



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Croeso

Welcome



Agenda heddiw ...

- Rheoliadau newydd
- Crynodeb o'r daith hyd yma
- Canllawiau arolygu diwygiedig
- Diwygiadau i adroddiadau arolygu a gwneud cais am adolygiad o adroddiadau arolygu
- Arddangos graddau
- Trosolwg o gyfleoedd dysgu a datblygu i arolygwyr
- Y camau nesaf - Y broses o 1 Ebrill
- Ar y gorwel
- Cyfleoedd holi ac ateb drwy gydol y sesiwn

Today's agenda ...

- New regulations
- Recap on journey so far
- Revised inspection guidance
- Displaying ratings
- Revisions to inspection reports & requesting a review of inspection reports
- Overview of L&D with inspectors
- Next steps - Process from April 1st
- On the Horizon
- Opportunities for Q&A throughout

Rheoliadau RISCA newydd

New RISCA regulations

Draft Regulations laid before Senedd Cymru under section 187(2)(h) and (j) of the Regulation and Inspection of Social Care (Wales) Act 2016, for approval by resolution of Senedd Cymru.

DRAFT WELSH STATUTORY
INSTRUMENTS

2025 No. (W.)

SOCIAL CARE, WALES

**The Regulated Services (Inspection
Ratings) (Wales) Regulations 2025**

EXPLANATORY NOTE

(This note is not part of the Regulations)

These Regulations make provision about ratings given by the Welsh Ministers in relation to the quality of care and support provided by a service provider following an inspection under Part 1 of the Regulation and Inspection of Social Care (Wales) Act 2016 ("the Act").

The ratings with which these Regulations are concerned are those given by the Welsh Ministers in an inspection report under section 36(2)(d) of the Act.

In accordance with the power in section 37(2)(a) of the Act, these Regulations impose requirements on certain service providers to display ratings given by the Welsh Ministers in a specified manner and place.

In accordance with section 37(2)(c) of the Act, these Regulations make provision for a service provider to appeal against ratings given by the Welsh Ministers in certain circumstances.

These Regulations make it an offence for a service provider to fail to comply with specified requirements relating to the display of ratings given by the Welsh Ministers.

Part 1 of these Regulations contains definitions of terms used in the Regulations.

Part 2 of these Regulations makes provision about the ratings given by the Welsh Ministers in inspection reports. Regulation 3 prescribes the places and manner in which ratings must be displayed. It includes requirements for ratings given to be shown on websites, and also for signs to be displayed at each place at, from or in relation to which certain services are provided.



Ein taith hyd yma ...

Our journey so far ...

Buddiannau (i ddarparwyr)

Mae graddau o bwys: Nod y system graddau newydd hon yw annog gwelliannau a chydabod rhagoriaeth. Mae graddau yn eich helpu i wneud y canlynol:

- **Canolbwyntio ar eich llwyddiant:** Nodi eich cryfderau a meysydd i'w gwella.
- **Llywio gwelliannau:** Cymell eich tîm i wella'n barhaus, a sicrhau canlyniadau cadarnhaol i'r bobl rydych yn gofalu amdanynt.
- **Dangos rhagoriaeth:** Dathlu a hyrwyddo eich gofal o ansawdd uchel.

Benefits (for providers)

Ratings matter: This new ratings system is all about encouraging improvement and recognising excellence. Ratings help you to:

- **Spotlight your success:** Pinpoint your strengths and areas for growth.
- **Drive improvement:** Motivate your team to continuously improve, ensuring positive outcomes for the people you care for.
- **Showcase excellence:** Celebrate and promote your high-quality care.

Buddiannau (i'r cyhoedd)

Mae graddau o bwys: Eich canllaw i ofal o ansawdd

Cipolwg cyflym: Mae graddau yn rhoi trosolwg o ansawdd y gofal y mae gwasanaeth yn ei ddarparu.

Hyder wrth ddewis: Mae graddau yn ei gwneud hi'n haws i chi ddewis gwasanaeth gofal sy'n addas i chi neu aelod o'ch teulu.

Llywio gwelliannau: Mae graddau yn annog darparwyr gofal i weithio'n barhaus i wella eu gwasanaethau, gan sicrhau bod y rhai sy'n cael gofal yn gallu ffynnu.

Benefits (for the public)

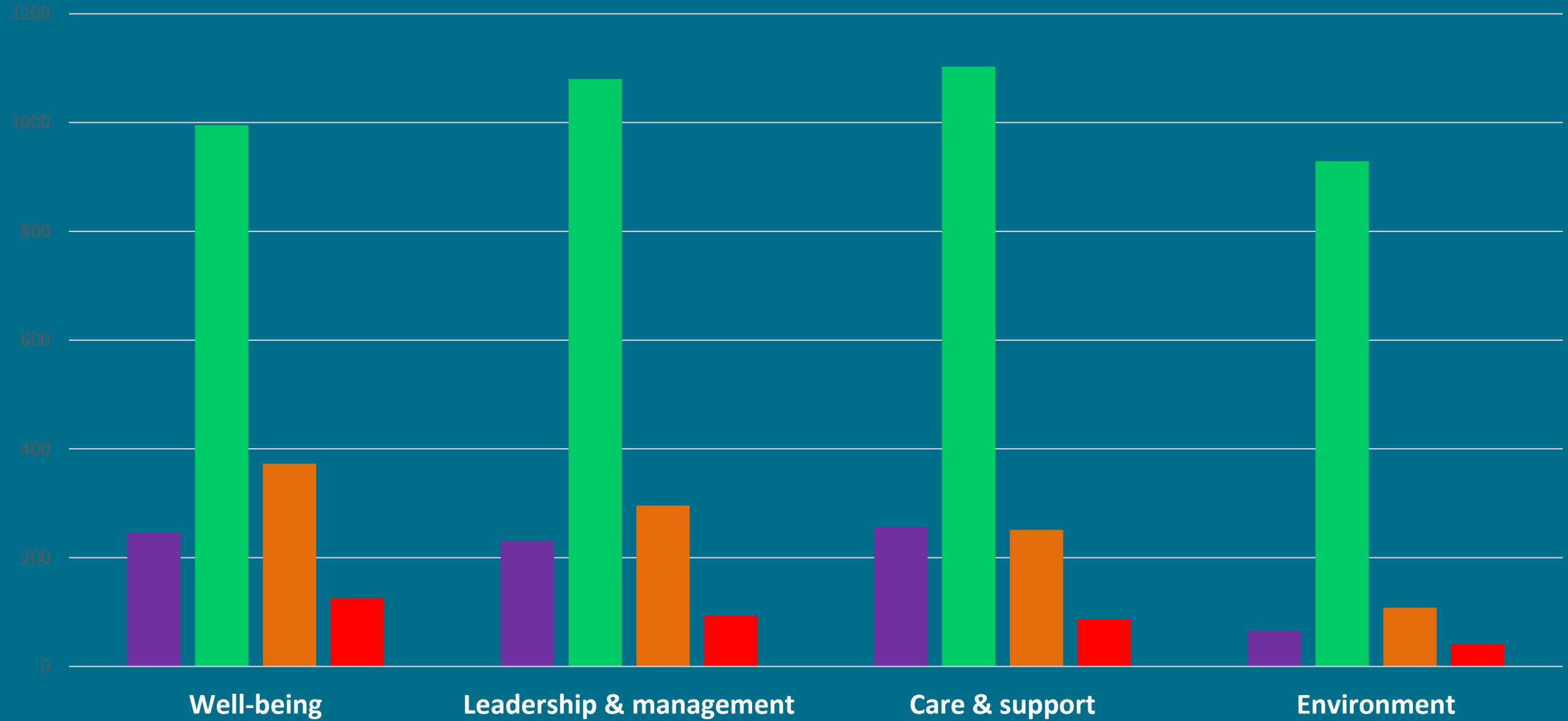
Ratings matter: Your guide to quality care

Clarity at a glance: Ratings provide an overview of the quality of care a service provides.

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

Driving improvement: Ratings encourage care providers to continuously work to improve their services, ensuring those receiving care can thrive.

Excellent Good Needs improvement Poor



Dyfarnu a disgrifio graddau

- Diwygiwyd y termau ar gyfer graddau.
- Llinellau ymholi cyfunol gan gynnwys llinell ymholi benodol ar gyfer llesiant.
- Datblygwyd disgrifyddion graddau.
- Newid i sut rydym yn ysgrifennu crynodebau adroddiadau arolygu.
- Diweddarwyd y Broses Apelio yn unol â RISCA.
- Templed diwygiedig ar gyfer adroddiadau arolygu.

Awarding and describing ratings

- Revised rating terms.
- Consolidated lines of enquiry including specific for well-being.
- Developed rating descriptors.
- Change to how we write inspection report summary.
- Updated Appeals Process in line with RISCA.
- Revised inspection report template.

Rhagoral

Excellent

Da

Good

Rhaid gwella

Requires improvement

Rhaid gwella'n sylweddol

Requires significant improvement

Eich canllawiau newydd

Your new guidance

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Wales



Regulation and
Inspection of Social
Care (Wales) Act 2016

Framework for inspection of
adults and children's services



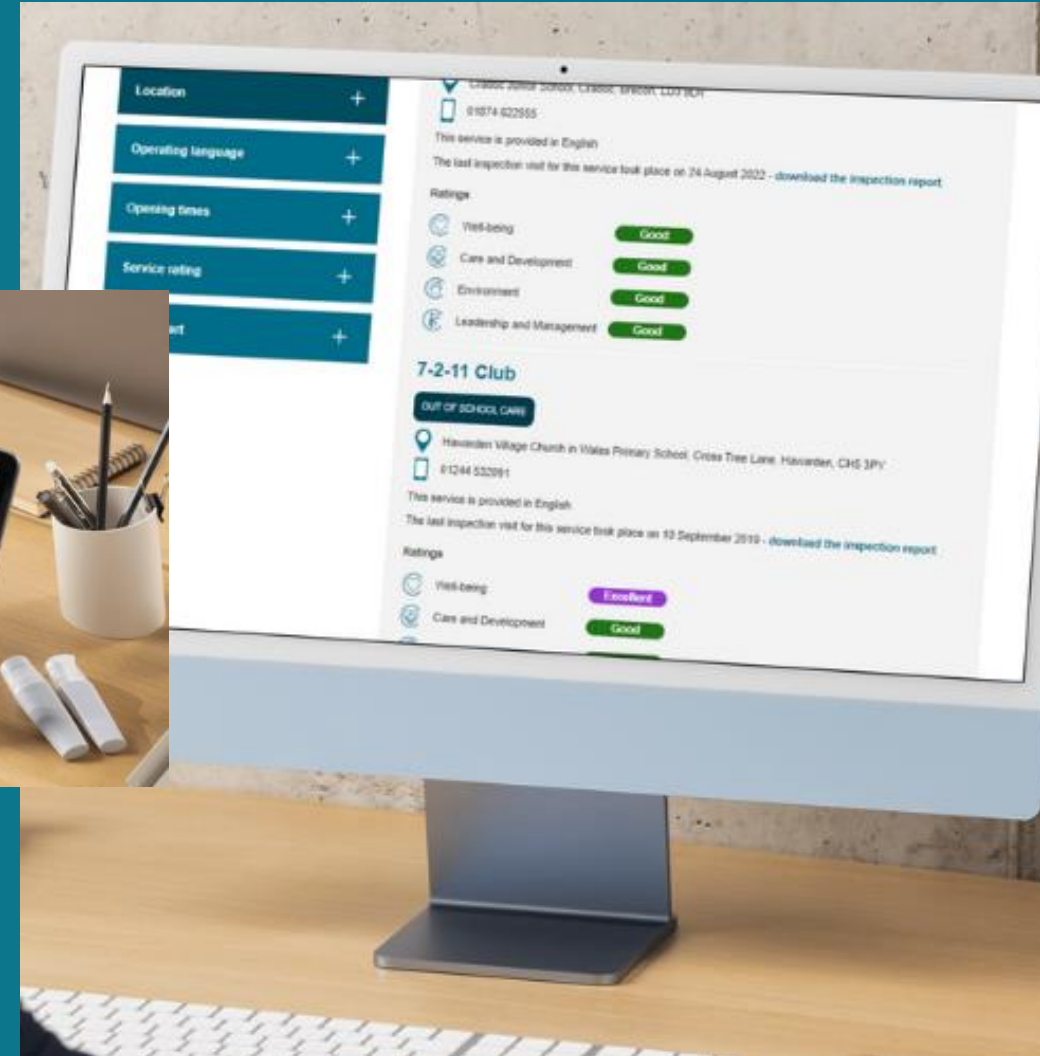
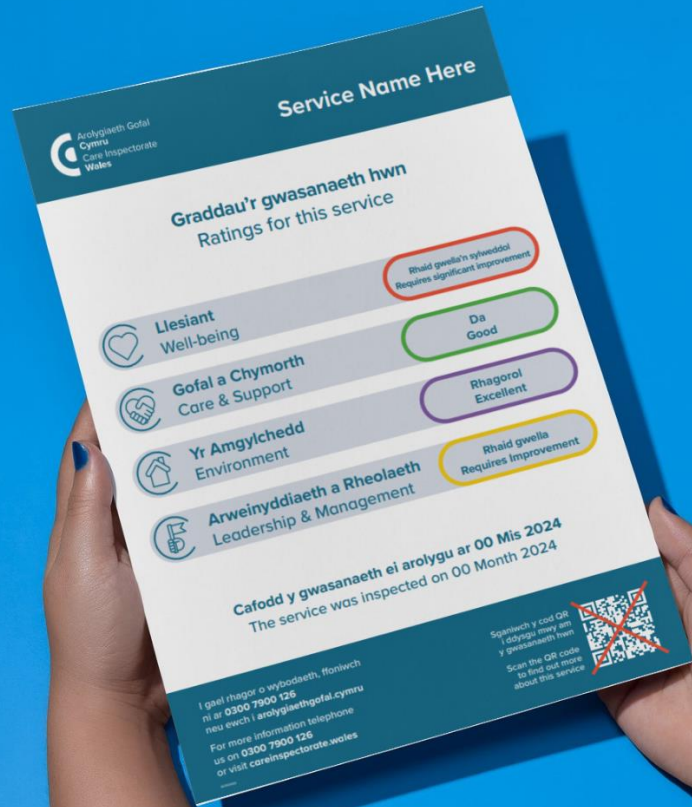
New Descriptors:

Line of enquiry: People are safe and protected from abuse and neglect and are informed about how to raise concerns in a way that suits their communication needs.

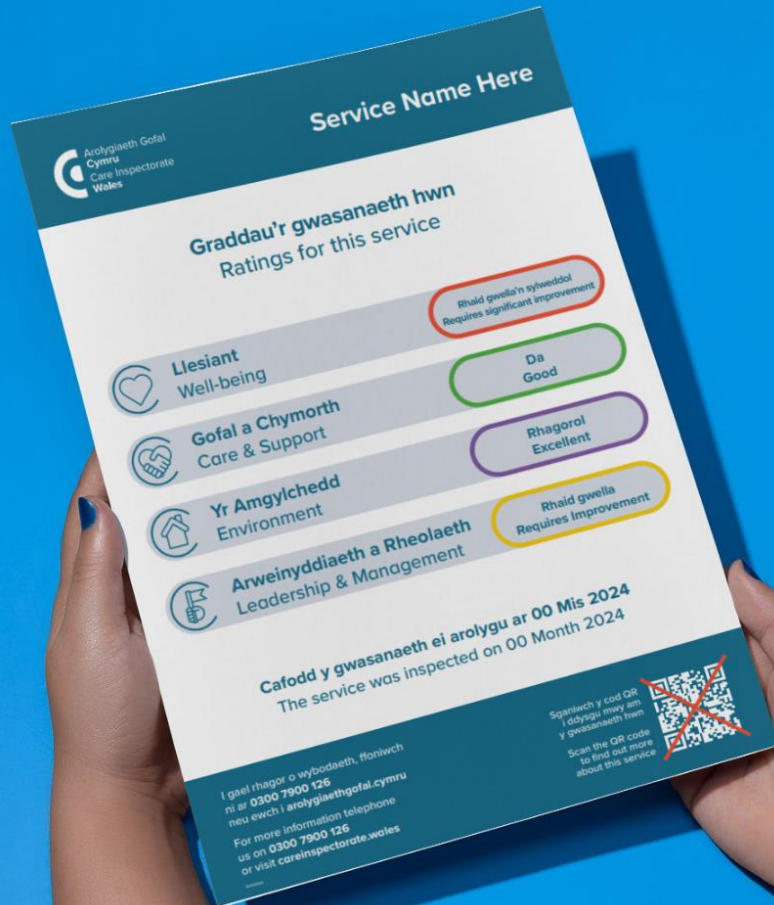
Outcomes for people are Excellent because	Outcomes for people are Good because	Outcomes for people Require improvement because	Outcomes for people Require significant improvement because
<p>Flexible and highly creative new approaches are developed with people to prevent abuse and detect problems early, especially for those who lack a voice. These highly effective safeguarding methods involve a collaborative effort between people and external agencies.</p> <p>A very strong support system ensures any risks are promptly identified and addressed.</p> <p>People are encouraged to express their concerns and preferences, reinforcing a positive culture where their involvement is highly valued, and their rights and dignity are consistently upheld.</p>	<p>People are safeguarded from abuse and neglect. People are provided with a secure environment where they feel safe at all times. There are effective mechanisms in place to ensure every voice is heard and respected. There are strong support systems to ensure any risks are promptly identified and addressed.</p>	<p>People are not always safeguarded from abuse and neglect, within a secure environment where they feel safe. Risks are not always identified nor addressed promptly because support systems require strengthening to ensure the safety of people.</p>	<p>People are frequently exposed to abuse and neglect, and they often find themselves in an insecure environment where safety is a constant concern. There are inadequate mechanisms to ensure voices are heard and respected. Risks are often overlooked, misunderstood, and not always addressed.</p> <p>The culture can appear disingenuous, with efforts to maintain standards of safety, rights, and dignity seeming more like a checkbox exercise rather than a genuine commitment.</p>



Arddangos graddau / Displaying ratings



Poster/ Poster



- Caiff ei anfon i gyfeiriad y gwasanaeth
 - Rhaid ei arddangos mewn lleoliad amlwg ar unwaith
 - Darperir canllawiau
-
- Delivered to service address
 - Must be displayed in prominent location immediately
 - Guidelines will be provided

NID OES RHAI'D I'r gwasanaethau canlynol arddangos poster i sgôr yn eu gwasanaeth

- Gwasanaethau ar gyfer pobl dan 18 oed
- Gwasanaethau bach â 4 preswilydd neu lai (oni bai eu bod yn dewis arddangos graddau)
- Gwasanaethau cymorth cartref lle:
 - Nad yw lleoliad y gwasanaeth yn hygyrch i aelodau o'r cyhoedd, neu
 - Darperir y gwasanaeth o gartref preifat unigolyn

The following services DO NOT have to display a ratings poster at their service

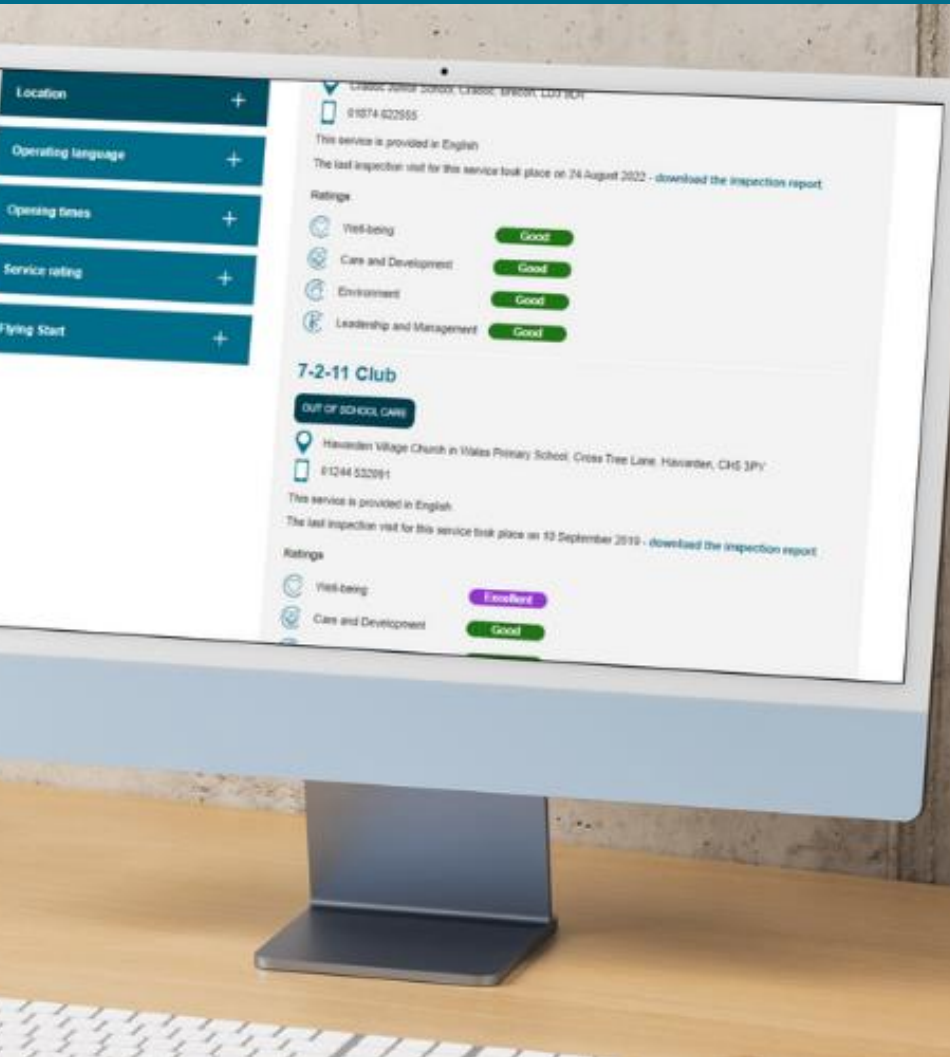
- Services for people under 18
- Small services with 4 or fewer residents (unless they choose to display ratings)
- Domiciliary support services where:
 - The service location is not accessible to the public, or
 - The service is provided from someone's private home

Teclyn / Widget



- Darperir cyfarwyddiadau ar eich cyfrif AGC Ar-lein
- Arddangos unwaith
- Instructions provided on CIW Online account
- Display once

Cyfeiriadur darparwyr / Provider directory



- Ar gael i bawb drwy wefan AGC
- Graddau i'w gweld yn amlwg ar dudalen crynodeb y gwasanaeth
- Available to all via CIW website
- Ratings prominent on service summary page



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Care service directory

Browse our directory to find a registered social care service and view our inspection reports. Use the filters to help refine your search.

2803 results found for Care type: Childcare and Play. Filter further to download your results or [download the pre-prepared data extract](#).

[Clear filters](#)

Service Name

Care type

Childcare and play type

- ☐ Creche
- ☐ Full Day Care
- ☐ Open Access Play Provision
- ☐ Out of School Care

< Previous page 1 2 3 4 5 Next page >

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3 @ Cradoc

FULL DAY CARE



Cradoc Junior School, Cradoc, Brecon, LD3 9LR



01874 622555

This service is provided in English

The last inspection visit for this service took place on 24 August 2022 - [download the latest inspection report](#).

Ratings



Well-being

Good



Care and Development

Good



Environment

Good



Leadership and Management

Good

Help, cymorth a chanllawiau

Help, support and guidance

**Ratings for care homes and domiciliary support services**

FAQ's
for providers

1 Who is legally required to display ratings?

Care homes and domiciliary support services in Wales must display their Care Inspectorate Wales (CIW) ratings from 1 April 2025 except for:

- 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

The requirement comes into effect from 1 April 2025.

2 When does this new requirement come into effect?

3 How often will ratings be updated?

Ratings will be updated following each inspection of your service.

It is a legal requirement for applicable services to display their ratings, so non-compliance could result in enforcement action.

4 What happens if I don't display my ratings?

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Care Inspectorate Wales





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

**Arolygiaeth Gofal Cymru**
Care Inspectorate Wales



Understanding ratings
A guide for commissioners

**Arolygiaeth Gofal Cymru**
Care Inspectorate Wales



Care ratings in Wales:
What you need to know

A quick guide for care workers



Getting ready for ratings

Your pre-launch
checklist



Cadwch yn gyfoes

Keep up to date





Toriad cyflym ...
A quick break ...



A new report template

A new report template



Arlyglueth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

All Day Care Wales

 12 Rhos Road, Rhos On Rhy, Llanelli, SA1 1JH, SA1 1JH

 01552 311111

 www.alldaycarewales.co.uk

Examples of inspection reports:
[Full](#) [Joint](#) [Inspection](#) [Compliance](#) [Event](#)
[Index](#)

Service Information:

Operated by:	All Day Care
Care Type:	Children's Day Care
Registered persons:	4
Main language:	English
Providing staff services:	Yes
Receives funding to provide early years and first education?	No
Provision of Welsh language and culture:	This service does not provide an active offer of the Welsh language and does not demonstrate a significant effort to encourage the use of the Welsh language and culture.

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Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:



The 'Summary' should be no longer than 200 words.

Sunny Days Residential Home is an adult residential care home in a quiet residential area near to local shops and cafes. The home is purpose built with accessible accommodation for up to 20 people. The home is surrounded by accessible gardens. The service's stated aims include providing person-centred, individually planned care and support for adults and people with personal care needs, physical disabilities, and mental health issues. It does not provide any nursing care.

At the inspection we found people's well-being was good, and the care and support people receive and environment they live in support them to achieve good well-being outcomes. Leadership and management of the service is good because the positive actions of the manager and staff team ensure people achieve good outcomes.



Where we find outcomes for children/people **require improvement** but we have not found people to be at immediate or significant risk we highlight these as **Areas for Improvement** and discuss these with the provider. We expect the provider to take action and will follow this up at the next inspection.

Where we find outcomes for children / people are **poor / require significant improvement** and/or there is risk to children / people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice (s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

The tables below show the areas for improvement and those for priority action identified during our inspection, if any.

Areas for Improvement	Date identified
Outcomes for people are at risk because there are not enough staff caring for them	30/01/2025
Or	
Lack of adequate qualified staff is at risk of impacting on children's well-being	

Areas for Priority Action	Date identified
Outcomes for people require significant improvement because management and prevention of falls is poor	30/01/25

Crynodeb enghreifftiol o adroddiad

Mae Sunny Days yn gartref gofal i oedolion mewn ardal breswyl dawel yn agos at siopau a chaffis lleol. Mae'r cartref wedi'i adeiladu'n bwrpasol ac yn cynnig llety hygyrch i hyd at 25 o bobl wedi'i amgylchynu â gerddi hygyrch.

Mae'r nodau a ddatganwyd gan y gwasanaeth yn cynnwys darparu gofal a chymorth wedi'u cynllunio'n benodol sy'n canolbwyntio ar yr unigolyn i oedolion ag anghenion gofal personol, anabledau corfforol, a phroblemau iechyd meddwl. Nid yw'n darparu unrhyw ofal nyrsio.

Yn ystod yr arolygiad hwn, gwelsom fod llesiant y bobl yn dda, a bod y gofal a'r cymorth y mae'r bobl yn eu cael a'r amgylchedd y maent yn byw ynddo yn eu helpu i gyflawni canlyniadau llesiant da. Mae trefniadau arweinyddiaeth a rheolaeth y gwasanaeth yn dda gan fod y camau cadarnhaol a gymerir gan y rheolwr a'r tîm o staff yn sicrhau bod y bobl yn cyflawni canlyniadau da.

Example report summary

Sunny Days is a care home for adults in a quiet residential area near to local shops and cafes. The home is purpose built with accessible accommodation for up to 25 people and is surrounded by accessible gardens.

The stated aims of the service include providing person-centred, individually planned care and support for adults with personal care needs, physical disabilities, and mental health issues. It does not provide any nursing care.

At this inspection we found people's well-being was good, and the care and support people receive and environment they live in support them to achieve good well-being outcomes. Leadership and management of the service is good because the positive actions of the manager and staff team ensure people achieve good outcomes.

Ymateb i adroddiadau arolygu - newidiadau allweddol

Responding to inspection reports - key changes

Cam 1 / Stage 1

Gwneud cais am adolygiad o gywirdeb ffeithiol neu ar sail anghywirdeb ffeithiol neu dystiolaeth anghyflawn.

Requesting a review report on the grounds of factual inaccuracy or incomplete evidence.

Cam 2 / Stage 2

Apelio yn erbyn canlyniad yr adolygiad.

Appeal of the outcome of the review.



Cyfleoedd dysgu a datblygu i arolygwyr

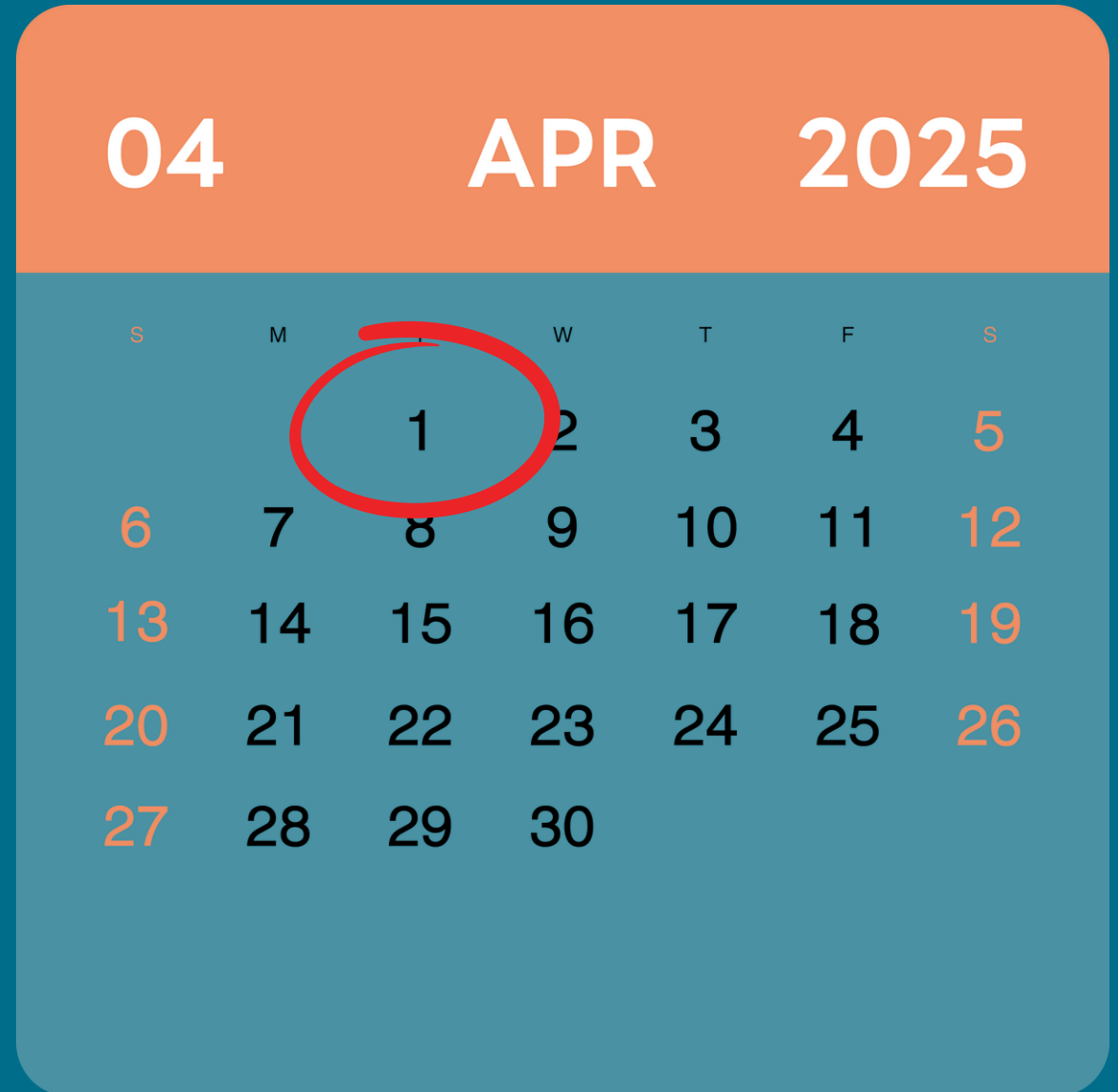
Inspector learning and development



Learning and
development plan
for implementation
of ratings

Beth fydd yn
digwydd o 1 Ebrill
2025?

What will happen
from 1 April 2025?





Ar y gorwel

On the horizon

