



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru  
Care and Social Services Inspectorate Wales

# Chief Inspector's Annual Report 2015–2016

**Improving adult care,  
childcare and social  
services in Wales**





Care and Social Services Inspectorate Wales (CSSIW) is the independent inspectorate and regulator for adult care, childcare and social services in Wales.

We ensure adult care, childcare and social services provide people with safe, quality care and we encourage care services to continually improve.

## Where to get more information

We write reports on all our inspections and reviews.

We also publish information quarterly on the number of services and places that we regulate.

More information about us is available on our website [www.cssiw.org.uk](http://www.cssiw.org.uk)

You can also follow us on Twitter [www.twitter.com/cssiw](https://www.twitter.com/cssiw) or watch us on YouTube [www.youtube.com/cssiw](https://www.youtube.com/cssiw)

## Our legal powers

We carry out our functions on behalf of Welsh Government Ministers under the powers of the following Acts:

- Health and Social Care (Community Health and Standards) Act 2003 which gives us the authority to review how local authorities discharge their social services functions;
- Care Standards Act 2000, the Children Act 1989 (as amended), the Adoption and Children Act 2002, and the Children and Families (Wales) Measure 2010 which gives us the power to register and inspect services.

# Chief Inspector's Annual Report 2015–2016

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# Foreword from our Chief Inspector, Imelda Richardson



This is my last annual report as Chief Inspector and I would like to take this opportunity to not only share the work that we have completed in 2015–16 but also our achievements to date, which we all share and have learned from.

We have made good progress in our journey to transform the way we regulate and inspect adult care, childcare and social services in Wales. Our approach is more targeted, responsive and collaborative to drive improvements in quality across the care system, to understand what matters to people and to improve their well-being.

“ Our commitment is to put service users’ experiences at the heart of our work. ”

*Imelda Richardson, Chief Inspector, Care and Social Services Inspectorate Wales Annual Report 2009–10.*

## Over the year we have:

- strengthened our approach and methodologies in the way we inspect all regulated services.
- improved our engagement with local authorities and elected members through a new performance, review and inspection framework to measure people’s rights and well-being outcomes.
- built a strong platform to baseline our understanding of the quality of childcare across Wales by our progressive approach to introduction of ratings.
- reduced burdens on providers with streamlined processes and systems. We introduced CASSIW Online, enabling them to access their information and transact with us quicker.

We continue to act independently to put people who use services, their families and carers, at the centre of our work and continue to strive for high-quality, accessible care for everyone.

As Chief Inspector I have been privileged to meet and talk to many people about care and a re-occurring message I hear from carers is:

**“We are whole people; care should not come in compartments.”**

This will only be achieved through true integration of services and how they are regulated, inspected and scrutinised, to ensure we have person-centred care that looks at the whole person and their well-being.

The shift towards real independence and well-being for people has already started by investing earlier in our children futures and recognising the valuable contribution that quality childcare makes to their development and well-being.

## How services performed

I am encouraged to see that many care service providers performed well, with 90% of the services we inspected meeting standards of care. There were also signs of progress being made across all sectors to take swift action to improve the quality of care. Sadly, there remained a small core of 22 services that we had serious concerns about and that we monitored closely.

We have continued to be alert and responsive to risk in individual cases of poor care, or problems in the commissioning and provision of care, that impact on the safety and quality of care to groups of people, their carers and families. More people are helping us in our work and drive improvements in care through reporting 2,851 concerns over the year. We also encourage the public to advocate for people's right to good care.

Commissioning care at home and in nursing care homes by local authorities and health boards continues to be unnecessarily complex. Accelerated action to simplify arrangements is needed to ensure the ambition for a vibrant and sustainable care market in Wales is achieved, and that people have the care they are entitled to and deserve.

## Improving the lives of others

We have always been purposeful in intent and disciplined in our delivery. Our staff have shown a willingness to improve the focus and professionalism of our work.

Our senior teams have brought a breadth of experience and we have all sought to lead and live the values of CSSIW through our work. Everyone has risen to the challenge of working together with citizens, service providers, sector organisations, and other inspectorates; involving them in all aspects of our work to improve care services.

When I joined CSSIW as the Chief Inspector in December 2009, we began a journey to modernise the inspectorate by putting people at the heart of our work and giving them a greater voice. We completed a review and in 2011 we began to:

- deliver a regulatory system which is citizen focused, consistent, proportionate and provides public assurance, enabled by modern ICT and online services
- act swiftly to tackle poor quality services and care,
- shift our business from checking minimum standards to putting the lived experiences of people using care services and their well-being outcomes at the core of our inspections
- increase productivity with fewer staff to respond to a reducing budget.

We delivered on these aims over the last seven years and continue to challenge and improve our work and standards by working with people through co-production, co-delivery and co-evaluation. As a result:

- Inspections focus on people's quality of life and well-being; management; staffing and environment.
- The Short Observational Framework for Inspection (SOFI) is used to record the quality of the interaction between staff and individuals and the outcomes they expect from a service.
- Collaboration with the childcare sector led to a National Quality Framework for our inspections of these services.
- People who have experience of care are involved in our work. Recent examples can be read in the national inspection of care and support for people with learning disabilities (see page 23) and national review of domiciliary care in Wales (see page 24).
- Our National Advisory Board and Ein Llais have direct involvement in shaping all our work and influencing national and local government laws, policies and practices for adult care and childcare.

We value co-production and have involved a wide cross-section of people in our work. Our collaboration with the early years and childcare sectors in the design and delivery of a new system of regulation and inspection to meet new laws to extend the regulation of childcare by April 2016 was exemplary. We will use this approach to deliver new service models as required by the Regulation and Inspection of Social Care (Wales) Act 2016 – not only for adult care but also children’s services, fostering and adoption.

## Working with our partners

Working together has always been a crucial element of my work, which is why in 2014–15 I set out to implement a new Quality Forum made up of strategic partners from across Wales. The Forum seeks to redress what we have collectively termed ‘wicked issues’ and I really hope this important work continues and thank those who have supported it from its inception.

I would like to pay tribute to my counterparts in Inspectorate Wales for their strong partnership and the good progress we have made towards meeting the ambitions of local government reforms for strengthening the scrutiny and review of audit, regulation and inspection to improve local services in Wales.

We continue to build on our collaboration with Care Council for Wales (shortly to become Social Care Wales) and maximise opportunities provided through the Regulation and Inspection of Social Care (Wales) Act 2016, to improve the interdependent nature of our roles and work as workforce and service regulators. Our recent promotion of joint materials and information to providers on what the Acts means for their business is just one positive example.

## Where now?

In my previous report I described how the new legislation in Wales gives all of us – citizens, providers, commissioners, local authorities and regulators – the opportunity to work together to improve the quality and stability of social care in Wales. We have achieved some important milestones with the legislative agenda and changes to our business over the year. This will continue into 2016–17 and beyond, and I wish my successor well in continuing to take this forward.

I would like to thank everyone for your work with the inspectorate supporting our joint commitment to improving the lives of people receiving care in Wales. It has been a privilege to work in Wales alongside adult care, social care and childcare professionals, at all levels, as we strive to make a difference to people’s lives.



# Chapter One

## Involving people in our work

This chapter is written by members of the National Advisory Board, and our Regional Advisory Forums 'Ein Llais', which were established during 2015–16.

### National Advisory Board

Last year we agreed to focus our work under three broad themes:

- Enabling citizen voice and extending our reach so many more voices can be heard.
- Advising on changes to the law and influencing policy.
- Supporting and positively challenging CSSIW in their service improvement and performance.

We also committed to report annually on our progress towards meeting our targets,, reflecting the impact we make and meeting our pledge in making a difference to the services that people receive.

Our principal purpose as a Board is to strengthen people's voice in regulation and inspection, and we are proud to report this year the establishment of three regional forums – Ein Llais ('our voice'). Ein Llais brings even more citizens into the work of CSSIW to hear the perspective of people who use care and support services, or care for people themselves.

Together, the National Advisory Board and Ein Llais play a critical role at national and local levels in shaping the future look and feel of regulation and inspection. We aim to ensure regulation and inspection is sustainable, delivers on the objectives of the Regulation and Inspection of Social Care (Wales) Act 2016 and, more importantly, has a positive impact on improving the way care is planned, commissioned and delivered to people.

“ The development of Ein Llais has been a truly marvelous innovation. Their reports clearly show that Ein Llais provides really grounded opinion, connecting those receiving care with the inspection process. No-one should feel isolated any more. ”

*Professor Judith Hall, Chair of CSSIW  
National Advisory Board.*

### Our achievements and performance over 2015–16

We continue to provide quality oversight on the work of CSSIW so that any changes are made in people's best interest. We do this through consultations and Board workshops on new and current laws and policies; we provide reasoned evidence, citizens' perspectives and the reality of what people experience. We do this in a measured way so that we focus on the positives, what is working well and what needs to be improved. Over this year our work has focused on shaping and influencing:

- the Regulation and Inspection of Social Care (Wales) Act 2016 and draft regulations for new service registration that are currently part of a public consultation;
- new regulations, standards and practice for extending the age of regulation and inspection for childcare to children under 12 years. We have been particularly impressed at the speed and collective ownership by CSSIW, Welsh Government and the childcare sector in supporting more than 4,000 childcare and play provider to re-register their services under the new law and conditions.



The Board wholeheartedly commends childcare and play providers and inspectors for the reliability, professionalism and flexibility in implementing the new arrangements by April 2016. We fully support the new inspections and the phased application of service ratings. We see these as major instruments with which to drive improvement in quality of care, child development and the capability and capacity of providers and inspectors.

One of the Board's early objectives was to ensure that the Social Services and Well-being (Wales) Act 2014 made a difference to people's lives and they truly had a voice about what matters to them. To ensure people are at the heart of the new system, we worked closely with CSSIW as a Board and as individual members to develop the new arrangements for inspecting and monitoring local authorities' performance and to measure how effective they are at involving local people and communities.



## Building capacity and knowledge

As a Board we continue to build our knowledge and expertise in the complex world of regulation. Earlier this year we were fortunate to hear first hand from Dr Margaret Flynn of the findings in her report looking at Operation Jasmine, 'In Search of Accountability'<sup>1</sup>. We heard how mistakes and errors of judgement led to a sequence of unacceptable events that also characterised organisations associated with Operation Jasmine. We welcome the action taken by Welsh Government and CSSIW to host learning workshops on the review's findings and changes within the Regulation and Inspection of Social Care (Wales) Act 2016 to bring more rigour to the system.

“ The landscape of Regulation and Inspection of Care in Wales is changing rapidly and we must do our utmost to ensure that change is for the better. The National Advisory Board has been constantly called upon to share their experience and insight, to ensure that we see and support very positive developments. I feel proud of the energy and commitment of board members: their honest voices, very clearly heard, are certainly making a difference. ”

*Professor Judith Hall, Chair of CSSIW National Advisory Board.*

## Ein Llais

**Our members describe themselves as committed, empathetic, and passionate about the care of vulnerable people, both young and old.**

We would like to help make the care system the best it can be in Wales. Our priorities include having the right support and respite as a carer, and excellent care standards as being the norm.

We work closely with CSSIW's regional offices, scrutinising their work to ensure that the voice of carers and people who use services is at the forefront of their minds.

“ I just want to find people I can help advise and get that in return as well. There are some people who can't speak for themselves. I want to be able to help them as best as I can. ”

*Nathan Lee Davies, Ein Llais member, North Wales.*

The forums contain diverse perspectives, of service users, carers, commissioners, practitioners and regulators. We have the unique opportunity through our direct engagement with CSSIW to influence practice by telling them our experiences of care and our expectations of the regulator:

We are committed to supporting the improvement of care and social services in Wales and raise awareness of the inspectorate's work, as well as questioning and having our voices heard – in the same way that members of the public would.

We discuss challenges in care and social services in our regions, how those challenges can be met and our experience of overcoming barriers and challenges.

We would like the opportunity to challenge constructively the officers and management of the CSSIW to ensure that users and carers of regulated services are at the heart of what they do.

<sup>1</sup> <http://gov.wales/topics/health/publications/socialcare/reports/accountability/?lang=en>

## Ein Llais – Achievements over 2015–16

Despite being in place less than six months we are already making an impact in advising and supporting CSSIW in practical ways to improve their work. Our early focus has been on:

- new inspection reports for regulated care and childcare that are clear and straightforward for the public to understand;
- contributing to new quality assurance systems and methodologies used in the new inspection frameworks; and
- exploring ways of involving members of the public in inspection visits.

“ Whilst I have a professional background in social care I never realised just how powerless and at the mercy of the system you are as a carer. You are driven to be grateful just to get a barely adequate service. I see our role as Ein Llais members as providing a chance to change that culture. ”

*Gareth Powell, Ein Llais member, South East.*

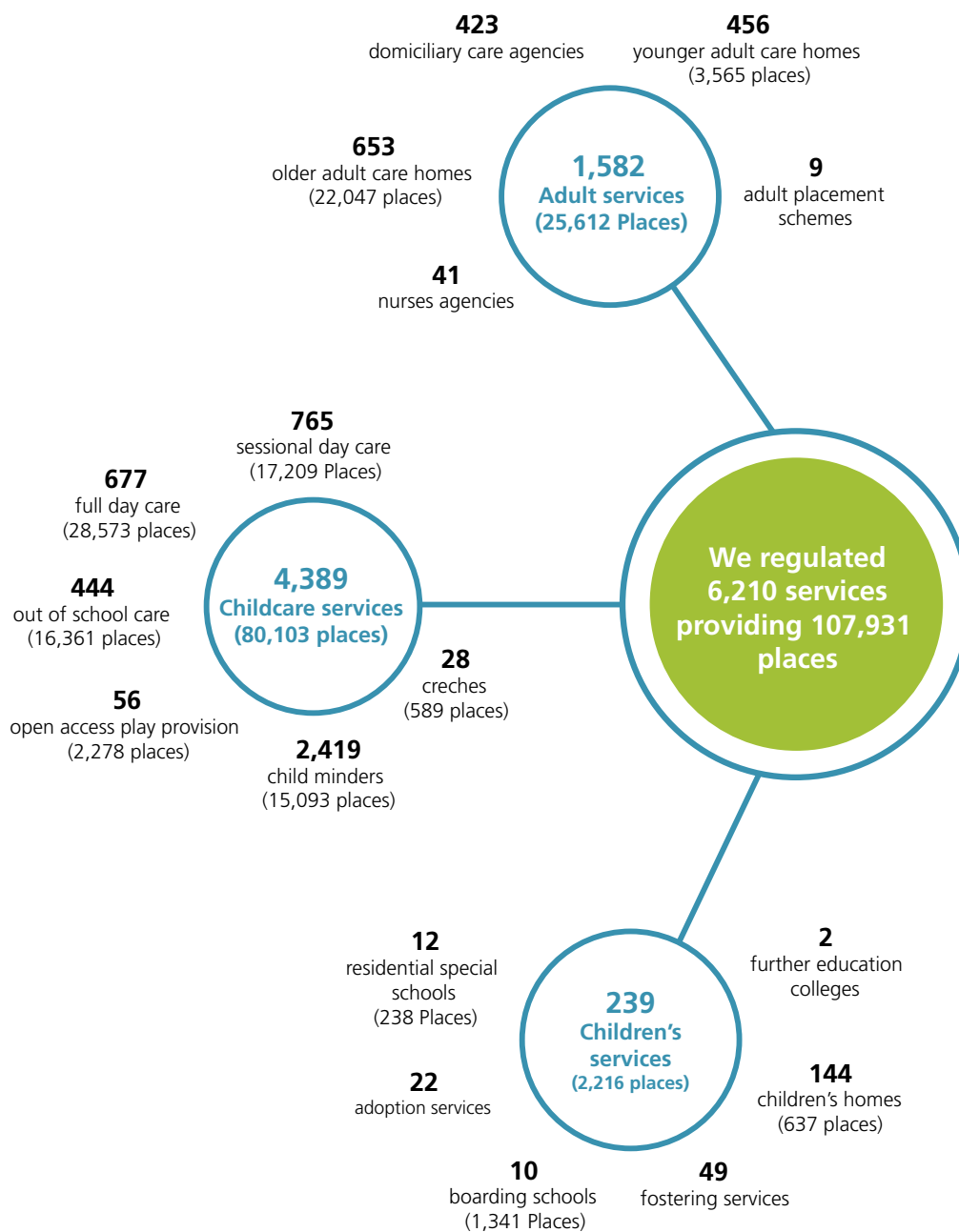


# Chapter Two

## How we performed: Services regulated by us

This chapter sets out the services regulated by us and what we did during 2015–16, including the delivery of our core functions in registration and inspection of care, childcare and play and how we work with providers to improve regulated services.

Diagram 1: Number of services regulated by us, 2015–16

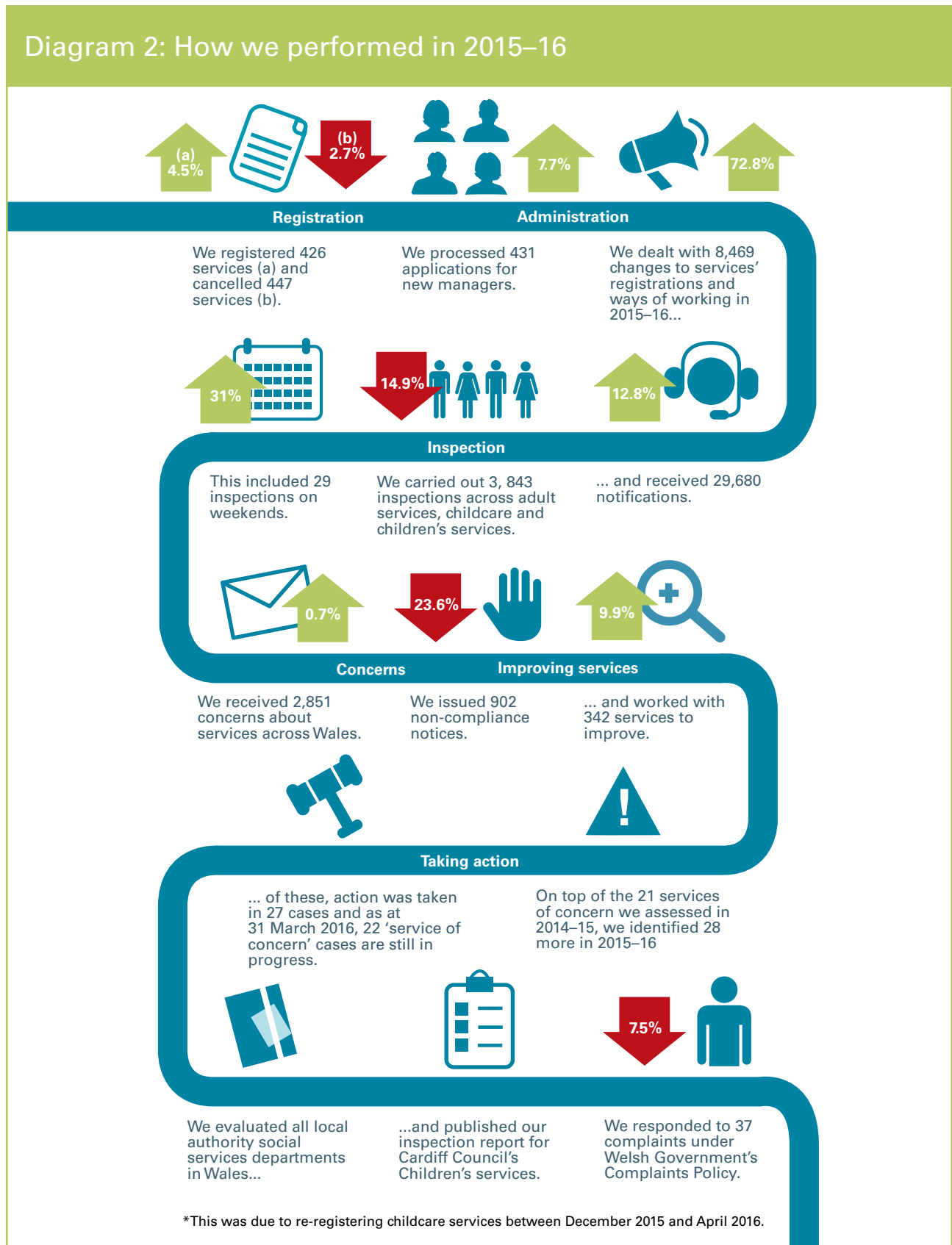


Sourced from CSSIW data management system

Diagram 2 provides an overview of all our regulation, inspection and enforcement activity over the year. It was an exceptional year with a high number of registration changes, where 4,512 of the 8,469 changes represent the re-registration of childcare and open access play services to meet the new conditions and

law from April 2016 (the statutory age for regulation and inspection of childcare and play was extended to 12 years of age). Our focus on this work in advance of April 2016 meant that providers could continue to provide care for older children between 8 and 12 years.

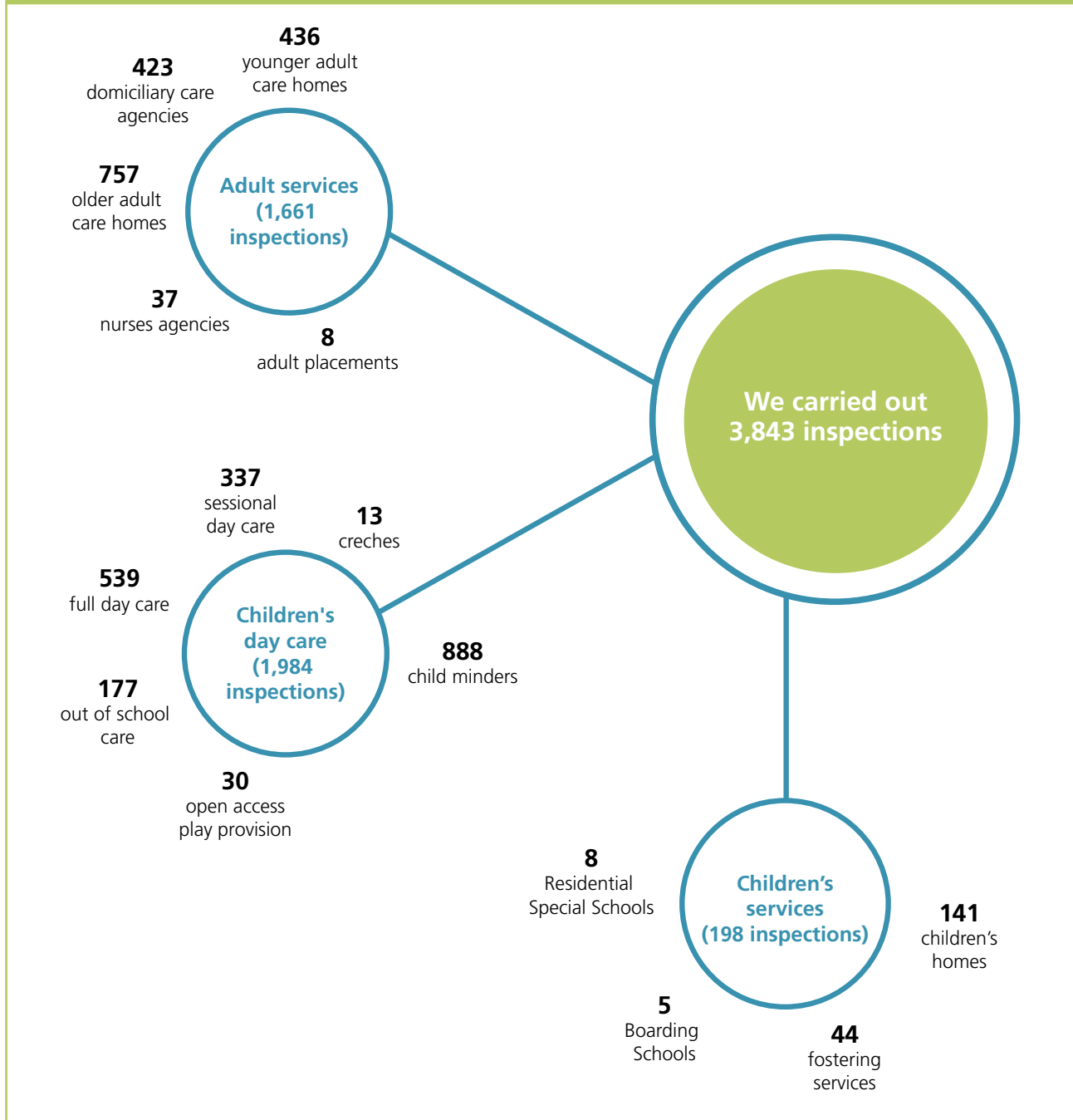
Diagram 2: How we performed in 2015–16



Our focus over 2015–16 has been to facilitate some 4,200 childcare providers re-registering to meet the new law<sup>2</sup> so they could maintain continuity of care for children up to 12 years old from April 2016. As a result, we undertook 422 fewer inspections than the previous

year in childcare and play services while our inspectors were deployed in re-registration, including enabling 1,173 providers (mainly child minders) to increase the number of children they care for.

Diagram 3: Number of inspections carried out by us, 2015–16

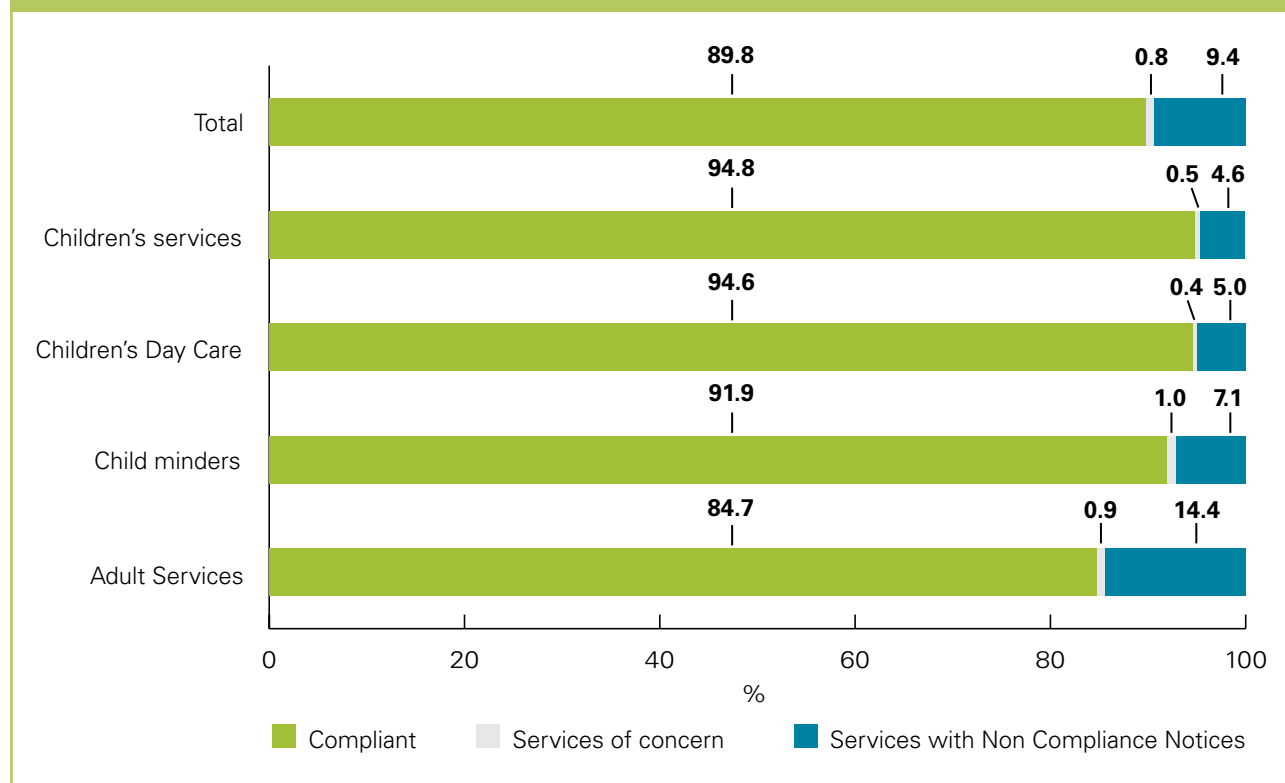


Sourced from CSSIW data management system – for details on the frequency of our inspections, please visit our website.

<sup>2</sup><http://cssiw.org.uk/about/strategic-plan/changing-the-way-we-inspect/childcare/extension-of-childcare-regulations/?lang=en>

In 2015–16 most services we inspected performed well, with almost 90% of all services meeting standards of care<sup>3</sup>. The performance average for each category below is largely unchanged from 2014–15.

Diagram 4: Annual performance of services inspected in 2015–16



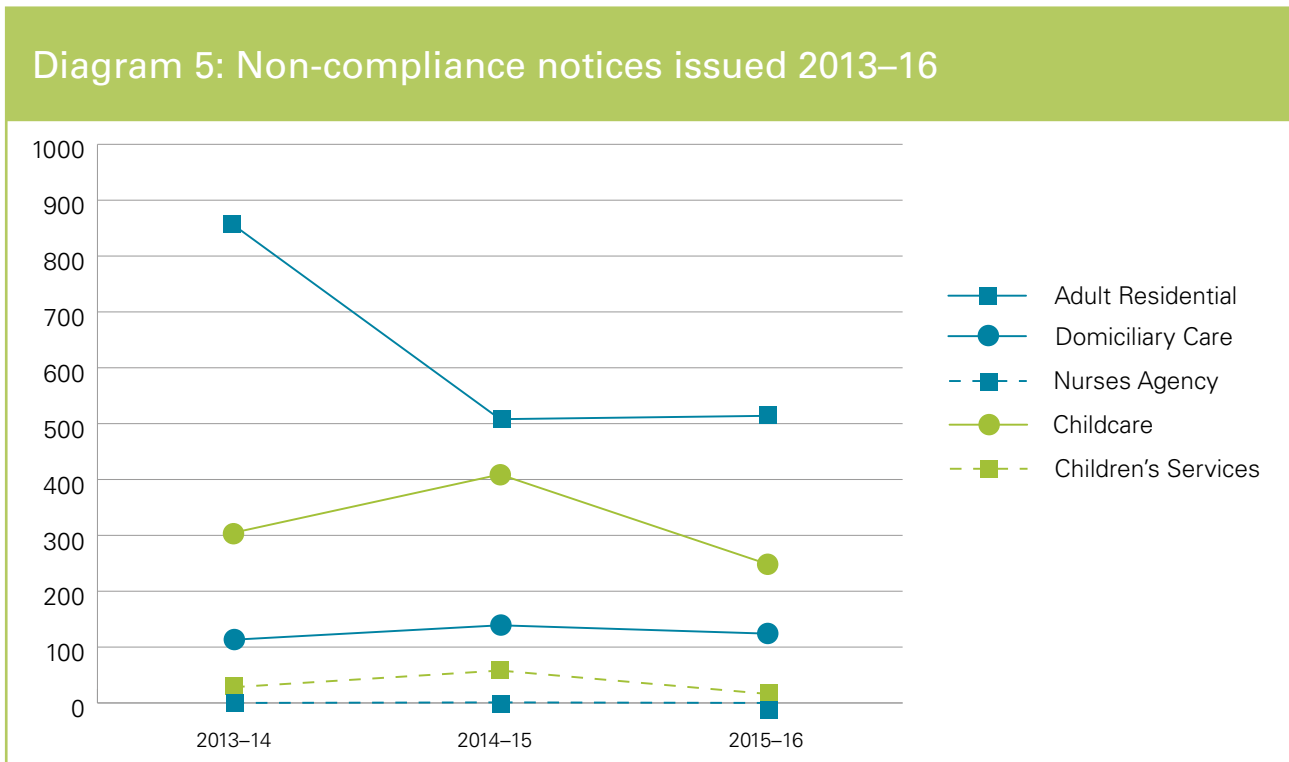
## Patterns of Non-Compliance

Over the year we worked with around 342 non-compliant services to encourage improvement and to lessen the escalation of enforcement action. It is positive to see the continued compliance of the adult care home sector where the numbers of non-compliances remain close to the 2014–15 rates.

Despite completing fewer child minder and children's day care inspections during the year, the percentage of non-compliant services has remained relatively static when compared to the previous year. However, the number of childcare services classed as services of concern dropped from 27 to 13. Overall, the 2015–16 compliance figures for child minders and children's day care are comparable to those of 2014–15.

<sup>3</sup> It should be noted that within these inspections some services may have had technical or isolated failures; for example, relating to a record, a process or a document being incomplete. Where these are of a low level of concern, they can be put right quickly and will have no immediate or significant impact on the general outcomes for the people using the service – we do not take enforcement action. Our application of proportionate regulation enabled us to focus our resource on targeted activity that will have a greater impact in ensuring people are safe and receive good care.

Diagram 5 shows the three year comparison of non-compliance notices issued.

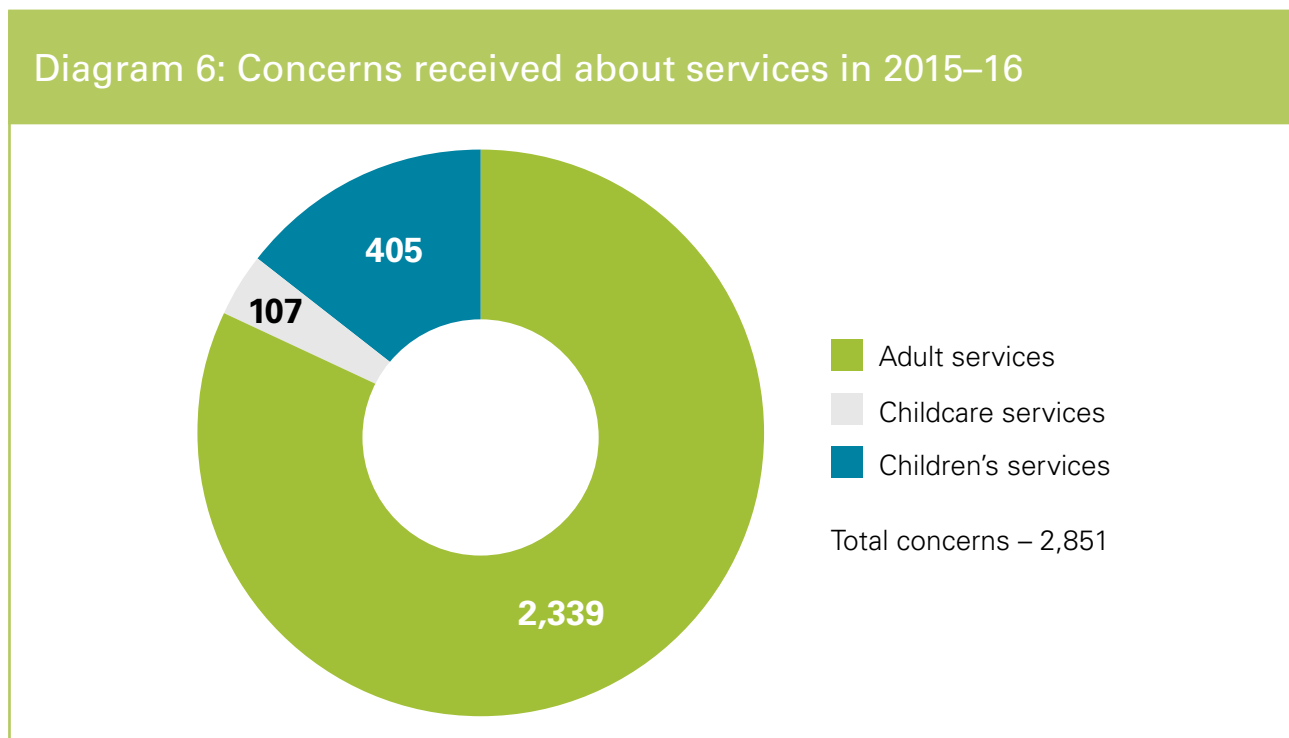


Sourced from CSSIW data management system

## Responding to concerns

More people are helping us to protect others and drive improvements in care.

People who are in daily contact with services are our eyes and ears, and help tell us when things are not quite right. They are also best placed to advocate for people's rights and quality of care.



The numbers and distribution of concerns across service groups are broadly in line with the previous year. We carried out an additional 213 inspections in response to concerns, the majority of which related to adult care homes.



# Chapter Three

## Context for change – Improving our business

This chapter outlines changes to our business, in the face of changing legislation, including how we work with others, ICT development, new inspection frameworks which focus on people's rights and well-being.

Good leaders are a driving force in improving the quality of care and experiences for people so they can be supported to achieve well-being and for our children to have the best start in life. Good leaders can also make change at pace and we have high expectations of our providers and local political leaders and commissioners to embrace this opportunity, to work with us in raising standards of care and implement new ways of working.

2015–16 has been a transformative year where both providers and our organisation have been put to the test.

### Ensuring continuity of care and investing in our children's future

Our biggest challenge was to ensure the smooth re-registration of more than 4,200 services to meet the extended age of regulated childcare and play, and the introduction of new inspection frameworks with ratings that promote development and well-being for children up to 12 years old. We achieved this through successful co-production with and commitment from the childcare sector and providers themselves.

### New service model under Regulation & Inspection of Social Care (Wales) Act 2016

The Regulation & Inspection of Social Care (Wales) Act 2016 (RISCA) became law in January 2016. We welcomed the opportunity to contribute to the development of this important legislation during 2015–16. The Act supports the aims of the Social Services and Well-being (Wales) Act 2014 which protects the rights of

people using care and support services in law. It places service quality and improvement at the heart of regulation, strengthens protection for those who need it, and ensures services deliver high-quality care and support.

We have maintained our professional influence and scrutiny to ensure new laws under RISCA provide an improved service model of regulation for older people and other vulnerable people, strengthening protection for those who need it and ensuring high quality care and support. We welcome and support Welsh Government's consultation on regulations and will work with our stakeholders to prepare for the transition, ensuring operational practice is efficient, fair and proportionate. Over the year we consulted at many levels to raise awareness and to achieve a shared understanding of the task ahead of us and the expectation of all parties.

Diagrams 7 and 8 show the future changes to registration; we will move from an establishment-based model to a service provider model. Under the new system (see diagram 8) each service provider will apply for one registration to cover all its services.

The example shows a provider who is registered to provide a range of services, for example care homes, domiciliary care and an adult placement scheme across various local authority areas in Wales. The new service regulation will provide flexibility for providers to register services and expand or to vary operations with reduced burden. It will also help to strengthen our powers so that we can promote improvement (or take enforcement action where relevant) across one care setting, or across a provider's entire range of services.

Diagram 7: Current arrangements – registration of establishments

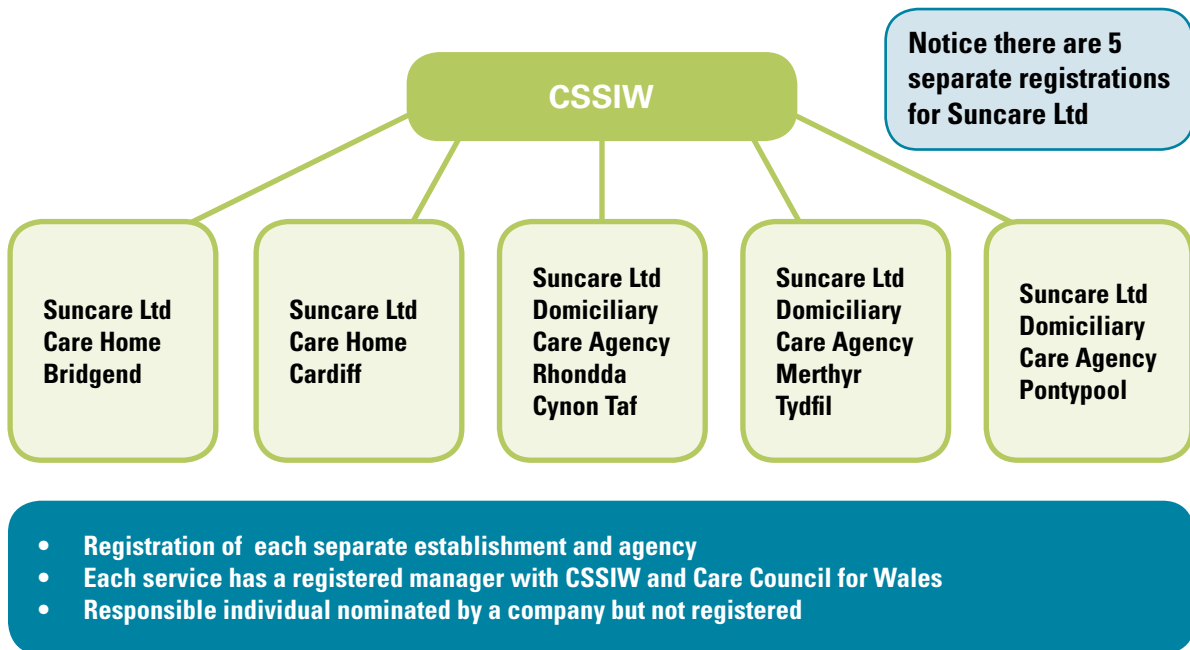
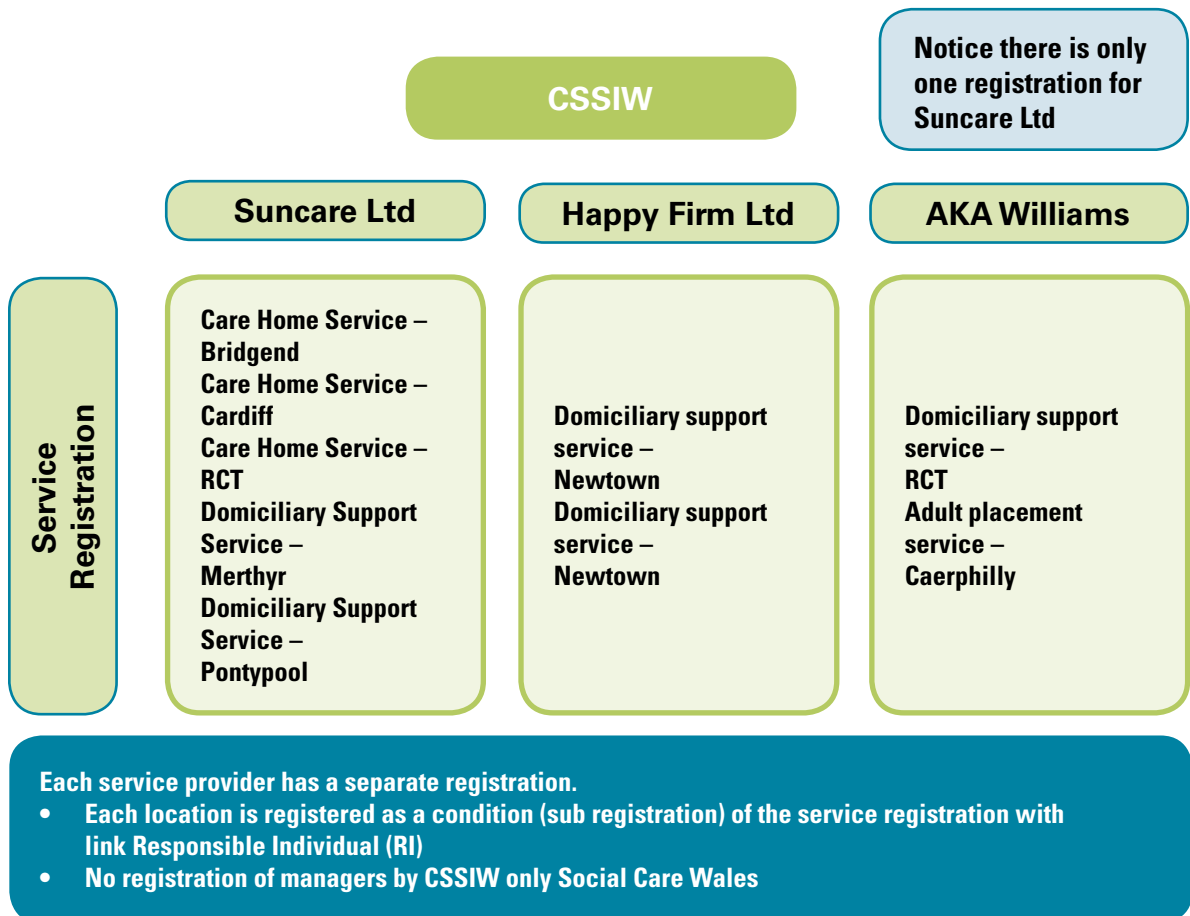


Diagram 8: Future arrangements – Registration of services



## New inspection frameworks focussed on people well-being

Last year we set out how we are changing the way we inspect services to focus on well-being and people's rights, and our work with stakeholders in developing and testing our new inspection frameworks across all the services we regulate and inspect, including local authority social services.

We are delighted to report the three principal frameworks and supporting guides are complete and will be implemented by summer 2017. Since April 2016 our inspection of local authorities' social services and regulated childcare and open access play services use the new framework – see chapters four and five for more detail.

We have been amazed by the enthusiasm and passion shown by the childcare sector in embracing our new way of inspecting and our progressive approach to awarding quality ratings.

Other care sectors also welcome our approach to extend the new inspection framework to care homes and children's homes from this autumn, and its use in fostering and adoption agencies over 2017-18.

For domiciliary care services the framework will be informed by evidence from our national review (see chapter four) and wider studies to drive improvements through both services and workforce regulation and commissioning practice.

## Introduction of new inspection frameworks

From October we will introduce new inspection frameworks and inspection cycles for adult and children homes, children's services, adoption and fostering services. These frameworks are aligned to the framework introduced since April 2016 for childcare and will assess providers and report on the safety and the quality of experiences for people using services using four inspection themes:

- Quality of well-being from 2016 (previously quality of life)
- Quality of staff

- Quality of leadership and management
- Quality of environment.

The frameworks support the objectives of both the SSWB Act and RISC Act that place people's experience and wellbeing outcomes at the heart of the system. New frameworks for domiciliary care and others will be introduced in April 2017.

The framework will help people using or choosing services and commissioners to understand the quality of care provided and will allow the care provider to evaluate their service. The framework explains:

- how we measure each theme;
- the quality standard of care/service; the information sources and methods we use in our assessments;
- how we will measure the service's contribution to people's well-being, including in the care they provide.

It will also, ensure the organisation, its culture, resources and the staff are engaged, motivated and have the capability to be responsive in the delivery of effective regulation and inspection to meet changes and future arrangements.

Our transition to the new model of regulation and inspection continues. We are not alone and the move towards more effective regulation to improve the quality of care and well-being extends to commissioners, providers and people who use services, including their families and carers.

To ensure we regulate for success it is important that the change is clearly communicated, understood and managed in a way that all parties are active contributors. The scale, pace and technical nature of changes over the past year has brought to light the resilience, innovation and commitment of providers and the sector to work collaboratively to improve the service quality and experience for people.

They have embraced the new way of working, welcomed the move toward the introduction of ratings and the ability to work with us through CSSIW Online. For example, 76% of childcare providers used CSSIW Online to submit their Self Assessment of Service Statement (SASS).

## Extending citizen scrutiny in inspection

We are committed to involving young people in our inspections and want to deploy a range of approaches including independent visitor arrangements. In collaboration with Foster Care Associates and the Rees Foundation<sup>4</sup> we are developing a young inspector scheme that will be piloted later this year in fostering services. In designing the scheme we have drawn on the experience of our 2014 pilot of former care leavers, which engaged with young people in 11 children's homes to find out if the service was making a difference to their well-being.

## Quality Forum

The Forum of key leaders in the social care community remains purposeful and committed to accelerate improvements through a framework of support to drive improvement for quality integrated care, centered around the person. Its work will focus on five priority areas listed below:

- falls prevention
- safe medication
- pressure sores
- nutrition & hydration
- definitions – late and missed calls.

Working with Welsh Government and Public Health Wales the Forum is supporting development of new nutritional standards in care homes for older people and in early years to raise the nutritional quality of food and drink for older people and infants in regulated care services. This forum will facilitate and promote the standards in their respective leads as commissioners and providers and regulator of care. CSSIW will also report on the quality of food and people's dining experience within our new inspection reports as part of our assessment of a service impact on people's well-being.

<sup>4</sup> [www.reesfoundation.org](http://www.reesfoundation.org)

## Workforce development

Despite the growing demand for our services, and number of vacancies in our front line inspectors our staff remain committed professionals. Staff have been key contributors in the development of processes of the transitional system, new inspection frameworks and cycles. Staff told us they wanted to spend more time at services so they could apply an in-depth inspection to better support people's well-being outcomes and promote service improvements and consistency. Staff have embraced the new ways of working and continue to embed our approach to introduce quality ratings. We also pay tribute to the support of our fee paid inspectors who contributed over 3,000 days to our inspection programme over 2015–16.

We remain committed to strengthening the skills and capability of our staff. Over the year we have focused on strengthening our inspectors' understanding of child development, open access play work, and new laws and practice, including changes to registration, enforcement and inspection processes for a wide range of groups. We have also provided training to enhance skills in triangulating evidence, clear report writing and techniques in providing clear messages during inspection feedback with providers.

## ICT project

Building our digital capacity and capability is priority for our business. Following our successful launch of the Self Assessment of Service Statement (SASS) online in summer 2016, over 3,300 childcare providers have now subscribed. By the end of 2016 we aim to have the majority of providers across all our services signed up to CSSIW Online.

## Welsh Language

Along with other public bodies in Wales, we must comply with standards set by the Welsh Language Commissioner<sup>5</sup>, which aim to improve the bilingual services that people can expect to receive. We recognise for many people, their

<sup>5</sup> New standards effective from 30 March 2016 – [www.comisiynyddygyraeg.cymru/English/Language%20duties/Pages/What-are-standards.aspx](http://www.comisiynyddygyraeg.cymru/English/Language%20duties/Pages/What-are-standards.aspx)

well-being relies on their ability to communicate through the Welsh language and for some people, expressing themselves through Welsh may be their only means of communication. We also recognise that people with dementia who are likely to depend on communication in their first language (the language they learned as a child and used at home). Young children who use Welsh at home may also need continuity of language through their day care service.

We are therefore committed to ensure that standards and driving the objectives of More Than Just Words is part of the way we work.

We have also taken action to ensure providers and commissioners take active steps to embrace and evidence how they are achieving the standards.

Practical steps taken include reinforcing the importance of Welsh language, standards and Welsh heritage within our organisational culture, policies and training. We are also capturing and recording people's language preferences as part of the regulation and inspection processes, and recording services' provision of Welsh language within individual inspection reports.

### Diagram 9: Communications – April 2015–March 2016



We attended **80** events, conference and workshops... compared to 32 during the previous period



Our presence in the Welsh media more than doubled from 123 to **263** news items...

**34** mentions in November 2015 about our annual local authority evaluation reports

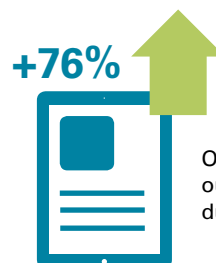
Assistant Chief Inspector David Francis appeared on BBC 'Week In Week Out' about domiciliary care in June 2015

Chief Inspector Imelda Richardson on BBC Radio Wales 'Morning Call' in August 2015

We spoke to **348** people during our #choosingcare campaign at the Royal Welsh Show

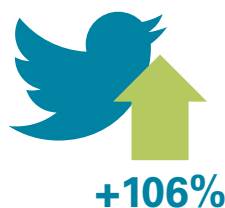


Our bilingual monthly newsletter up to **1,296** subscribers... compared to 1,005 last year.



Over **300,500** people visited our website... compared to 171,216 during the previous period

Our Twitter channels in English and Welsh received a combined total of **805,370** impressions... compared to 389,096 during the previous period.



Our channel attracted **2,243** views... compared to 2,134 during the previous period  
Our learning disability inspectionvideo, published in November 2015 was watched 350 times.



# Chapter Four

## Our work with local authorities

This chapter outlines our new approach to our engagement and performance reviews of local authority social service functions under the Social Services and Well-being (Wales) Act 2014.

Our work this year with local authorities has been positive and transformative; strengthening our engagement with people and elected members, developing new performance review arrangements and inspection frameworks to measure people's well-being outcomes, their rights and experiences.

The changes align and complement the duties and objectives set out in new laws.<sup>6</sup> During the transition, we stopped publishing our evaluation reports in response to Director of Social Services' annual reports in 2015–16, but continued to meet with and monitor local authority performance.

Our new approach includes:

- a comprehensive system for engaging with elected members and officers, regularly monitoring performance and our active participation in scrutiny through Performance Review Meetings (PRM);
- a core inspection programme starting in 2016 where we will inspect key dimensions of adult and children's services in each local authority area, focusing on improvement;
- a new inspection framework to support the programme built around the six quality standards that represent people's well-being under the 2014 Act.

Our renewed emphasis on engaging with people will be coupled with a rigorous analysis of performance and relevant evidence from our inspections of both regulated and social services. This will ensure consideration of the whole system of care, and provide a clear line of sight on the quality of local authority commissioning, care management arrangements and their impact on the well-being of people and carers who need care and support.

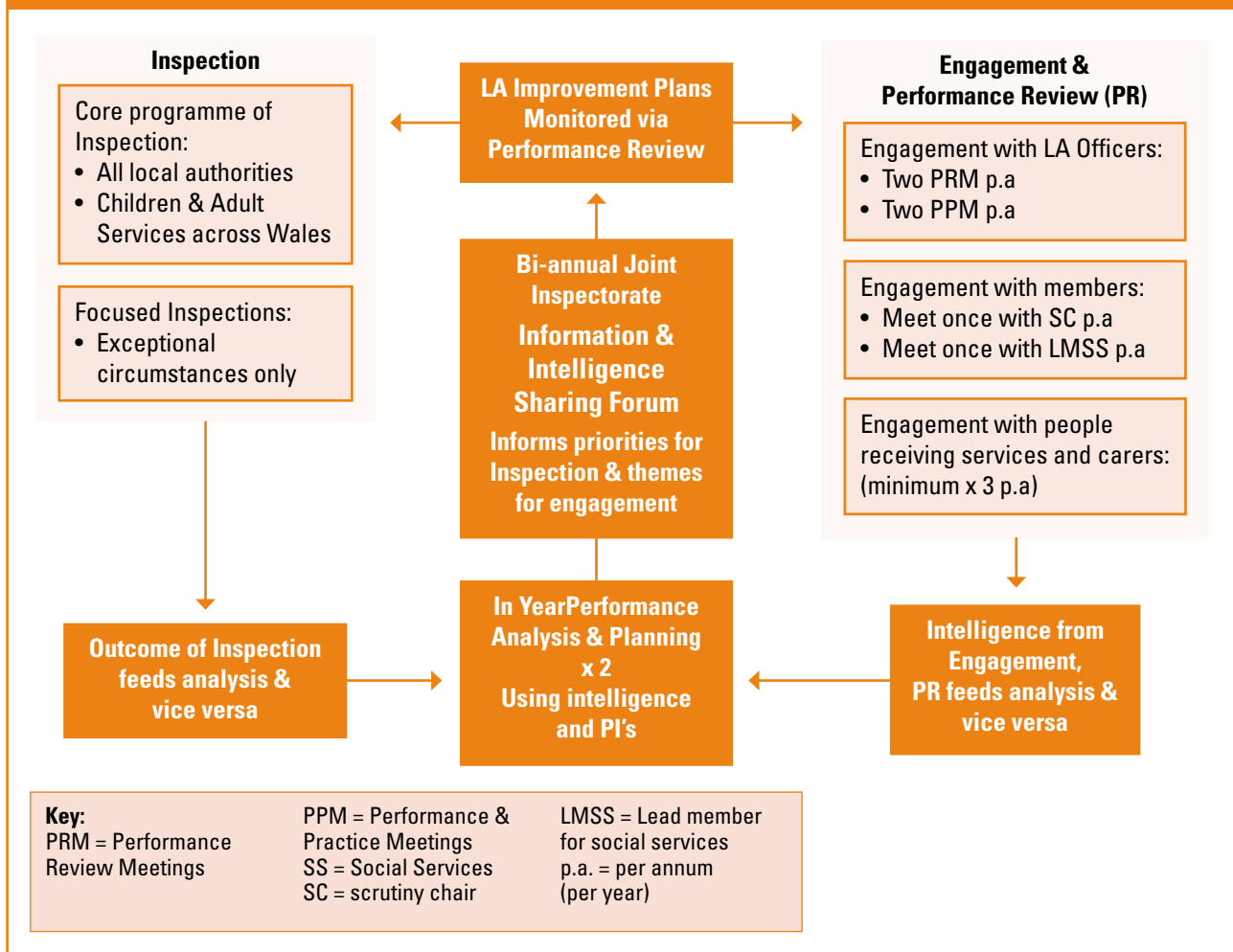
### Strengthening scrutiny and local accountability

Diagram 10 provides an overview of the new Performance Review Meeting (PRM). Each year we will identify themes for our engagement activity and our focus for 2016–17 will be carers and adult safeguarding.



<sup>6</sup> Social Service and ( Wellbeing ) Wales Act 2014 and The Regulation and Inspection of Social Care (Wales) Act 2016

## Diagram 10: Cycle of Local Authority, Inspection, Engagement & Performance Review



The new PRM will strengthen the link between internal and external review of local authority performance through regular attendance at scrutiny and other committees to provide political leaders with feedback on inspections, practice, trends, and the views and experience of local service users.

We have improved systems for working with other audit, regulation and inspection (AIR) bodies to share and review evidence, intelligence and information collected by each body to evaluate whether there needs to be a new or different focus in our external reviews, to help shape and inform ongoing priorities within our core programme and those of our AIR partners.

### Core inspection programme and new inspection framework

Our core inspection programme and new inspection framework will ensure that all local

authorities are inspected using a common methodology, underpinned by six quality standards of well-being. People's views and experiences of care and those of carers and families will be central to our inspection and engagement activities with local authorities.

We will inspect key aspects of each local authority's children's and adult services. Over 2016–17 we aim to complete 10 inspections (five in children's services and five in adult). Our initial focus will be on accessibility of services, including how authorities' information, advice and assistance services are operating in practice, and access to preventative services to enable independence and reduce the need for local authority managed care. We will use the first year to test the new arrangements and draw upon learning to continually refine our methodology, approach and respond to any changes in local authority boundaries resulting from mergers. Our report from our inspection of Carmarthen children's services will be published shortly.

Diagram 11: Local authority inspection frameworks



## National and thematic inspections

These inspections examine a number of key issues across a representative number of local authorities, focusing solely on performance and identifying good practice or deficiencies.

Such inspections have proved important in identifying and exploring critical issues, sticking points, and offering solutions for moving the service forward at a local and/or national level. During 2015–16, we undertook two important national reviews:

- A national review of domiciliary care – Above and Beyond
- A national inspection of care and support for people with learning disabilities.

We also inspected:

### **The City of Cardiff Council’s children’s services**

We looked at access arrangements for children, young people and their families who were either referred for care and support, or where information was received about the child’s well-being. We reviewed the effectiveness of the link between preventative and statutory provision and considered the quality of outcomes achieved for children and families who received the service.

### **Flintshire County Council children’s services**

We looked closely at the experiences of children and young people who needed or still need help and/or protection. The inspection also considered the quality of outcomes achieved for children and families including a small sample of children and young people who were, or had been, looked after.



## Deprivation of Liberty Safeguards

We reported the key findings and analysis of the 2014–15 data on the use of Deprivation of Liberty Safeguards (DoLS) in Wales. The data is from the supervisory bodies, made up of 22 local authorities and 7 local health boards in Wales. We found the number of applications for Safeguards saw a 16-fold increase on the previous year, from 631 applications in 2013–14, to 10,679 applications being made during the period April 2014 to March 2015.

These reports can be found on our website.

## Working with others – joint inspections

We continue to work with other inspectorates, in particular where there is a common interest or duty regarding protection and safeguarding of children and adults.

Over 2015–16 we worked closely with Her Majesty’s Inspectorate of Probation on a full (joint) re-inspection of youth offending work in Newport City Council, following poor outcomes in an earlier inspection looking at the protection of children and young people to reduce their vulnerability in 2014<sup>7</sup>.

## National inspection of care and support for people with learning disabilities

Along with Healthcare Inspectorate Wales (HIW) we challenged local authorities and health boards to improve the planning and delivery of services for people with learning disabilities.

Together we delivered a lengthy national inspection programme in six local authorities and local health boards, to see how services were planned and delivered for people in those local authority areas.

People with learning disabilities can be vulnerable and can face inequalities in health and well-being where research<sup>8</sup> shows that many are at high risk of developing mental health problems and isolation. It was therefore important that we and HIW looked at the

performance of local authorities and health boards in their planning and provision of services and how they were reconfiguring their services to bring greater independence and well-being outcomes.

We produced an all-Wales report, asking all local authority areas in Wales to improve their offer and way of working, so that people with learning disabilities can make sure they can achieve the outcomes that matter to them.

We worked closely with All Wales People First and the All Wales Forum of Parents and Carers to ensure that the experience of people who use services was central to the inspection. We are grateful to both organisations for their leadership and support throughout the whole process and their active lead in focus groups across Wales, as well as through the Learning Disabilities Wales ‘Heart and Soul’ conference ensuring the voices, experience and expertise of people with learning disabilities were heard and used to inform the inspection.

## What we found

The quality of care and support for many people with learning disabilities in Wales is largely dependent on the effectiveness of the front line social services and health staff who support them. For those who have family carers it is the tenacity and assertiveness of their relatives that is also often crucial to the outcomes that they achieve.

Social services and health staff generally work well together at an individual and team level. Much more needs to be done, however, by leaders at all levels to support their staff by working in partnership with people with learning disabilities and family carers to shape care and support for the future. There are examples where social services and health are thinking and planning together for the longer term and talking and listening to people about their ideas and plans. However, there are too many instances where this is not happening effectively on behalf of people with learning disabilities.

<sup>7</sup> <https://www.justiceinspectorates.gov.uk/hmiprobation/wp-content/uploads/sites/5/2016/06/Newport-FJI-reinspection-report.pdf>

<sup>8</sup> Source: Foundation for People with Learning Disabilities

Diagram 12: Visual map created by Scarlet Design, using feedback gathered at our workshop at the learning Disability Wales 'Heart and Soul' conference 2015



Visual Map © Scarlet Design Int. Ltd 2016 [www.FranOHara.com](http://www.FranOHara.com)

### “Above and beyond”: national review of domiciliary care in Wales 2016

The review reveals the considerable complexity of service provision across Wales and confirms the enormous scale and cost of domiciliary care which is commissioned in Wales.

The review found most people, most of the time, are happy and appreciative of the care they receive. It is a finding replicated elsewhere and is a reflection of the dedication of front line care workers and those back at the office who in the face of rapidly changing hour by hour requirements are busy ensuring people get the visits they need. It highlights the importance of carer continuity for those receiving care and support. However, the review also found that a small proportion of people experience poor care, particularly in relation to care worker continuity and reliability of visits.

The review found that despite poor pay and working conditions, most care workers are very motivated. They are naturally caring and concerned for the people they care for. They often go “above and beyond”, doing things which are “not on the list” or may stay on and provide care in their own time.

The review found that the council and health board arrangements for purchasing care were extremely varied and that this comes at a very significant cost in terms of potential capacity, duplication and inefficient administration. The review found that there is a serious lack of capacity and the market is extremely fragile. The lack of capacity comes at a high cost for individuals and their families as well as public authorities with increasing pressure on delayed transfers of care.

The review shines a light on two of the factors which are driving some of the behaviours in the system.



- General workforce shortages which result in calls being ‘crammed in’, especially at peak times. This then results in call times being shortened or ‘clipped’.
- Over zealous application of both procurement and finance rules which can result in a tendency to drive down prices in the short term, punitive contractual terms and a need to account for every penny spent.

All parts of the system have a part to play and the review has found that when people, especially commissioners and providers, work together to find solutions based on mutual interest and understanding the outcomes are more likely to be realistic and achievable.

The review highlights areas of good practice and a number of areas where action can be taken. It makes suggestions about what might be done. These will be considered as part of the five year strategy for domiciliary care in Wales which is being developed by Care Council for Wales.

The review concludes that the task before Welsh Government and those commissioning and providing domiciliary care is to create the conditions where:

- care is outcome focused and flexible, not rigidly prescribed as time and task;
- those who provide care are involved early in assessments and in shaping care packages;
- continuity of care is given priority;
- there are effective assurance arrangements in place;
- a high quality health and social domiciliary care workforce can grow and be sustained; and
- the business of domiciliary care can flourish.

# Chapter Five

## A closer look at children's services

This chapter provides an in-depth look at the performance of early years and children's services.

### Demographics – Wales

- There were 627,888 children and young people under 18 years in Wales during 2015–16 with 555,289 under the age of 16 years. The population of three and four-year-olds was 73,470.
- Approximately 200,000<sup>9</sup> children in Wales were living in poverty.
- Approximately 90,000<sup>10</sup> lived in severe poverty.
- There were 80,103 places for childcare and play as of 31 March 2016.
- 5,785 three and four-year-olds in the non-maintained sector received Foundation Phase education in 2014-15.
- 3,059 children were on local authority child protection registers as at 31 March 2016.
- Over 33,500 referrals were made to local authority social services between 1st April 2015 and 31 March 2016.<sup>11</sup>
- 19,385 children in need and their families received support from local authority social services during 2014–15.
- 5,500 children in need were looked after as of 31 March 2015.
- 2,310 children in need were on the child protection register in Wales as of 31 March 2015.
- Local authority reported expenditure in children and family services in 2014–15 was £553,950,000 (£248,201,000 for looked after services).
- 38,269 children benefited from Flying Start in 2015–16.

### Childcare and play

#### Investing in our children's futures

Investing in our children's future through the provision of quality childcare and early years education, and supporting parents to combine work and family life continue to be priorities for the new Welsh Government. Work and care are essential steps in achieving equality – enabling better access to the labour market for women, helping parents to work, supporting economic growth and tackling poverty.

The Welsh Government's manifesto committed to provide a better deal for working parents by providing 30 hours' free childcare a week for 48 weeks of the year for three and four-year-olds. We welcome and strongly support these progressive reforms to maximise opportunities so that our children have the best start in life.

#### Quality care making a difference to children and families

Over the year we have continued to support these objectives, working in partnership with the childcare and play sector and providers to drive improvements through the regulation and inspection of childcare, open access play and early year services operated by the non-maintained sector.

“ Our common goal has been to ensure a thriving and vibrant childcare market in Wales where children and parents experience safe, high quality and affordable childcare and early education that is focused on the best development outcomes for children. It is also important that there is a range of flexible provision that is accessible to support parental work pattern and family lifestyles. ”

*Imelda Richardson, Chief Inspector CSSIW*

<sup>9</sup> <http://www.savethechildren.org.uk/where-we-work/uk-kingdom/wales>

<sup>10</sup> <http://www.savethechildren.org.uk/where-we-work/uk-kingdom/wales>

<sup>11</sup> Source: StatsWales

2016 has been a transformative period for childcare and open access play in responding to the changes in law to extend regulation and inspection of childcare to children under 12 years old. This involved us introducing a new inspection framework with children's rights, development and well-being outcomes at its heart, and providers preparing their business and service model for the transition to our online services.

Below provides an overview of the scale of these changes. We commend providers and the childcare sector for their co-operation and their positive approach in supporting the re-registration of over 4,200 existing services by April 2016 to meet with the new law and conditions of registration, and their active engagement in developing and implementing the new inspection framework built around the best development and well-being outcomes for children.

- We re-registered and issued new certificates of regulation under the new law to over 4,000 childcare and play providers.
- We introduced bespoke and proportionate systems to enable providers to re-register before April 2016 so there was no disruption to their business to allow them to continue to provide care for children aged 8 to 12.
- Over 1,500 providers (mainly child minders) varied their conditions of registration and increased the number of children they look after to the age of 12 years.

We introduced other measures from April 2016 to enhance and improve childcare in Wales:

- a new inspection framework to place greater focus on child development and well-being outcomes for children up to 12 years old;
- changes to the frequency of our inspections: every two years for day care services and every three years for other childcare services, or sooner if we have a concern or the service is considered to be high risk;
- increased the time that inspectors spend at the service to undertake a more in-depth inspection and provide detailed provider feedback including ratings;
- phased introduction of ratings for each inspection under four themes: **Excellent**, **Good**, **Adequate** or **Poor**;

- we sought child minders' views on voluntary publication of their inspection reports, to help parental choice and child minders to promote their service ratings;
- online system to enable providers to make their SASS and quality of care reviews;
- collecting and sharing data to support local authorities to prepare Childcare Sufficiency Assessments (CSA) under the new regulations, including the publication of annual reports from 31 March 2017. The system for collecting CSA information will improve the integrity and consistency of the data captured and reported for both regulated and unregulated childcare.

### New inspection framework: Child minders, childcare and open access play

Through co-production with people we have developed the new inspection framework. We listened to what providers, parents, the childcare sector and children told us about what they expect from a quality inspection. The new inspection process is fair, proportionate, encourages continuous improvement and has a central focus on the holistic development of all children, from babies to teenagers (0–12 years old). It is also sensitive to those who are at an earlier stage of development and those who are more able.



Our new approach focuses on quality through our improved in-depth inspection, accuracy and integrity of our records through better collection and sharing of intelligence (on the range and provision of childcare and early years in non-maintained services), maximising digital technologies and solutions to provide online services and tools for our inspectors.

Our new inspection framework changes to the way we inspect, and the frequency of our inspections respond to this learning, placing quality outcomes for children at its heart. Our new inspection guidance<sup>12</sup> sets out clearly the expectations about what services and providers can expect from the regulator. This

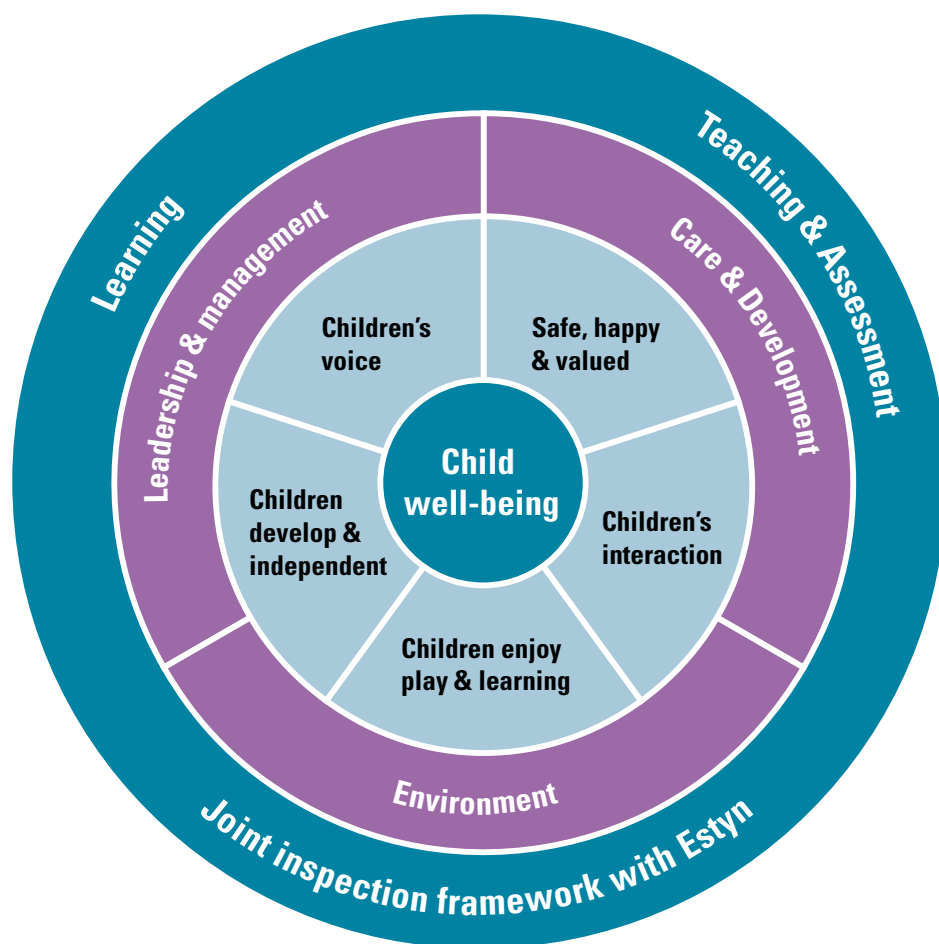
includes what we expect to see from a service in providing strong leadership and promoting a culture of high quality care and improvement.

Our framework considers four themes:

- Well-being
- Care and development
- Leadership and management
- Environment.

Diagram 13 is the joint inspection framework we will use for childcare and early years (Foundation Phase). It shows two additional themes of learning, and teaching and assessment, to also be considered when we jointly inspect with Estyn.

Diagram 13: Joint inspection framework with Estyn



<sup>12</sup> <http://cssiw.org.uk/docs/cssiw/general/160608childcareinspectionguideen.pdf>

## Longer visits

Inspectors will also spend more time at the inspection visit:

- speaking to children, parents and staff;
- observing children and staff interaction;
- looking at child records and other information to check they are regularly kept up to date, for example child protection policies, statement of purpose, first aid, fire risk assessments and DBS certificates;
- considering evidence about children's development and well-being;
- discussing feedback with providers.

## More proportionate inspections

From April 2016 our new inspection programme will reduce the frequency of inspections and the majority of our inspections will continue to be unannounced. Where concerns are expressed about a service we will inspect a service at any time.

We will inspect:

- full day care services at least once in every two years; and
- other childcare services; child minders, sessional day care, and open access play, crèches and out of school care at least once in every three years.

## Driving quality childcare through ratings

Having a clear and transparent system that supports parents in choosing quality care is important. Introducing a rating system will ensure parents can make informed choices and help drive service improvements towards excellence for providers.

As part of our new inspection arrangements, we will advise services of the rating we would award against each of the four inspection themes but we will not record the rating in the service's first inspection report under the new arrangements. For subsequent inspections we will record the ratings in the inspection reports.

There are four ratings: **Excellent**, **Good**, **Adequate** and **Poor**.

## Working with our partners: Joint inspection of childcare and early years education

We commissioned (jointly with Estyn) external evaluators to undertake an independent evaluation of the pilot inspection programme in 11 services that we jointly undertook in 2015–16.

The pilot provided a good platform to introduce the new inspection framework and ratings across all childcare services. Learning from the evaluation of our early joint pilots will inform further pilots in autumn 2016. This will ensure we streamline our inspections through a unified system that is seamless and effective for both childcare and early years.

## CSSIW online for providers' self assessments

The law<sup>13</sup> requires childcare providers to make annual returns to Welsh Ministers (via CSSIW) through a review of quality care and a self-assessment of their service (SASS). We have developed an online service to enable providers to complete their SASS data collection and quality of care review online. From July 2016, around 4,400 childcare services will be asked to set up an account using CSSIW online and will be supported to submit their self-assessment to us using the new online facility.

We will share information from providers' self-assessments with local authorities for their Childcare Sufficiency Assessments. This approach ensures that information is only collected once and shared with local authorities and other key public bodies who have a role in supporting childcare in Wales. It improves the integrity and consistency of information about or connected to childcare across both regulated and unregulated childcare markets. The SASS also contributes to national and local intelligence and plans to ensure high quality, sustainable and flexible childcare and early years markets in Wales.

## Provision of childcare

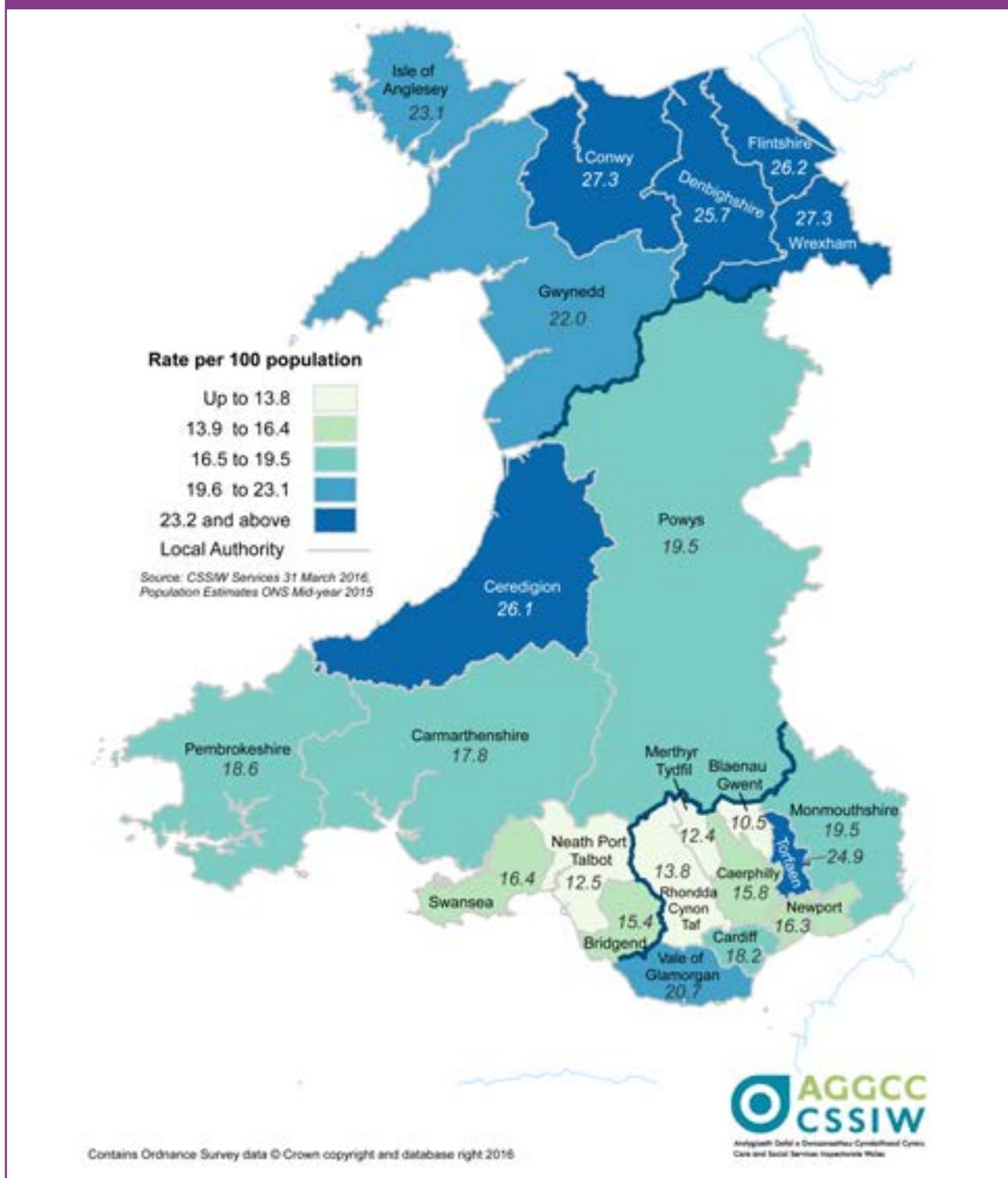
As of March 2016, there were 4,389 childcare and play services providing 80,103 places. Child minders account for 19% of market places for

<sup>13</sup> Regulation 16 and 17 of the Child Minding and Day Care (Wales) Regulations 2010.

children under 12 years old. These figures show an increase of 4% in childcare places; however, the increase is largely attributable to services who re-registered between January and March 2016 to care for children between 8-12 years. We supported providers to ensure continuity of care for older children (between 8 and 12 years) after 1 April 2016 when the new law came into effect.

Diagram 14 shows the distribution of childcare places per 100 population for children under 12 years as of 31 March 2016. The rates, when compared to last year, have decreased across all local authority areas and this reflects the larger population base of children under 12 years rather than under 8 years as used in last year's report. Decreases in the number of places per 100 population range from a drop of -3.6 in Blaenau Gwent to -14.1 in Denbighshire.

**Diagram 14: The rate of children's day care places per 100 population aged under 12, as at 31 March 2016**





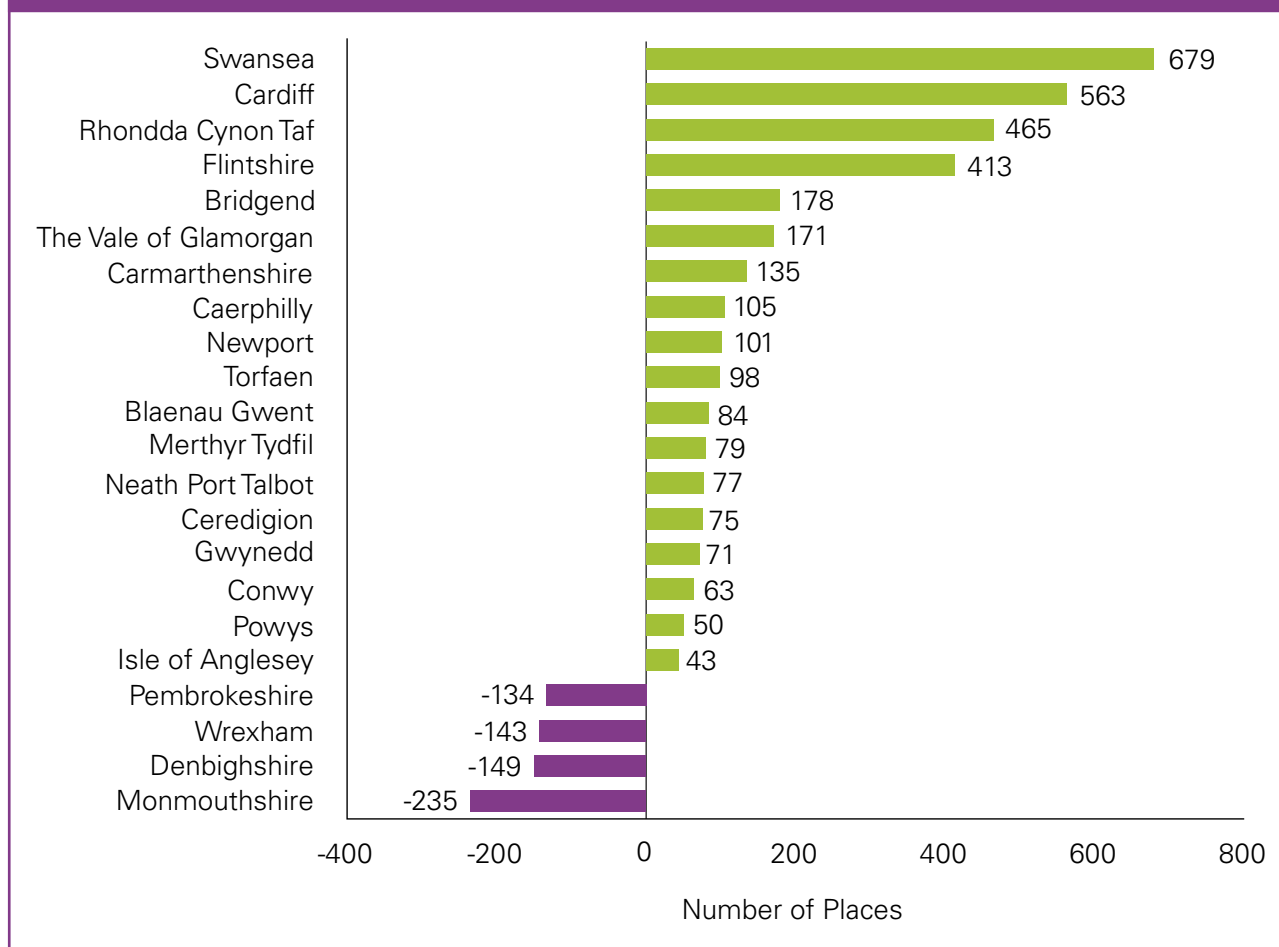
The majority of local authority areas saw an increase in child care and play places, ranging from 43 in Anglesey to 679 in Swansea but Pembrokeshire, Wrexham, Denbighshire and Monmouthshire saw decreases varying from -134 to -235 (see diagram 15).

Over 2015–16 we inspected 1,934 childcare services which provided 42,990 places.

Despite some service disruption and additional challenges to the sector in meeting new regulation and inspection requirements, over 94% of childcare and open access play met the required standard of care.

Diagram 15 shows how the number of places within the childcare and open access play sector has changed in each local authority between 1 April 2015 and 31 March 2016.

Diagram 15: Change in place numbers since 1 April 2015



Sourced from StatsWales

# Chapter Six

## A closer look at adult services

This chapter provides more information on adult services, with a key focus on care homes, an area that is increasingly under scrutiny.

Below outlines key information for adult services and local authority expenditure on adult social services:

In 2015–16 there were:

- 624,773 adults over the age of 65 compared to 614,747 in 2014–15 where around 8.4% received publicly funded care.
- 39,334 adults aged 65 or over were supported to live in the community.
- 11,052 adults aged 65 or over were supported to live in residential care homes.

During 2014–15\*:

- 28,514 adults between the ages of 18 and 64 were supported to live in the community or in residential care homes.

- Local Authorities reported expenditure for adults under 65 was £532,858,000 and £573,155,000 for adults over 65, representing an overall increase of 1% the previous years.<sup>14</sup>

### Carers

Carers Wales report there are 370,230<sup>15</sup> carers in Wales and each year it is estimated 123,000 people become carers saving the Welsh economy over £8 billion. The main carers' benefit is worth just £62.10 for a minimum of 35 hours work and 103,594 of carers in Wales provide over 50 hours of care per week.

Over the past three years, compliance has been at 82–84% where care meets with national standards. There are a small number of services (1%) where we have continued to have significant concerns and monitor closely under our enforcement pathway. There has been a slight drop in the compliance of care homes (1%) and domiciliary care (4%) compared with the previous years.

### Integrated Care

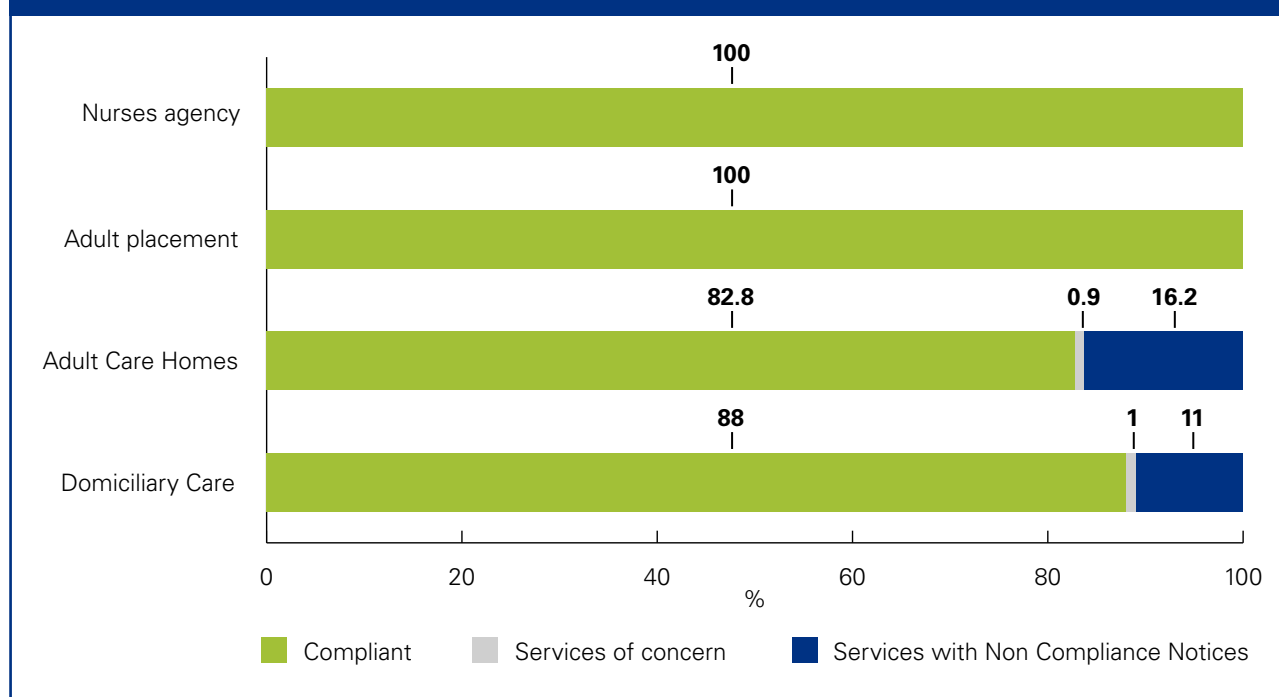
People requiring care and support should experience a seamless, integrated service to meet their needs and promote independence and well-being.

<sup>14</sup> Stats Wales figures and expenditure by local authorities for 2015/16 were not available at the time of publication.

<sup>15</sup> Source Carers Wales <https://www.carersuk.org/wales>



**Diagram 16: Annual Performance of Adult Services inspected in 2015–16**



Welsh Government’s investment of an additional £60 million intermediate care fund in 2016–17 to improve care coordination between social services, health, housing, education and the third and independent sectors is symbolic of their priority to accelerate improvement in integrated care, so that people receive the right service, in the right place, at the right time, delivered by the right professional.<sup>16</sup>

Last year we reported the increasing complexity in the commissioning of adult social services in Wales where we are seeing year on year increase in number of care home placements and domiciliary care services commissioned by NHS Wales. Our national review of domiciliary care in 2015–16 provides a greater insight into the unnecessarily complex world of local authorities and their health partners commissioning practices that requires urgent attention to streamline arrangements to address the burden of complex financial, procedural and care transactions; simplified tenders; standardised contracts and national pricing models.

A number of actions have been taken to improve commissioning practices for care/nursing homes with the oversight of a National Commissioning Board, a report on the care home market in Wales by the Public Policy Institute for Wales (PPIW), and joint development and publication of Market Position Statements for care homes by local authorities and local health boards<sup>17</sup>. However, the pressures are multifactorial and the initiatives have had limited impact in the day to day commissioning practices.

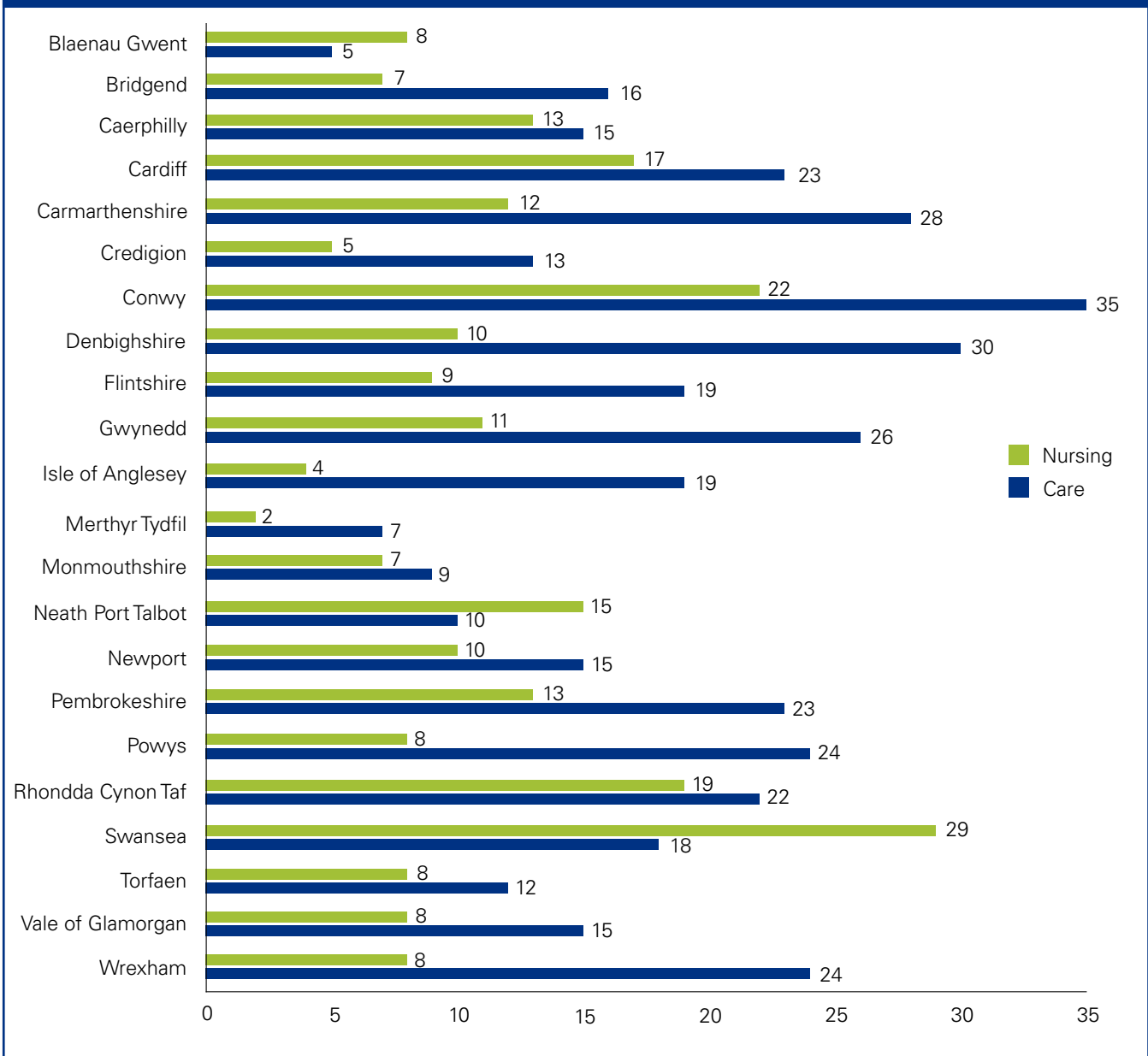
The lack of nurses in health and social care is a critical factor and the increased use of temporary agency nurses is unsustainable and is impacting on the quality and continuity of care.

Diagrams 17 and 18 continue to show an uneven distribution of personal care and nursing beds across Wales when compared to the rate of beds per population for each local authority area.

<sup>16</sup> Quote from former health minister Mark Drakeford AM

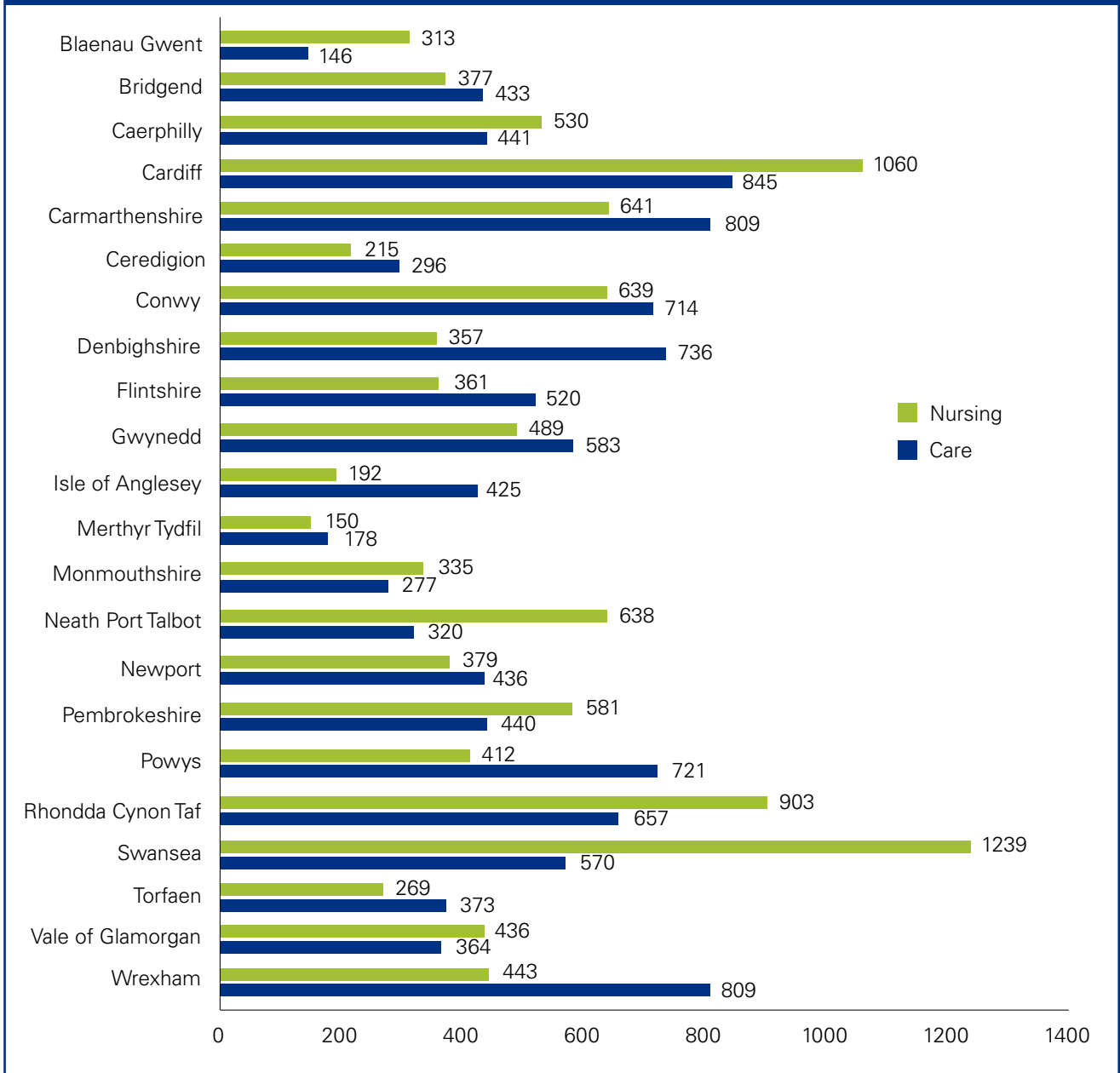
<sup>17</sup> <http://ppi.wales.gov.uk/files/2015/11/The-Care-Home-Market-in-Wales-mapping-the-sector.pdf>

**Diagram 17: Number of services in older adult residential care at 31 March 2016**



Source - CSSIW data management system

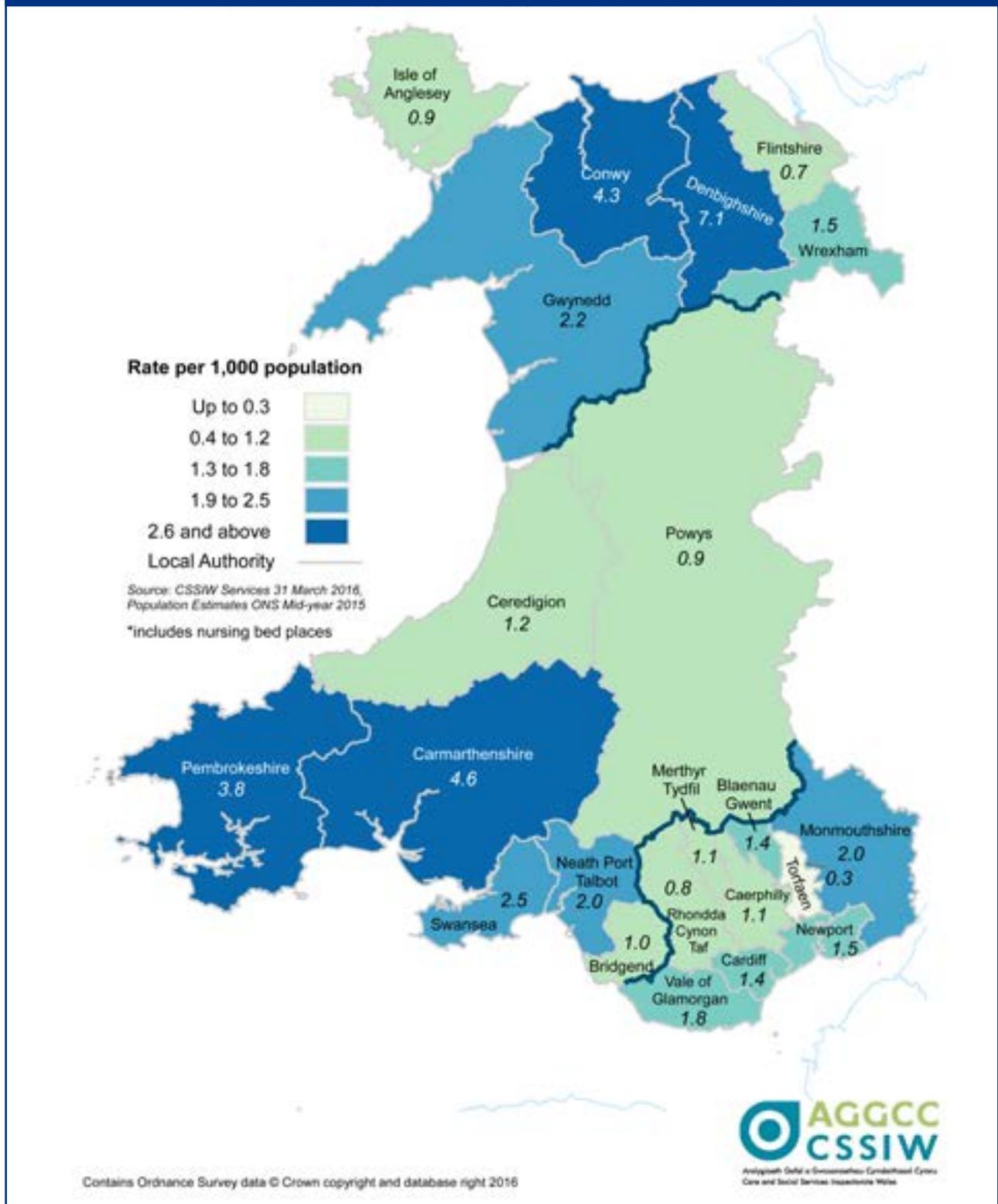
Diagram 18: Number of places in older residential care at 31 March 2016



Source - CSSIW data management system

Diagram 19 shows the distribution of care home places, including nursing beds, for adults between 18 and 64 across Wales by local authority. At the end of March 2016 Denbighshire had the highest rate (7.1) while Torfaen was the lowest at 0.3 places per 1,000 population.

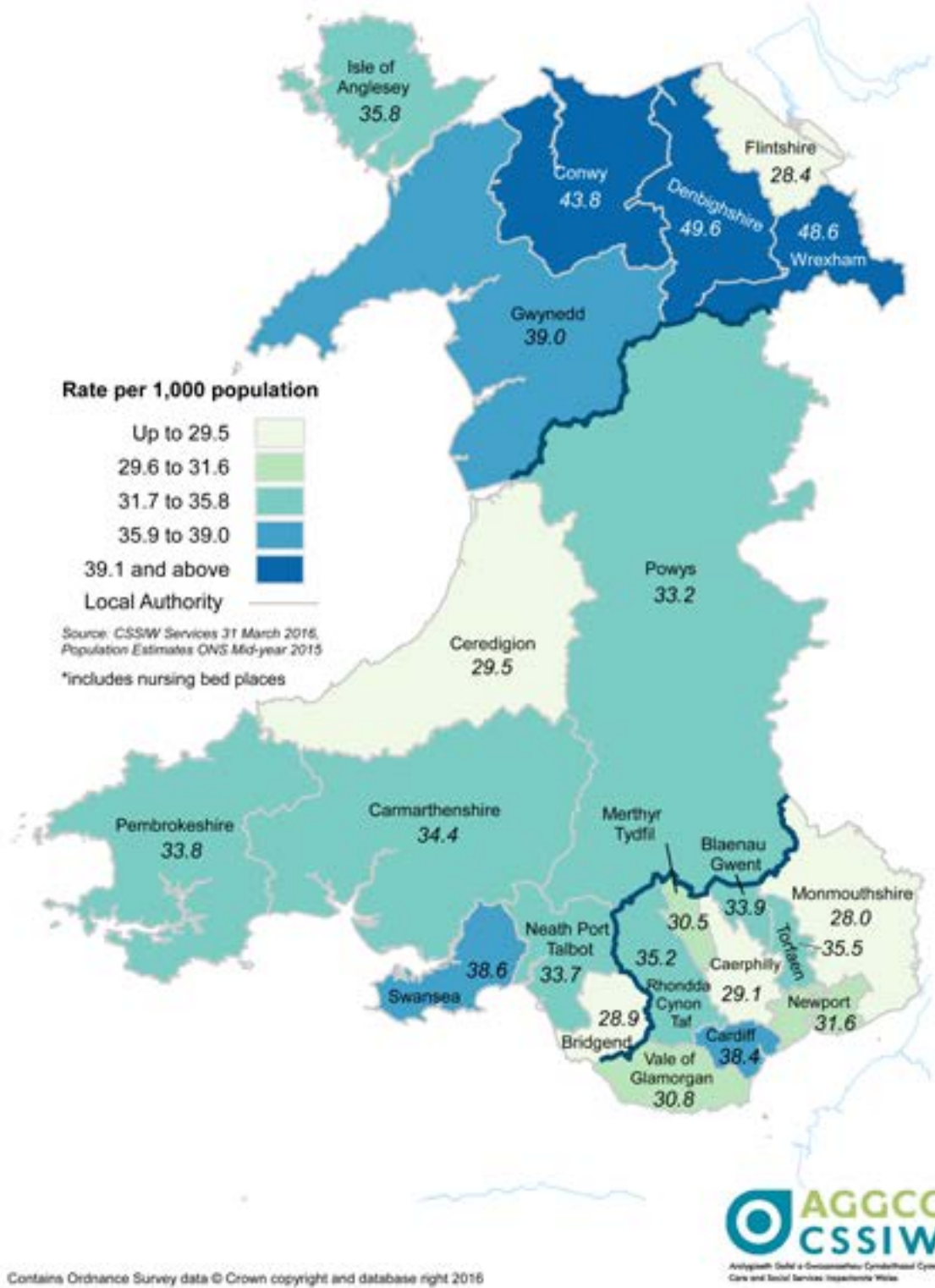
**Diagram 19: The rate of adult care home places\* per 1,000 population aged 18–64, as at 31 March 2016**



There were 653 care homes providing 22,047 places for adults over 65. There has been a small reduction in care homes over past three years (-31) but provision has been offset by increases to the extra care housing and larger care home providers entering the market.

Care homes with nursing made up 50% of places and 37% of care homes. The average number of places in a care home with nursing was 44 compared to 27 in homes without nursing, although the rate of nursing care and care beds varied considerably across

Diagram 20: The rate of adult care home places\* per 1,000 population aged 65 and over, as at 31 March 2016



local authority areas. Diagram 20 shows the distribution of care home places, including nursing beds, for adults over 65 across Wales by local authority. At the end of March 2016 Flintshire had the lowest rate (28.4), Conwy was the median (43.8) and Denbighshire was the highest at 49.6.

The independent sector continues to provide 80% of care provision and over half (57%) of the market are single care providers and account for 11,359 places in smaller care homes (average of 20 beds). The reported occupancy level in 2015 was 90%, and around 51% of all placements for over 65s were funded by local authorities who had a reported expenditure of £573,155,000 for adults over 65 in 2014–15.

# Chapter Seven

## Our priorities for 2017–19

### Building on solid foundations set in 2016

Our transition through the changes to the model of regulation and inspection continues. The transition towards more effective regulation to improve the quality of care and well-being extends to commissioners, providers, people who use services and their families and carers.

To ensure we regulate for success it is important the change is clearly communicated, understood and managed in a way we can all actively contribute. The scale, pace and technical nature of changes this past year has emphasised the resilience, innovation and commitment of providers and the sector to work collaboratively with the regulator to improve service quality and experience for people. They have been responsive, embraced a different way of working, and welcomed the move towards the introduction of ratings and our online services.

Building on this foundation, we are in a strong place to continue to embed and build confidence in regulation and inspection. Our learning and experiences will inform our approach (in collaboration with the social care sector) to prepare the respective organisations to move from an establishment-based model to a new service provider model, and the introduction of Welsh Government plans for the free childcare offer.

### Priorities

#### Safe quality care

Going forward our main priority is to ensure that we continue to provide assurance on the safety and quality of care services for people in Wales. This is becoming more challenging in balancing competing demands and the substantial change agenda to meet new laws and drive improvements in quality.

#### Regulation and Inspection

- Preparing the organisation and providers for the implementation of the new service model of regulation and inspection under RISCA.
- Implementation and consolidation of:
  - the new inspection framework for care homes, children’s homes, adoption and fostering and domiciliary care in particular embedding rights, and wellbeing outcomes;
  - new inspection, engagement and performance review for local authorities;
  - new inspection cycle for regulatory care.

#### Working with others

Refining and implementing the new joint inspection arrangement for early years – three and four year olds with Estyn with further pilot starting in autumn 2016.

- Piloting a young person’s lay inspector scheme for fostering, in collaboration with Foster Care Associates and Rees Foundation.
- Building greater links with the workforce regulator Care Council for Wales to meet the objectives of RISCA (part 9).
- In collaboration with Healthcare Inspectorate Wales, to ensure there is a clear interface with health and social care through responsible commissioning of joint placements with local authorities and local health boards. We will pilot joint inspections in regulated care homes to consider commissioning arrangements and support from primary and community care.

#### Fulfilling our commitments and learning from independent reviews

We will continue to deliver on recommendations from Dr Flynn’s review ‘In Search of Accountability’<sup>18</sup>, the Older People’s Commissioner for Wales’ review of care homes<sup>19</sup> and more recently, the Children’s Commissioner for Wales’ review of children’s homes.<sup>20</sup>

<sup>18</sup> <http://gov.wales/topics/health/publications/socialcare/reports/accountability/?lang=en>

<sup>19</sup> [www.olderpeoplewales.com/en/Reviews/Residential\\_Care\\_Review.aspx](http://www.olderpeoplewales.com/en/Reviews/Residential_Care_Review.aspx)

<sup>20</sup> [www.childcomwales.org.uk/publications/publications-list/](http://www.childcomwales.org.uk/publications/publications-list/)



## Sustainable regulation: Introduction of fees

The value and integrity of our register of services is essential to effective regulation and safe care of people. Regulation and inspection is a critical asset to providers as their license and 'health check' to trade. CSSIW is the only childcare and care regulator in the UK which does not apply fees for its services. Over 2016-17 we want to have a national discussion to consider developing a more sustainable financial model for regulation in Wales. We will explore with stakeholders future options for fair and sustainable funding streams through the re-introduction of fees. We have already consulted with childcare providers on removing our subsidy for their Disclosure and Barring Service (DBS) checks from 2017.

## Enhancing our business

- Ensure the organisation, its culture, resources and staff are engaged, motivated and have the capability to be responsive in the delivery of effective regulation and inspection to meet the changing legal, business objectives and organisational values.
- Strengthening our engagement and citizen voice across all our work; including building the capacity of our National Advisory Board and our regional forums to bring positive challenge to our work.
- Mainstreaming our digital services and CSSIW online so our business with providers is conducted electronically. This summer 3,330 childcare providers subscribed to CSSIW online to electronically update their SASS and this will be extended to care homes later this autumn. Our aim is to have all our regulated business online.
- Monitoring and promoting the use of Welsh language and More Than Just Words within our business and in our improvement of our work with providers.



# Appendix A

## Services regulated by us as at 31 March 2016

We are responsible for registering and regulating the following services.

**Adult services** – Registered and inspected under the Care Standards Act 2000 and regulations and National Minimum Standards made under that Act.

Care homes, Domiciliary Care agencies, Adult Placement Schemes

**423 domiciliary care agencies and organisations that provide care and support for people in their own homes and in the community.**

**653 older adult care homes with 22,047 places and 456 younger adult care homes with 3,565 places registered.**

**9 adult placement schemes locally run schemes that enable up to two people who have care and support needs to live as part of a family & may be permanent, short term or for periods of respite care.**

**Childcare services** – Registered and inspected by us under Children and Families (Wales) Measure 2010 and regulation and National Minimum Standards.

**There were 4,389 childcare services with 80,103 places for children under 12 years of age including child minders, nurseries and after school clubs.**

**Children's services** – Registered and inspected by us under the Care Standards Act 2000 and regulations and National Minimum Standards made under that Act.

Independent fostering services, local authority adoption agencies and voluntary adoption agencies

**49 fostering services, 27 were operated by the third sector and 22 run by local authorities. We are responsible for inspecting agencies and local authorities to ensure these services are able to meet children's needs and that they are protected from harm.**

**There were 22 adoption services. We inspect, but do not register, adoption services provided by local authorities and voluntary organisations. They provide services including the recruitment, assessment and approval of adults who wish to adopt a child and also support for the prospective adopters and children, including siblings. We do however register independent adoption agencies and we had one agency on our register.**

**144 children's homes registered to provide 637 placements. These include a range of services including care homes for looked after children, specialist placements for up to 52 weeks and respite services for children with a range of disabilities.**

**Other services** – These establishments are approved by Welsh Ministers under the Education Act 1996 but we inspect in many cases jointly with Estyn.

Residential special schools, boarding schools and further education colleges that accommodate students under 18.

**We are responsible for the inspection of welfare arrangements for children in boarding schools, specialist residential schools and further education colleges in Wales. Estyn is responsible for inspecting the education provision. On 31 March 2016, there were 10 boarding schools with 1,341 places and 12 residential schools with 238 places registered.**

**These provide a residential assessment service for families with children and help to develop parenting skills and improve relationships. On 31 March 2015, there was 1 residential family centre registered.**

# Appendix B

## What we do

This appendix sets out what we do and how we work.

We are responsible for regulating and inspecting care, childcare and social services, including nurseries, homes for older people and local authorities, to make sure they are safe for the people who use them.

It is our responsibility to provide assurance and protection for people who use services, their families and carers and the wider public. We also have a key role in improving the quality of care and services for adults and children across Wales.

Our overall aim is to ensure people receive safe, accessible and good services that meet their needs and improve their quality of life.

### Our role is to:

- deliver efficient, effective regulation and inspection of services, and report our findings;
- provide independent assurance for people who use services and their families and carers, about the quality and availability of social care in Wales;
- help safeguard adults and children, making sure their rights are protected and they are cared for by people who are suitable to do so;
- improve care, services and outcomes for people;
- make sure registered providers meet and continue to meet the requirements of registration;
- provide evidence and independent professional advice to inform the development of policy and service improvement to meet people's needs;
- work with other public service audit, regulation and inspection bodies, including workforce regulators, across the UK to support effective scrutiny of public services;
- provide information to the Welsh Government Ministers and the National Assembly for Wales about registered care, childcare and the performance of local authority social services.

### We aim to:

- put people who use adult care, childcare and social services at the centre of our work and involve them in all we do;
- be responsive and take robust action when people experience poor care or are at risk;
- be independent, objective and fair;
- promote equality, diversity, children's and human rights across adult care, childcare and social services;
- be accessible and transparent;
- apply the same standards of continuous improvement to our business as we would expect of others;
- promote improvement in the adult care,, childcare and social services sectors and learn lessons from things that don't work well;
- work in partnership with others including those who use, commission and provide services, other regulators, inspectorates and auditors;
- respect and respond to people's language needs.

# Appendix C

## How to report a concern



### How to raise a concern

If you are unhappy about a service let the provider know – they have their own complaints procedure

Still unhappy? Please tell us

You can raise a concern with us in a number of ways...

- Phone us:** 0300 7900 126
- Email us:** [CSSIW@wales.gsi.gov.uk](mailto:CSSIW@wales.gsi.gov.uk)
- Complete our online feedback form:** [www.cssiw.org.uk](http://www.cssiw.org.uk)
- Write to us:** CSSIW National Office, Welsh Government, Rhydycar, CF48 1UZ
- Face to face:** Speak to our inspectors during an inspection
- Tweet us:** @CSSIW

You can also watch our video on how to raise a concern [www.youtube.com/CSSIW](http://www.youtube.com/CSSIW)

If you have a complaint about a **Local Authority** you can contact the **Public Services Ombudsman**

If you have a complaint about a **social worker** you can contact the **Care Council for Wales**

