

Easy Read

# Care Inspectorate Wales

Our plan for our work over the next 5 years -  
2020 to 2025



This document was written by **Care Inspectorate Wales**. It is an easy read version of 'Strategic Plan 2020-2025'.

September 2020



## How to use this document

This is an easy read version. The words and their meaning are easy to read and understand.



You may need support to read and understand this document. Ask someone you know to help you.



Some words may be hard to understand. They are in **bold blue writing**. They have been explained in a box below the word.



If the hard word is used again it is in **normal blue writing**. You can check what they mean on **page 15**.



Where the document says **we**, this means **Care Inspectorate Wales**. For more information contact:

**Website:** [www.careinspectorate.wales](http://www.careinspectorate.wales)

**E-mail:** [ciw@gov.wales](mailto:ciw@gov.wales)

**Phone:** 0300 7900 126



This document was made into easy read by **Easy Read Wales** using **Photosymbols**.

# Contents

	<b>Page</b>
<b>How to use this document.....</b>	<b>2</b>
<b>Introduction.....</b>	<b>4</b>
The services we check.....	5
Our main values.....	7
<b>Our main aims.....</b>	<b>8</b>
1. Make things better.....	9
2. Do our work well.....	10
3. Have skills and knowledge that we use to make a difference.....	12
<b>Hard words.....</b>	<b>15</b>

# Introduction



We are **Care Inspectorate Wales**. Our job is to make sure care services in Wales are safe and good. We do this by:



- Keeping a **register** of all care providers in Wales. This means keeping a list. Care providers must be on this list to be able to give services in Wales.



- **Inspecting** services. This means we look closely at services to check they are following rules and providing good care.



- **Checking** services are working well. Making sure services are always getting better and are following the rules and laws for providing services.



- **Listening** to worries people have about care services in Wales. Involving people in our work and telling people what we learn.



**This is our plan for the work we will focus on over the next 5 years.**

# The services we check



We check:

**Adult services.** These are services like:



- care homes for adults
- care given to people in their own homes
- special centres where families can live when they are getting extra support.

**Children's services.** These are services like:



- care homes for children
- **foster care** and **adoption services**



**Foster care** is when a child has to leave their family and live with another family.

**Adoption** is a way of finding a new family for children who cannot be brought up by the parents they had when they were born.



## Childcare. This is services like:



- **child minders** and day care (nurseries).

**Child minders** are people who are paid to look after children in their own homes.



## Local authority services, like:

- social services
- **foster care** and **adoption** services.



## Boarding schools and Residential special schools.



**Boarding schools** are schools where children live. **Residential special schools** care for children with additional needs. Children live in these schools and get specialist support and teaching.

## Further education colleges for people under 18 years old.



**Further education** is learning and teaching above secondary school level and below university level.

# Our main values



**Values** are the things we think are very important. And they help us to know how to behave and work.



Our main **values** help us make sure people are at the centre of everything we do. It is important to us that we:



- **are caring**



- **are fair**

- **are honest and trustworthy**

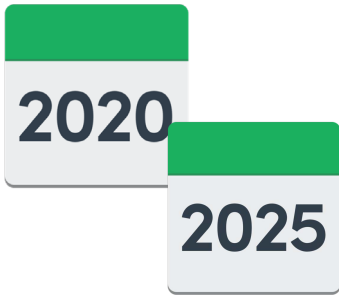


- **have the skills and knowledge we need**



- **listen to people and treat them well.**

# Our main aims



We have 3 main aims that we want to focus on over the next 5 years. Our 3 aims are to:



## 1. Make things better



## 2. Do our work well



## 3. Have skills and knowledge that we use to make a difference



We will keep checking these aims every year. We want to make sure they are still the most important things we should focus on.



This section of our plan says what we will do to achieve each aim.



# 1. Make things better

## We want to:



- Listen to people.



- Use what we learn to make things better.



- Work with others to make change happen.

## We will:

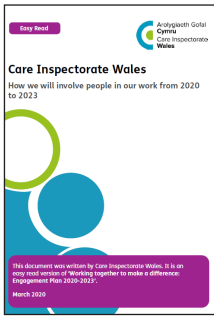


- Make it clear what we will do to make things better.



- Keep checking services and telling people what we learn. Write reports and **rate** services.

**Rate** means giving something a score or level.



- Follow our **Engagement Plan** to make sure we involve people in our work. And to make sure they know what we have found out about services.



- Check laws and rules are helping to make things better. Make sure everything we do helps us to make services better for people.

## 2. Do our work well

### We want to:



- Help people make good choices for themselves by giving out good information.



- Make sure we run our organisation well. And follow our rules for working to a high standard.



- Keep using what people tell us to improve the way we work.



## We will:

- Make sure our reports are clear and easy to understand.



- Use our website to make it easier for providers to work with us.



- Check our website to make sure everyone can easily find the information they need.



- Make sure we deal with people's worries about services in the best way.



- Make it easier for people to contact us.



- Let everyone know how well we are working. And what we need to improve.



- Carry out our plan for checking our work.

### 3. Have skills and knowledge that we use to make a difference

**We want to:**



- Keep learning and improving to do our job well.



- Listen and learn from each other.



- Support our staff to be the best they can be.

**We will:**



- Make sure all staff are able to take part and help us be successful.



- Make sure our staff are able to follow the rules for keeping people safe in Wales.



- Work with **trade unions** to support our staff.

A **trade union** is a group of workers who come together to stand up for their rights as 1 big group.



- Make sure our staff work better together and can share their knowledge and skills.



- Make sure our staff are not given too much work. And make it clear what our office staff do.



- Make sure our staff have the chance to keep learning and getting better.



- Make sure we use Welsh in all we do.



- Think about **equality**, **diversity** and **inclusion** to make **Care Inspectorate Wales** a great place to work.



**Equality** means all people have the same rights and are able to get the same chances in life.



**Diversity** means people are not all the same. People come from different backgrounds, believe different things and live in different ways.



**Inclusion** means everyone can take part.



# Hard words

## Adoption

Adoption is a way of finding a new family for children who cannot be brought up by the parents they had when they were born.

## Boarding schools

Boarding schools are schools where children live.

## Child minders

Child minders are people who are paid to look after children in their own homes.

## Diversity

Diversity means people are not all the same. People come from different backgrounds, believe different things and live in different ways.

## Equality

Equality means all people have the same rights and are able to get the same chances in life.

## Foster care

Foster care is when a child has to leave their family and live with another family.

## Further education

Further education is learning and teaching above secondary school level and below university level.

## **Inclusion**

Inclusion means everyone can take part.

## **Rate**

Rate means giving something a score or level.

## **Residential special schools**

Residential special schools care for children with additional needs. Children live in these schools and get specialist support and teaching.

## **Trade union**

A trade union is a group of workers who come together to stand up for their rights as 1 big group.

## **Values**

Values are the things we think are very important. And they help us to know how to behave and work.