

The role of CIW in supporting social care recovery

Throughout the pandemic Care Inspectorate Wales (CIW) has sought to support the social care and childcare sector. We will continue to do this during the recovery period by operating in line with the principles that guide how we work. These are:

- putting people first
- being intelligence led
- being risk based and responsive
- working collaboratively
- supporting improvement and innovation
- reflecting and learning

What each of our guiding principles mean in practice in supporting recovery is set out below. This supplements and aligns with the actions we have set out in '[Our approach to assurance](#)' .

We will also continue to work to in line with our strategic priorities as set out in our [Strategic Plan 2020-2025](#) which provide us with our organisational direction and focus over the next four years. Our strategic priorities are:

- to be a trusted voice to influence and drive improvement
- to consistently deliver a high quality service
- to be highly skilled and responsive

It is important to recognise the importance of the childcare sector in supporting social care recovery. This sector provides care and support for young children from vulnerable families as well as supporting the social care workforce.

Putting people first: the voice and well-being of people is at the heart of our work underpinned by a rights based approach.

Throughout the pandemic we have championed people's rights and this will continue. For example, supporting work on, and implementation of, guidance on visiting for people living in care homes.

We will seek feedback from people about their experience and outcomes. This includes people using social care services, their families and staff working in them.

We will proactively seek feedback using social media campaigns and continue to work with Healthcare Inspectorate Wales (HIW) to encourage staff to speak up to share positive practice and issues of concern. As well as using this to inform our inspection planning, we will collate themes and share these to shape our wider recovery planning.

Being intelligence led: our work will be informed by data and intelligence

We will continue to collate, analyse and share our data and intelligence. This will inform our inspection activity but also help inform wider Welsh Government and partner approaches.

Analysis of data and intelligence will enable us to understand trends and themes, for example financial viability, to help shape targeted action and support by CIW and social care partners.

Being risk based and responsive: we will take a planned, risk based, proportionate and timely approach to our work.

We are prioritising inspection activity based on analysis of risk. This will ensure we are proportionate in securing improvement during recovery where it is needed most.

Working collaboratively: we will continue to listen, share information and work collaboratively

Our approach in responding to the pandemic highlighted the importance of positive relationships and trust and we will continue with this. Through our regular meetings with Welsh Government, commissioners and representative groups we will share information about what is working well and concerns. Coordination of activity will help to reduce duplication and burden on service providers to support recovery.

We will work collaboratively with local authorities to develop our forward programme of performance review activity.

We will work collaboratively with other inspectorates to develop inspection activity that takes a systems approach recognising recovery relies on all parts of the system working well together. We will build on our learning from joint inspections of child protection arrangements.

Supporting improvement and innovation: we will use our knowledge and powers to support social care and childcare services to improve and encourage new ways of working

We will continue to actively communicate and share learning including targeted events for providers.

We are working closely with Social Care Wales to develop an improvement support programme focused on developing positive cultures in social care services to promote people's well-being.

We will also support recovery by sharing positive practice. This will include thematic reports of our assurance checks with local authorities and from our inspection of regulated services.

Reflecting and learning: we will take time to reflect and learn from all aspects of our work, and adjust our approach where necessary.

Across social care we have adapted to new and flexible ways of working and we will continue to test new ways of working during recovery. We will seek feedback from key stakeholders about what is working well and where we can improve.