



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales



Understanding ratings: A guide for people using services and their families

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



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Understanding ratings: A guide for people using services and their families

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.

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Service Name Here

Graddau'r gwasanaeth hwn
Ratings for this service

Llesiant Well-being	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 rhagor 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

Sganwch y cod QR i ddigwybodaeth 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:

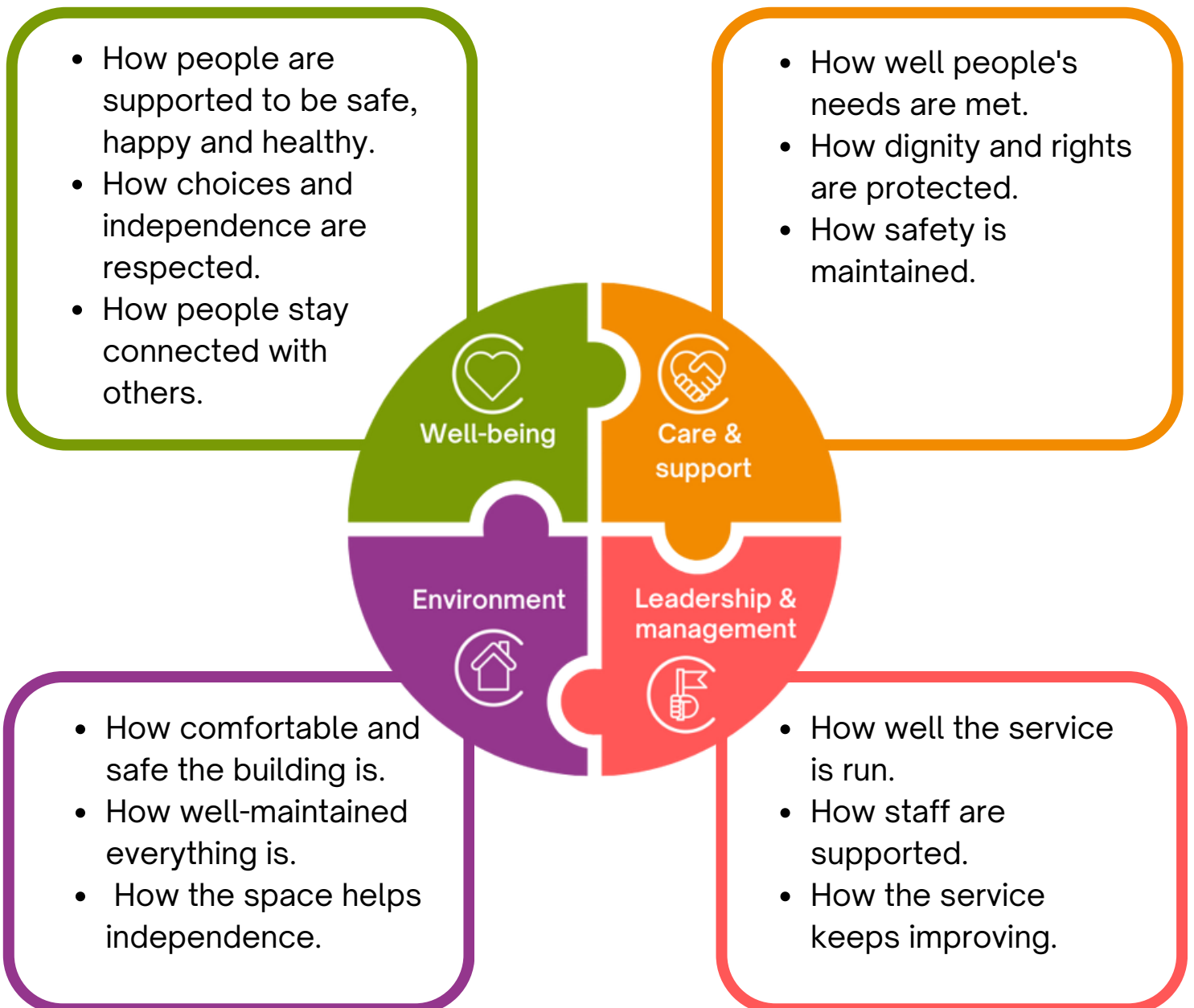
Excellent

Good

Requires improvement

Requires significant improvement

These will be applied to four themes:



Where will you see ratings?

- On posters in care homes.
- On care service websites.
- In CIW inspection reports.
- On the [CIW online](#) directory.

How ratings help you:

Clarity at a glance:

Ratings provide an instant view of the quality of care you can expect from a service.

Choose with confidence:

Ratings enable you to more easily choose a care service that's right for you or your family member.

Driving continuous improvement:

Ratings encourage care providers to improve their services, ensuring those receiving care can thrive.

Your rights

- To see the ratings.
- To ask questions about them.
- To give feedback.
- To raise concerns if needed.

Get more information

- Ask your care provider.
- Visit the [CIW website](#).
- Speak to your social worker.
- Contact advocacy services.