

## **CIW National Advisory Board – 8 February 2023**

### **Agenda**

Welcome and apologies	Chair
The impact and scope of the Childcare & Play Project	Kevin Barker
Towards ratings	Sarah Glynn-Jones
Amended Code of Practice for Local Authority Team	Lou Bushell-Bauers
BREAK	
CIW Priorities Updated and progress with Strategic Plan	Margaret Rooney
Voices from the sector	All
Closing remarks	Chair
Finish	

### **Upcoming meetings:**

- Thursday, 8 June 2023
- Wednesday, 4 October 2023
- Wednesday, 7 February 2024

## **CIW National Advisory Board – meeting minutes**

### **Welcome and apologies**

#### **Attendees**

- Ruth Hussey
- Orlaith Brennan
- Melanie Davies
- Stuart Davies
- Natalie Fletcher
- Rachel Harris
- Carole (Cari) Jones
- Beth Kay
- Peter Max
- Julia Nawell
- Claire Protheroe
- Jenny Williams (joined at 11:00)
- Sharon Williams
- Mary Wimbury

#### CIW representatives

- Louise Armstrong-Rodgers
- Gillian Baranski
- Kevin Barker
- Lou Bushell-Bauers
- Hayley Parker
- Vicky Poole

#### Apologies

- Valerie Billingham
- Beth Flowers
- Melanie Davies
- Simon Hatch
- Margaret Rooney
- Myfanwy Moran

**Decision:** Board members approved the minutes from 25 October 2022

#### **Actions from previous minutes – 25 October 2022:**

- **Discuss ‘easy read’ reports with the CIW Communication team for future Chief Inspector annual reports.**

Easy read version of Chief Inspector’s Annual Report will be built into the planning for the publication of the report from 2023 going forward.

**Previous action:** Margaret Rooney to ensure CIW are asking the correct people to complete items via CIW Online.

Margaret Rooney confirmed the correct people are being asked to complete CIW Online in accordance with legislation. However, CIW are trialling a way of giving other account holders the ability to make changes as part of this year’s annual return. Following this CIW will explore how well that has worked and whether we should extend it.

- **Members’ one-page profiles have been published** to the CIW website. A small number of profiles are still missing. The Chair asked all members to provide their profiles.

**Action** – Secretariat to contact members for missing profiles.

- **Publication of NAB agenda and notes on the CIW website.**

Question for NAB members.

Poll Questions:

1. Do you want the National Advisory Board agenda published to the Care Inspectorate Wales website?

Result - Yes – 100%. No 0% - 14 votes submitted.

2. Do you want the National Advisory Board meeting notes published to the Care Inspectorate Wales website?

Result - Yes - 100%. No 0% - 14 votes submitted.

The notes will need to be agreed and formally signed off before they can be published.

**Action** – Chair to agree timescale of completion of notes with secretariat.

## Supporting improvement and innovation

One of CIW's guiding principles is: *Supporting improvement and innovation: we will use our knowledge and powers to support social care and childcare services to improve and encourage new ways of working.*

The next section of the agenda gave NAB members a flavour of some of the work currently taking place in CIW to help support improvement in the sectors we regulate and inspect.

## The impact and scope of the Childcare & Play Project:

Kevin Barker, Head of Childcare and Play team outlined the impact and scope of the Childcare & Play Project, identifying the issues sought to be addressed.

- Does CIW impact make it better for children?
- Are implementations sustained – does CIW encourage services to sustain improvements?
- 15% of services have one or more “poor” ratings – resulting in the enforcement pathway for non-compliance.
- 10-20% have four “excellent” ratings.
- 65% have “Good” ratings.
- Kevin asked and answered the question “Could we do more to encourage good and excellent ratings? **Yes**

Reflections from Kevin:

- We cannot keep doing the same actions and expect to get different results.
- Lessons have been learned from work during the pandemic.
- Positive feedback from services regarding check in calls during the pandemic.

A lively discussion followed which included questions from the Board:

Q - If this project is successful, will it be implemented across other service sectors?

A – This is a pilot which we will use to inform other areas of our work

Q – Will Best practice be shared in meetings and websites?

A – We recognise the significant value for services when they learn from and share with others. The Project Manager will lead and formalise this.

The board suggested engagements such as an annual event involving parents and children would be beneficial.

## **Towards Ratings**

Louise Armstrong-Rogers, Senior Manager Adult services, gave an update on our progress with ratings for care homes/ domiciliary support services.

- Ratings will be given against each theme with no overall rating.
- In the pilot phase ratings will be unpublished and only the provider will be advised.

Questions from the board following the presentation:

Q – Is it the inspector alone that determines the rating?

A – Ratings will be discussed with the Team Manager

Q – Can members of the public ask for ratings?

A – CIW will not provide unpublished ratings to the members of the public.

Board members expressed concerns about the impact of inconsistent ratings across CIW and the fact ratings can't be appealed.

## **Amended Code of Practice for Local Authority Team and new letter version**

Lou Bushell-Bauers, Head of Local Authority team, gave an update on the amended code of practice for the Local Authority Team and presented a new letter version.

Purpose:

- The Code of Practice (CoP) sets out CIW's approach to reviewing local authority social services functions in Wales through our performance review activity.
- The Code is a requirement under section 161A of the Social Services and Well-being (Wales) Act 2014.
- To highlight good practice - strength based and driven by intelligence.

The board had the following reflections.

- It was noted there is a difference between consultation and coproduction, open questions are vital to the process.
- Local authorities can do things differently – this is not addressed in the inspection reports.
- To what extent do all local authorities adopt best practice?

### **CIW Priorities Updated and Progress with Strategic Plan 2020-2025**

Chief Inspector Gillian Baranski provided an update on Care Inspectorate Wales Priorities, which have been reviewed to take account of current pressures and a progress update for the Strategic Plan 2020-2025

Points to consider raised by Gillian:

- What makes the most difference to service users?
- What makes CIW more efficient?
- Gillian also asked the board what was the one thing that CIW could do better?

The board raised the following points:

- CIW need to capture the experience of the Service user consistently.
- Maintain consistency from the Provider's view – Inspectors vary.
- Could CIW do more regarding retention of childcare and play and support the perception of the childcare profession.

**Action** – Share PowerPoint Presentations with Board Members

### **Voices from the Sector**

Following a CIW provider event an initiative is being developed by Social Care Wales to support a digital community of Responsible Individuals and a request was made for members to share appropriately with as many relevant networks as possible.

It would also be helpful to share a survey that Life Sciences Hub Wales would like people working in social care to complete to help their work (increasingly focused on social care as well as health).

[Life Sciences Hub launches stakeholder survey - Health Technology Wales](#)

Members raised the impact of the cost-of-living crisis on already fragile sectors regulated and inspected by CIW.

The difficulties experienced in recruiting Personal Assistants was noted as particularly acute.

The need for seamless working between health and social care services was noted. Social care impacts on health services. But provides an invaluable service in its own right which is not always recognised nor valued by the public – until they need to use social care themselves.

**Action:** Gillian agreed to circulate an article from the Times.

[How NHS Somerset is revolutionising the way we care for our elderly | News | The Times](#)

**Next meeting Thursday, 8 June 2023**