

## Care Inspectorate Wales

### Strategic Plan 2017-20



This is our plan for the next 3 years.



Easy Read version

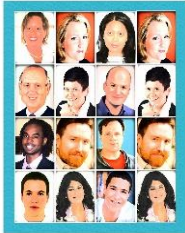


We are CIW.

This means Care Inspectorate Wales.



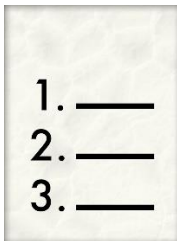
Our name used to be Care and Social Services Inspectorate Wales.



283 people work for us across Wales



We have offices in Carmarthen,  
Llandudno Junction and Merthyr Tydfil.



We keep a register of services.

A register is a list.



Anyone who wants to run one of these  
services must ask to go on our register:



- care homes for adults or children



- adult placement schemes



- home care organisations



- fostering and adoption services



- boarding schools, residential special schools and further education colleges



- child minding services



- nurseries and play schemes



We check how good these services are.



We can close services if they do not follow the law.



**What matters to us**



People are important to us.



We treat people fairly.



We are honest.



We listen to people.



We support people to speak up.



We want to do things the right way every time.



We know how to do our work.



**We have 4 priorities – this means the 4 things that are most important to us.**

They are:



1. To do our work well.



2. To have the right skills.



3. To speak up as experts.



4. To make sure we follow new laws and rules.



## **Priority 1**

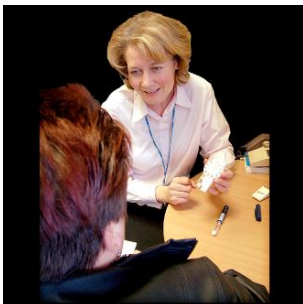
**To do our work well**



**We will run CIW well.**



**We will ask people how we are doing.**



**We will give information, advice and help to people.**





**By 31st March 2018 we will:**



Look at how our organisation is arranged.



Look at our job descriptions.



Look at our online services.



Look at how to improve the website. We want to make it easier for people to understand.



Improve the way we use feedback about inspections.



Look at the way we deal with complaints.



Look at our rules on how we make decisions about our work.



**By 31st March 2019 we will:**



Look at how we support inspectors to do their work.



Set up a customer care team to help people when they contact us.



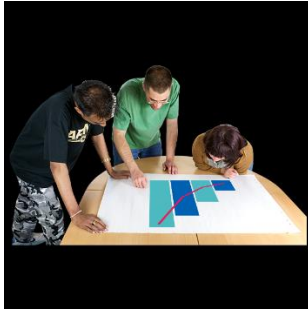
Start using the new way to deal with a complaint.



Introduce a new way to check our work.



Check dates we have agreed for finishing bits of work.



Look at information we collect about how we work. Check the information is helping us to work better.



**By 31st March 2020 we will:**



Think about what we spend our money on.



4 times a year, we will say how well we are doing our work.



Ask staff how they feel about our new ways of working.



## **Priority 2**

**To have the right skills.**



- **We will learn from all our staff.**



- **We will make CIW a great place for anyone to work.**



- **We will help our staff learn new skills.  
We will help them go further in their careers.**



- **We will give our staff what they need to do their jobs better.**



**By 31st March 2018 we will:**



Support staff to be healthy.



Work out a programme for staff to keep learning and being trained.



Make sure social care workers know the rules for doing their jobs.



Check how many staff speak Welsh.



Look at how we supervise staff.

Look at how we check how well staff are doing their jobs.



**By 31st March 2019 we will:**



Hold a training event for all staff.



Write a plan to make sure we have the right staff.



Look at the equipment that inspectors use.





Look at how teams share information about their work with each other.



Look at how we talk to and work with staff.



Write a plan to help staff work in different ways.



Look at how we work with temporary inspectors.



Look at how we help staff go further in their careers.



Look at how we help our inspectors learn new skills.



**By 31st March 2020 we will:**



Think about starting a scheme to train new inspectors.



## **Priority 3**

### **To speak up as experts**



- **We will tell other organisations what we know. We will listen to what they know. This will help all organisations work better.**



- **We will listen to what people say.**



- **We will work with other organisations to improve social care and health care.**



- **We will use what we learn from inspections to improve care services.**



**By 31st March 2018 we will:**



Decide which staff will give advice and support to other organisations.



Look at how our National Advisory Board and Ein Llais can help our work.



Work closely with Social Care Wales.



Agree work we will do with Healthcare Inspectorate Wales.



**By 31st March 2019 we will:**



Plan how to listen to and work with anyone who is affected by our work.



Check what information we put on our website.



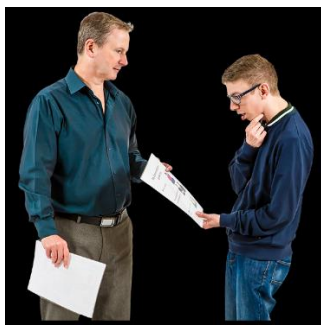
Look at how we share information with other organisations.



Make better use of the information we collect.



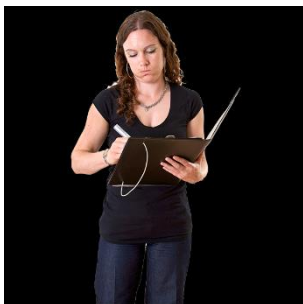
Check the quality of children's care homes in Wales.



Look at how local councils give us information.



Agree when we will do inspections with Estyn.



Estyn are the people who look at education and training in Wales.



**By 31st March 2020 we will:**



Check how well people with dementia are cared for in care homes across Wales.



Decide which services we need to check from 2021 to 2025. We already know we need to check childcare and play services.



Publish more information about social care and childcare services.



Use feedback to improve care services.



Gofal Cymdeithasol Cymru  
Social Care Wales

Improve the way we share information with Social Care Wales.



## Priority 4

**To make sure we follow new laws and rules**



- **We will change how we think and work to fit with these laws:**



- **Regulation and Inspection of Social Care (Wales) Act 2016**
- **Social Services and Well-being (Wales) Act 2014**
- **Well-being of Future Generations (Wales) Act 2015**





- **We will do this for any other new law that affects our work.**

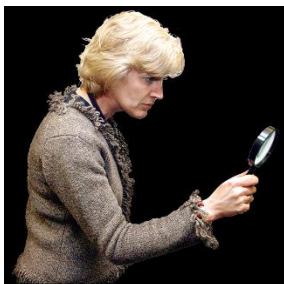


- **We will follow the Welsh Language Standards.**

This means making sure we use Welsh in the way we should.



**By 31st March 2018 we will:**



Say how we will inspect adult and children's services.



Tell people about changes to the law.



Check how we inspect local councils.



Write down new rules for care homes, care for people in their own homes, secure accommodation, and residential family centres.



Write down new rules about keeping people safe.



Try new ways to inspect adoption services.



Have a Welsh language champion.

1. \_\_\_\_  
2. \_\_\_\_  
3. \_\_\_\_

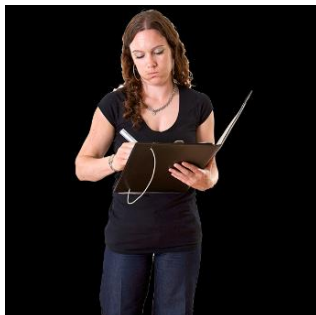
Say how many services are provided in Welsh.



**By 31st March 2019 we will:**



Make a list of services that must fit with the Regulation and Inspection of Social Care (Wales) Act 2016.



Check how we collect information about social care services.



Write down new rules for support, adult placement, adoption and fostering.



Develop a way for adult social care services to share information with us about their work.



Say how we will inspect local councils.



Write down new rules for childcare and play services.



Check how we support local councils and services to provide more childcare.



Check how we give a rating to services.



Give ratings to childcare and play services. Put the ratings on our website.



Work closely with the police, the courts and the Health and Safety Executive.



Make sure we follow the rules on keeping information safe.



**By 31st March 2020 we will:**



Start using a new way to share information on social care services.



Look for ways to work more closely with Inspection Wales.