



Understanding ratings A guide for commissioners





Mae'r ddogfen yma hefyd ar gael yn Gymraeg / This document is also available in Welsh



(c)

WG51923 Digital ISBN 978-1-83715-493-7

Introduction

The introduction of care ratings in Wales marks an important step forward in how we understand and commission care services. This guide explains how you can use ratings to enhance your commissioning practices.

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

Most services will be legally required to display their ratings.

The following services are not required to display their ratings:

- 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.

Why ratings matter

Think of ratings as a window into service quality. They provide:

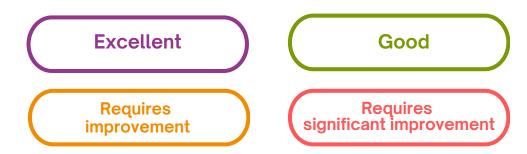
- Clear evidence of service performance.
- Comparable data across providers.
- Early warning of potential issues.
- Recognition of excellence.
- Tools for improvement.

It will take approximately two years (from 1 April 2025) for all services in Wales to receive a published rating.



Understanding the four themes

Services will receive one of the following ratings:



These will be applied to four themes:



Using ratings in practice



Think of ratings as contributing to your market intelligence. They help you:

- Target improvement support.
- Plan market development.
- Manage risks proactively.
- Track quality trends.
- Identify systemic issues.
- Target intervention effectively.
- Support market stability.



You can use ratings to:

- Monitor provider performance.
- Guide improvement conversations.
- Support placement decisions.



Remember:

- Ratings provide a snapshot in time.
- Context matters look beyond the numbers.
- Consider all four themes together.
- Use ratings alongside other intelligence.

You can read more about ratings on the <u>CIW</u> <u>website</u>

