



Arolygiaeth Gofal  
**Cymru**  
Care Inspectorate  
**Wales**



**How we inspect services that care  
for people and help them have a  
voice**



**Easy Read version**



**We inspect care and support services**

**We want everyone to know about how we do it.**



**Part 1**

**We are independent.**



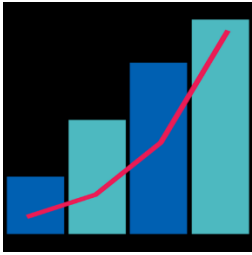
We check care and support services.



We check people using services are safe, well and happy, and can use their human rights.



We tell the public about services.  
We say how good each service is.



- We help services do better.



- We give advice to people in charge of social care and care services.



- We decide who can run a service, and what service they can run.



- We take action if services are not doing what the law says



- We go back to check any services we were concerned about.



## Part 2

### We inspect



- Adult care homes and nursing homes



- Children's homes



- Secure accommodation for children and young people who need care and support in a place they cannot leave when they want.



- Centres where families live if social services need to check if the parent can look after their child



- Home care. This includes the care and support someone gets in supported living.



- Adoption and fostering services



- Adult placement and shared lives services



- Advocacy services that help people speak up about their care and support or make a complaint



## Part 3

**We check that services respect people's human rights.**



We check that everyone using the service:



- has choice and control



- is safe



- is treated with respect



- can speak up



- is helped to learn new skills



We check people are safe. If we do not think they are, we take action ourselves. We will also tell the local authority.



There are laws about what to do if someone cannot make their own decisions.

We check the service obeys the law.



The Welsh language is important. We check people can get care and support in Welsh if they want it. We check this is offered, so people do not have to ask.

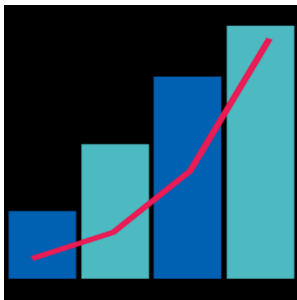


## Part 4

### When we inspect, we will:



- focus on the people using the service



- help services get better at their job



- be open and honest about everything we do and say



- be fair when we write our report





- take action if something is wrong



- focus on people's rights



- treat all services in the same way



There are 4 steps to an inspection.



1. We find out about the service. We look at information we have and any concerns or complaints that people have made to the local authority.



2. We visit the service.



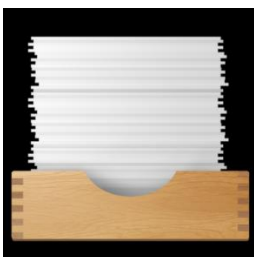
This may take 1 day or longer



We listen to people and watch what is going on.



We check the building is safe and suitable.



We check their paperwork.



3. We tell the service what we think.  
They can tell us if they think we have got it wrong.



4. We write a report and put it on our website



We always check:



- Are the people well and happy?



- Is the care and support good?



- Is the service well run?



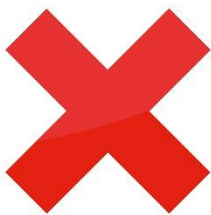
If people live in the service, we also check what the buildings are like.



We do not have to tell the service when we are coming.



If people live in the service, we can speak to them when we visit.



This does not work for advocacy services, home care services or fostering and adoption services.



We may tell them we are coming. Then we can arrange to meet people who use the service.



## Part 5

### We do 4 sorts of inspection:



- A full check of everything at the service. We do this about 6 months after the service opens.



- Checking up when there is a concern. We always check if people are well and happy. We also check whatever caused the concern.



- Checking when an organisation runs a lot of services. We do this if we are not happy about some of them. We check the organisation is well run.



- Checking the same kinds of service across Wales. We do this if a lot of services may have a similar problem.



## Part 6

**We always check a new service about 6 months after it opens.**



The longest we wait before checking a service is:



1 year for Nursing homes and services where children live



18 months for Adult Care Homes



3 years for Adult Placement services



4 years for:

- Centres where families live
- Adoption and fostering services
- Advocacy Services



We will check a service sooner if:



- a lot of people complain about it



- we have been told people are not safe



- it has not done what we told it to do



- the boss is away more than 3 months



## Part 7

**Inspectors must always act professionally.**



They must follow our rules for doing inspections.



They must always put the people using services first.



Service providers and staff can help by being honest when we talk to them.



They need to tell us if they think we may upset people.





They need to let us meet people.



They need to get on with their work like usual when we are there.



They must find a private area for us to meet people.



We will be polite to service providers.



We expect service providers and staff to be polite to us.



We will take action if staff make us feel unsafe.



## Part 8

**We will tell the service provider what we think.**



We will usually do this before we leave.



They can tell us if they think we have got it wrong.



We will tell the service provider if we think we need to take action against them.



We want people who use services to be well and happy. We write our reports so the public can read them.



We hope our reports help people who need to choose a service.



The reports give facts. They are not just what we think.



We aim to send a written report to the service 5 weeks after we inspect them.



The service has 2 weeks to tell us if they think we have got the facts wrong.



If they think we got something wrong, we have 1 week to make changes to the report or say why we are not changing it.



They have another 1 week to tell us if they are now happy. If they are, we put the report on our website.



If they are not, we have another 1 week to tell the service provider what we think.



We aim to put the report on our website 10 weeks after we inspect the service.



We have a complaints policy. Anyone can use it to complain if they are not happy about our service or an inspector.



## Part 9

### Better services



We will tell services how to do better.



If we think people are not safe, we can close the service.



Some services provide poor care. We make sure they do better or close.

## Part 10



**We need to collect a lot of information. Some of it is personal or private.**



There are laws and rules about keeping information safe.



There are laws and rules about what we must keep private and what we can share with other people.



There are rules for sharing information with organisations like the Police.



We will always follow those laws and rules.