

# CSSIW



## Annual Report

### 2012-13

### Easy Read version



# Contents



About this report	3
-------------------	---



Chief Inspector's review	11
--------------------------	----



Chapter 1: About CSSIW	17
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Chapter 2: How we did in 2012-13	25
-------------------------------------	----



Chapter 3: How our work affects people's lives	312
---	-----



Chapter 4: How are Social Services doing?	36
--	----



Chapter 5: Most important things for us to do	47
--	----



# About this report



This Easy Read report is very long.



There is a lot of important information.



We suggest you read 1 chapter at a time



The rest of this section gives you some information to help you understand the report.

CSSIW means Care and Social Services  
Inspectorate Wales.



By law, we:



- Check Social Services



- Make a register of social care services  
and childcare services



- Check to make sure all the services on  
the register are following the rules



The next page lists the kinds of service we  
register and check.



- Care homes and nursing homes



- Home care agencies



- Adult placement schemes



- Nurses agencies



- Children's homes



- Child care for children under 8



- Fostering services



- Adoption services



- Boarding schools, residential schools and residential colleges. (but Estyn checks the education)



- Residential family centres. This is where families can stay if parents find it hard to be a good parent.



## List of organisations in this report



CSSIW



Estyn



Wales Audit Office



Health Inspectorate Wales



Care Council For Wales



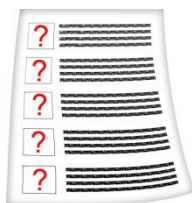
Age Cymru



All Wales Forum for Parents and Carers



Cafcass Cymru



## List of hard words and words with special meanings



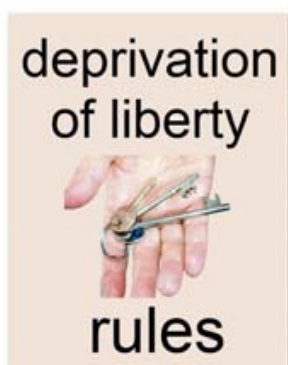
### Chief inspector

The **chief inspector** is the boss of an inspectorate. An inspectorate carries out inspections. (Chief inspector can also mean a police boss. That is not what it means in this report)



### Dementia

**Dementia** is an illness. People with dementia lose parts of their memory. They may get confused. Most people with dementia are older people. But a few younger people have dementia too.



### Deprivation of Liberty Safeguards

Sometimes people's brains don't work very well. They may be confused. They may want to do things that are unsafe. The **Deprivation of Liberty Safeguards** is a set of rules. The rules tell hospitals and care homes what to do if they need to stop someone doing something that is unsafe.





## Priorities

There is always too much to do! You need to choose what is most important to do. The most important things are called **priorities**.



## Registered

A register is an official list. **Registered** means you are on the official list. CSSIW keeps an official list of **registered** services. Page 5 says what kind of services must register with CSSIW. CSSIW have rules about who can go on the register. Only services that follow the rules can be registered.



## Safeguarding

Children and some adults need help to keep themselves safe from abuse and harm.

**Safeguarding** means keeping them safe.

## Service of concern



**Service of concern** has a special meaning.

Sometimes a service does not follow all the rules. CSSIW will tell the service to start following the rules. But sometimes the service does not listen. So **service of concern** means the service is not doing what CSSIW has told them to do.



## Inspectorate

An **inspectorate** is an organisation. Their job is to check if services are safe and follow the rules



## Chief Inspector's review





This is my review of the annual report.



## A new way of working



We listen more to the people who use services.



We go to services and watch what is going on.  
This gives us a better picture of what it is like to use the service.



CSSIW has a great team. Their work makes life better for people.



We are giving people a stronger voice and a bigger say in our work.



We need more eyes and ears to see what is happening in services. We have trained people to do this.

We call these people independent visitors.



## Safer services

Our work is important to keep people safe.



We are getting tougher on bad services.



We rely on family and friends to keep their eyes and ears open.

We have made it easier for family and friends to tell us about worries.



We closed down 15 registered services.

We closed down 2 unregistered services.



Most services are good. We want other services to learn from them.



Many nursing homes find it hard to get and keep good staff.

Some providers are thinking of giving up.



Local councils must make sure there are enough good services.



We are doing extra work about services for people with dementia.



## **Working together and being good leaders**



We thought local councils were starting to work together better. This has not happened.

Only a few people in social services and health are working together better.

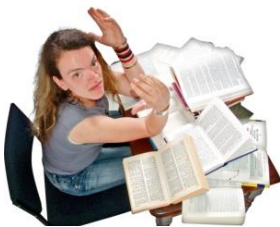


There is good working together on fostering and adoption services.



The people who plan and buy services must make sure the services are good.





Some Directors are not getting the right support. This makes it hard to do their jobs properly.



## **Keeping children and young people safe**



Children's lives change fast. Services need to be able to change fast too.



Many local councils are looking at better ways to organise these services.



## Doing something about child poverty

Good childcare means children are happier and safe.



This means:



- children do better in life
- It is easier for their parents can go out to work



The Welsh Government wants more and better childcare. Our job is to make sure childcare keeps getting better.



## Finally

CSSIW is only getting better because the staff are so good. Thank you, staff!

# Chapter 1

## About CSSIW



## Our job

We want to make sure services are:



- good quality, easy to use and safe



- promote people's rights



Llywodraeth Cymru  
Welsh Government

We help Welsh Government to:



- give people a stronger voice and more control



- make sure people get the right help so they can live the life they want



People can trust what we say about services.



We tell managers about good and bad ways of running services. We think this helps to make services better.



We help managers to try new ideas.



We check services follow the rules.



We have 3 local offices. They work with social services and check services.



We have 1 national office to look at the bigger picture across Wales.

## Our leaders



Our Chief Inspector is called Imelda Richardson.



There are 3 Assistant Chief Inspectors:

Rob Rogers



David Francis



Nigel Brown





## Checking Social Services



We check that Social Services:



- meet people's needs and improve people's lives



- keep people safe



- are getting better at meeting the community's needs



The person in charge of Social Services is called the Director. Every year, the Directors of Social Services must tell us how they are doing.



4 times a year, we meet local council senior managers



We visit services for ourselves.



We talk to staff. We talk to people using the service.



We look at:



- important issues across Wales like keeping people safe



- your council's local social services department



## Checking the services we register



Some services must ask us to register them.  
We say who can run these services.



We check if a service is good enough.



We check if a service follows the rules.



We find out what it is like to use the service.



After we check a service, we write a report.  
We put the report on our website.



## Working together

We work with:



- Wales Audit Office



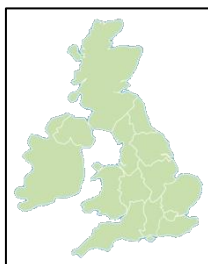
- Estyn



- Healthcare Inspectorate Wales



- the Care Council for Wales.



- Inspectors in other parts of the UK



## Chapter 2

### How we did in 2012-13



## Changing how we work

We are changing so we:



- give a strong voice and more control to people



- train our staff more



- give a clearer message about how good services are



- use technology so we work better



## A stronger voice for people



People told us how they want to have a say about our work.



We wrote a plan. The plan says we will tell people:

- what we are doing and how to get involved in our work
- how to have their say about services



We have started a National Advisory Board. The Board members are people who use services, carers and the public.



The Board checks our work and says what matters to them.



There will be local Advisory Boards. These will tell us about local services and check our work.



We need more eyes and ears. So we tried a new idea.



We worked with Age Cymru and the All Wales Parents and Carers Forum. We trained independent visitors.



Independent visitors:

- visit services and see what is going on
- talk to people who use the service



Independent visitors helped people to get their voices heard.



In 2014 we will try this idea in children's homes.



## Regulated services



We registered 470 new services. Most of these were child care services.

**470**



We checked nearly 4,000 services.

**4000**

We were worried about a few services. So we checked them more than once.



## Joint inspections



There are rules called the Deprivation of Liberty Safeguards. These say when a care home or hospital can stop someone from doing something.



We worked with Healthcare Inspectorate Wales to check if the rules are being followed.



Some services and teams still aren't sure about the rules.



We worked with other inspectorates to make sure school children in Pembrokeshire are safe.



The inspection organisations agreed what to do if there is a serious worry about a service.



## Across the UK



Our Chief Inspector held a meeting. She invited the Chief Inspectors from England, Scotland and Northern Ireland.



They shared good ideas and good ways of working.



## **Chapter 3**

### **How service affect people's lives**







## Responding to people's concerns



We inspect services but we also rely on people to let us know if they have concerns. We always check if someone lets us know about a concern.



We act quickly if we think people may be in danger.



Family and friends let us know about over 1,000 concerns.

Most of the concerns were about how people were treated, or about the staff.



We may take action ourselves



We may tell the person who told us their concern to use the services' own complaints procedure



We may decide nothing bad is happening. Then we don't need to do anything else.

## Working to improve services

We decide how risky a service is.



Then we decide how often to check and what kind of checks to do

Most services are low risk.



## Services we are worried about

This is what we do if we are worried:



- we tell the people running the service what they must do. We tell them how soon they must do it.
- If they do not do it, we meet them to find out why. We ask how they will do what we tell them.
- If they still do not do it, we say they are a "service of concern".





We write a plan. The plan says what we will do and what they must do.



We may shut them down. We may take them to court.



We are getting tougher on poor services.



43 services were “services of concern”. Most of them were adult services.

15

We shut down 15 services.



Home care agencies must register with us.

We found 4 agencies that had not registered with us.



2

We closed 2 down.

The other 2 services registered with us.



## Chapter 4

# How Social Services are doing





## More to do but less money



Local councils have to make cuts. More people need services.



There are more children in care. This is a challenge.



Many local councils are changing how they organise services.



Sometimes local people and councillors do not like the changes. They try to stop the changes.





## Leaders



Some social services have had a lot of changes in directors.



Some local councils understand more about what the Director of Social Services must do than others.



## Local councils working together



Local councils need to work together in groups. This is not always working well.



Some people are worried that local councils will forget what local people need.





Local council fostering and adoption services are working together well



There are still problems getting local councils and the NHS to be partners.



## Direct Payments



Direct Payments means getting the money to sort all or some of your care for yourself. It gives you more control.



In some areas, a lot of people choose Direct Payments

In other areas, very few people choose Direct Payments.



Local councils can do more to encourage people to choose Direct Payments.



## Being able to use Social Services



Most local councils have 1 phone number, website or shop to find out about Social Services.



Some councils share this with their local health board. People like this.



There are some problems:



- the shop isn't private enough
- call centre staff do not know enough



- it is hard to get information out of hours



- some information is wrong or not helpful



Most local councils are assessing children and families at the right time.



More people want help from children's services.

We are worried some areas are waiting until problems are very big before they help.



**Helping while problems are still small**



Some local councils are good at helping people. They help stop small problems turning into big problems.



Some local councils are trying new ways to help families.

It is too soon to say if this is making life better for children and families.



Some local councils are making it easier for older people to stay in their own home.



In some local councils, more people need to move into a care home



## Keeping people safe



More children need help from Social Services.



Most local councils are good at finding which children need help to be safe



Some local councils need to get better.



In the future, there will be new groups called local safeguarding boards. Their job will be to make sure local children and adults are kept safe.



Local councils have started to sort out these groups.



## Children in care



Local councils are getting better at making plans for children in care.



More children are being adopted.



More children are in care.



Children in care need:

- good plans for their future



- the right help at the right time



- a social worker. Some children in care do not have a social worker



- a stable home. Some children still move home more than 3 times.



- a stable education. Many children in care do badly at school. Children in some areas do a lot better than children in other areas.



- meetings to check their needs are being met. Most children in care get this





## Care leavers



Most care leavers have a plan for leaving care.



Only half of the care leavers are in school, college or a job.



## Carers and young carers



We will try to find out why a lot of carers do not use support services.



We will try to make sure that carers are getting the support they need.



Local councils may not know if someone is a young carer.



But when councils **do** know, they are good at offering help.



Many local councils have asked carers and young carers what services they want.



## Chapter 5

### Our priorities for next year





Our job is very important for making sure people are kept safe and get an excellent service.



We will work to make people's lives better.

We will work with:



Llywodraeth Cymru  
Welsh Government

- Welsh Government



- local councils and health boards



- people who run services



- other organisations that check services



## Policy work



We will speak up when the Welsh Government are making new policies about social care.



Llywodraeth Cymru  
Welsh Government

We will work with the Welsh Government on what people can expect from public services.



We will help with the plan for more Welsh language social services and social care.



## Child poverty



We will make sure childcare is good quality.



## Putting people at the centre



This is how we will involve people in our work:



- you can apply to join a groups to advise us



- you can apply to be an independent visitor, to see what services are like



- we will make our reports and our website easier to understand



- we will do more of our work online





When we check services, we will find out what it is like for the people who use the service



We will listen if someone says they are worried about a service



## Doing our job well

We will:



- work with the Care Council for Wales to make sure our inspectors know how to do a good job



- test a new way to check nurseries.
- We will help people to run better nurseries.



- use our computers and the internet better.



## Keeping people safe

We will keep people safe by:



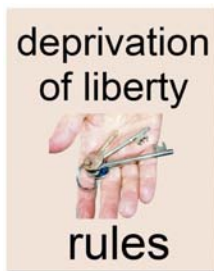
- looking at planning and buying adult social care



- looking at services for children in care and for care leavers



- checking Cafcass Cymru



- looking at the rules for stopping someone doing something. These are called the Deprivation of Liberty Safeguards.



## Working together



We will work with:

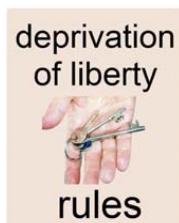
- Probation. We will look at keeping young offenders safe



- Wales Audit Office. We will look at young people who do not go to school or college and who do not have a job



- Wales Audit Office and Healthcare Inspectorate Wales,. We will look at planning and buying services for older people with dementia



- other organisations to check what happens if a services wants to stop someone doing something



- Care Council for Wales. We will share information better.



You can find more information about CSSIW and read the full report here:  
[www.cssiw.org.uk](http://www.cssiw.org.uk)



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