



Getting ready for ratings

Your pre-launch checklist



Getting ready for ratings: Your pre-launch checklist

Although it will take around two years for CIW to publish ratings for all services, its important that you spend some getting ready for ratings and use this time to review some core aspects of your service.

IMPORTANT: other than displaying ratings, it is important to know none of this is new or additional work for you.

This checklist has been put together to help you prepare for ratings.

1. Leadership preparation

Familiarise yourself with CIW Inspection Guidance – this includes rating descriptors

Review your vision and values – do they align with the descriptors for good / excellent?

Review your Statement of Purpose to ensure it accurately reflects your service.

Organise your evidence of positive practice

Plan your approach to continuous improvement

Remember:

- This is an opportunity to showcase the service you provide to people.
- Focus on what you already do well.
- Identify areas where you can make improvements.
- Involve your whole team in preparations – collaboration is key.
- Keep people at the heart of everything you do.

2. Prepare for displaying ratings

Identify the best location for displaying your physical ratings.

Review your website structure to identify where ratings will be displayed.

Ensure your CIW Online account is up to date.

Check you have the technical capability to add the widget when it becomes available.

Plan how you'll display ratings for multiple services if applicable.

3. Engage your team

Hold team meetings to explain the new ratings system.

Help staff understand the four inspection themes.

Create opportunities for staff to share examples of positive practice.

Encourage ideas for service improvement.

Plan how to support staff if ratings aren't as expected.

4. Review your quality assurance

Review your current quality monitoring systems.

Consider your clear processes for gathering feedback from your team, service users and their families.

Review your action plans for any areas needing improvement and systems for tracking these.

5. Build your communication plan

Plan how you'll communicate ratings to people and families.

Consider how you might use ratings in marketing materials.

6. Get help and support

Join one of our ratings information sessions.

Keep up to date by reading our monthly provider bulletins.