

# Providing assurance on the quality and safety of services during the COVID-19 pandemic



## Statement of Purpose

Our priority is to continue to provide assurance to the public and Ministers that the services we inspect and regulate are doing all they can to promote the safety and well-being of people.

## Overview of our approach

1. Understand and monitor impact of policy changes
2. Establish lines of communication to ensure intelligence and information is received regularly and collated within CIW
3. Analyse information gathered to assess risks and determine priorities
4. A more active monitoring approach if analysis suggests it is required

## Our approach to registration

We have adapted our registration processes to enable us to continue to progress registration applications and variations. We are prioritising work which will create greater capacity for the social care and childcare and play sectors.

## Our approach to monitoring

- Regular check-in telephone calls with providers and Local Authorities to discuss problems or pressures
- Daily analysis of notifications including deaths reported in care homes
- Reviewing and following up on concerns, including inspection where necessary
- Monitoring services on our enforcement pathway
- Sharing information and intelligence about services with Public Health Wales, Welsh Government and commissioners to enable targeted support

## Other things we are doing

1. Single point of contact for public and providers
2. Encouraging people to share concerns with us
3. Regular communications with key stakeholders
4. Collating and analysing data to inform monitoring activity and national planning