



Croeso Welcome



Diweddariad AGC

Sarah Glynn-Jones, Pennaeth Arolygu Gwasanaethau
Oedolion a Phlant

CIW Update

Sarah Glynn-Jones, Head of Adult and Children's
Services Inspection



Datganiadau blynnyddol
Margaret Rooney, Dirprwy Brif Arolygydd

Annual returns
Margaret Rooney, Deputy Chief Inspector

Datganiad blynnyddol llawn

Full annual return



- First full annual return due in May 2022.
- Submit Annual Return via CIW's online
- Must be completed by 26 May 2022 (56 days after the financial year commences).
- Datganiad blynnyddol llawn cyntaf ym mis Mai 2022.
- Cyflwynwch y datganiad blynnyddol trwy gyfrif AGC ar-lein.
- Rhaid ei gwblhau erbyn 26 Mai 2022 (56 diwrnod ar ôl i'r flwyddyn ariannol ddechrau).

[Guidance on completing the quality of care review-en.pdf](#)

[Quality of care review template-en.docx](#)

Datganiadau blynnyddol blaenorol

Previous annual returns



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Reduce content required :

- **the regulated services you are registered to provide;**
- **The names of each service you are registered for;**
- **the name of the responsible individual for each service;**
- **the date of registration for each service;**
- **details of any other conditions on your registration;**
- the number of people to whom you provided care and support during the year;
- a statement setting out how the service provider complied with the requirements of the regulations

Lleihau'r cynnwys sydd ei angen:

- **y gwasanaethau a reoleiddir yr ydych yn gofrestredig i'w darparu;**
- **enwau pob gwasanaeth yr ydych yn gofrestredig ar eu cyfer;**
- **enw'r unigolyn cyfrifol ar gyfer pob gwasanaeth;**
- **y dyddiadau cofrestru ar gyfer pob gwasanaeth;**
- **manylion unrhyw amodau eraill ar eich cofrestriad;**
- **nifer y bobl y gwnaethoch roi gofal a chymorth iddynt yn ystod y flwyddyn;**
- **datganiad sy'n amlinellu sut gwnaeth darparwr y gwasanaeth gydymffurfio â gofynion y rheoliadau**

Datganiad cydymffurfio

Statement of compliance



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Cymru
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Wales

- Four statements will be provided from which you can select the one relevant to your position.
- Rhoddir pedwar datganiad lle y gallwch ddewis yr un sy'n berthnasol i'ch sefyllfa.



Gofal Cymdeithasol Cymru
Social Care **Wales**

**Modiwl hyfforddi diogelu
newydd ar gyfer y sector
cyhoeddus a'r trydydd sector
yng Nghymru**

**New safeguarding training
module for public and third
sectors Wales**

Esyllt Crozier
Gofal Cymdeithasol Cymru
Social Care Wales



Trosolwg

Overview

- Mae modiwl hyfforddi diogelu cyson wedi'i lansio ar gyfer staff y sector cyhoeddus a'r sector gwirfoddol ledled Cymru.
- Datblygwyd y modiwl hyfforddi gan Gofal Cymdeithasol Cymru yn unol â Gweithdrefnau Diogelu Cymru, a lansiwyd yn 2019.
- Mae'r gweithdrefnau'n manylu ar rolau a chyfrifoldebau hanfodol ymarferwyr i sicrhau eu bod yn diogelu plant ac oedolion sydd mewn perygl o gael eu cam-drin a'u hesgeuluso.
- A single consistent safeguarding training module has been launched for public and voluntary sector staff across Wales.
- The training module has been developed by Social Care Wales in line with the Wales Safeguarding Procedures, which launched in 2019.
- The procedures detail the essential roles and responsibilities for practitioners to ensure that they safeguard children and adults who are at risk of abuse and neglect.



Modiwl hyfforddi

Bydd cwblhau'r modiwl hyfforddi newydd yn galluogi pawb i:

- esbonio'r term 'diogelu'
- adnabod camdriniaeth neu'r risg o gamdriniaeth, niwed neu esgeulustod
- gwybod pa gamau i'w cymryd os ydynt yn amau - neu'n dyst i - gamdriniaeth, niwed neu esgeulustod, neu os bydd rhywun yn dweud wrthynt ei fod yn cael ei gam-drin
- dangos dealltwriaeth sylfaenol o'r cyfreithiau sy'n ymwneud â diogelu
- cydnabod bod dyletswydd arnynt i roi gwybod am gamdriniaeth, niwed neu esgeulustod.

Training module

Completing the new training module will enable everyone to:

- explain the term 'safeguarding'
- recognise abuse or the risk of abuse, harm or neglect
- know what actions to take if they witness or suspect abuse, harm or neglect, or if someone tells them they are being abused
- demonstrate a basic understanding of the laws concerning safeguarding
- recognise that they have a duty to report abuse, harm or neglect.



Hyfforddiant orfodol

- Mae hyfforddiant diogelu yn orfodol i'r holl staff sy'n gweithio yn y sector cyhoeddus yng Nghymru ac i lawer o staff sy'n gweithio yn y sector gwirfoddol a'r trydydd sector.
- Er mwyn sicrhau bod yr e-fodiwl yn berthnasol i'r holl staff, fe'i datblygwyd mewn cydweithrediad agos â sefydliadau statudol a gwirfoddol.

Mandatory training

- Safeguarding training is mandatory for all staff working in the public sector in Wales and many working in the voluntary sector.
- To ensure the e-module is relevant to all staff, it has been developed in close collaboration with statutory and voluntary organisations.



Hygyrchedd

Accessibility

- Mae'r modiwl yn gwbl hygrych.
- Mae'n gydnaws â darllenwyr sgrin ar gyfer y rheiny sydd â nam ar eu golwg
- mae'n defnyddio Text Help Read & Write i helpu defnyddwyr â dyslecsia i ganolbwyntio ar ddarnau allweddol o wybodaeth
- a gall defnyddwyr sydd â phroblemau symudedd ei lywio drwy ddefnyddio'r allwedi tab.
- The module is fully accessible.
- It is compatible with screen readers for those with visual impairments
- uses Text Help Read and Write to help dyslexic users focus on key pieces of information
- and can be navigated using the tab keys by users with mobility issues.



Geirdaon

- "Mae'r Bwrdd Diogelu Annibynnol Cenedlaethol yn hapus iawn i gymeradwyo modiwl hyfforddi Gweithdrefnau Diogelu Cymru'n gynnyrch o ansawdd uchel. Mae'r hyfforddiant yn taro'r nodyn cywir ac roeddem yn hoff iawn o'r senarios. Mae cydbwysedd priodol rhwng y gwahanol grwpiau yn y boblogaeth - oedolion a phlant, ymhllith dimensiynau amrywiol eraill. Da iawn." - **Bwrdd Diogelu Annibynnol Cenedlaethol**
- "Fe wnes i fwynhau'r cwrs yn fawr ac roedd yn ddiddorol ac mor rhyngweithiol â phosib gyda phwnc o'r fath." - **Swyddog hyfforddi a datblygu awdurdod lleol**
- "Mae hwn yn adnodd gwych." - **Arweinydd diogelu'r gwasanaeth Tân**

Testimonials

- "The National Independent Safeguarding Board are very happy to endorse the Wales Safeguarding Procedures training module as a high-quality product. The training strikes the right tone and we very much liked the scenarios. There is an appropriate balance between different groups in the population - adults and children, among other diverse dimensions. Well done." - **National Independent Safeguarding Board**
- "I really enjoyed the course and found it interesting and as interactive as possible with such a subject." - **A local authority training and development officer**
- "This is a great resource." - **Fire service safeguarding lead**



Geirdaon

- "Yn gyffredinol, roeddwn i wir yn hoffi llif a chyflymder y cynnwys ar gyfer y lefel hon, ac roeddwn i wir yn hoffi'r senarios a'r hyn maen nhw'n ei ychwanegu o ran galluogi pobl i feddwl am y broses. Mae'r negeseuon allweddol yn syml ac yn cael eu cyflwyno'n dda. Mae'r gwaith graffeg yn dda ac ati. Felly, ar y cyfan, rwy'n hoffi'r modiwl ar gyfer y gynulleidfa darged benodol hon." - **Arweinydd bwrdd diogelu rhanbarthol**
- "Rwy'n hoffi'r fformat a'r iaith, mae'n glir ac yn hawdd ei ddilyn. Da iawn ar y cyfan gyda senarios bywyd go iawn da" - **Arweinydd bwrdd diogelu rhanbarthol**

Testimonials

- "Generally, I really liked the flow and pace of the content for this level, and I really liked the scenarios and what they add in terms of allowing people to think the process through. The key messages are kept simple and come across well. Graphics are good etc. So, on the whole, really like the module for this particular target audience." - **A regional safeguarding board lead**
- "I like the format and language, it's clear and easy to follow. Generally very good with good real life scenarios" - **A regional safeguarding board lead**



Linc

Link

- Modiwl Diogelu Grwp A
- Group A Safeguarding Training Module



Gofal Cymdeithasol Cymru
Social Care Wales

www.gofalcymdeithasol.cymru
www.socialcare.wales



Diolch Thank you



Gofal Cymdeithasol Cymru
Social Care Wales

www.gofalcymdeithasol.cymru
www.socialcare.wales





Gofal Cymdeithasol Cymru
Social Care **Wales**

Defnyddio tystiolaeth

Digwyddiad Darparwr RISCA

Tachwedd 2021

Using evidence

RISCA Provider Event

November 2021



Beth ydyn ni'n ei olygu wrth dystiolaeth?

Trwy ymarfer sy'n seiliedig ar dystiolaeth, rydym yn golygu bod penderfyniadau ynghylch sut i ddarparu gofal a chefnogaeth yn cael eu llywio gan ddealltwriaeth o:

- y dystiolaeth orau sydd ar gael am yr hyn sy'n effeithiol - gan dynnu o ymchwil a data
- doethineb a phrofiad ymarferwyr
- doethineb, profiad a barn pobl sy'n defnyddio gofal a chefnogaeth a'u gofalwyr



Gofal Cymdeithasol Cymru: wedi'i addasu o Ymchwil ar Waith

Social Care Wales: adapted from Research in Practice

What do we mean by evidence?

By evidence enriched practice, we mean that decisions about how to provide care and support are informed by an understanding of:

- the best available evidence about what is effective – drawing from research and data
- the wisdom and experience of practitioners
- the wisdom, experience and views of people who use care and support and their carers

Ein nod

Cysylltu ac adeiladu
perthnasoeedd i helpu pobl i
wneud synnwyr o
dystiolaeth a'i chymhwysyo
i'w byd eu hunain....

Gwella cynllunio, ymarfer,
llunio polisiau ac yn y pen
draw ganlyniadau i bawb

Our goal

Connecting and relationship
building to help people
make sense of evidence
and apply it to their own
world....

To improve planning,
practice, policy-making and
ultimately outcomes for all



Sut y byddwn yn helpu pobl i defnyddio tystiolaeth?

How will we help people to use evidence?

Dissemination	Exchange	Brokering	Co-creation
Website	Workshop	Informing	Action research
Presentations	Conferences	Linkages	Dialogue
Research papers or reports	Webinars	Mentoring	Co-producing tools and resources
Videos and animations	Discussing on social media	Matchmaking	Identifying gaps
Broadcasting	Sharing	Connecting	Doing together

Capacity building: underpinned by work to develop the capabilities of people to understand, use, synthesise and generate research



Example / Enghraifft: Mumsnet

mumsnet
by parents for parents

Search



Active discussions



Register or Sign in



Talk ▾ Getting pregnant ▾ Pregnancy ▾ Parenting ▾ Swears By ▾ Reviews ▾ More ▾

Join in



Freezer meals: 12 hero dishes and recipes

Sponsored by Iceland

Trending

AS husband stormed out of hotel

£200 stag weekend and I can't afford de...

Body buried wrong way round

Male midwives - aibu

AIBU to not understand the 'situation'



Topics



Active



I'm on

LA ROCHE POSAY
LABORATOIRE DERMATOLOGIQUE

A BETTER LIFE FOR SENSITIVE SKIN



LIPIKAR AP+M
FOR DRY, ITCHY SKIN

Deall yr hyn sydd ei angen ar ddarparwyr

Understanding what providers need

Cyfranogwyr

- Unigolion cyfrifol
- Rheolwyr cofrestredig
- Cydlynwyr
gweithgareddau
- Gweithwyr rheng flaen

Strategaeth samplu

- Cynrychiolydd y dirwedd
gofal cymdeithasol yng
Nghymru

Cynydd

- 15 cyfweliad hyd yn hyn



Participants

- Responsible individuals
- Registered managers
- Activities coordinators
- Front line workers

Sampling Strategy

- Representative of the social care landscape in Wales

Progress

- 15 interviews so far



Gofal Cymdeithasol Cymru
Social Care Wales

www.gofalcymdeithasol.cymru
www.socialcare.wales



Cysylltwch a ni

Get in touch

E-bostiwch ni ar:

Research@socialcare.wales

Email us at:

Research@socialcare.wales

Llenwch ffurflen yn:

<https://tinyurl.com/3w3frc84>

neu defnyddiwch y cod QR:



Fill in a form at:

<https://tinyurl.com/3w3frc84>

or use the QR code:



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Diolch Thank you



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www.socialcare.wales





Diweddariad Gorfodaeth Sharon Eastlake, Uwch Reolwr Cofrestru a Gorfodi

Enforcement Update
Sharon Eastlake, Senior Manager Registration and
Enforcement

Diweddariad: Adrodd ar ddiffyg cydymffurfio

- bydd adroddiadau arolygu cyhoeddedig yn cynnwys manylion meysydd a nodwyd i'w gwella a manylion lefel uchel y meysydd ar gyfer gweithredu â blaenoriaeth.
- bydd darparwyr yn derbyn Adroddiad Gweithredu Blaenoriaeth yn cynnwys hysbysiadau gweithredu blaenoriaeth.
- byddwn yn rhannu hysbysiadau gweithredu blaenoriaeth gyda'r comisiynwyr - ni fyddant bellach ynghlwm wrth adroddiadau arolygu

Update: Reporting on non-compliance

- published inspection reports will contain details of identified areas for improvement and high level detail of areas for priority action.
- providers will receive a Priority Action Report containing priority action notices.
- we will share with commissioners Priority Action Notices – they will no longer be attached to inspection reports.

Crynodeb o'r achos o ddiffyg cydymffurfio

Statws	Ystyr pob un
Newydd	Nodwyd y diffyg cydymffurfio hwn yn yr arolygiad.
Wedi ei adolygu	Adolygwyd cydymffurfiaeth yn yr adolygiad hwn ond ni chafodd ei chyflawni. Mae'r dyddiad targed ar gyfer cydymffurfio yn y dyfodol a chaiff ei brofi yn ystod yr arolygiad nesaf.
Heb ei gyflawni	Profwyd cydymffurfiaeth yn yr adolygiad hwn ond ni chafodd ei chyflawni.
Wedi ei gyflawni	Profwyd cydymffurfiaeth yn yr adolygiad hwn ac fe'i cyflawnwyd.

Rydym yn ymateb i ddiffyg cydymffurfiaeth â'r rheoliadau pan gaiff canlyniadau gwael i bobl, a / neu risg i'w llesiant eu nodi drwy gyhoeddi Hysbysiad(au) Gweithredu â Blaenoriaeth.

Mae'n rhaid i'r darparwr gymryd camau ar unwaith i fynd i'r afael â hyn a gwneud gwelliannau. Os bydd darparwyr yn methu â chymryd camau gweithredu erbyn y dyddiad targed, gallwn uwchgyfeirio'r mater at Banel Gwella a Gorfodi.

Hysbysiad Gweithredu â Blaenoriaeth

Rheoliad	Crynodeb	Statws

Pan rydym yn canfod achos o ddiffyg cydymffurfio â'r rheoliadau ond nad oes unrhyw risg uniongyrchol na sylweddol i'r bobl sy'n defnyddio'r gwasanaeth, rydym yn eu hamlygu fel Meysydd i'w Gwella.

Rydym yn disgwyl i'r darparwr weithredu er mwyn unioni hyn, a byddwn yn ei ystyried eto yn ystod yr arolygiad nesaf. Os bydd y darparwyr wedi methu â chyflawni'r gwelliannau angenrheidiol, byddwn yn uwchgyfeirio'r mater drwy gyhoeddi Hysbysiad Gweithredu â Blaenoriaeth.

Meysydd I'w Gwella

Rheoliad	Crynodeb	Statws

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status

Diweddariad i'r polisi sichrau gwelliant a gorfodaeth

Update to the securing improvement and enforcement policy



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Pennod 5

- Yn gynnwys fwy o fanylder ynglyn a'r llwybr gorfodi troseddol.

Chapter 5

- Contains more detail in respect of criminal enforcement pathway.

Polisi gorfodaeth troseddol

Criminal enforcement policy



Manylir ar bob cam o'r llwybr yn y polisi.

Mae manylion troseddau rheoliadol ar ein gwefan.

Llwybr:

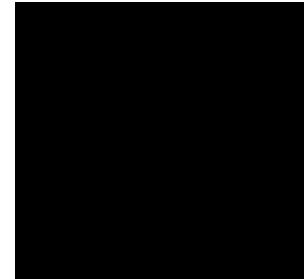
- adolygiad cychwynnol
- ymchwiliad troseddol
- erlyniad

Each stage of the pathway is detailed within the policy.

Details of regulatory offences are on our website.

Pathway:

- initial review
- criminal investigation
- prosecution



Hyrwyddo'r offeryn Capasiti Gofal a Chefnogaeth ar
gyfer gwasanaethau cartrefi gofal
Tom Cleaver / Nicola Menage, Is-adran Gwella
Gwasanaethau Cymdeithasol

Promotion of the Care and Support Capacity
tool for care home services
Tom Cleaver / Nicola Menage, Social Services
Improvement Division

Dewis Cymru...

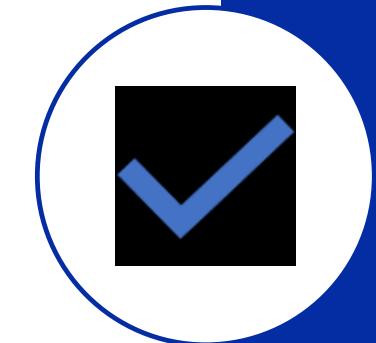
Providing Care Homes
information to citizens

Richard Palmer
Chief Operating Officer



Background to the Dewis Cymru project...

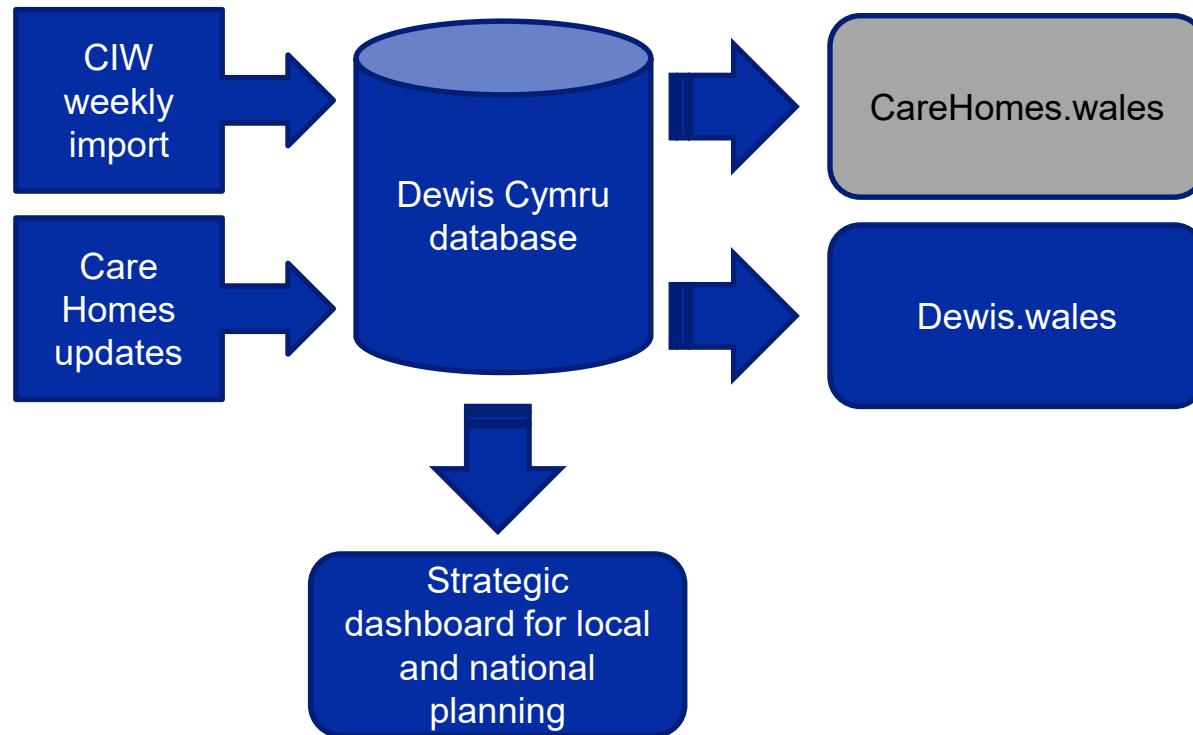
- The Social Services and Well-being (Wales) Act introduced a duty on Local Authorities in Wales to “*provide information about the range of locally available services*”.
- Dewis Cymru developed as a national system to provide an online source of well-being information for citizens – a well-being website for Wales.
- Endorsed by the 22 Directors of Social Services across Wales and now adopted by all 22 local authorities as part of their Information Advice and Assistance services.
- Initial development funded through WG grant to the Social Services Improvement Agency. Ongoing funding from the 22 Local Authorities in Wales.



Care Homes in Dewis...the ambition

- Provide a comprehensive directory of Care Homes in Wales for the public
- Allow providers to ‘market’ their services with no associated costs
- Allow local commissioners and national policy holders to understand the national picture
- Support effective hospital discharge

Care Homes in Dewis



Data flows...

For the public...

- Basic care home record populated directly from CIW data (name, contact details, location, number of beds)
- Care Homes can add pictures, descriptions, facilities, food hygiene ratings, accessibility information etc.
- Information visible in Dewis and in the soon to be published CareHomes.Wales website

For commissioners...

- Currently asking care homes to add number of vacancies (and to maintain this when their bed status changes)
- Information used to inform strategic planning at local and national level

Dewis screen shots...

Your search results [View on a map](#) [Refine your search](#)

You searched for everything in Dewis.

Below is a list of 12 resources that have a visible address within 5 miles of SA14 7AQ.

[77 more resources](#) These provide a service in your area.



The Elms (M&D Care Limited) - Care Home (0.12 miles) [View details](#) [Map](#) [Email](#) [Call](#)

A care home is a residential setting where a number of people live. Residential care is often provided for people that may have difficulty living independently, however some people prefer to live in a residential care facility due to it providing security, social interaction and ongoing... [View details](#) [Map](#) [Email](#) [Call](#)

Llys Fechan Care Home (Neuadd Fach Limited) - Care Home (1.38 miles) [View details](#) [Map](#) [Email](#) [Call](#)

A care home is a residential setting where a number of people live. Residential care is often provided for people that may have difficulty living independently, however some people prefer to live in a residential care facility due to it providing security, social interaction and ongoing... [View details](#) [Map](#) [Email](#) [Call](#)

Melbourne House Care Home (Melbourne House Care Home Limited) - Care Home (1.65 miles) [View details](#) [Map](#) [Email](#) [Call](#)

A care home is a residential setting where a number of people live. Residential care is often provided for people that may have difficulty living independently, however some people prefer to live in a residential care facility due to it providing security, social interaction and ongoing... [View details](#) [Map](#) [Email](#) [Call](#)

Gwernllwyn Care Home (Gwernllwyn Leisure Limited) - Care Home (1.66 miles) [View details](#) [Map](#) [Email](#) [Call](#)

A care home is a residential setting where a number of people live. Residential care is often provided for people that may have difficulty living independently, however some people prefer to live in a residential care facility due to it providing security, social interaction and ongoing... [View details](#) [Map](#) [Email](#) [Call](#)

Beatrice Webb (Caerphilly County Borough Council) - Care Home [Edit](#) 

Last updated: 09/11/2021

This resource is regulated. ([More about Regulated Services](#))



 This provider is registered with the [Care Inspectorate Wales \(CIW\)](#) or equivalent.

 This provider was last inspected on: 29/09/2021. [Latest inspection report](#).

 This home is registered for a maximum of 30 beds for people aged between 60 and 100+.

 This care home has vacancies. [We have vacancies at present. 6 long term care, 1 short term care](#)

This care home is provided by: **Caerphilly County Borough Council**

Care provided:

- Nursing Mental Health Learning Disabilities
- Day services Respite care

What we do

[Leave comments/feedback for this resource](#)

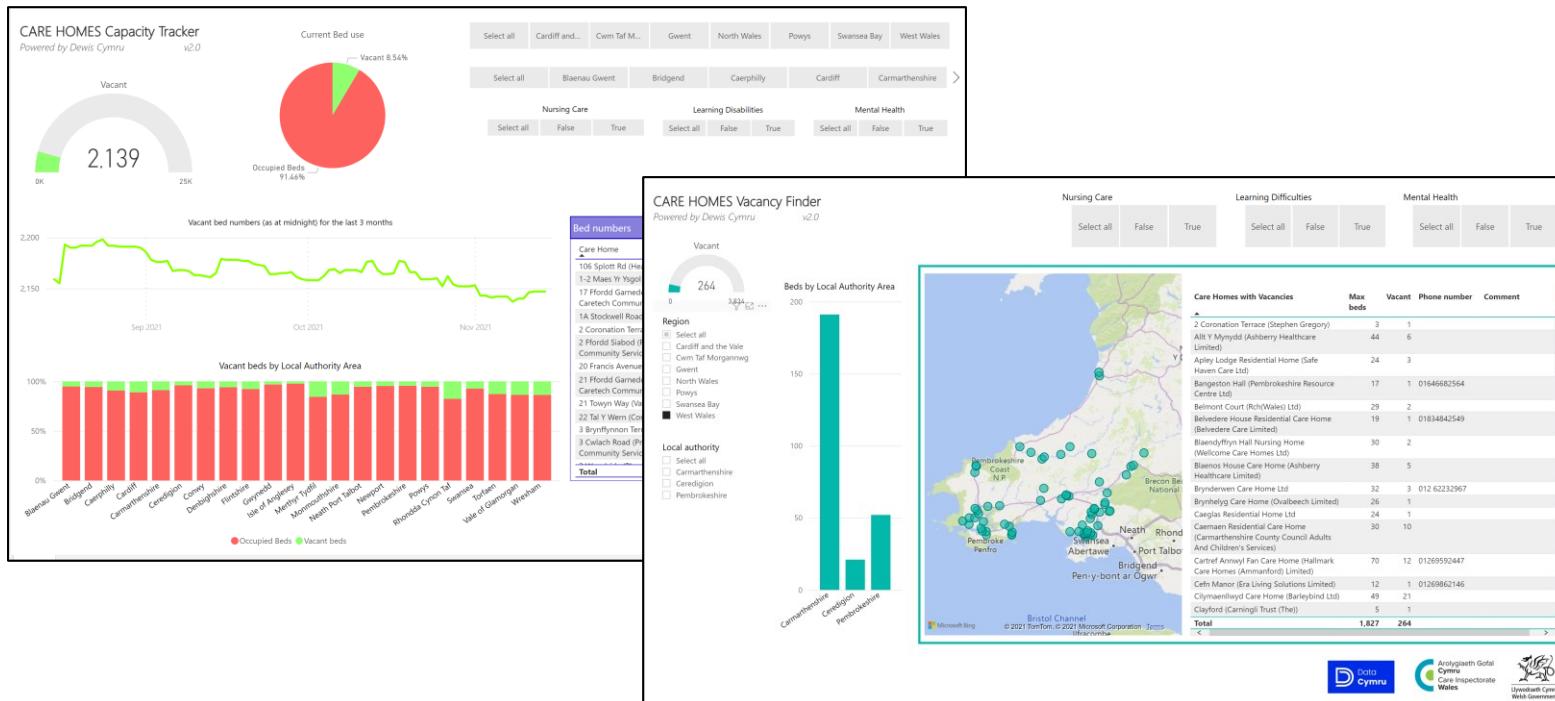
A care home is a residential setting where a number of people live.

Residential care is often provided for people that may have difficulty living independently, however some people prefer to live in a residential care facility due to it providing security, social interaction and ongoing support and assistance that is unobtainable through care at home (i.e. domiciliary care). People often have the misconception that residential care is a "last resort" and only need a care home when they are very unwell or completely unable to manage, however there are many residents that simply enjoy the many benefits a care home has to offer.

Facilities offered:

Room facilities	Services
Phone point in own room <input checked="" type="checkbox"/>	Hairdresser <input checked="" type="checkbox"/>
TV point in own room <input checked="" type="checkbox"/>	Residents kitchenette <input checked="" type="checkbox"/>
WiFi in own room <input checked="" type="checkbox"/>	Visiting dentist <input checked="" type="checkbox"/>
Social	Visiting GP <input checked="" type="checkbox"/>
Access to outdoor space <input checked="" type="checkbox"/>	Visiting optician <input checked="" type="checkbox"/>
Transport/Travel	

Example dashboards...



Dewis Cymru...

To see your entries on Dewis visit
<https://www.dewis.wales/> and search for the 'Care Home' category...

For support using the system email
Help@dewis.wales



Any questions???

Richard Palmer

Chief Operating Officer, Data Cymru

029 2090 9502 or 07866 428735





Diolch
Thank you