

Chief Inspector's Annual Report

What Care Inspectorate Wales did from
2022 to 2023



This document was written by **Care Inspectorate Wales**. It is an easy read version of 'Chief Inspector's Annual Report 22-23'.

October 2023

How to use this document



This is an easy read document. But you may still need support to read it. Ask someone you know to help you.



Words in **bold blue writing** may be hard to understand. You can check what the words in blue mean on **page 26**.



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

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Contents

How to use this document	2
Who we are	4
Our Advisory Board	7
What we found out	8
Work we have done with local councils and social services	11
What we found out about adult services	13
What we found out about children’s services.....	14
Information about adult and children’s services that we check	15
Care services for adults	16
Children’s homes	17
Childcare and play services	20
Keeping people safe	22
Our costs	25
Hard words	26

Who we are



We are **Care Inspectorate Wales**.



Our job is to check that adult social care and children's services run well.



We make sure they are of a high standard and are safe.



We aim to make sure people using social care services are put first.



We also ask organisations to tell us what they think about us. We have received very good feedback.



Here are some of our main goals. We will:



- Put people first.



- Look at the facts.



- Listen to others and work together.



- Support organisations to improve.



- Improve what we do.



We have a plan for the things we want to achieve by 2025. The main things are to:



- Be trusted to help improve things.



- Run a high quality service.



- Do our jobs well.



- Use the Welsh language more in all our work.



- Listen to people's views.

Our Advisory Board



Our Advisory Board checks our work. It helps make sure people have heard of us.



The board thinks we need to keep supporting people from the effects of COVID-19.



The board gave us advice about lots of issues. They want us to get the views of people who use services.



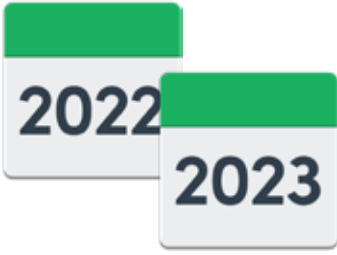
They also asked for this report to be in Easy Read.



Information about the meetings of the Advisory Board is on our website:

www.careinspectorate.wales/national-advisory-board

What we found out



This is what happened from 2022 to 2023.



The number of people who need care and support has gone up. This has put a lot of pressure on social care services.



More people need to be **assessed**. There have been delays to this being carried out across Wales.

Assessed means finding out what support someone needs.



This has put more pressure on families and carers.



Local councils are finding it harder to make sure people get the care they need.



This is because so many more people need support.



To help deal with this we think people need to get help earlier on.



We also think organisations need to work together well. This will make sure people get the right support.



There are not enough staff working in social care or children's services.



Lots of work has been done to improve the conditions for staff. This is to help more people choose this job. We think work needs to continue.



It is really important for social care staff to feel valued. This helps them to do their jobs well.



There are not enough places for children needing care to go to live.



We think services need to work together more to help improve this.



There is a lot of really good work taking place. This is to make sure both children and adults receive good services.



We would like services to keep up the good work they are doing. Also, for them to keep trying to improve.

Work we have done with local councils and social services



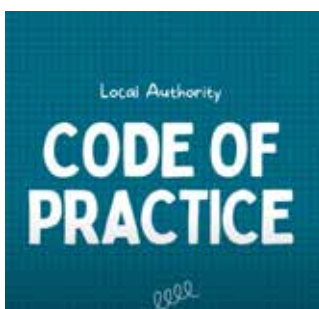
We changed how we check the work of local councils and social services.



The changes we made were in our **Code of Practice**. These are rules about how we work.



We have different types of checks in place. They make sure local councils and social services are working well.



You can watch a video about these checks here: www.youtube.com/watch?v=tW4uRdcrY0w



We help local councils understand what they do well.



We also help them understand what they need to do better.



We are looking into work carried out to keep children safe.



We have asked over 800 people, who use social care, for their views.



We asked if they felt their local council listened to them.



For example, we asked the **People First** group for their views.



They said it could be hard to get through to social services.

What we found out about adult services



Local councils are doing a lot of good work to help people.



But they are finding it hard because so many people need support.



We found lots of good work happening that makes sure people are put first.



It is important to give people the support they need early on. Before health issues get worse.

What we found out about children's services



When we looked into children's services, we found there are not enough staff.



This means there can be a lot of staff changes. This can be hard for children.



We found that children needing to go into care are often moved far from home.



We found that more information about a child was often needed.



We also found that children often need to be more involved in their care.

Information about adult and children's services that we check



There are over 2000 adult and children's services registered with us across Wales.



We also register nurseries and childminders. You can read more about this on page 20.



Over 1400 **inspections** were carried out by us.

An **inspection** is when we check how well a service is running. We check it is safe and people are put first.



We gave notices to 185 services that they had broken the rules.

Care services for adults



In March 2023 there were 1016 care homes for adults. This has gone down a bit from March 2022.



The main reason services closed is because they could not afford to run.



We also closed some care services because they did not follow the rules.



There has been an increase in **domiciliary support services**.

Domiciliary support services are when people get support in their own home.



But there are still not enough services for people.

Children's homes



There has been an increase in the number of children's homes in Wales.



Some children's homes have also closed for different reasons.



Some of the problems we found with adult and children's services were about:



- Leading and managing.



- Recruiting staff.



- Keeping staff.



- Using the Welsh language.



- More reports to us about **safeguarding**.

Safeguarding means issues to do with keeping people safe.



- We had to carry out urgent **inspections** because of concerns reported to us.



- There were 158 issues of services breaking the law.



- 6 adult care homes had to close.



- 2 **domiciliary support services** had to close.



Some of the good things we found were:



- More healthcare students worked in social care.



- We had less reports of concerns overall.



- We worked with the police more to help support children.



- We worked well with local councils and health boards.

Childcare and play services



We have almost 3500 childcare and play services registered with us. This is a bit lower than last year.



We received 549 reports of concerns. This is a bit higher than last year.



We carried out over 700 **inspections**.



We found most services were good. But 48 were poor.



We have a project to help support services to improve.



We have made it easier for people to tell us about childcare and play services.



Most parents and carers thought their children were happy with the service they went to.



More needs to be done to make sure the Welsh language is used.



Keeping people safe



Keeping people safe is the most important thing we try to do.



We work with local councils who are responsible for keeping people safe.



We have carried out 2 big reviews about keeping children safe.



The first one was to do with the **Child Protection Register**. This is a list of children who are at risk of harm.



The review is about how well the register is working.



There will be a full report on this in the autumn of 2023.



There is another review called **Joint Inspection of Child Protection Arrangements**.



This is about how well organisations work together to keep children safe.



It is to do with children aged 11 or under.



We will be doing this review until 2024.



In February 2023 we published a report about the **Deprivation of Liberty Safeguards**.



This is about making sure people's human rights are protected when they receive care.



We are checking how well the system for managing this is working.

Our costs



Last year we received 15.3 million pounds of funding.



Nearly all our costs go on staffing.



Hard words

Assessed

This means finding out what support someone needs.

Domiciliary support services

This is when people get support in their own home.

Inspection

This is when we check how well a service is running. We check it is safe and people are put first.

Safeguarding

This means issues to do with keeping people safe.