation and Inspection of Social Care (Wales) Act 2016 (the 2016 Act) has been one of our most challenging achievements this year. The significance of the complexity of inspecting and regulating under two different statutory frameworks, whilst processing 10 times more provider registrations than usual, cannot be underestimated. In addition, we introduced an entirely new model of regulation; new ways of working; new processes and guidance; and a new online service to ensure the aims of the legislation could be realised. This work positions us to ensure that the ambitions of the Act and its focus on what really matters to people can be at the heart of social care provision.

Highlights for the year include:

- **Adult services:** Collaborating with Healthcare Inspectorate Wales, we began a programme of thematic inspections focusing on promoting independence and preventing escalating needs for people aged 65 and above. We registered 1,034 adult services under the 2016 Act and began inspecting these services under the new requirements.
- **Securing improvement and enforcement:** We implemented a new approach to securing improvement and enforcement, targeting action that reduces the risk to people using services and holds providers to account for any service failures.
- **Children's services:** We carried out a thematic review of local authority children's services with a focus on children coming into care. We collated the findings to produce a national overview report. We also undertook a national review of outcomes for children living in care homes. We registered 120 children's services under the 2016 Act and began inspecting these services under the new requirements.
- **Joint inspections with Estyn:** We began a joint inspection programme with Estyn, for the first time delivering integrated inspections of non-maintained settings. CIW will jointly inspect approximately 90 services per year over the next six to seven years.
- **Introduction of published ratings:** We launched ratings for all childcare and play services, beginning with our joint inspections with Estyn in January, followed by all services inspected by CIW after 1 April. Services receive a published rating of Excellent; Good; Adequate; or Poor in their inspection report, for each of the four domains: Wellbeing; Care and Development; Environment; Leadership and Management.
- **Recruitment:** In 2019, we launched an external inspector recruitment campaign, and hosted open days across our offices in Wales. The campaign attracted over 300 applications, enabling us to recruit a further skilled and diverse range of inspectors.

- **Launching CIW Online:** Our new online registration service enables providers to apply or vary their registrations and submit notifications through their online account providing a much more accessible and streamlined service.

I feel immensely proud of our achievements in what has been a demanding and challenging year for all of us. None of this would have been possible without the dedication of our staff and the support, co-operation and collaboration of the National Advisory Board, providers and our partners across the social care and childcare sectors, for which I am deeply grateful.

It is such a privilege to be Chief Inspector of an organisation that makes a difference to the lives of so many people across Wales, and I look forward to what will undoubtedly be another challenging but immensely rewarding year.



A handwritten signature in black ink that reads "G. Baranski". The signature is written in a cursive, flowing style.

Gillian Baranski
Chief Inspector, CIW

* Regulation and Inspection of Social Care (Wales) 2016 – the 2016 Act.

Our organisation

“We introduced a number of new ways of working to ensure we could implement recent legislative changes and meet future challenges.

People are at the heart of everything we do, and we continue to review and reflect on the way we work to achieve the highest possible standards, and help improve outcomes for the most vulnerable people in our society.”

Gillian Baranski, Chief Inspector

Our organisation

Who we are

We are Care Inspectorate Wales (CIW), the independent regulator of social care and childcare. We register, inspect and take action to improve the quality and safety of services for the well-being of the people of Wales.

Services we regulate and inspect:

- Care home services (adults and children)
- Domiciliary support services
- Adult placement services
- Secure accommodation services
- Fostering services
- Adoption services
- Residential family centre services
- Advocacy services
- Child minders and day care providers.

We refer to these as “regulated services”.

We also inspect:

- Boarding schools
- Residential special schools
- Further education colleges, which accommodate students under 18
- Local authority social services in Wales, and conduct national reviews to monitor how well services are performing.

Our legal powers

- Social Services and Well-being (Wales) Act 2014
- Care Standards Act 2000, the Children Act 1989 (as amended)
- Adoption and Children Act 2002
- Children and Families (Wales) Measure 2010
- Regulation and Inspection of Social Care (Wales) Act 2016.

All of these give us the power to register and inspect the services listed above.

Where to get more information

- We write reports on all our inspections and reviews.
- We publish information annually on the number of services and places that we regulate.

Our service directory and more information is available on our website www.careinspectorate.wales

You can also follow us on:

 Twitter @care_wales

 Facebook @careinspectoratewales

Engagement with the public

We are committed to making sure we put people at the heart of all we do and we work closely with people who use services, carers and the public to achieve this. By working together, we believe we can make a real difference to social care and childcare in Wales.

This ensures we:

- listen and respond to people's views and experiences of social care and childcare services in Wales;
- provide high quality and clear information to help people make informed decisions and choices;
- get feedback on and improve the quality of our work;
- empower people to understand the quality of care they should expect; and
- raise awareness of what we do.

How we communicate and engage with people





We attended **34** events, conferences and workshops.



Our presence across all media amounted to **533** mentions compared to **257** during the previous period.

+107%

+81%



We spoke to **1,079** people during the Royal Welsh Show 2018... compared to **592** the previous year.

-14%



There were **449,847** sessions on our website. This is down from **524,785** on the previous period, when we received a spike in traffic due to the 2016 Act and some provider re-registrations.

Our bilingual external newsletter subscribers have increased from **4,774** to an impressive **7,378**.

+55%



This is due to sustained communications activity, encouraging people to subscribe.

Our English and Welsh Twitter channels had a combined total of **540,100** impressions... compared to **501,800** last year.



+8%



We launched Facebook in both Welsh and English.

People who use services, their carers and families

Our work is shaped and informed by the views of people who use the services we regulate and inspect.

To achieve this we:

- speak to people who use services as part of every inspection and to families, if they are visiting the service when we are there;
- seek the views of people using services and their families when we are inspecting a service or local authority using a questionnaire and via social media;
- meet with groups of people who use services and carers as part of our local authority engagement activity;
- produce inspection reports that provide clear information for the public about the quality of social care and childcare services;
- use our website and social media to provide information and seek feedback from the public; and
- invite representatives of service user/carers groups to participate in CIW change projects.

Members of the public

We ensure people are aware of our role and know how to tell us their views about social care and childcare services in Wales by:

- providing information about CIW and registered services through our website;
- attending public events e.g. Royal Welsh Show to talk to people about our work;
- using social media to provide information and engage with the public and providers;
- running themed social media campaigns; and
- publishing our Chief Inspector's annual report about our work.

We communicate through the medium of Welsh and English, using several channels including Twitter, Facebook, digital newsletters and our website:

www.careinspectorate.wales

National Advisory Board

Our National Advisory Board (NAB) is a core part of our engagement work. It is chaired by Professor Judith Hall and consists of members of the public, people who use services and carers as well as commissioners and providers. It represents a 'voice' for the views of families and relatives, carers, and service users but also the views of all people involved in care and social services.

Its members provide us with a view of how well services work, how they need to improve and how we can do better in our inspection work. The Board helps us to:

- understand the things that matter to citizens;
- set our programme of work each year; and
- find solutions and improve services and CIW.



“A particular highlight for me is the regular Voices of the Sector item, where we spend time hearing from members about their experiences.”

Professor Judith Hall, Chair of the National Advisory Board

“We meet three times a year across our three offices and this provides a valuable opportunity to come together to discuss improving care and social services in Wales. 2018-19 was another challenging and exciting year for CIW. The Board has provided CIW with invaluable insight into how their work affects the wider care sector. With an increased membership since 2017-18 has come an increase in the wealth of experience brought to the table by members, who are also provided with an opportunity to network with colleagues.

The Board has opportunities to consider developments such as CIW’s implementation of the Regulation and Inspection of Social Care (Wales) Act 2016 and receives updates at each meeting. A particular highlight for me is the regular Voices of the Sector item, where we spend time hearing from members about their experiences. At this year’s meetings, I continue to hear positive feedback about CIW’s new structure; members feel they can contact one functional team if they have information to share or questions to ask.”

Professor Judith Hall, Chair of the National Advisory Board

Key achievements and highlights

Regulation and Inspection of Social Care (Wales) Act 2016

The Board regularly provided feedback on our work to implement the 2016 Act, from assisting in shaping statutory guidance to providing feedback on the re-registration process.

Online services

The Board’s advice and feedback has been invaluable in the development and improvement of CIW’s online offer.

Voices from the Sector

We shared updates from carers, service users and representatives from across the care sector at every meeting – ensuring people are at the heart of CIW’s work.

Positive stories of care

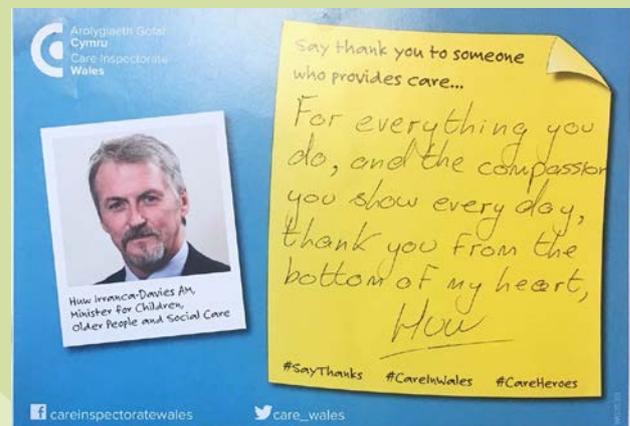
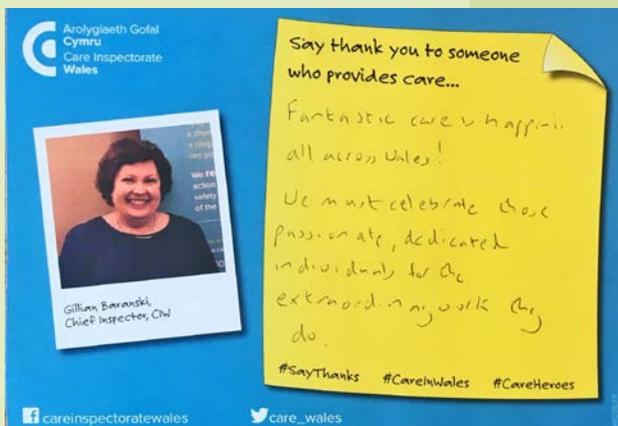
We returned to the Royal Welsh Show in 2018, along with Healthcare Inspectorate Wales (HIW), Wales Audit Office (WAO) and Estyn as part of Inspection Wales: a programme of joint and collaborative working. CIW staff spoke to 1,079 people, raising awareness of who we are and what we do.

We asked members of the public to complete a “thank you” postcard for members of staff or care services for providing good care to their relative or someone they care about.

We were pleased to welcome the then Minister for Children, Older People and Social Care, Huw Irranca-Davies AM, and the Permanent Secretary of the Welsh Government Dame Shan Morgan, who took the opportunity to write their personal thank you cards.

“Fantastic care is happening all across Wales, and we must celebrate those passionate, dedicated individuals for the extraordinary work they do.”

Gillian Baranski, Chief Inspector, CIW

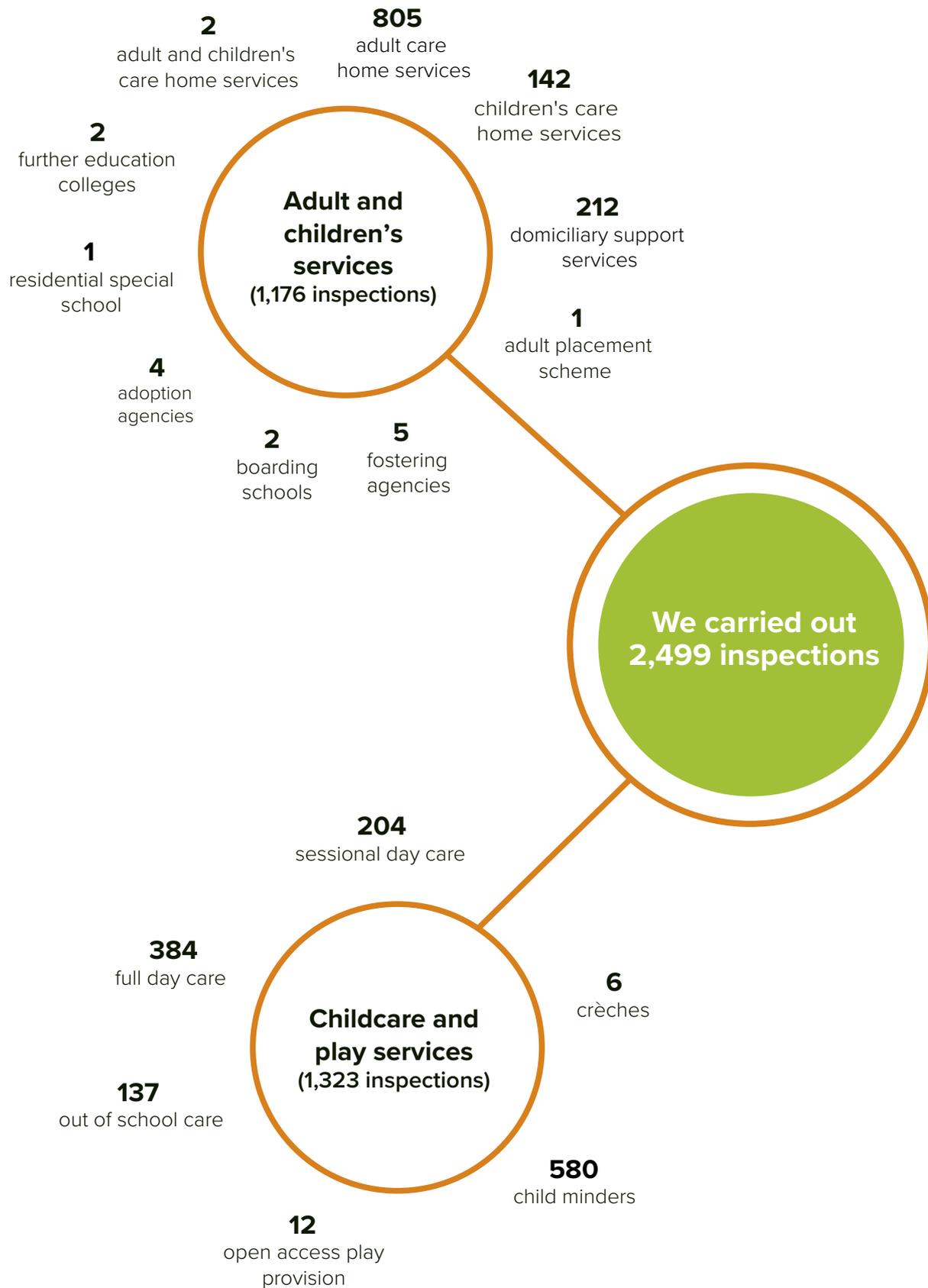


Our inspections

“It is such a privilege to take up the role of Deputy Chief Inspector of CIW, as 2018-19 will be both an exciting and challenging time for social care and childcare in Wales. The services we regulate and inspect impact on the lives of most families, and we will continue to work with Welsh Government and external organisations, to improve outcomes for people across Wales.”

Vicky Poole, Deputy Chief Inspector, CIW

Number of inspections carried out by us 2018-19



Adult and children's services inspection team

The adult and children's services inspection team regulates services providing care and support to adults, children and young people in Wales.

Overview

The team is responsible for ensuring services provide good quality and safe care to vulnerable people. They also seek to support improvement in care and support services across Wales.

A change in how we regulate adult and children's services

During 2018-19, we have continued to implement the Regulation and Inspection of Social Care (Wales) Act 2016 (the 2016 Act).

The 2016 Act aims to deliver better social care for the people of Wales by placing requirements on providers focusing on outcomes and what matters to people. It makes providers of care more accountable and responsible for the quality and safety of services.

This has been a significant change programme with all regulated adult and children's services re-registering under the legislation and the introduction of new powers.

This has included:

- **Re-registration:** We re-registered 1,154 adult and children's residential services and domiciliary support services under the 2016 Act.
- **Stakeholder engagement:** We engaged extensively with our stakeholders and providers through the delivery of stakeholder events across Wales in June and November 2018. We also provided individual advice surgeries where providers had one-to-one meetings with a registration inspector to discuss their particular circumstances. These events enabled us to meet over 600 providers, providing them with information about the Act, what it means for them, our approach to registration and inspection and what they need to do to prepare.
- **Online services:** We launched our new online directory in May 2018 where the public can obtain up-to-date information about regulated services. We have also extended the online service to enable services registered under the 2016 Act to submit notifications and variations to us via their online account.
- **Guidance for providers:** The 2016 Act places service quality and improvement at the heart of regulation. It requires service providers to prepare a report known as the quality of care review report. We published guidance for providers on carrying out an effective quality of care review in order to support improvement and achieve excellence in the provision of quality care and support services.

Our approach

We inspect all services on a regular basis; the frequency of this can differ according to the type of service or if there are concerns about the quality of the service provided.

During our inspections we always talk to people using the service, their families and carers as well as the managers and staff who work there. This can be one-to-one or in groups. We also use questionnaires to get as much information as possible about the service. Examples of things we ask are:

- whether people can choose what they do and when they want to do it;
- what it's like to live here; and
- what the care is like.

We observe how the service enables people to achieve what matters to them. During our inspection visit we look at:

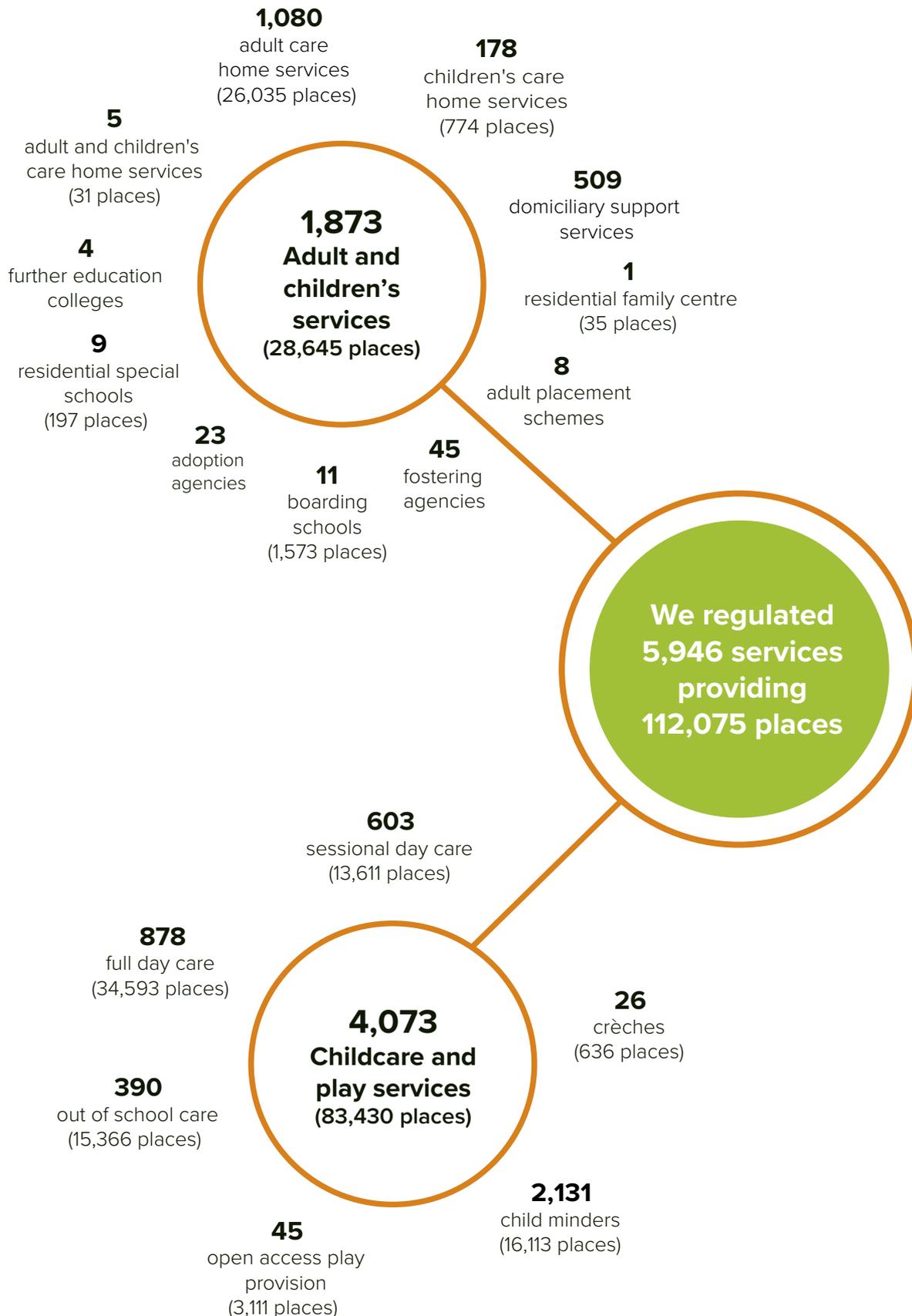
- How staff support people, do they know what people want and need?
- Do staff have the skills and training to assist people who are using the service?
- Are there facilities and equipment to help people in their daily lives?
- Are additional services sought out to ensure people are fully supported such as specialist health services, advocates and access to the community?

We consider how providers oversee and run the service in order to ensure people receive the support they need and that there are systems in place to review the quality of the service and to make improvements. We expect service providers to ask people who use their services for feedback about the quality of care and support they receive.

We also listen to the views of the public, commissioners of services, and visiting professionals.

Number of services regulated by us

Sourced from CIW data management system



Our inspection themes

Our reports focus on four themes: Well-being, Care and Support, Leadership and Management and Environment. Each section sets out how well this element of the service supports people to achieve their preferred outcomes.

Where a service is falling short of legal requirements and is failing to support people, we take enforcement action.

We issue a notice to the service provider that sets out the regulation, what the failing is and what they need to do to put this right. Our reports include this information.

To ensure improvements have been made we inspect again; if there are no improvements we can take further action.

“I wish to take this opportunity to thank the inspector on the conscientious, diligent, and comprehensive manner in which she both conducted and wrote up her report. As always, everything was completed in an accessible and professional manner, with a genuine understanding of the role of a specialist care home providing dementia nursing.”

Extract from a CIW inspection response form, adult care home services, West Wales.

Working with others

We work with other regulators including Social Care Wales, other inspectorates and the police to support effective delivery of regulation. For example, this year we have worked closely with Estyn in our inspections of children’s homes and services that also provide education. This has meant a more rounded approach in looking at the services provided to children and young people, and an opportunity to take a joined up approach to focus on the service provider where improvements are needed.

We have also worked closely with Social Care Wales, the police and Estyn in seeking information for our thematic review of children’s homes (due for publication autumn 2019).

The positive impact of inspection

“Inspectors visited a service following concerns and issued notices setting out where the provider was not meeting legal requirements. They were failing to ensure the well-being of residents, failing to support people to eat and failing to safeguard them.

A second inspection took place and the action taken did not satisfy us the care and support was as it should be; the service was still not meeting legal requirements. We met with the service provider to discuss this.

We followed this up with another inspection. We found the work the home had completed was amazing. It was like visiting a different place. They had implemented a positive dining experience where they had quiet areas for those who did not like the hustle and bustle of lunch. Activities focussed on the individual. Staff assisted people to eat and drink in a positive way with staff explaining to them what was happening and offering lots of choice.

The home had clearly worked hard to implement this. Of course, it is about sustainability, but we also had positive feedback from professionals saying how much this had improved for people.”



Local authority inspection team

We review the performance of local authorities in delivering their social services responsibilities.

Our approach

The team has revised its inspection framework to ensure we take a strengths based and outcome focused approach. We aim to work in collaboration with local authorities to support learning and improvement. The revised inspection framework is underpinned by the Social Services and Well-being (Wales) Act 2014, and aligned to its four principles of Well-being, People, Partnerships and Prevention.

Partnership, integration and co-production

We published our Code of Practice about our work with local authorities in 2019, a requirement under the 2014 Act. It describes how we will review the exercise of local authority social services functions in Wales and sets out the principles guiding our inspection and performance evaluation work.

Working with others

With the drive towards collaboration and integration in public services, there will be regular occasions where inspections will be most effective when undertaken jointly with other inspectorates, especially when concerned with the broader well-being responsibilities of local authorities and their partners. Over the last 12 months the local authority inspection team has worked with other Welsh and UK inspectorates to jointly plan and inspect integrated services.

Inspection drives improvement

“When CIW met with a group of looked after children in October 2018, they told us they were not always listened to by their social workers and felt decisions were made without considering their views. Some children said they had not been offered advocates.

The local authority put an action plan in place and when we returned in February 2019, we found there had been an increase in referrals made to the advocacy provider. Children we spoke to this time told us how beneficial they found having an advocate to help them make their views and wishes known. They confirmed they had been able to access advocacy at the right time for them. We were aware managers undertook awareness-raising around advocacy and monitor the active offer of advocacy as part of quality assurance.”

Local Authority Inspector, CIW

Local authority inspection overview 2018-19

- An inspection of Cafcass Cymru.
- Five inspections of children’s services focused on care experienced children and young people.
- Two re-inspections of children’s services.
- Joint inspection of Western Bay Youth Offending Service with HMI Probation.
- Three joint inspections with Healthcare Inspectorate Wales (HIW) of adult services focused on prevention and promoting independence for people aged 65 and over.
- Six inspections of Community Mental Health Teams with HIW.
- Contributed to HIW’s review of substance misuse services.

Inspection activity in more detail 2018-19

Sourced from CIW data management system



Registration

We registered **1,456** services and cancelled **354** services.

Administration

We dealt with **2,898** changes to services' registrations and ways of working in 2018-19...



Inspection

This included **5** inspections on weekends.

We carried out **2,499** inspections across adult services, childcare and children's services.

... and received **29,427** notifications...



Improving services

We found **230** services did not meet the requirements of regulation.



Responses

We responded to **32** complaints under Welsh Government's Complaints Policy.

We responded to **22** Requests for Information (DPA/FOI).



Childcare and play inspection team

Overview

The childcare and play inspection team ensure services are safe and provide good quality care that supports the emotional, mental and social development of children.

Our approach

We do this by regulating and inspecting services, using the regulations and National Minimum Standards made by the National Assembly for Wales and the Welsh Government. We carry out our functions on behalf of Welsh Ministers, with the Children and Families (Wales) Measure 2010 providing the power to register and inspect providers of childcare and play services in Wales.

We inspect full day care services at least once every two years and other services (including child minders) at least once every three years. We may inspect more frequently where concerns about a service are raised with us, or where we need to follow up on areas for improvement noted in an earlier inspection.

Together with partners, CIW has a significant part to play in helping to achieve the aspirations of Welsh Government for every child to have the best start in life. Our focus is on outcomes for children. While every child is unique and each service will also have its own individual character, all services should strive to achieve the best possible outcomes for the children they care for. We do not hesitate to challenge services where they are falling short and will take enforcement action where necessary to bring about the improvements needed.

Our reports provide a clear view about the quality of a service expressed in plain language, supported by ratings. This helps parents and carers to make informed choices about the services they use. It will also enable providers to make comparisons and to learn about the features of those providers that achieve good or excellent ratings.





Working with others

In January 2019, we began our programme of joint inspections with Estyn. Together, we are inspecting care and education in regulated non-maintained settings which are eligible for funding for part-time education. During these joint inspections we inspect the care of all children up to the age of 12 years and the education of three and four year olds that do not receive education in a maintained setting. We will be undertaking approximately 90 joint inspections each year.

The joint inspections are one of the first examples in Wales where two inspectorates have come together to deliver an integrated inspection programme. There is one inspection team that can be led by either CIW or Estyn and which considers six inspection themes rather than the usual four for CIW. The inspection results in one inspection report, with ratings for each of the six themes.

The feedback from the sector has been largely positive. Providers have told us they have benefited from:

- a reduced amount of inspection activity for providers;
- an integrated approach that is a more efficient and effective way of fulfilling the responsibilities of both inspectorates; and
- both inspectorates demonstrating the inter-relationship between early education and care, that is central to achieving good outcomes for children.

We will keep the progress of the joint inspections under review during 2019-20; learn from what works well; understand what needs improving; and take action to amend our approach for the future. This will include further training for our inspection teams in September 2019.

“Joint inspections provide a more rounded view of our service”

“We provide a day care and after school club for 75 children aged from six weeks to school start age through the medium of Welsh.

We recently had a joint CIW and Estyn inspection. We found it was easier to prepare and collect information in a box for one visit rather than two separate visits, especially as both organisations look for similar information and evidence.

Both inspectors worked closely during the two days, and shared and looked at different simulations within their headings during the inspection. Both were observing in different rooms so they were able to see more of the nursery and share what was seen as they discussed and determined the outcomes and the standard. The inspection process was the same in terms of observing and checking paperwork and gathering evidence. A joint oral report was presented at the end.

There was less pressure on staff having that one major two-day survey, rather than two separate surveys by two different agencies. The nursery diary is easier to arrange around the one survey visit. In addition, we were able to get an instant view of the reporting and were able to take immediate action to implement any recommendations. Having two inspectors means that they are available to talk to more staff and parents on the day, which can mean a more rounded view of our service.”

Meithrinfa Bach Day Nursery, Aberystwyth, Ceredigion



National and thematic reviews

Deprivation of Liberty Safeguards (DoLS) 2017-18

Jointly working with HIW, we produced the ninth annual monitoring report on the operations of the Deprivation of Liberty Safeguards (DoLS) in Wales.

What is a deprivation of liberty?

A deprivation of liberty is:

- when a person is under continuous or complete supervision and control;
- is not free to leave; and
- lacks capacity to consent to these arrangements.

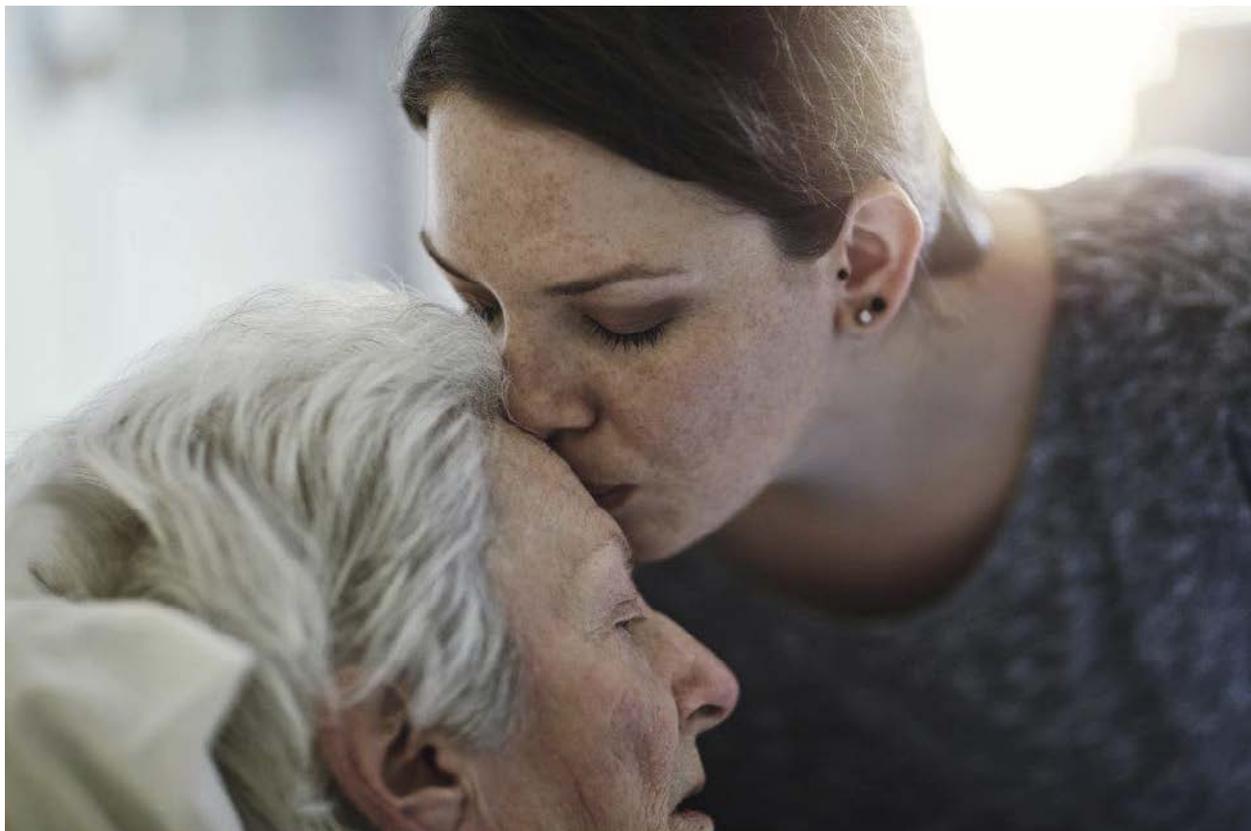
What are the Safeguards?

The Safeguards exist to empower and protect any individual with a mental disorder, where there is doubt about their mental capacity to make informed decisions about their care when they are hospital patients, or residents in a care home.

Our findings

- There was an increase in the number of DoLS applications received by health boards and local authorities with the majority of individuals who are subject to DoLS being female and over the age of 65.
- Roughly half of standard DoLS applications and two thirds of urgent applications did not receive a decision within statutory timescales; the proportion being assessed has improved since last year.
- For all applications, the average length of time between receiving an application form and a decision being made was 83 days.

You can read the full DoLS Annual Monitoring Report for Health and Social Care 2017-18 on our website.



Care experienced children and young people

Throughout 2018 our local authority inspection team focused on care experienced children and young people. Between June and October 2018, we gathered evidence from:

- inspection of six local authority children's services;
- 22 local authority self-evaluations;
- challenge meetings held with those local authorities not subject to an inspection; and
- engagement activity with care experienced children, care leavers and foster carers.

The programme of work also provided an opportunity to reflect on the progress made in relation to the findings and conclusions of earlier national reviews undertaken by CIW and other stakeholders. We took account of the significant work being undertaken in relation to care experienced children including:

- improving outcomes for children Ministerial Advisory Group established in 2016; and
- care experienced children and young people National Assembly for Wales public accounts committee, November 2018.

National overview report

The national overview report on care experienced children and young people will be published in June 2019. The findings will reflect our key lines of enquiry in relation to the profile of looked after children, sufficiency of placements, social work practice, partnerships, stability of placements, governance and corporate parenting. We will share our findings through learning events being planned in partnership with Social Care Wales. Many of the areas we have identified for improvement are being considered by Welsh Government's

Ministerial Advisory Group which is concerned with ensuring improved outcomes for care experienced children and young people.

Outcomes for children living in care homes in Wales

We also carried out a complimentary thematic review, informed by our inspection activity, of the outcomes for children living in care homes in Wales. This will be published later in 2019.

We are planning to hold learning events in relation to our work about care experienced children and people with mental health needs during 2019 to support improvement and secure better outcomes for people.

Local authority adult services review

We began our inspections of local authority adult services focused on prevention and promoting independence for people aged 65 and over. We are doing these inspections jointly with HIW.

Our inspection and engagement activity has focused on people being supported to remain living at home. We carried out three inspections in 2018-19 with HIW. Further inspection and engagement activity with people and carers is planned for 2019-20.

All 22 local authorities completed self-evaluations based on the thematic work which sought their view about performance in line with the four principles of the 2014 Act. The results of the self-evaluation will be considered alongside findings from inspections, available performance information and the views of people who come into contact with services. A national overview report will be published following completion of the thematic work programme in 2019-20.

Organisational achievements



“We will be open and transparent with a culture of continuous improvement and high quality service standards at our core. These aspirations are rooted in our core values – we will work with integrity, we will show respect and we will be caring, fair and professional at all times.”

Care Inspectorate Wales Strategic Plan, 2017-20

CIW Strategic Plan 2017-20

To support the delivery of our regulatory and inspection functions, we have implemented a number of changes to our policies, processes and procedures.

Here are some of the new processes we have introduced this year which are helping us to strengthen our governance, continuously improve our performance, promote collaborative relationships with our stakeholders and embed legislative changes in our work programmes.

Strategic Priority 1: To consistently deliver a high quality service.

- New online Disclosure and Barring Service launched.
- New complaints process developed.
- New online services launched to support re-registration and notifications under the 2016 Act.

Strategic Priority 2: To be highly skilled, capable and responsive.

- Framework and guidance developed for the management support of CIW staff.
- Health and well-being programme of promotional activities.
- Welsh language workforce strategy developed.

Strategic Priority 3: To be an expert voice to influence and drive improvement.

- Programme of joint inspections with Estyn developed.
- Information sharing arrangements with key partners reviewed and new protocol developed.
- Policy for publishing inspection reports for regulated services.

Strategic Priority 4: To effectively implement legislation.

- New local authority inspection framework developed.
- New inspection framework for adoption services piloted.
- New privacy policy developed to comply with the General Data Protection Regulation.

“A simple way to share information with CIW”

“As a designated Responsible Individual to the homes, I use CIW Online to update on any changes within the organisation, such as our Statement of Purpose and notifications.

This has largely been a positive experience, and the process of reporting information for each notification is clearly laid out with pre-set drop-down menus for easier use. This points you to the relevant information and standardises the process.

We’ve also used the online portal to re-register under the Regulation and Inspection of Social Care (Wales) Act 2016. Overall, the system is a vast improvement on the previous processes for advising CIW of changes and notifications, and is more streamlined. It is far more relevant and a simple way to share information with CIW.”

Natalie Fletcher, a care services director with Quality Education with Care Ltd

Becoming a digital organisation

Our primary objective in becoming a digital organisation is to make our relationship with providers as efficient and effective as possible.

We took a huge step forward this year with the progression of our CIW Online services to providers registering under the 2016 Act.

CIW Online services for providers

As well as enabling re-registration for the Care Standards Act 2000 (CSA) providers and new registration applications, CIW Online ensured Responsible Individuals (or their nominees) were able to access a number of additional features such as submitting notifications using their CIW Online account. The service helps providers submit notifications to us in a secure and timely manner.

In January 2019, the service was enhanced by further enabling the 2016 Act providers to use CIW Online to request variations to their registration, for example adding or removing a service or a Responsible Individual, or changing the number of people who can be accommodated at the service.

Online registration for providers of childcare and play

We finalised our preparations to improve our online services for childcare and play providers.

Our website

In May 2018, we introduced a care service directory on our website, with a new register of service providers. Later in the year we added child minder reports to the care directory.

Disclosure and Barring Service (DBS)

A DBS check refers to the Disclosure and Barring Service, which provides safeguards to employers to prevent unsuitable people from working with vulnerable groups, including children.

From April 2018, we changed the way we administered DBS checks and transferred responsibility for the costs of DBS checks to the applicant. In this transition year only, Welsh Government offered to pay the £13 subscription for the DBS Update Service, encouraging applicants to use and benefit from that service.

In the summer we launched our own online DBS service, managed by an external provider, Vibrant Nation. All applicants who are eligible for a DBS check, and unable to obtain a check elsewhere, can contact us for a check and we will refer them to Vibrant Nation. The system is quick and easy to use.

To comply with DBS requirements, we still need to carry out face-to-face ID checks. In the first eight months of operating the new service, 854 checks were undertaken with an average turnaround time of 11 days, and 95% of applicants took up the transitional offer to join the DBS Update Service.

Childcare and play ratings

We have been preparing, for two years, to publish ratings in our childcare and play inspection reports. During this time we have not published ratings but we have been telling providers the ratings they achieved in our verbal feedback at the end of each inspection. We talked to child minders and day care providers about ratings at stakeholder events and asked the public for their views on ratings.

From April 2019 we will begin to publish ratings for each of the inspection themes in all our inspection reports. The first services to receive published ratings were those jointly inspected with Estyn from January, with other services beginning to follow suit in April.

With over 4,000 services to inspect, it will take several years for all services to have published ratings. In the interim, providers are free to publicise the 'silent ratings' they have received from CIW since 2016.

Ratings are given against each of our inspection themes. We do not provide an overall rating. We would rather providers concentrate on the specific areas for improvement than be concerned with a focus on an overall rating.

The table below outlines the four potential ratings and the descriptor for each.

Rating	Descriptor
Excellent	These are services which are committed to ongoing improvement with many strengths, including significant examples of sector-leading practice and innovation. These services deliver high quality care and support and are able to demonstrate that they make a strong contribution to improving children’s well-being.
Good	These are services with strengths and no important areas requiring significant improvement. They consistently exceed basic requirements, delivering positive outcomes for children and actively promote their well-being.
Adequate	These are services where strengths outweigh areas for improvement. They are safe and meet basic requirements but improvements are required to promote well-being and improve outcomes for children.
Poor	These are services where important areas for improvement outweigh strengths and there are significant examples of non-compliance that impact negatively on children’s well-being. Where services are poor we will take enforcement action and issue a non-compliance notice.

Ratings alone will not assure the safety of services or drive up quality. They need to be accompanied by a sustained and coordinated effort by all concerned, including policy makers, to ensure that childcare and play services develop and improve.

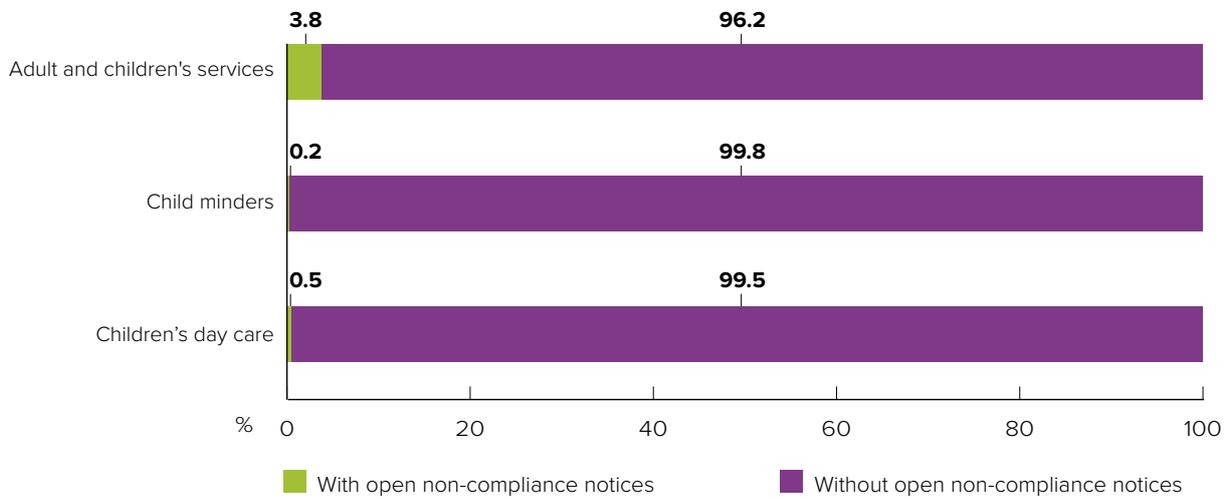
Childcare offer

The implementation of the childcare offer has begun to gather pace. This initiative provides 30 hours of Welsh Government funded early education and childcare for working parents of three and four year olds for 48 weeks of the year. A service cannot provide the offer unless it is registered with CIW.

The development of our online services will assist the implementation of the offer by making it easier for new providers to start up or for existing providers to refocus their service. At the same time we will continue to expect providers to meet the standards required of them should they wish to be registered with CIW.

Compliance

We take action to ensure services meet legislative and regulatory requirements. We conducted 2,499 inspections through the year. Of the services inspected, 1.5% were not compliant with the law as at 31st March 2019.

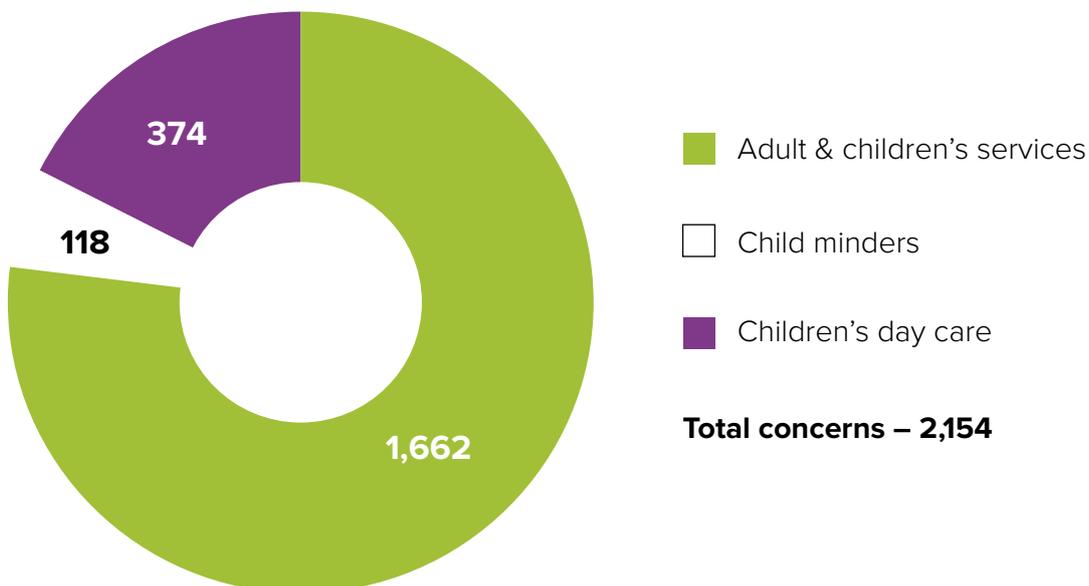


Concerns received

Concerns are an important source of information for us and are often raised by the people who use and rely on the care services we regulate, as well as their relatives, visitors, staff, involved professionals or neighbours.

We are unable to investigate or resolve individual disagreements between people and their service providers. However, we welcome information and concerns about the services we regulate.

All concerns are reviewed by an inspector. This may result in an early inspection taking place, or inform the next inspection, or we make a referral to the local authority as the lead agency for safeguarding. When an inspection takes place, the issues raised will usually be reflected in the inspection report.



Sourced from CIW data management system

How to raise a concern

We welcome your concerns and comments about any service we regulate. You can raise a concern in a number of ways:

 Phone us: 0300 7900 126

 Email us: CIW@gov.wales

 Write to us:
Care Inspectorate Wales
Welsh Government office
Sarn Mynach
Llandudno Junction
LL31 9RZ

Looking ahead



Childcare and play

CIW Online for childcare and play sector

Following the successful implementation of online services for adult and children's services providers, we began work to bring the full benefits of CIW Online to childcare and play providers.

In partnership with Cwlwm (the five organisations that support childcare services in Wales) we are developing our plans, including an online application form to be tested with providers. We will also discuss and review the proposed application forms for child minders and day care services. We are confident the system will be beneficial to the sector and want to build a positive consensus about this exciting development.

By the end of the year, our digital focus is both on supporting adult and children's services providers in getting the best from CIW Online services, and building services for childcare and play providers, which will be launched later in 2019.

In 2020, we will introduce online registration and notifications for childcare and play services, making it easier for new providers to enter the market and for existing services to let us know about any changes to their circumstances. In addition, by streamlining the registration and variation process we will make it easier for new and existing providers to offer places for children under the Welsh Government's 'Childcare Offer'.

Self Assessment of Service Statements (SASS)

In early 2020 we will be asking childcare and play providers to use their online accounts to submit a Self Assessment of Service Statement (SASS). This will enable us to gather and update information we hold on childcare and play services. In addition, providers will be asked to submit a quality of care review, describing their own assessment of the quality of care provided and explaining how they monitor their own performance.

Final re-registrations for adult and children's services

The Regulation and Inspection of Social Care (Wales) Act 2016 (the 2016 Act)

During 2019-20, we will complete the implementation of the 2016 Act by re-registering the remaining adult and children's services under the 2016 Act.

We will further extend online services to enable service providers to submit an annual return. Annual returns will provide comparable information about services for the public including information on fees, staff turnover, number of complaints received, details of staff training and an evaluation of how the service is being delivered.

New inspection framework for adult services

Next year will see the introduction of a new framework for inspection for care homes and domiciliary support services and a new approach to our report writing. This will provide a clear outcome-focused approach to inspection as the framework aligns to the legislation (2014 and 2016 Acts).

In addition to new frameworks and reports, we have been developing an approach to rating service providers. A formal evaluation will take place with a view to publishing ratings in 2021.

Delivering a high quality, consistent service

Single point of contact service

To provide a more efficient and easier way to make contact with us, we are introducing a new single point of contact service team called CIW Connect.

The team will be located in our Llandudno Junction office and will deal with all calls and queries received into the organisation. This will help us to deliver a consistent, standard approach.

Thematic reviews and national reports

During 2019 we will be publishing two major thematic reviews about the experiences of children and young people who are looked after by local authorities across Wales:

- National overview report in respect of care experienced children and young people;
- National review of children's care homes in Wales.

We will also publish a national overview report on promoting independence and prevention for older people.

Dementia care review

During 2019-20, we will be undertaking a thematic review of care homes for people living with dementia, a vital piece of work in order to have an understanding of the quality and types of services available to people living with dementia in Wales.

Joint inspection of child protection arrangements

Working with Inspection Wales partners and HMIs of Probation and Police we will be piloting an integrated approach to inspecting child protection arrangements. If successful, we will carry out further inspections in 2020-21.

Local authority inspection: disabled children

Our inspections of local authority children's services in 2019-20 will focus on the experiences of disabled children and their families.

Our workforce

Our staff

283 staff across Wales.

Our offices

Carmarthen
Llandudno Junction
Merthyr Tydfil

Our senior management team

Chief Inspector
Deputy Chief Inspector x 2
Head of Adult and Children's Services Inspection
Head of Childcare and Play Inspection
Head of Local Authority Inspection
Head of Registration and Enforcement
Head of Support Services
Head of Change Team (Digital)

CIW is committed to providing a service in both Welsh and English, and we are working towards being an exemplar bilingual organisation. This includes providing Welsh speaking inspectors to engage with people where Welsh is their language of choice. We have also implemented a Welsh language workforce strategy to assist CIW to meet the requirements of the Welsh Language Standards and provide a truly bilingual service to the people of Wales.

We have a Welsh language champions group, to raise awareness of the importance of the Welsh language and bilingualism within CIW. The group aims to:

- identify and share good practice;
- promote the use of the Welsh language;
- support the workforce in improving Welsh language skills; and
- increase Welsh cultural awareness across the organisation.

Budget

CIW's allocated budget for 2018-19 was **£13,632,000**.

CIW also received:

- £1.5 million funding from Welsh Government's Department of Health and Social Services to implement the 2016 Act.
- £352,170 funding from Childcare and Play Policy Division to support the development and implementation of online Self-Assessment of Service Statements (SASS) for childcare and play services and for administration of the Voluntary Approval Scheme known as the Nanny Scheme.

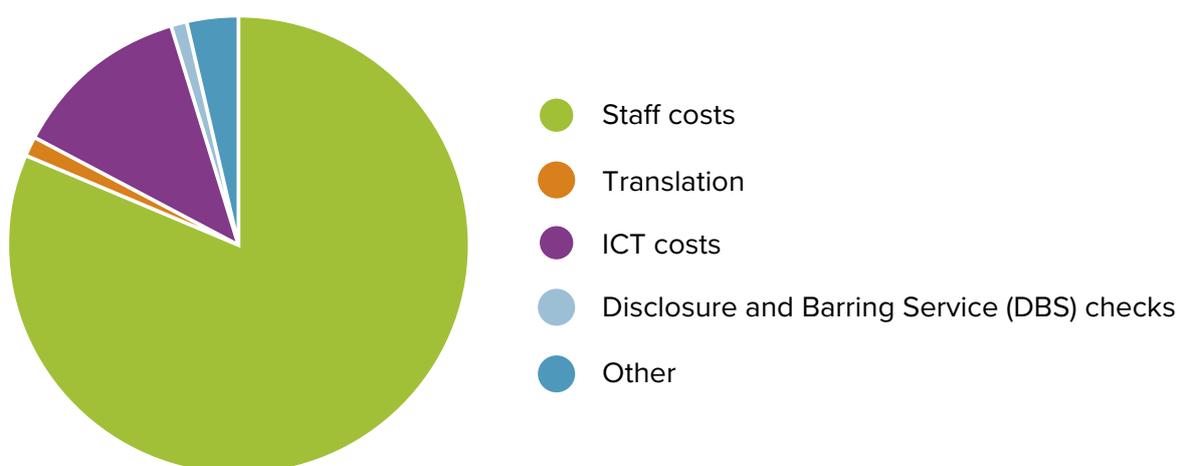
At the end of the financial year, £13,133,696 was spent on staff costs and £2,350,474 was spent on non-staff costs with 63% of the staff costs representing inspection and regulation activity.

What we invested in

- **ICT** – We have continued to invest in our ICT development during 2018-19. In May 2018, our digital system supported the move to an updated care service directory on our website, including a new register of service providers.
- **CIW Online** – Significant progress was made with our digital offer. We are now able to offer a range of online services to providers registering under the 2016 Act. This growing suite of CIW Online services for providers includes enabling re-registration for Care Standards Act 2000 (CSA) providers and new registration applications; applications to vary conditions of registration; and submission of notifications using the provider's CIW Online account.

Breakdown of spend*

* Breakdown of spend: 'Other' is an amalgamation of smaller costs, an example of which would be staff training and communication.



 0300 7900 126 CIW@gov.wales careinspectorate.wales

Care Inspectorate Wales
Welsh Government office
Sarn Mynach
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