

Easy Read

Care Inspectorate Wales

How we will involve people in our work from 2020 to 2023

This document was written by Care Inspectorate Wales. It is an easy read version of '**Working together to make a difference: Engagement Plan 2020-2023**'.

July 2020



How to use this document

This is an easy read version. The words and their meaning are easy to read and understand.



You may need support to read and understand this document. Ask someone you know to help you.



Some words may be hard to understand. They are in **bold blue writing**. They have been explained in a box below the word.



If the hard word is used again it is in **normal blue writing**. You can check what they mean on **page 16**.



Where the document says **we**, this means **Care Inspectorate Wales**. For more information contact:

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This document was made into easy read by **Easy Read Wales** using **Photosymbols**.

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Introduction



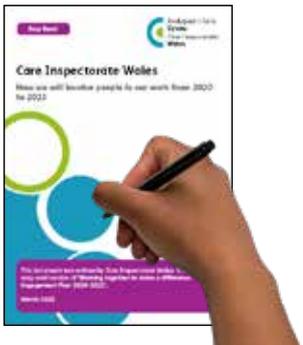
We are **Care Inspectorate Wales**. Our job is to make sure care and social services in Wales are the best they can be.



We want to be the best organisation we can be. We have written a plan called **Strategic Plan 2020-2023** to help us with this.



Our **Strategic Plan** says what our 3 most important aims are. We want to make sure people are involved in our work to achieve these aims.



We have written this plan to help us make sure we involve people in our work. And to help us make sure people:

- Know what we do
- Know how to tell us what they think.
- Know how what they say helps us make services better.



Why involving people is important

Our job is to check care and social services like:



- Adult services like care homes and home care.
- Children's services like care homes and **adoption**.



Adoption is a way of finding a new family for children who cannot be brought up by the parents they had when they were born.



- Childcare and play services like nurseries.



Hearing from people who use these services is very important to us.



It is important that people can have a say in how their services are provided. And can tell us about how good or bad their services are.



People should also have a say in how we work and check services.



We worked with people to write this plan. Together we looked at the best ways to involve people in our work.

We agreed that to do it well we should make sure:



- We involve people in everything we do.



- People are able to make a difference when they get involved.



- Things are planned well and people have enough time to take part.



- People feel listened to.



- We use different ways to get people involved.



- We make it as easy as possible for people to take part.

What we will do

We will:



- Give people lots of chances and lots of ways to take part.



- Get many different people to take part.



- Be clear about why we want you to take part. And how we will use what you say to make things better.



- Make it easy to find out about getting involved in our work.



- Make sure everyone feels respected and valued. And knows how important what they say is.



- Let people know how they have helped to make a difference. And use your views to make things better.



- Write and say things in a way that you can understand.



- Follow the guidelines for involving people in our work.

We will involve lots of different people in our work, like:



- People who use services, and their families and carers



- People living in Wales who are interested in care and social services



- People who work in care and social services



- Organisations like charities that represent people with social care needs.



- People that organise and provide care and social services.



- Other organisations that do the same sort of work we do. For example Estyn, who check schools.

Our National Advisory Board



Our **National Advisory Board** is a group of people who meet to tell us the views of different people.

Our **National Advisory Board** is an important part of the work we are doing to involve people. It is made up of:



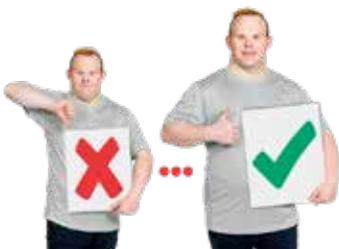
- people who use care and social services
- families and carers
- people who work in care and social services.



They help us:



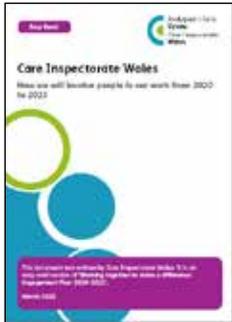
- Know the things that matter to people.
- Plan our work each year.
- Make us and the services we check better.





Our plan

We are already doing things to make sure people are involved in our work.



This plan says what we will do over the next 3 years to make this even better.

What we will do to make sure people know about and understand our work



- Make sure our website is easy to use. And have a place on our website about getting involved in our work.



- Hold a meeting every year with people who organise services to tell them about our work.



- Make information simple and clear to help people make choices



- Find different ways to involve people in our work. Including people who cannot talk



- Make sure people can easily get information about us. Including providing our most important documents in easy read.



- Make sure people know what we want them to tell us.

What we will do to make sure people's views make a difference



- Always think about new chances to involve people in our work.



- Make our questionnaires better.



- Change our website so that people can easily tell us what they think.



- Hold events in places that everyone can get to and use.



- Talk with organisations that represent people who need care and social services.



- Get people to help us interview new staff.



- Find different ways of getting people's views.



- Get people to help us **rate** how good services are.

Rate means giving something a score or level.



- Use things like computers to help share information, and to help people share their views. For example through videos and YouTube.

What we will do to share what we learn to help make things better



- Ask people who work in childcare and play about the best ways to rate services.



- Involve people in finding the best ways to **rate** services.



- Involve people in making our reports better.



- Work with partners to hold learning events to help make things better.



- Work with other organisations to make sure we are not doing the same work. And to share what we learn.



- Make sure services listen to the views of the people who use their services.



- Write a report with Social Care Wales on social care and childcare in Wales.

Hard words

Adoption

Adoption is a way of finding a new family for children who cannot be brought up by the parents they had when they were born.

Rate

Rate means giving something a score or level.