

Care Inspectorate Wales

Annual Report 2023-2024

Child-friendly report
November 2024





Welcome
to the report

Hello!

We are Care Inspectorate Wales (CIW). Our job is to make sure care homes, nurseries, and childminders are safe and doing a good job. We also check how local councils help people who need care.

This report will tell you about what we found when we looked at how well care is working in Wales.

What will you find inside?

1. What we do to help care in Wales
2. How we check services like care homes and childcare
3. What we found this year
4. How we listen to people like you

Foreword from
Gillian Baranski,
Chief Inspector

Hello everyone!

I'm Gillian Baranski, the Chief Inspector of Care Inspectorate Wales. My team and I make sure children, families, and older people get the care and support they need to live happy, healthy lives. This year, we have visited many places to check how well they are doing and help them improve if they need it.

We believe good care is something that makes the world better. It helps people stay close to family, go to work, or just have fun with friends. My wish is for everyone to feel safe and happy whenever they get care!

Let's dive into the report to see what we've been up to!

G. Baranski

Gillian Baranski
Chief Inspector, Care Inspectorate Wales



● What is **care**?

Care is when people help others. It could be when childminders look after children, or carers take care of older people in care homes. In Wales, lots of people give and receive care, and our job is to make sure it's the best it can be.

Did you know?

- Care helps people stay close to their families and friends.
- It allows parents to go to work knowing their children are well looked after.
- It even helps support our local economy!



● Our job

We visit lots of places, like care homes and childcare centres, to check they are helping people in the best way. We talk to, or visit, the people who live there and the people who work there. If something needs to be better, we help them figure out how.

Here's what we do:

Registering: We make sure places like care homes or nurseries follow the rules to be safe.

Inspecting: We visit these places to check if everything is working well.

Helping to improve: If something isn't going as it should, we tell them how they can fix it so people can get better care.





Our focus
over the last year

Over the past year, Care Inspectorate Wales (CIW) worked hard to make care services in Wales better for everyone. We focused on three big things:

Strong Leadership: It's important the people in charge of care homes and other services are good leaders. This helps the whole team work well together.

Working Together: We saw when different services, like doctors, social workers, and teachers work together, everyone gets better help. We want to see even more of this!

Always Improving: We want those working in care services to keep learning and growing, always finding new ways to make sure people feel safe and well looked after.





**What we
found out**
this year

Here are some things we discovered during our checks this year.

Good care: Most places we visited were doing a great job! Many care homes and nurseries had happy people and children. But some places need more help, especially when they don't have enough staff.

Welsh language is important: It's important for everyone to be able to speak in Welsh if they want to. It's a big part of our culture! We make sure children and adults can get care in Welsh if they want to. This makes them feel more comfortable and happier.

Caring for Children: More care homes for children were opened, which means more places for children who need a safe place to live.

Helping Children Stay at Home: We saw social workers are helping families so children can stay at home with their parents when it is safe to do so. But sometimes, more help is needed for families.

Supporting Carers: Carers are people who help others, like taking care of children or older relatives, without being paid. This year, we found some carers need more help to make sure they can do their best. We are encouraging local councils to make sure carers are listened to and get all the support they need.



● What's next?

We will keep checking on care homes and other services to make sure they are doing the best job. We will also work with more services to make sure children and adults get the help they need, when they need it.





How you
can **help**

We love hearing from children and young people about how they feel about the care they get. You can help too by sharing your thoughts with us! If you've ever been to a nursery or had a social worker, we'd love to know what you think.

How to get involved:

- Tell us what you like about your care.
- Let us know if there's anything that can be better.

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