

Care and Social Services Inspectorate Wales Participation Plan

How you can have a say in our work



Easy read

About us



We are the **Care and Social Services Inspectorate Wales**.

We are called **CSSIW** for short.



Our job is to make care and support in Wales better.

Care and support can be lots of things like



- support to live in your home



- homes for people who need a lot of care and support.

We do things like



- check care and support to make sure it is good and safe



- do something about bad care and support.

What this plan is about



This plan is about how you can have a say in our work.



We think it is very important that people can have a say and that we listen to them.



We want more people to have a say about

- what care and support is like
- our work.



This will help us work in a better way.

And it will help make care and support in Wales better.



We asked lots of people how we could make it easier for them to have a say.



We made a document with our ideas.

Lots of people told us what they thought of it.



Then we made this plan.



We will work with lots of people to make this plan happen.



We will keep checking how well we are doing with this plan.

We will write a report about it every year.

Why we made this plan

We think people should have more of a say in our work. This could be things like



- having a say in how we check care and support



- taking part in the checks we do
- telling us what they think of our work.

We will



- listen to what people say
- tell people what we will do next and how their ideas have helped
- keep trying to make our work better
- give people easy information about our work.

How you can take part in our work

1. Find out more about our work



We are working to make our information better and easier.

You can find out about

- the work we do, like the checks we do of care and support
- care and support services in Wales.



You can find out by

- looking at our website at **www.cssiw.org.uk**
- getting our emails with news about our work
- getting our newsletter
- coming to our events to tell us what you think.





2. Tell us what you think

You can have a say about the checks we do of care and support.



You can also tell us what you think of your care and support.

We will do something about it if we think a care or support service is not good enough.



We have things like events for people to come to where they can have a say about our work.



You can also tell us what you think of anything else to do with our work.

3. Be part of our work



There are lots of ways you can take part in our work.

Being part of a group that helps us with our work



We will have some new groups that will help us with our work.

People who get care and support and carers will be in these groups.



There will be a group that helps us think about what work we need to do in Wales.

The group will be called the **National Advisory Board.**



There will be 3 groups that work in local areas.

They will work to make care and support in local areas better. They will also have a say in our work.

These groups will be called
Regional Advisory Boards.



We will have groups who look at certain things to do with care and support.

This could be things like checking our reports.

They will look to see what needs to be better.

They will be called **Quality Review Panels**

Checking care and support



You can take part in going to visit care and support services.

You can say what you think of them.

We will call people who visit services **independent visitors**.

What to do next



You can see if you would like to take part in any of this work.

If you do, please let us know.

You can find out how to get in touch on the next page.

How to find out more

You can get in touch with us to

- talk about this plan
- tell us how you would like to have a say.



You can email us at
cssiwcomms@wales.gsi.gov.uk



You can phone us on **0300 062 8800**



You can write to us at

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Our website is **www.cssiw.org.uk**

We are on twitter at **www.twitter.com/cssiw**