

SOFI: CIW Quality of Life Methodology

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

What is SOFI2?

SOFI2 (Short Observational Framework for Inspection) is an inspection tool that can be used by CIW inspectors to evidence judgments about what life is like for people using services. It helps us to focus on their wellbeing.

CIW introduced the methodology, developed by the University of Bradford, in 2012 as part of the programme to modernise our inspections. We are currently using SOFI2, the second edition of the tool. This is a licensed tool with a strict code around its use.

What role does it play in inspections?

During inspections, in services, we consider people's wellbeing checking that providers promote positive outcomes. We do not use where there are only a few people living or visiting.

SOFI2 is used when people using the service may be unable to say what their care and treatment is like, for example people with dementia or young children. It provides a snapshot observation and can be used flexibly to record interaction and engagement for a group of individuals or on a one-to-one basis.

SOFI2 provides us with tangible evidence about how people and those working with them engage, and the impact this can have on their mood and wellbeing

How does SOFI2 work during the inspection?

Inspectors using SOFI2 observe one to five people receiving care over measured periods of time. They usually make a record after every 5 minutes noting how content the person is, whether they are engaged in activity, or with other people, and the quality of any staff interactions.

By tracking a sample of people over a period of time, a clear picture emerges about people's wellbeing and the care they receive.

To undertake SOFI2 inspectors must undertake a two-day training course. The use of observational methods has already raised the quality of our evidence and



improved our immediate feedback to staff and managers. SOFI2 is very helpful in highlighting good practices and ethos or can identify poor practice, where this occurs.

More information

Should you have any further queries you may contact ciw@gov.wales

