

Improving social care and childcare in Wales

Chief Inspector's Annual Report 2017-18



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How to raise a concern

-  Visit one of our offices
-  Phone us: 0300 7900 126
-  Email us: CIW@gov.wales
-  Write to us:
Care Inspectorate Wales
Welsh Government
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ

 careinspectorate.wales

Mae'r ddogfen yma hefyd ar gael yn Gymraeg.
This document is also available in Welsh.

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Foreword

“It has been a very busy year. We carried out 2,955 inspections, and had responsibility for regulating 5,968 services across Wales. The services we regulate touch the lives of so many people, and we continue to keep the welfare of the vulnerable at the heart of everything we do.”

Gillian Baranski, Chief Inspector

Foreword

Welcome to my annual report for 2017-18. This has been a busy and challenging year for the organisation, which has seen CIW regulate 5,968 services and carry out 2,955 inspections.

2017-18 has also been a time of significant change. We have introduced a number of new processes and new ways of working to ensure we are ready to meet future challenges including impending legislative changes.

People are at the heart of everything we do and this year we have reviewed and reflected on the way we work to ensure we continue to achieve the highest possible standards, and help improve outcomes for the most vulnerable people in our society.

Highlights for the year include:

- Reviewing and enhancing our digital services including our new online registration service, part of 'CIW Online', which is supporting providers in complying with the requirements of the Regulation and Inspection of Social Care (Wales) Act 2016 – the 2016 Act.
- Developing our ambitious three year strategic plan 2017-20 which sets out our organisational priorities to consistently deliver a high quality service, to be highly skilled, capable and responsive, to be an expert voice to drive improvement and to effectively implement legislation.
- Completing a review of our operational model and rolling out our new national functional structures, to help maximise the talent and abilities of our workforce and ensure we continue to deliver a high quality, consistent service across Wales.
- Implementing new ways of working to support legislative changes, including piloting an inspection framework for adoption services to align with the Social Services and Well-Being (Wales) Act 2014, and developing new frameworks and inspection methodologies for regulated services linked to the implementation of the 2016 Act.
- Agreeing new core values for the organisation which reflect our aspirations to work with integrity, to show respect, to be caring, to be fair and to be professional at all times.
- Engaging with stakeholders about key organisational changes including our name simplification to Care Inspectorate Wales, updates to our logo and completing a review of how our Advisory Board contributes to our work.

This has been a transformational year and our achievements would not have been possible without collaboration with our key partners including Welsh Government colleagues, our National Advisory Board and partner organisations from across the social care and childcare sector...

...But without the dedication, commitment and professionalism of our staff, we would not have accomplished everything we have achieved. They are our greatest asset and I am deeply grateful to each and every one of them for their unrelenting focus, drive and passion to make a positive difference to the lives of so many people.

It is a great privilege to be the Chief Inspector of this wonderful organisation. I am looking forward to the coming year and the challenges and exciting opportunities it will undoubtedly bring.



A handwritten signature in black ink that reads "G. Baranski".

Gillian Baranski
Chief Inspector

Our organisation



“We have made great progress during the year, and continue to deliver the identified priorities we outlined in our Strategic Plan 2017-20. The changes we made during this period will support our continued commitment to deliver a high quality, consistent service across Wales.”

Gillian Baranski, Chief Inspector

Our organisation

Who we are

We are Care Inspectorate Wales (CIW), the independent regulator of social care and childcare. We register, inspect and take action to improve the quality and safety of services for the well-being of the people of Wales.

Services we regulate and inspect:

- Care homes for adults, including those providing nursing care
- Domiciliary care agencies
- Adult placement schemes
- Nurses' agencies
- Children's homes
- Childcare and play services for children up to 12 years old
- Fostering agencies
- Adoption agencies
- Boarding schools
- Residential family centres

We refer to these as “regulated services”.

We inspect boarding schools, residential special schools and further education colleges which accommodate students under 18. We also inspect local authority social services in Wales and conduct national reviews to monitor how well services are performing.

Our legal powers

We carry out functions on behalf of Welsh 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.
- **Regulation and Inspection of Social Care (Wales) Act 2016** which gives us the power to register and inspect adult and children's regulated services.

Where to get more information

- We write reports on all our inspections and reviews.
- We also publish information annually on the number of services and places that we regulate.

Our service directory and more information is available on our website www.careinspectorate.wales

You can also follow us on

 Twitter @care_wales

 Facebook @careinspectoratewales

The role of our National Advisory Board

The National Advisory Board provides a voice for people in the way we do our work.

The Board is chaired by Professor Judith Hall and includes members from across childcare, social care and voluntary sectors as well as members of the general public including carers, and people who use services we regulate.

The Board provides expertise and advice to help us to improve the quality and safety of social care and childcare services for the well-being of the people of Wales.

It also helps to set our strategic priorities; monitors and challenges our delivery and performance levels; and helps raise awareness of our work.

“This is the board that genuinely wants to hear about the issues faced by carers in the real world.”

Jennie Lewis, National Advisory Board member and carer



Key achievements and highlights

‘Many Voices’ conference

Providing advice on how CIW should implement changes in its service delivery.

Regulation and Inspection of Social Care (Wales) Act 2016

Providing feedback as part of phase 2 consultation for the Act.

Structure review

Providing feedback on CIW’s proposed structure changes and reviewing the future role of CIW advisory groups.

CIW Strategic Plan 2017-20

Providing feedback and suggestions on our strategic priorities and actions.

CIW Strategic Plan 2017-20

Helping to launch our three year plan as part at their meeting in Llandudno Junction.

Voices from the sector

Sharing updates from carers, service users and representatives from across the care sectors at every meeting.



“2017-18 was an exciting and challenging year in CIW’s history and the Board has worked collaboratively with CIW to ensure the voice of people is heard.

Board members have shared their specialist knowledge and insight to help CIW shape and deliver its vision for services under the new legislative framework. During the year, members have contributed to consultations, forums and stakeholder events about a number of key areas including the future delivery of regulation and inspection as part of the Regulation and Inspection of Social Care (Wales) Act 2016 (the 2016 Act).

The Board has also supported CIW in the development and rollout of its 2017-20 strategic plan and we were delighted to formally launch the plan at the November 2017 Board meeting in North Wales. The Board will be closely monitoring progress against the strategic priorities and actions to ensure CIW achieves its ambition to continuously improve and be the best organisation it can be.

Following CIW’s organisational restructure in November, the Board reviewed its format and purpose to ensure CIW’s stakeholder groups reflected the new national structures. To reflect these changes the regional Ein Llais groups were disbanded with membership of the National Advisory Board expanded, and members of the Ein Llais groups being invited to participate in developing future work programmes via specialist workshops and focus groups.”

Professor Judith Hall, Chair of the National Advisory Board

Our workforce

Our staff

283 staff across Wales

Our offices

Carmarthen

Llandudno Junction

Merthyr Tydfil

Our senior management team

Chief Inspector

Assistant Chief Inspector x 2

Head of Adult and Children's Services Inspection

Head of Childcare and Play Inspection

Head of Local Authority Inspection

Head of Registration and Enforcement

Head of Support Services

Head of Change Team (Digital)

Our commitment to the Welsh language

We recognise the importance of the provision of care services through the medium of Welsh where this is needed by people in Wales.

We continue to work hard to comply with the Welsh Language Standards introduced in March 2016 and the More Than Just Words – Follow-on Strategic Framework. We remain committed to providing excellent services in both Welsh and English.

We aim to ensure all Welsh medium services are inspected by Welsh speaking inspectors. When inspecting, we explore people's experiences of the quality of Welsh language provision and we record our findings in our inspection reports. We continue to pay particular attention to the Welsh language needs of vulnerable groups such as people with dementia and children receiving day care services.

To ensure we effectively promote the Welsh language across the organisation, and as part of the commitments we make in our Strategic Plan 2017-20, we have this year appointed a Welsh Language Champion. Through this role we aim to improve the way we raise awareness of the importance of the Welsh language and bilingualism across the organisation.

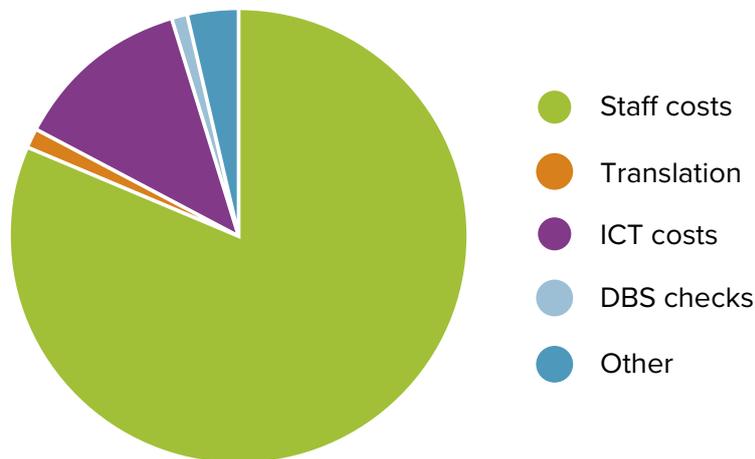
Budget

CIW's budget for 2017-18 was £13,953,000. At the end of the financial year, £12,988,353 was spent on staff costs and £964,647 was spent on non-staff costs, with 61% of the staff costs representing inspection activity.

We have invested significantly in our ICT provision during 2017-18. Our internal ICT system now underpins an evolving range of digital services for registered

providers, as well as automated updates to our website directory and published inspection reports. Our online re-registration supports the Regulation and Inspection of Social Care (Wales) Act 2016 and enables providers to use their CIW online account for routine services such as the submission of notifications. This provides a more accurate, safe and efficient service for providers and creates significant efficiencies for CIW.

Breakdown of spend*



We also received:

- £1.5 million funding from the Health and Social Services Policy Division to implement the Regulation and Inspection of Social Care (Wales) Act 2016.
- £380,000 funding from Welsh Government Childcare, Play and Early Years Division to implement changes in relation to the childcare extension (bringing the upper age for regulated childcare to 12 years old) and for administration of the nanny scheme.

* **Disclosure and Barring Service Checks (DBS)** were funded for eligible registered providers and CIW staff. Other is an amalgamation of smaller costs, an example of which would be staff training and communication.

Communication and engagement

Communication and engagement with stakeholders is a critical part of our work. That's why we communicate through the medium of Welsh and English across many channels, including Twitter,

Facebook, and our website www.careinspectorate.wales We also feel it's really important to speak to individuals directly, and attended 52 stakeholder engagement events this year.

 We attended **52** events, conferences and workshops... the same as the previous period.



Our presence in the Welsh media amounted to **257** mentions... compared to **254** during the previous period. **69** media mentions in October 2017 – publication of Powys children's services report.

+45%



We spoke to **592** people during the Royal Welsh Show 2017... compared to the **408** the previous year.

+3%



There were **524,785** sessions on our website... compared to **510,441** during the previous period. This is likely due to the communications work raising awareness of our name change and re-registration under the new Act.

Our bilingual monthly newsletter reached **4,774** subscribers in March 2018... compared to **2,480** in March 2017.

+93%



This is due to sustained communications activity, encouraging people to subscribe.

Our English and Welsh Twitter channels had a combined total of **501,800** impressions... compared to **600,200** during the previous period.



Our YouTube channel attracted **1,400** views... compared to **1,597** during the previous period.



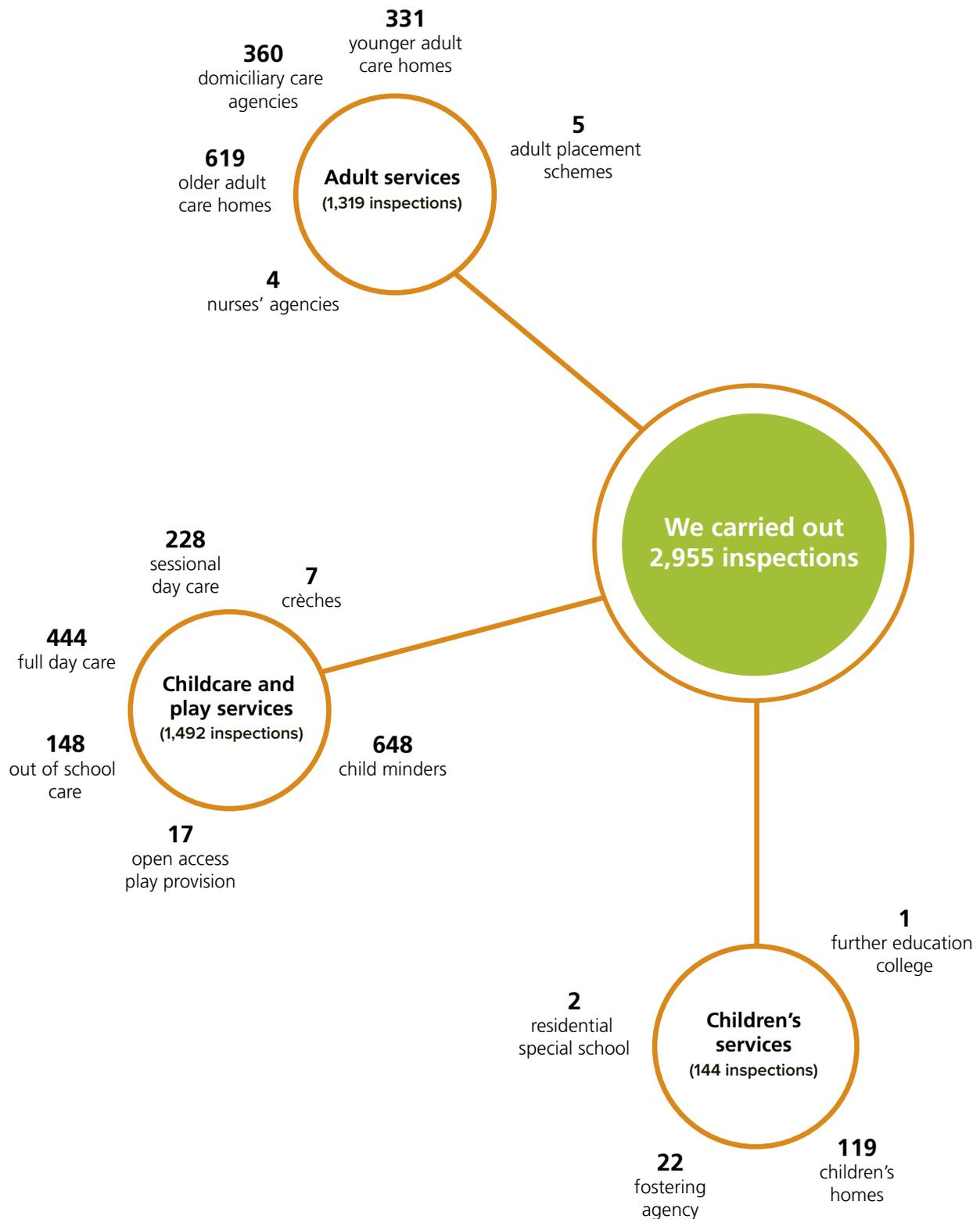
Our inspections

“We have made great progress during the year, and continue to deliver the identified priorities we outlined in our Strategic Plan 2017-20. The changes we made during this period will support our continued commitment to deliver a high quality, consistent service across Wales.”

Gillian Baranski, Chief Inspector



Number of inspections carried out by us 2017-18



Local authority inspection team

We review the performance of local authorities in delivering their social services responsibilities.

Overview

The local authority inspection team supports improvement in the quality and effectiveness of social services, to safeguard people and enable people to achieve their desired outcomes. We take action to ensure local authority social services meet statutory responsibilities and legislative requirements.

We also provide assurance to Welsh Ministers and the public about the quality and effectiveness of social services.

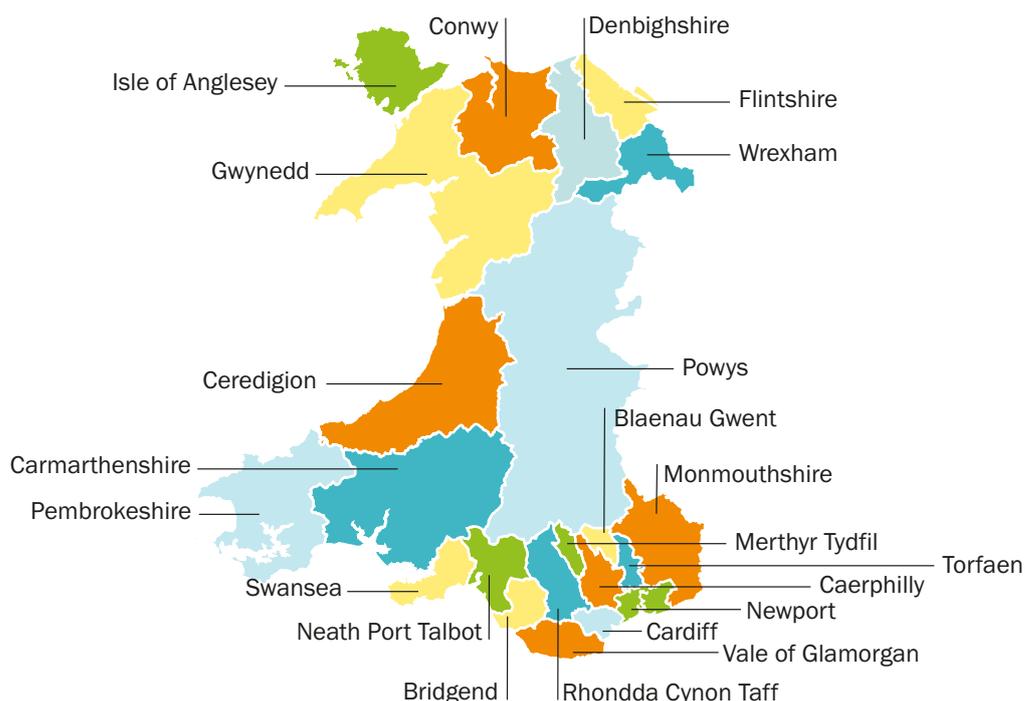
Our approach

- We focus on people’s well-being and the outcomes they are supported to achieve.
- Our work is based on evidence and a strengths-based approach underpinned by the principles of the Social Services and Well-being (Wales) Act 2014 and its associated quality standards for local authorities.
- We are committed to hearing the voice of people who need care and support, and of carers who need support.

We do this through a cycle of inspection and performance evaluation.

Each year we aim to carry out 11 scheduled themed inspections. We also undertake responsive inspections where we have concerns about a local authority social services department, and follow up inspections to assess progress after an inspection where we identified significant concerns. Each year we will agree a focus for scheduled inspection and engagement activity. Where appropriate, a national overview report will be produced.

Local authority areas



You influence our work

An important part of the team's work is to engage with people who access social services, their carers and frontline staff. We do this during our inspection field work and during other opportunities throughout the year, for example attending a carers group or meeting with people using a service. Feedback from people helps to inform our future work programme.

Of equal importance is our ongoing activity with all local authorities in Wales. In reviewing the performance of a local authority in delivering social services, we evaluate a range of information and intelligence gathered from:

- inspections, including inspections of regulated services (for example care homes)
- stakeholder engagement activity throughout the year. For example we issued a self-assessment questionnaire about support for looked after children to each local authority which we then discussed in a meeting with all 22 local authorities. The results will be included in a national report once the inspections have been completed.

- working closely with other inspectorates including Wales Audit Office, Estyn and Healthcare Inspectorate Wales;
- annual performance reviews with each local authority; and
- regular meetings with heads of adults and children's services in each local authority to discuss strengths and areas for development.

These meetings also provide an opportunity to follow up on areas for improvement identified in previous inspections or performance meetings as well as themes arising from our engagement activity. Where we have an indication of mounting concerns, we may arrange an improvement conference by way of early intervention to secure improvement.

In line with the Social Services and Well-being (Wales) Act 2014, it is important we take a strengths-based approach to our work and not only focus on areas for improvement. We share positive practice with Welsh Government policy colleagues, Social Care Wales, Inspection Wales partners, ADSS Cymru and providers of care and support services.

“During inspections of children’s services we are provided with many opportunities to observe practice which gives us insight into how the local authority makes decisions to safeguard children. We have seen examples of passionate social workers committed to supporting children within their families. We have observed social workers using the signs of safety model to assist them in determining what needed to happen next to safeguard children and promote good outcomes. In our children’s services inspections we have talked with many social workers and been impressed by their positivity and tenacity in wanting to help young people achieve their full potential. We saw evidence of edge of care teams working intensively with families, alongside social work teams and partner agencies to enable children to remain living at home and avoiding the need to become ‘looked after’ by the local authority.”

Team Manager, Local Authority Inspection, CIW

Local authority inspection overview 2017-18

In 2017-18 we carried out the following inspections:

- Powys children’s services (July 2017)
- Powys adult services (January 2018)

We commenced our programme of themed inspections of children’s services, one of which was completed during 2017/18 (Blaenau Gwent) with a further five planned in 2018/19.

The inspections focus on the effectiveness of local authority services and arrangements to help and protect children and their families, including:

- the experience and progress of children on the edge of care, children looked after and care leavers, including the quality and impact of prevention services, the effectiveness of decision-making, care and support and pathway planning;
- the arrangements for permanence for children who are looked after and children who return home including the

use of fostering, residential care and out of local authority area placements;

- adherence to fostering service regulations and National Minimum Standards; and
- the quality of leadership, corporate parenting and governance arrangements in place to determine, develop and support service sufficiency and delivery particularly in relation to looked after children, care leavers and their families.

While the main focus of the inspection will be on young people’s progress and experiences, and care leavers’ transition into adulthood, the inspection will include engagement with:

- information, advice or assistance (IAA), preventative services;
- assessment/reassessment of needs of care and support, and planning; and
- child protection enquiries, procedures, urgent protective action, care and support protection plans.

Working in partnership

Working with other inspectorates is an important aspect of the work of the local authority team. This ensures we avoid duplication and maintain a social care focus during inspection activity.

- **Adoption:** We inspect adoption services. The move to regional consortia arrangements in Wales required a new approach to inspection. We inspected the Western Bay Adoption service and also carried out a review of national adoption arrangements. The report can be viewed on our website.
- **Healthcare Inspectorate Wales (HIW):** We contributed to HIW's review of seven Community Mental Health teams (CMHTs) in each health board area. The reviews focused on one CMHT per health board. A national overview report will be published in autumn 2018. The reports can be viewed on our website.
- **Her Majesty's Inspectorate of Prisons:** We joined an inspection of Cardiff prison in February to consider the effectiveness of new duties under the Social Services and Well-being (Wales) Act 2014 for local authority teams to assess and (where needed) meet the needs of adults in prison.

Deprivation of Liberty Safeguards (DoLS)

Welsh Ministers are responsible for monitoring the operation of DoLS in Wales. The safeguards exist to empower and protect any individual, where there is doubt about their mental capacity, to make informed decisions about their care when they are in hospital or living in a care home.

Monitoring of DoLS is carried out jointly by ourselves and Healthcare Inspectorate Wales (HIW), and we have published a HIW/CIW joint monitoring report on the operation of DoLS for 2016-17.

Data was collected from the 22 local authorities and seven health boards across Wales, who are the supervisory bodies carrying out the independent assessments of capacity, and make decisions on whether or not to authorise a deprivation of liberty.

What we found

- Managing the volume of DoLS authorisations and subsequent reviews remains a challenge for local authorities and health boards.
- Applications rose 9% from the previous year to 13,627, of which 4,819 were to health boards and 8,811 were to local authorities.
- The average age for an individual to have had a DoLS application is 79, and almost 60% of applications were for women.
- There was a significant difference in the increase in numbers between social care and hospital settings. Due to inconsistencies in practice and data reporting, it is difficult to reconcile these variations.
- More applications are received each month than can be processed, with three decisions being made for every four applications received.
- The average length of time for an application to receive a decision was 42 days for urgent applications and 69 days for standard applications.
- The volume of applications is unsustainable, requests may not receive a decision within the recommended timescale, and care homes and hospitals could potentially be waiting long periods without an authorisation.

Plans for the future

Mental Capacity Amendment Bill

- Since the publication of HIW/CIW's joint monitoring report on the operation of DoLS for 2016-17, the UK Government have introduced a Mental Capacity Amendment Bill into the House of Lords to reform this legislation.
- If enacted as currently drafted, the legislation will create a wider role for HIW/CIW in monitoring the operation of a new scheme across a range of health and social care settings. HIW/CIW and Welsh Government officials have been actively working with the Department of Health and stakeholders across Wales to understand, clarify and start considering the implications for Wales as the Bill progresses.
- CIW and HIW are continuing to work with the responsible bodies in health boards and local authorities, providing data analyst support to improve consistent reporting of current monitoring data.
- In addition, CIW is implementing a new notification system as part of its implementation of the Regulation and Inspection of Social Care (Wales) Act 2016, including notifications of DoLS applications from registered care homes.

“Our team sees some great examples of care. We visited a domiciliary care service user and his wife. They were originally from Sweden. His wife told me her husband’s dementia often results in him reverting to Swedish. Some staff had learned a number of Swedish phrases to make him more at ease with the care they provide.”

Team Manager, Adult and children’s services inspection team, CIW

Adult and children’s services inspection team

Overview

The adult and children’s services inspection team is responsible for ensuring that regulated care services for adults and children provide good quality safe care, and to encourage and drive improvement.

Our approach

- We undertake a programme of inspection activity.
- We consult with people who use services and respond to concerns from users of those services, families, carers and the general public.
- We produce reports of all of our inspection activity with a focus on the outcomes the service is achieving for people in respect of wellbeing; care and support; environment; and leadership and management.

- We ensure the development of and effective engagement with other stakeholders including people who use services and carers, local authority commissioners, safeguarding officers, and wider Welsh Government.
- We work with other regulators including Social Care Wales, the police and other inspectorates to support effective delivery of regulation.

The implementation of the Regulation and Inspection of Social Care (Wales) Act 2016 begins in 2018/19 and the team is supporting and advising providers of those services as they move to a new legislative structure, in order to ensure people who use those services receive continuity of care in line with the new regulatory requirements and inspection frameworks.

CIW inspection activity in more detail 2017-18

Sourced from CIW data management system



Registration

We registered **371** services and cancelled **507** services.



Administration

We processed **323** applications for new managers.



We dealt with **5,010** changes to services' registrations and ways of working in 2017-18...



Inspection

This included **14** inspections on weekends.



We carried out **2,955** inspections across adult services, childcare and children's services.



... and received **35,937** notifications...



Improving services

We found **312** services did not meet the requirements of regulation.



Taking action

We notified **54** of the **312** services that they were a service of concern.



Improvement was secured in **33** services. As of March 2018, we continue to monitor the remaining **21**.



We responded to **33** complaints under Welsh Government's Complaints Policy.

We responded to **25** Requests for Information (DPA/FOI).

We evaluated all local authority social services departments in Wales.



A change in how we regulate adults and children's services

The Regulation and Inspection of Social Care (Wales) Act 2016

Throughout the year we have continued preparing for the implementation of the Regulation and Inspection of Social Care (Wales) Act 2016 (the 2016 Act). This legislation represents a step change in how we regulate adults and children's services, placing people firmly at the centre of regulation, focusing on their personal outcomes and what matters to them. It brings with it an entirely new model of regulation, placing accountability for the quality of care firmly at the highest level within the provider organisation.

It will also provide flexibility to the social care market and enables innovation through the development of new models of care.

The impact of the 2016 Act

The 2016 Act will deliver better social care for the people of Wales. One way it does this is by making providers of care more accountable and responsible if things go wrong.

How we register and inspect services will change. Our inspections will focus even more on how services make sure people's well-being needs are met. There will be a focus on securing improvement in the quality of care and support, and we will have increased powers to ensure we can take swifter, stronger action when we need to.

All regulated adult and children's services are required to re-register under this new legislation during 2018 and 2019.

We spent a large part of the year talking to and working with staff, providers and stakeholders to help shape and develop new approaches in line with the 2016 Act.

This has included:

- **Registration.** Our role as an independent regulator means we decide who can provide a care service. We want to ensure only those providers that will deliver high quality and safe care are registered to do so. During the year we published guidance for adults and children's services setting out our approach and providing clarity for providers on the requirements for registration. We also published guidance for compiling a statement of purpose. This is a key document which sets out the provider's vision for the service and how it will meet the needs of the people being cared for.
- **Inspection.** We inspect services registered with us to check they continue to provide safe care. We also check people's rights are being respected and their quality of life enhanced. Following consultation, we published a code of practice for inspection which sets out how we will inspect those services regulated under the 2016 Act, including the frequency of inspections. The code informs everyone how care and support services are inspected in Wales.
- **Securing improvement and enforcement.** Where we find poor care, we take action. We published our 'Securing improvement and enforcement policy' which explains what we will do if services are not providing good quality care, or are not meeting the requirements of the law and how we make our decisions about enforcement.

An important focus of our work has been preparing to re-register all adult and children's residential services and domiciliary support services during 2018/19. This included phasing out paper applications and developing an online registration system and guidance for providers.

We have delivered a significant programme of engagement with providers to ensure they understand and are prepared for the new law. This involved:

- a series of 12 provider events across Wales meeting with more than 600 providers; and
- offering individual advice surgeries where providers had one to one access to registration inspectors to offer advice and guidance on re-registration and requirements under the 2016 Act.

We have invested in an extensive training programme for our inspectors to ensure they understand the new legislation and approaches to regulation and apply it consistently in their regulation activity.

We have updated our website to improve access to information for both the public and for providers. We now have an online register of service providers. Our website now provides easy access to inspection reports and guidance for the public and for providers from a range of devices including tablets and smart phones.

Childcare and play inspection team

Overview

The role of the childcare and inspection team is to help ensure childcare and play is safe and provides care that nurtures children and supports their mental, emotional and social development.

To support the Welsh Government's ambition for every child to get the best start in life, we work with providers across Wales to help deliver a joined-up, responsive early years system that puts the unique needs of each child at its heart.

Our approach

- We regulate social care and early years services using the regulations and National Minimum Standards made by the National Assembly for Wales and the Welsh Government.
- We carry out our functions on behalf of Welsh Ministers, with the Children and Families (Wales) Measure 2010 providing the power to register and inspect providers of social care services in Wales.
- We inspect full day care services at least once every two years and other services (including child minders) at least once every three years. We may inspect more frequently where concerns about a service are raised with us, or where we need to follow up on areas for improvement noted in an earlier inspection. In these circumstances we use a focused inspection which may only look at some aspects of the service.

We continued to prepare for the publication of ratings in our reports. Further engagement with providers will underpin our updated implementation schedule of early 2019.

We also undertook further detailed planning with Estyn to prepare for a programme of joint inspections of non-maintained settings. These two major strategic objectives are in addition to the inspections of 1,492 services that we delivered in 2017-18.

Our inspections may be regular, but they are far from routine. Each service is unique as is every child who makes use of those services. Our job is to challenge those services to achieve the best possible outcomes for the children they serve.

Childcare and play ratings

We introduced 'silent' ratings for our inspections of childcare and play services in 2016. This means that to date the ratings have been shared with providers but not published in our reports. This approach has enabled us to monitor and review our approach in light of feedback from individual providers, their representative organisations and from our inspection teams.

Ratings are given against each of our four inspection themes. We do not provide an overall rating. We would rather providers concentrate on the specific areas for improvement than be concerned with a focus on an overall rating.

The table below outlines the four potential ratings and the descriptor for each.

Rating	Descriptor
Excellent	These are services which are committed to ongoing improvement with many strengths, including significant examples of sector-leading practice and innovation. These services deliver high quality care and support and are able to demonstrate that they make a strong contribution to improving children’s well-being.
Good	These are services with strengths and no important areas requiring significant improvement. They consistently exceed basic requirements, delivering positive outcomes for children and actively promote their well-being.
Adequate	These are services where strengths outweigh areas for improvement. They are safe and meet basic requirements but improvements are required to promote well-being and improve outcomes for children.
Poor	These are services where important areas for improvement outweigh strengths and there are significant examples of non-compliance that impact negatively on children’s well-being. Where services are poor we will take enforcement action and issue a non-compliance notice.

We plan to publish ratings for all of our inspections of childcare and play services from early 2019. There is a minority of services that have not yet experienced a silent rating. Publication of ratings for these services will wait until a silent rating has been awarded.

We are working closely with the five leading childcare organisations in Wales through ‘Cwlwm’ to gather and consider feedback from providers about their experience of silent ratings. This will be used to inform any final amendments to our approach.

It is important to see the publication of ratings as just one (albeit significant) aspect of our approach to providing assurance about the quality and safety of services, and in supporting improvement. Vital context for published ratings will be provided in the detailed findings in our reports; the recommendations for improvement; and the verbal feedback given to providers immediately after the inspection.



Joint inspection programme with Estyn

Pilot phase

In 2015-16 a joint CIW and Estyn inspection pilot was undertaken which involved 15 services and included awarding judgements across the six themes of the joint inspection framework. Following the pilot, we commissioned an independent evaluation in the summer of 2016 by Arad Research and the Welsh Institute of Health and Social Care, University of South Wales. This found that the pilot demonstrated the concept of joint working can be delivered in practice. While there were important learning points for the inspectorates, the overall message of the evaluation was positive.

We have been working closely with Estyn and, from January 2019, we will be jointly inspecting care and education in regulated non-school settings which are eligible for funding for part-time education.

During these joint inspections we will inspect the care of all children up to the age of 12 years and the education of 3 and 4 years old that do not receive education in a maintained setting.

Our joint work will:

- reduce the burden on providers and make the inspection of non-maintained services more effective and efficient;
- share resources to save time, effort and public money;
- result in one inspection report which will cover both standards of education and childcare; and
- keep outcomes for children as our central concern.

Next steps

We will publish draft joint inspection framework guidance in September 2018. We will also arrange a series of events with all childcare and play providers across Wales in November 2018. Further information about the joint inspection framework will be included at these events.

Self Assessment of Service Statements (SASS)

In 2017 providers of childcare and play completed part two of their Self Assessment of Service Statement (SASS). 76% of providers registered with CIW submitted their return via our online service, CIW Online. The first part of the SASS was completed in 2016.

What we found

- Most services had the required policies in place. The major area for improvement was in respect of lost or missing child policies, with 28 providers not having such a policy in place.
- A minority of services had not reviewed key policies as required. 38 full day care services had not reviewed one or more key policies in the last two years. 61 other services had not reviewed one or more key policies in the last three years.
- Only 9 services rated any aspect of their provision as 'poor'. The experience of delivering silent ratings since 2016 suggests that for a minority of providers there is a significant gap between their own assessment of their performance and that held by CIW.
- Three quarters of child minders who submitted a return said that they were likely to consent to the publication of inspection reports. CIW plans to publish the reports, without the address of the child minder, in the future.

Our inspectors will continue to make use of the information in the SASS as they prepare for inspections.



Inspection drives improvement

“A concern received by CIW initiated a full unannounced inspection of a large day care nursery. Our new inspection framework, with the focus on wellbeing and outcomes for children, identified very poor leadership and management of the nursery. Lack of effective leadership and management was the root cause of a number of serious failings, including inadequate care, supervision and safeguarding of children, and hazards in the environment.

We involved the management throughout the inspection process and provided in-depth feedback how these regulatory breaches affected children’s wellbeing. The inspection report detailed our findings across all four inspection themes including the quality of wellbeing, care and development, environment, and leadership and management at the nursery; and noted the requirements and recommendations for improvements. The leaders and managers of the nursery were open with us and agreed with our feedback. They were given the opportunity (within a given timescale) to provide us with a plan about how they would address these serious failings.

A second unannounced inspection of the nursery was carried out which focused on the areas for improvement found during our first inspection and also on the wellbeing of children. We saw that the leaders and managers, with the involvement of all staff, had reviewed and changed all practices and procedures for the nursery.

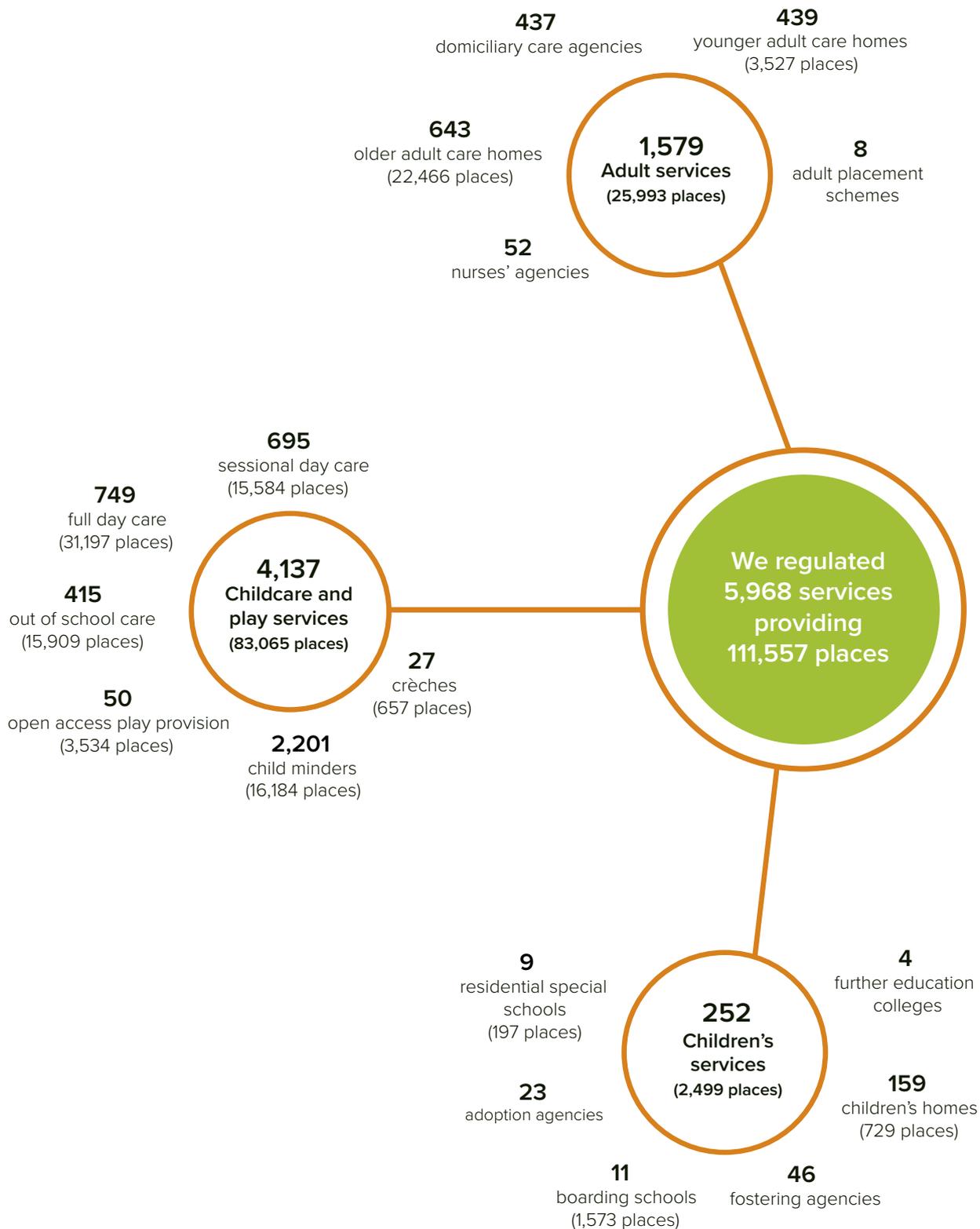
A significant amount of environmental improvements had been made. We found these changes had positively affected children’s wellbeing. When we considered the evidence we concluded standards had risen across all four inspection themes; so much so that we concluded they should each be rated as ‘Good’.

When asked about their experience of the inspection process they commented that, although it initially was a very difficult message to hear, they felt it was fair and a positive experience. Most importantly the children and staff were happier and were proud of all the changes they had made for the better.”

Inspector, Childcare and play inspection team, CIW

Number of services regulated by us

Sourced from CIW data management system



Organisational achievements



“We will be open and transparent with a culture of continuous improvement and high quality service standards at our core. These aspirations are rooted in our core values – we will work with integrity, we will show respect and we will be caring, fair and professional at all times.”

Care Inspectorate Wales Strategic Plan, 2017-20

“I am really looking forward to using the enhanced system. It is going to really help us with preparation for our inspection.”

Inspector, CIW

Becoming a digital organisation

Our progress to become a fully digital organisation has accelerated. Our systems now support an evolving range of digital services for registered providers. The changes we have made provide an accurate, safe and efficient service for providers and are creating significant efficiencies for CIW.

Becoming more efficient

We automated updates to our online directory and the publication of inspection reports on our website. Linking the systems in this way means we are providing elements of our live data directly to the public, so they can see our most up-to-date information.

With the new organisational structure moving from a regional to a national functional approach in November 2017, our internal ICT system was updated to reflect this new way of working.

Using technology to support business functions

We have delivered technology that has supported providers in complying with the requirement to re-register under the Regulation and Inspection of Social Care

(Wales) Act (the 2016 Act). The first step was to enable the sector to complete a Self Assessment of Service Statement (SASS). This short SASS asked providers to confirm their registration details and to give us an indication of their intentions for their service after April 2018.

CIW Online

Our online service for re-registration opened in February enabling providers to go onto CIW Online and start applying to re-register. The requirements of the new legislation also required changes to our internal system, so our inspectors can view service providers registered under the 2016 Act, as well as the associated services and information about the people linked to the service provider.

Service directory

We will launch our new online directory in May 2018. To compliment the work around the 2016 Act, we will support changes to the integration with our website, so that the feed of information about services registered under the Act correctly represents the new legislative arrangements in our care service directory.

Performance

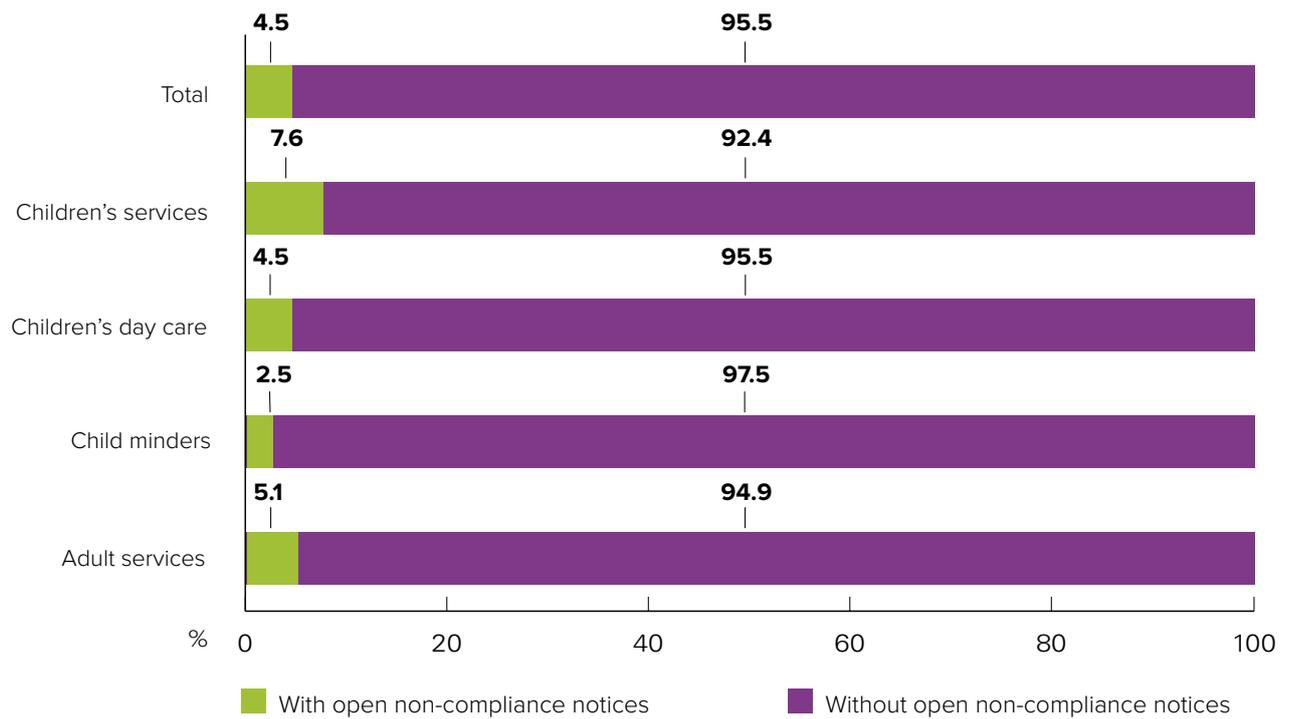
Compliance

We take action to ensure services meet legislative and regulatory requirements. We conducted 2,955 inspections through

the year and of the services inspected, 4.5% were not compliant with the law as at 31st March 2018.

Compliance as at 31st March 2018

Sourced from CIW data management system



Concerns received

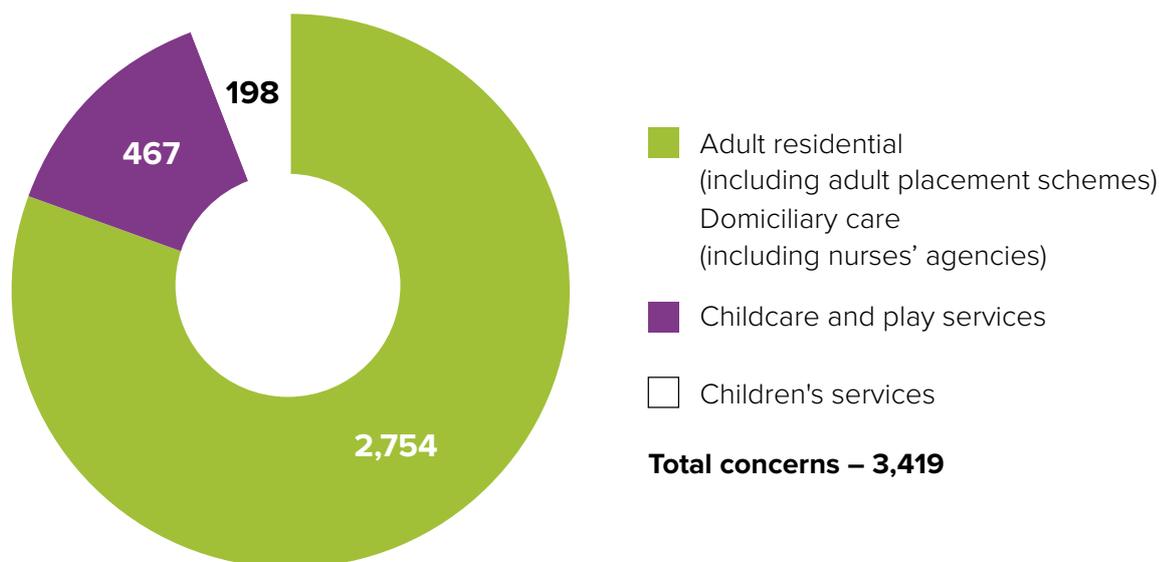
Concerns are an important source of information for us and are often raised by the people who use and rely on the care services we regulate, as well as their relatives, visitors, staff, involved professionals or neighbours.

We are unable to investigate or resolve individual disagreements between people and their service providers. However, we welcome information and concerns about the services we regulate.

All concerns are reviewed by an inspector. This may result in an early inspection taking place or inform the next inspection or a referral to the local authority as the lead agency for safeguarding. When an inspection takes place the Issues raised will be reflected in the inspection report.

Concerns received in 2017-18

Sourced from CIW data management system



Looking ahead



The Regulation and Inspection of Social Care (Wales) Act 2016

- We will continue to drive forward the implementation of the 2016 Act by focusing on re-registering all adult and children's residential services and domiciliary care services. This will be a significant piece of work with an anticipated 888 applications to consider.
- We will continue to work with our stakeholders to develop and pilot revised inspection frameworks aligned with the new legislation. Alongside this we will be developing a new methodology for the inspection of domiciliary support services which will ensure the experience of people using the service is at the heart of our inspection. We will pilot both the new framework and methodology between September-December 2018 with a view to full implementation from April 2019.
- We will begin to implement similar preparations for the registration of the remaining children's services under the 2016 Act from April 2019. These include adoption services, fostering services, adult placement services and advocacy services.
- We will undertake a thematic review of the quality of care in children's care homes by 31 March 2019.
- We will produce and consult on a code of practice for review of local authority social services functions. This will set out our approach ensuring a clear focus on the core principles of the Social Services and Well-being (Wales) Act 2014.

We will continue to work on the development of a first point of contact service for the organisation. We will introduce a new telephony solution and streamline processes making it easier for our users to contact CIW.

Disclosure and Barring Service (DBS) checks

- We will change the way we administer DBS checks. The checks will no longer be directly managed by us but managed by an external provider who will process DBS applications on our behalf. Applicants will be required to pay the DBS fee and an administration charge for this service.
- We will introduce a transitional arrangement which will fund subscription to the DBS Update Service in the first year (2018-19 financial year).

Childcare and play

- We will publish ratings in our inspection reports for each service that has previously had a silent rating.
- We will introduce online registration and notifications for childcare and play, making it easier for new providers to enter the market and for existing services to let us know about any changes to their circumstances.
- We will continue to revise and refine our methodology so that it helps us to focus on outcomes for children and what matters to parents.
- We will prepare the framework that will enable providers to readily upload a Self Assessment of Service Statement (SASS) in 2019.

 0300 7900 126 CIW@gov.wales careinspectorate.wales

Care Inspectorate Wales
Welsh Government
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ

 Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales