



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales



How we inspect social services



Easy Read version



We inspect care and support services

We want everyone to know about how we do it.



Part 1

We are independent.



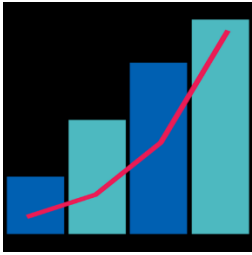
We check care and support services.



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 take action if services are not doing what the law says



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



We check the people who run Social Services.



We make sure Social Services are doing what the Well-being of Future Generations (Wales) Act 2015 says.



We tell local authorities about good work other people are doing.



Part 2

When we check Social Services, we will:



- focus on the people using the service



- help services get better at their job



- be open, honest and fair



- take action if something is wrong



- make sure our checking makes as little extra work as possible for Social Services



- treat each local authority in the same way



Part 3

We check that local authorities respect people's human rights.



We check that people are safe. If we do not think they are, we we will do something about it.



There are laws saying what to do if someone cannot make their own decisions. We check the local authority obeys the law.



The Welsh language is important. We check that people are offered support in Welsh.



We will have Welsh speaking inspectors so Welsh speakers can talk to us in their own language.

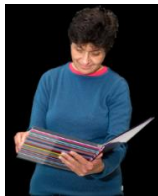


Part 4

We check how well local authorities run Social Services by:



- visiting them



- reading information about them.



We want to work with them to improve social care across Wales.



We tell them the things that:

- are good
- need doing better
- need sorting quickly



We tell everyone about the good things we find.



We tell Welsh Government what we find out.



This helps Welsh Government make good rules about social care.



We want to know:

- Are people well and happy?



- Are people's rights respected?



- Are services working together?



- Are people getting support to stop problems happening?



We check:



- The lives of people who get help from Social Services.



- Social work teams and other teams.



- If the local authority knows how to keep improving its Social Services.



We work with other inspectors. This means local authorities only do any extra work once.



We tell Social Care Wales what we learn.



Then Social Care Wales can support social care services to do a better job.



Part 5

Checking if people's lives are better with support they get from Social Services.



This is the most important thing we do.



Each local authority has a senior manager who works with us, checking how things are going day to day.



We cannot investigate complaints about Social Services, but we do keep an eye on what people complain about.



The law says Social Services must check themselves regularly.

We will look at how they do this.



We will ask how they know their support is making people's lives better



Every year we will check one thing in each local authority.

We may check the same thing across Wales.



Or we may want to learn more about something an authority does well or badly. We will talk to people to find out. We may read paperwork too.



We will tell the local authority what we learn. We will tell Social Care Wales too.



Every year we will meet the director of Social Services and heads of adult and children's services. We may go to council meetings too.



Every year, we go with the Wales Audit Office and Estyn to meet the Chief Executive.





The Wales Audit Office checks that public money in Wales is managed well.



Estyn inspects Education and Training in Wales.



The Chief Executive is a big boss.



We meet to talk about how they support Social Services to do a good job.



Every year we write a report to the local authority saying what we have learned.



We say what we think they need to do better.



Wales also has regional boards.
These are where different local authorities and other services meet and plan work together.



Each board has someone who works closely with us.



Sometimes more than one local authority is facing the same problem.



When this happens, we may hold an Improvement Conference to look at solving the problem together.

Part 6



We always check if people's lives are better because of the support they get from Social Services.



We check to see if:



- people get support when they need it.



- people get the right amount of support.



- people are safe and in control.



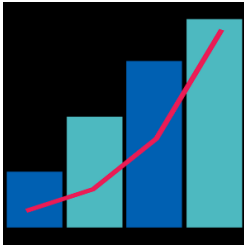
- support is managed well.



- Social Services work with the people who they support and other organisations.



- Social Services know what works well and use that to decide how to support people.



Social Services can keep doing better.



Every 4 years we do a full check of adult services and children's services.



On other years, we try to check another local authority in the same region.



We tell the authority 4 weeks before we visit. This way we can plan when to hold meetings and do visits.

There are 4 steps to an inspection.



- 1 We find out information about Social Services.

We look at what we know and at concerns or complaints people have made to the local authority.

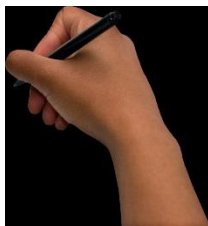
- 2 We visit and listen to people. We watch what is going on. We go to their offices and check the paperwork. This can take about two weeks.



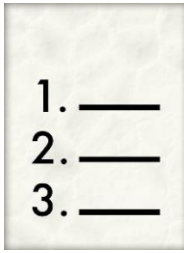
We check if what staff tell us, what the people they support tell us and what we see all tell us the same thing.



- 3 We tell the local authority what we think. They have a chance to say if they think we are wrong.



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



Part 7

We do 3 sorts of inspection:



- Checking the same kind of service across Wales.



- Checking if the local authority is sorting a problem that we told them about.



- Going to check when we are told about a serious concern.



Part 8

We talk to Heads of Services when we visit to check Social Services.



We will tell the Director of Social Services what we think at the end of our inspection.



We will send Social Services a questionnaire to find out if we did a good job.



We will write a report.



The report will say:

- Things that are good
- Things that need improving
- Problems that need sorting quickly



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



We check that we have used facts and not just what we think.



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



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



We expect the local authority to present the report to the Councillors.



We expect to be invited to that meeting.



Part 9

The local authority must plan what to do about the report.



They have 4 weeks to tell us their plan.



It must use plain language and say how they will do a better job of supporting people.



We will keep looking to make sure the local authority is doing a better job.



We may do another check if we have concerns,



Part 10

If we find something very serious, we will do something about it.



Some problems can be solved if we work with the local authority to help them put it right.



Some things are too serious to wait.



If this happens, our top inspector meets with directors from government and social services to talk about it.



Llywodraeth Cymru
Welsh Government

After that, Welsh Ministers decide what to do.



They may give a Warning Notice.

This says what the local authority must do and what will happen if they don't.



We will keep supporting the local authority.



We will keep checking how it is doing.



We will visit again between a year and a year and a half after the inspection report.



Part 11

Inspectors must always act professionally.



They must follow our rules for doing inspections.



They must always put people using services first.



Staff can help by being honest with us.



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 normal work when we are there.



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



They must let us talk to Councillors and people using services without a manager being there.



They must tell us if they are unhappy with what we are doing or saying.



They must work with us, so the inspection does not stop them supporting people well.



They must tell us anything we need to know to stay safe.



They must keep information about the inspection private until we publish our report.



Care Inspectorate Wales (CIW) has a complaints policy.



Anyone can use it to complain if they are not happy about our service or about an inspector.



Part 12

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



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



We will always follow those laws and rules.