



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales



Understanding ratings: A quick guide for care workers

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What's changing?

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.

Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Service Name Here

Graddau'r gwasanaeth hwn
Ratings for this service

 Llesiant Well-being	Llesiant Rhaid gwella'n sylweddol Requires significant improvement
 Gofal a Chymorth Care & Support	Da Good
 Yr Amgylchedd Environment	Rhagorol Excellent
 Arweinyddiaeth a Rheolaeth Leadership & Management	Rhaid gwella Requires improvement

Cafodd y gwasanaeth ei arolygu ar 00 Mis 2024
The service was inspected on 00 Month 2024

I gael rhagorol o wybodaeth, ffoniwch ni ar **0300 7900 126** neu ewch i arolygiaethgofal.cymru
For more information telephone us on **0300 7900 126** or visit careinspectorate.wales

Sgwirwch y cod QR i ddysgu mwy am y gwasanaeth hwn
Scan the QR code to find out more about this service



Understanding the four themes

Services will receive one of the following ratings:

Excellent

Good

**Requires
improvement**

**Requires
significant improvement**

These will be applied to four themes:

- How you support people to be happy and healthy
- How you respect choices and independence
- How you help people stay connected

- How you meet people's needs
- How you respect dignity and rights
- How you keep people safe

Well-being

Care & support

Environment

Leadership & management

- How comfortable and safe the building is
- How well-maintained everything is
- How the space supports independence

- How well the service is run
- How staff are supported
- How the service keeps improving

Your role matters!

You help achieve good ratings by:

- ✔ Knowing what outcomes people want to achieve and building on their strengths.
- ✔ Treating people with respect.
- ✔ Supporting people's choices.
- ✔ Following care plans carefully.
- ✔ Keeping good records.
- ✔ Reporting concerns.
- ✔ Working safely.

What you might be asked about at the next inspection:

- How you support people's independence.
- How you keep people safe.
- How you respect people's choices.
- How you maintain dignity.
- How you support Welsh language needs.
- What training you've received.
- How you handle emergencies.

What we want to see when inspecting:

- Person-centred care.
- Protecting rights and choices.
- Supporting independence.
- Maintaining safety.
- Showing respect.
- Working as a team.
- Following procedures.



Where to find help

- Ask your manager.
- Check your policies.
- Talk to colleagues.
- Use your training.
- Attend team meetings.

Why ratings matter for you

Showcasing your work

- A way to show the world the fantastic care you provide.
- Recognition for the difference you make every day.
- Celebration of your team's achievements.
- Evidence of your professional excellence.

Supporting your development

- Clear understanding of what 'good' looks like.
- Opportunities to share best practices.
- Recognition of your skills and expertise.
- Identification of training opportunities.

Improving your workplace

- Better team communication.
- Clearer processes and procedures.
- More support for staff well-being.
- Stronger team collaboration
- Enhanced working environment.

Building your confidence

- Recognition of your professional skills.
- Evidence of your high standards.
- Acknowledgment of your dedication.
- Pride in your achievements.
- Validation of your hard work.

Enhancing your voice

- Opportunity to share your experiences.
- Platform to highlight good practice.
- Channel for suggesting improvements.
- Recognition of your expertise.
- Value placed on your feedback.

Supporting your service users

- Better informed choice for families.
- Clear standards of care.
- Transparent communication.
- Improved service quality.
- Enhanced trust and confidence.

Remember:

Ratings are about **celebrating** the amazing care you already provide.

They're a tool for **recognition, growth**, and showing the world what excellent care looks like.

You're already doing **incredible** work - now it's time to showcase it!