

Easy Read

How we inspect services for people



This leaflet was written by **Care Inspectorate Wales**.

July 2022

About your inspector and what they will do



Care Inspectorate Wales is the organisation in charge of checking care services in Wales.



An **inspector** from **Care Inspectorate Wales** will check your home at least every 18 months, but we may also visit every now and then if improvements are needed.



An **inspector** is someone who checks something.



The **inspector** that visits your home will introduce themselves to you. They will tell you their name.



The **inspector** is there to make sure **you** are safe and happy where you live.



Also, that the people taking care of you are doing a good job.



The inspector will show you their **Identification card**.



This leaflet is to let you know what happens when an **inspector** visits your home. The **inspector** should bring a copy of this leaflet with them.

When the **inspector** visits your home or service they will check:



- Are people well and happy?



- Is the care and support good?



- Are the people that manage your service doing a good job?



The **inspector** will listen to you and other people living in your home or using the service.



If you would like to speak to the **inspector** when they visit, you can.



The **inspector** can also speak with family members, friends, or an **advocate** if you prefer.



An **advocate** is someone who speaks on someone's behalf.



The **inspector** will be at your home or service to watch what happens.



The **inspector** will check paperwork.



The **inspector** will check the home or service is safe and suitable.