

## **Transcript of 'How to raise a concern' video**

### **Voiceover:**

We are Care and Social Services Inspectorate Wales. We register and inspect:

- Care homes
- Domiciliary care and nursing agencies
- Children's homes
- Child minders
- Nurseries and other early year's services
- And many more...

We check if services are providing good care. If not, we take action.

People deserve the best care.

Our inspectors see loads of excellent care in Wales  
...but when we don't-We act

If you're unhappy about a care service, you should talk to them first.

They will have their own complaints procedure.

If you're still unhappy -Let us know.

During 2013-14 we received 2,170 concerns.

We carried out 284 additional inspections as a result of the concerns raised.

If you have a complaint about a local authority-you should contact the Public Services Ombudsman for Wales.

If you have a complaint about a social care worker- You should contact the Care Council for Wales.

We need you to help us close the gap on bad care...  
And be our eyes and ears on the ground.

If you see bad care-Tell us.

You can raise a concern in a number of ways:

- Tell us face to face by visiting one of our regional offices, or speak to one of our inspectors during an inspection.
- Phone us.
- Write to us by email or post.
- Visit our website, or even tweet us.