

A guide for care providers on how to display ratings

April 2025



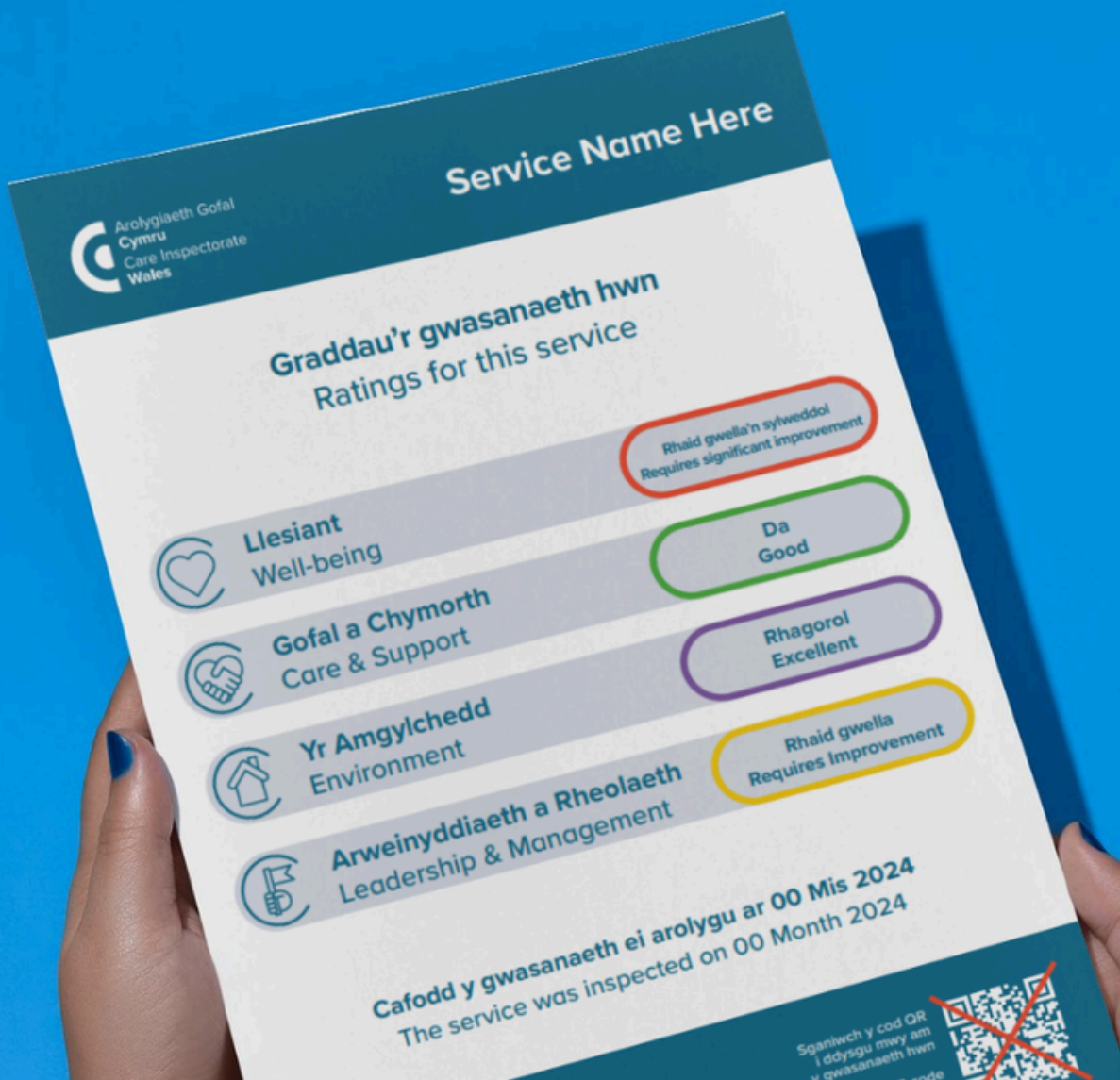
Introduction

From 1 April 2025, care providers in Wales must display their Care Inspectorate Wales (CIW) ratings. This new requirement aims to:

- Help the public make informed choices about care services
- Provide clear information about the quality and safety of care
- Improve transparency in the care sector

This guidance must be read in conjunction with:

- Inspection of Social Care (Wales) Act 2016 - Framework for inspection of adults and children's services
- The Regulated Services (Inspection Ratings) (Wales) Regulations 2025]



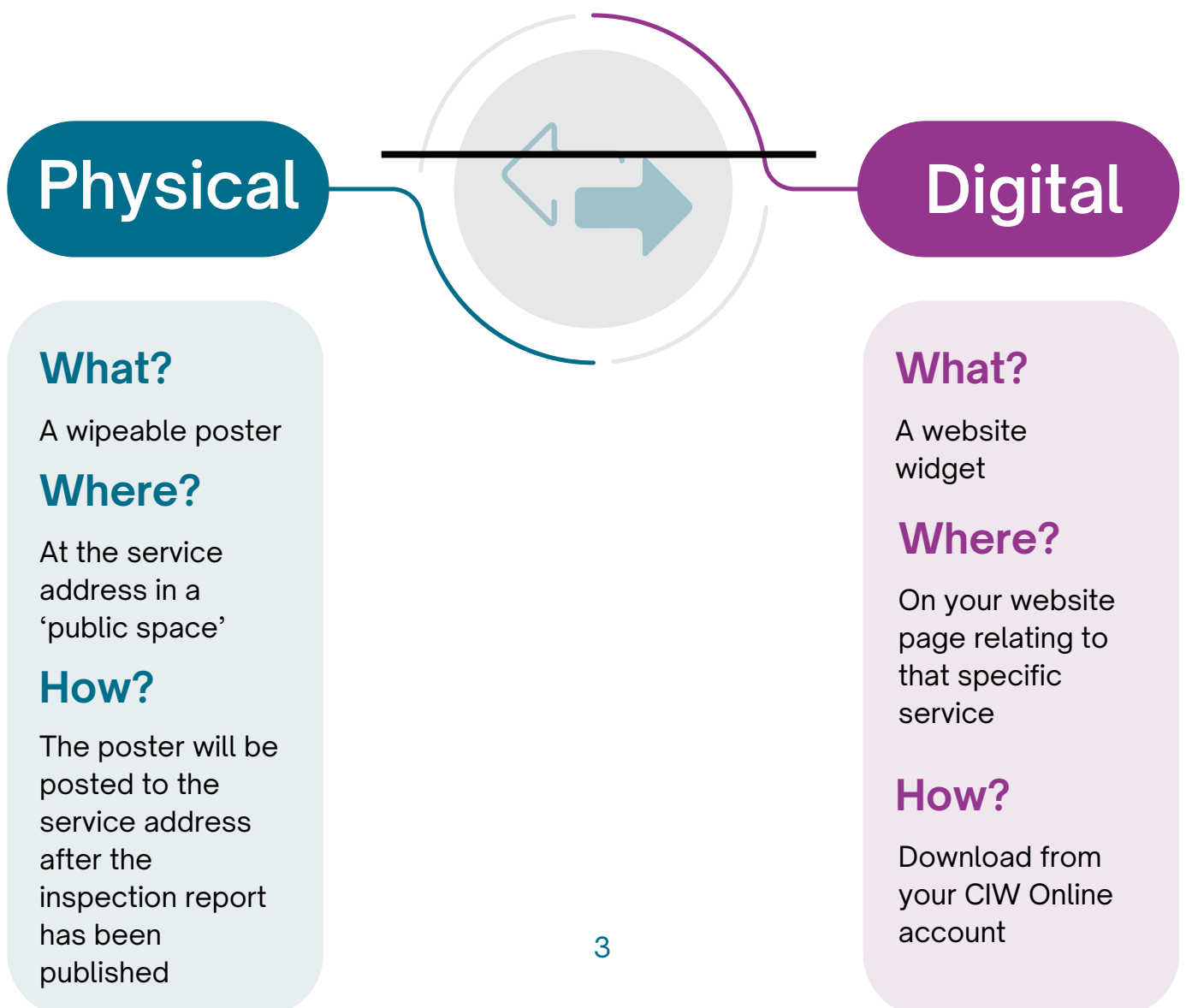
Which services are legally required to display their ratings posters?

Care homes and domiciliary support services must display their ratings poster by law, except for:

- Services for people under 18
- Small services with 4 or fewer residents (unless they choose to display ratings)
- Domiciliary support services where:
 - The service location is not accessible to the public, or
 - The service is provided from someone's private home

Where should ratings be displayed?

There are two types of ratings displays. These are:



Displaying your ratings poster

Physical

How posters are provided

For services that are legally required to display ratings

CIW will send a wipeable double-sided poster to the inspected service address within ten working days of the inspection report being published. This will be sent via recorded delivery.

For services that are NOT legally required to display ratings but would like to display them

CIW will still send a wipeable double-sided poster to the inspected service address within ten working days of the inspection report being published. This will be sent via recorded delivery. However, you can choose whether or not you want to display your poster.

Where should posters be displayed?

Care homes (excluding care homes for people under 18 years and services for four or less people)

Posters should be displayed at the main entrance to the home and/or where as many people as possible are able to see it, including people who use the service.

Domiciliary support services

Posters should be displayed in a prominent location such as the entrance to the office.

What to do if your poster is lost or damaged

We only allocate one poster per service. However, if you need to replace a lost or damaged poster please contact Care inspectorate Wales immediately.



Displaying ratings on your website

Digital

What is a website widget?

CIW's website widget is a small, interactive tool that you can add to your website. The widget will display your current service ratings and provide links to your services' CIW directory page.

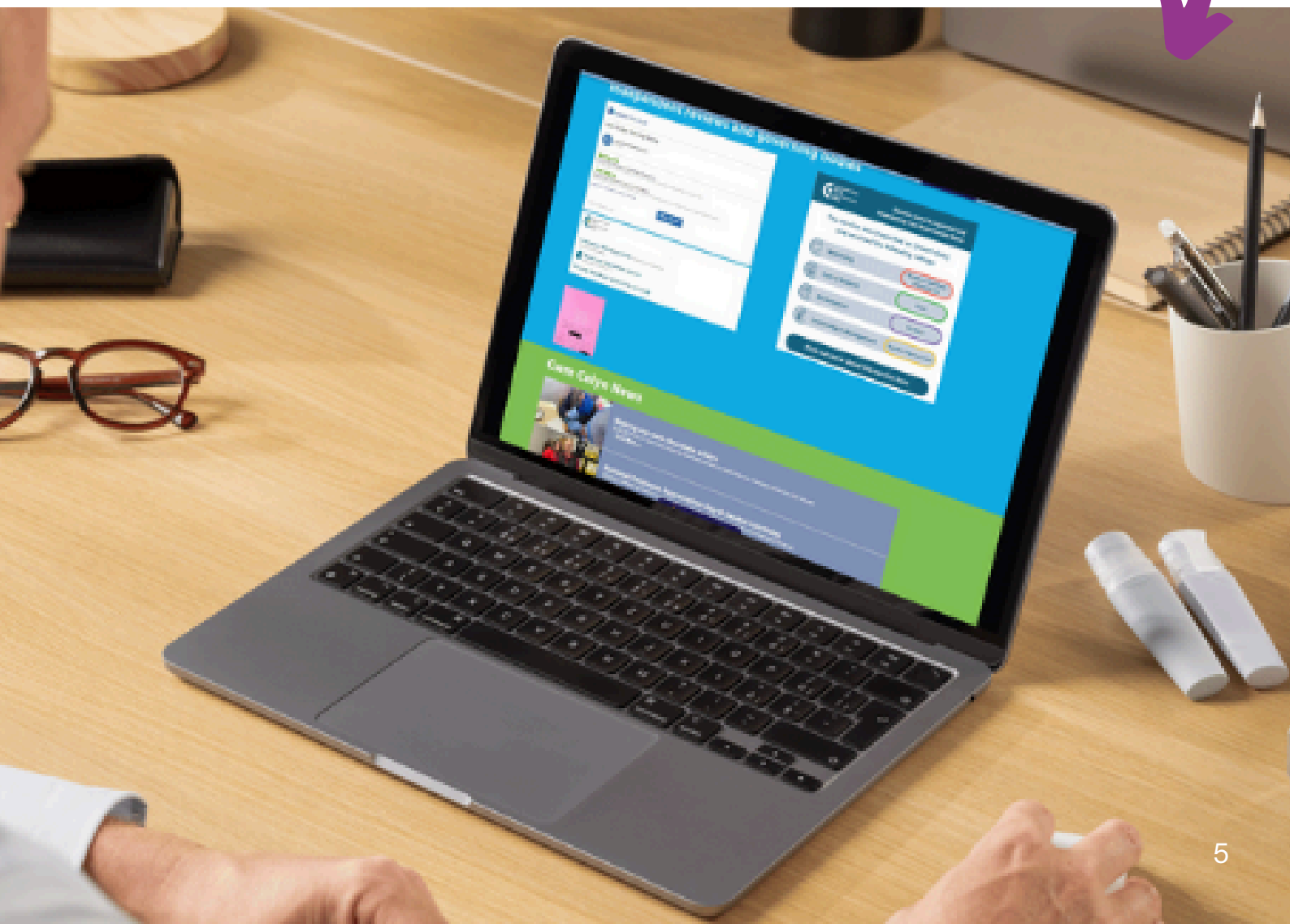
How to add your widget to your website

You can access your services' widget via the 'Service Details' page of your [CIW Online](#) account. You will need to give your website developer or the person responsible for your website the embed code provided.

What does the widget look like?

Your website widget is one of a kind and bespoke to you. It includes your service name, your four ratings and a link to find out more about your service on the CIW directory.

(see below for widget terms and conditions)



Terms and conditions for using the widget

Our widget is designed to be used in conjunction with the Care Inspectorate Wales website. Use of the widget is governed by our website Terms and Conditions and Privacy Statement.

What you can do

- You can use our widget to display summary information about care services we regulate if you are registered with us.

What you can't do

- You can't use it in any way that would deliberately mislead people
- You can't modify it in any way
- You can't use it any way that would bring Care Inspectorate Wales into disrepute
- You can't sell it or sublicense it
- You can't use it in any way that could intentionally damage Care Inspectorate Wales

Limitation of liability

Care Inspectorate Wales disclaims any responsibility for any harm resulting from your use of the widget. You understand and agree that you access and/or use the widget at your own discretion and risk, and that you will be solely responsible for any damages to your computer system or loss of data that results from accessing or using the widget.

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