

Date: 10 March 2020

Dear Colleague,

## **Coronavirus (COVID-19)**

We are writing to share an update on how we are responding to the outbreak of COVID-19, as well as how we plan to approach any future decisions as the situation develops.

We will always act in the best interests of people who use services – so while it's appropriate to recognise the need for you to focus on delivering care, we will always balance this with our responsibility to check that the safety of service users is maintained.

This is a fast-moving situation which may involve us changing what we do and how we do it. We have, therefore, established three key principles that we will use to make sure services continue to be safe, whilst limiting the impact on you and our own colleagues.

- we will be focusing our activity where it is needed most to ensure people receive safe care – this means concentrating on those areas where we see that the risk to the quality of care is the highest and where we can make the biggest difference
- we will support providers by looking at how we can act flexibly and proportionately
- we will honour our duty of care to our colleagues in CIW

We will still be carrying out inspections, but we will be reviewing inspection plans on an ongoing basis to make sure our activity is aligned with the very latest position. Most inspections will continue as planned in the short term, we will keep the position under review and may decide to postpone an inspection. We will take a pragmatic, flexible and risk based approach to how we regulate and take enforcement action as and when this situation develops and we commit to continuing conversations with providers.

Arolygiaeth Gofal Cymru (AGC)  
Swyddfa Merthyr Tudful  
Llywodraeth Cymru  
Adeiladau'r Llywodraeth  
Parc Business Rhydycar  
Merthyr Tudful  
CF48 1UZ  
[www.arolygiaethgofal.cymru](http://www.arolygiaethgofal.cymru)

☎ 0300 7900 126

✉ [ciw@gov.wales](mailto:ciw@gov.wales)

Care Inspectorate Wales (CIW)  
Merthyr Tydfil Office  
Welsh Government  
Government Buildings  
Rhydycar Business Park  
Merthyr Tydfil  
CF48 1UZ  
[www.careinspectorate.wales](http://www.careinspectorate.wales)

Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

We will share updates with you through our regular communication channels, such as the provider bulletins, our Twitter and Facebook channels, and our website. The latest general official information coming from Welsh Government and Public Health Wales can be found here:

<https://gov.wales/coronavirus-covid-19>  
[www.phw.nhs.wales](http://www.phw.nhs.wales).

We expect all providers to be following Public Health Wales advice and guidance.

We continue to monitor the situation and will keep you up to date with any further developments.

Yours sincerely

A handwritten signature in dark ink, appearing to read 'G. Baranski', written in a cursive style.

Gillian Baranski  
**Chief Inspector**  
Care Inspectorate Wales