

# Quality of Care Review Report Template

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

A quality of care review is a self evaluation of the service. It is an important tool in understanding the difference you make to people's lives and in ensuring continuous improvement.

This template has been developed to support RIs to conduct the review and preparing the report, informed by the regulations and the quality of care review guidance.

Use of the template is optional.

The review should assess the extent to which people who are in receipt of services have their rights met and the care and support provided enables them to achieve their personal outcomes.

It is important this is considered in relation to the mission, vision and objectives of the service as set out in its Statement of Purpose.

Information gathered during three monthly RI visits should be used to inform this report.

**Engaging with people to seek their views and taking this into account to inform improvement plans is a critical part of the review.**

### **Themes to consider**

The four themes in this template are aligned to CIW framework for inspection

- Well-being
- Care and support
- Environment (not relevant for domiciliary support services)
- Leadership and management.

For more detail see [https://www.careinspectorate.wales/sites/default/files/2025-03/250318-framework-Inspecting-Adult-and-Children-en\\_0.pdf](https://www.careinspectorate.wales/sites/default/files/2025-03/250318-framework-Inspecting-Adult-and-Children-en_0.pdf)

How well do we support people's well-being?  
How good is our care and support?  
How good is our environment?  
How good is our leadership?

Consider the following key questions, referring to the lines of enquiry (LoE) and descriptors **for each theme** to guide you:

- **What do we do well? How do we know?**  
*Summarise engagement with and feedback from people accessing and working in your service, and other professionals*  
*Consider positive culture principles*  
*Use direct quotes as supporting evidence.*  
*Consider how you will depict qualitative evidence*
- **What areas do we need to improve or want to develop further?**  
*Think about and detail what has changed or improved since your last review.*  
  
*Consider areas for improvement identified from your analysis of engagement, feedback, quality assurance, CIW or other external reports.*
- **What specific action do we need to take? How will we measure our progress?**  
*It is helpful to produce an action plan setting out the specific actions needed to improve with timescales, and detailing who is responsible for taking actions forward*

You don't need to provide a detailed response for every Line of Enquiry; consider what outcomes the theme as a whole is seeking to promote.

You should refer to the quality of care review guidance for the matters to be considered as set out in the regulations and statutory guidance for [the 2016 Act](#).

*You may find it helpful to rate your service in relation to each theme. This could be using CIW's ratings descriptors or a 'Red, Amber, Green' traffic light system. A summary of CIW's descriptors is contained in the annex.*

## Well-being

1. People live healthily and safely with control over their lives, supported by positive risk management. They have access to information that fosters choice and independence, and they receive support for meaningful activities, communication needs, and health needs to achieve their personal aspirations and outcomes.
2. People are safe and protected from abuse and neglect
3. People are informed about how to raise concerns in a way that suits their communication needs.
4. People are supported to cultivate safe and healthy relationships This includes engaging meaningfully with their community, feeling valued, and developing to their full potential, including access to education, while doing what matters to them. This includes maintaining financial well-being and independence and receiving care in Welsh if they wish.
5. People live in accommodation that supports their well-being outcomes

**What do we do well and how do we know?**

**What has changed or improved since the last review?**

**What areas do we need to improve or want to develop further?**

**What specific action do we need to take to improve and how will we measure our progress?**

## Care and Support

6. People receive the quality of care and support they need to achieve their personal outcomes - care is designed in consultation with people, considering their wishes, aspirations, risks, and specialist needs. People experience continuity of care, with staff consulting relevant agencies and specialists as required. Care and support is provided in the language and communication method that best meets people's needs.
7. People's medication is safely managed.
8. People's risk of infection is minimised by the service provider promoting good hygiene practices, ensuring sufficient supplies are available to meet people's needs.

**What do we do well and how do we know?**

**What has changed or improved since the last review?**

**What areas do we need to improve or want to develop further?**

**What specific action do we need to take to improve and how will we measure our progress?**

## Environment (not domiciliary support services)

9. People live in an environment with appropriate and well-maintained facilities and equipment to help them achieve their well-being outcomes while identifying, mitigating and reducing health and safety risks. People's risk of infection is minimised by the service provider promoting good hygiene practices, ensuring sufficient supplies are available to meet people's needs.

**What do we do well and how do we know?**

**What has changed or improved since the last review?**

**What areas do we need to improve or want to develop further?**

**What specific action do we need to take to improve and how will we measure our progress?**

## Leadership and Management

10. People are supported to achieve their outcomes because the service provider has effective organisational arrangements, governance and oversight to ensure smooth operations and high-quality care. This includes effective quality checks and assurance processes that drive continuous service improvement, foster transparency, gather and respond to feedback, support staff in raising concerns and follow whistleblowing processes, handle complaints effectively, and learn from them to improve service delivery. The service provider ensures people, commissioners of care, regulatory bodies, agencies, and professionals receive accurate and accessible information about the service and its delivery.
11. People are supported by staff with the necessary expertise, skills, and qualifications to meet people's care and support needs. The service provider maintains an appropriate number of vetted, knowledgeable, and competent staff who are effectively deployed within the service. The provider ensures continuous learning and development opportunities are provided for staff.
12. *For domiciliary support services only* – People are supported by staff who have sufficient time to provide care, with a choice in their contractual arrangements.

**What do we do well and how do we know?**

**What has changed or improved since the last review?**

**What areas do we need to improve or want to develop further?**

**What specific action do we need to take to improve and how will we measure our progress?**