

Ratings for care homes and domiciliary support services

FAQ'S for providers

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Who is legally required to display ratings?

From 1 April 2025 all care homes and domiciliary support services inspected in Wales will receive ratings.

Most of these services will be legally required to display their ratings at their premises.

The following services DO NOT have to display ratings at their premises:

- Services for people under 18
- Small services with 4 or fewer residents
- Domiciliary support services where:
 - The service location is not accessible to the public
 - The service is provided from someone's private home

All care homes and domiciliary support services will be required to display their ratings on their website.

The requirement comes into effect from 1 April 2025.

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When does this new requirement come into effect?

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Can I choose not to display my ratings if they're poor?

No, if your service is legally required to display ratings, you must display them regardless of the rating received.

It is a legal requirement for applicable services to display their ratings, so if you do not display them, this could result in enforcement action.

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What happens if I don't display my ratings?



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How often will our ratings be updated?



Ratings will be updated following each inspection of your service.

If CIW issues a priority action notice (which results in a "Requires significant improvement" rating for the relevant inspection theme), your service will be scheduled for a **priority inspection within six months** of the date the priority action notice was issued.

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How quickly will my service be re-inspected?



During this follow-up inspection, CIW will:

- assess whether outcomes for people have improved
- determine if any continuing issues relate to previously identified problems or represent new areas of concern
- reconsider the rating for the relevant inspection theme based on any changes in outcomes for people since the previous inspection

If a service is rated as '**Requires improvement**' due to identified areas for improvement it will be inspected within 12 months of the inspection date.

Services rated as '**Good**' or '**Excellent**' will have a routine inspection within 18 months of the inspection date.

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Can I request a review of my inspection report and ratings?



Yes. If you believe the report (including ratings) is based on factual inaccuracies or on incomplete evidence.

The process follows CIW's 'Requesting a review of evidence and findings of inspections reports (including ratings)' policy which has been amended to reflect the new regulations.

CIW will send a wipeable double-sided poster to your service address within 10 working days of your inspection report being published, via recorded delivery.

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How will I receive my ratings poster?



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Where should I display the physical ratings poster?



For care homes: At the main entrance and /or where as many people as possible can see it.

For domiciliary support services: In a prominent location such as the entrance to the office.

Contact CIW immediately for a replacement. Only one poster is allocated per service, but replacements can be provided if needed.

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What should I do if my ratings poster is damaged or lost?



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How do I display my ratings on my website?



You'll receive a widget (a piece of code) to embed on your website, which you can download from your CIW Online account.

You'll receive your website widget within five working days of your inspection report being published.

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How soon after inspection will I receive my website widget?



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Do I need to update the widget after each inspection?



No, once you embed it the first time, the widget will automatically update after each inspection at your service.

Yes, each service must have its own ratings display, both physical and digital.

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If I operate multiple services, do I need separate ratings displays for each?



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Where should I display ratings if I have multiple service locations?



For websites, you should display the widget on the specific webpage relating to each service. For physical locations, each service address must display its own ratings poster.