

## How Care Inspectorate Wales (CIW)

### Supports Improvement



**Easy read version**

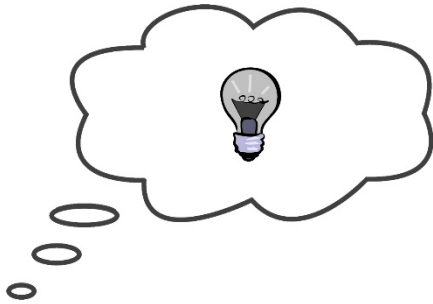


We have an action plan for 2020-2025.



Our plan says we will:

- be a voice you can trust
- push to make things better



You can read here how we will help things get better and support new ideas.

We do this by:



- listening to people who use services



- doing our main well work

Our main work is:



### **Registration**

this means saying who is able to run a care service.



### **Inspection and performance review**

this means checking to see if people's care is ok.



### **Enforcement**

this means taking action to make sure care services are the best they should be.



We work with people to make sure we respect their skills and experiences.



We have inspection rules and we have a guide to show providers what they should be doing well.



Our ratings encourage providers to want to be the best.



We tell people where to find information, support, advice, and guidance.



We write advice about our work and we share this with providers



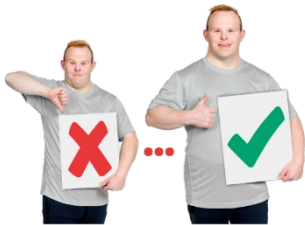
We have learnt a lot about services in Wales and we use this information to find out what works well and what needs to be better.



We hold events to tell providers about what is working well.



We make reports about what is happening in care services.



We work with other organisations to do reviews to make things better in care services.



We make sure we learn from our own work and do the best we can.