



Rules about inspection ratings for care home services and domiciliary support services

We want to know what you think



This document was written by the **Welsh Government**. It is an easy read version of ‘**Consultation Document - Inspection ratings regulations for care home services and domiciliary support services.**’

July 2024

How to use this document



This is an easy read document. You may still need support to read it. Ask someone you know to help you.



Words in **bold blue writing** may be hard to understand. You can check what the words in blue mean on **page 35**.



Llywodraeth Cymru
Welsh Government

Where the document says **we**, this means the **Welsh Government**. For more information contact:

Email: CareHomeTeam@gov.wales



[Easy Read Wales](#) made this document into Easy Read using **Photosymbols**. [To tell us what you think about this easy read version, click here.](#)

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Contents

About this consultation	4
Background.....	7
Inspection ratings – our ideas for the rules.....	10
Displaying inspection ratings online.....	11
Displaying inspection ratings in buildings where services are provided.....	13
Giving people inspection ratings when they ask for them .	21
Appealing against an inspection rating.....	22
Offences	25
The Welsh language	28
Other comments	29
About you	30
How we use your information.....	32
Hard words	35

About this consultation



We are creating new rules. The rules are about services publishing **inspection ratings**.



Publish means share with the public, so everyone can see.



Inspection ratings say how good a service is.

The rules are for services that provide:



- adult care homes,



- children's care homes,



- and **domiciliary support services** – care services that support people in their own homes.



Where this document says services, this means adult and children's care homes, and **domiciliary support services**.



We want to know what you think about the rules.



Please read this document and answer the questions. There are 10 questions. Please send your answers back to us by **14 October 2024**.



You can send your answers by email to:
CareHomeTeam@gov.wales



Or print and post them to:

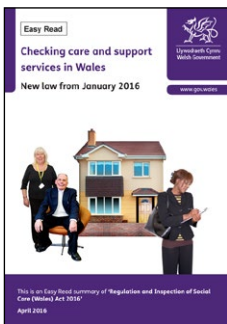
Care Home Team
Social Services Improvement Division
Welsh Government
Cathays Park
Cardiff
CF10 3NQ

Background

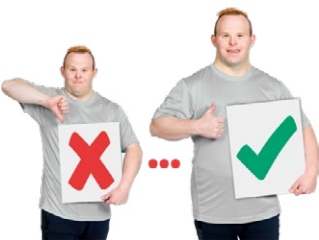


In 2016 a new law was started. It says how care home services and **domiciliary support services** should be:

- run
- and checked.



The law is called [The Regulation and Inspection of Social Care \(Wales\) Act 2016](#).



The aim of this law is to improve the quality of these services.



The law says that these services should be given **inspection ratings**. So, everyone can understand how good the service is.

Care Inspectorate Wales has been testing out using inspection ratings. To get ready for when they start using them in April 2025.

The inspection ratings are:



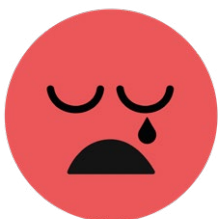
- Excellent



- Good



- Needs improvement



- Poor



A rating will be given to 4 areas of each service:

- Well-being



- Care and support



- Leadership and management



- Environment



The aim of the new rules is to say services **must** display their inspection ratings. And how and where they should be displayed for everyone to see.



Inspection ratings will clearly show how good a certain service is. And what things may need to improve.

Inspection ratings – our ideas for the rules

The rules cover 3 things:



- How inspection ratings should be displayed.



- How services can **appeal** against inspection ratings. This means disagreeing with a rating and asking for it to be checked.



- **Offences** – what happens when services break these rules.

Displaying inspection ratings online



Services must publish their most recent inspection ratings on every website they run. Including websites run for them by another company.



If a service provider runs more than 1 service, they must clearly say which service the inspection ratings are for.

Inspection ratings must:

- Be displayed without delay
- Be displayed in the format given to the service by **Care Inspectorate Wales**
- Be easy to read
- Include the date the ratings were given
- Be displayed clearly where people can easily see them.





Question 1

Do you agree that services must display inspection ratings on their website?



Strongly agree



Agree



I don't agree or disagree



Disagree



Strongly disagree

Please tell us why you agree or disagree:

Displaying inspection ratings in buildings where services are provided

Adult care homes



There must be at least 1 sign showing their inspection ratings. There should be 1 sign in each building where the service is provided.

Inspection ratings must:



- Be displayed without delay
- Be displayed in the format given to the service by Care Inspectorate Wales
- Be easy to read
- Include the date the ratings were given
- Be displayed clearly where people can easily see them.

Small adult care homes



Smaller care homes with 4 or fewer people living there do not need to display their inspection ratings in the building.



This is because these care homes are like family homes. Displaying an inspection ratings sign might spoil the feeling of being home.



Question 2

Do you agree that care homes for adults with 4 or fewer people living there should not have to display inspection ratings?



Strongly agree



Agree



I don't agree or disagree



Disagree



Strongly disagree

Please tell us why you agree or disagree:

Children's care homes



Children's care homes do not have to display an inspection ratings sign in the building.



This is based on feedback from children who have lived in children's care homes.



They said children's care homes should look like any other child's family home. They wanted homes that did not look like services.



Question 3

Do you agree that children’s care homes should not have to display inspection ratings?



Strongly agree



Agree



I don’t agree or disagree



Disagree



Strongly disagree

Please tell us why you agree or disagree:

Domiciliary support services



These are services that provide care for people in their own homes.



These services must display at least 1 inspection ratings sign in each office they work from. Unless the office is not open to the public.



We understand that sometimes these services do not have an office. In this case this rule does not apply.



When a **domiciliary support service** has an office that is open to the public, inspection ratings must:



- Be displayed without delay
- Be displayed in the format given to the service by Care Inspectorate Wales
- Be easy to read
- Include the date the ratings were given
- Be displayed clearly where people can easily see them.



Inspection ratings **do not** need to be displayed in the homes of people getting the service. This includes supported living.



Question 4

Do you agree that **domiciliary support services** must display their inspection rating in their offices? Unless it is not open to the public?



Strongly agree



Agree



I don't agree or disagree



Disagree



Strongly disagree

Please tell us why you agree or disagree:

Giving people inspection ratings when they ask for them



All services must provide their inspection ratings to anyone who asks for them.



The inspection ratings should be given in a way that suits the person's needs.

Appealing against an inspection rating



The law says that services must be able to **appeal** their inspection ratings.



Services can **appeal** if they believe their inspection ratings are:

- based on **inaccurate facts** – information that is untrue or wrong
- based on **incomplete evidence** – not based on all the information or proof available.



To **appeal**, services must write to Care Inspectorate Wales. This must be done within 10 days of receiving their inspection report.



Care Inspectorate Wales will review the inspection report. And send the service the result of this.



If the service is still unhappy, they must write to **Care Inspectorate Wales** within 5 days of getting the results of the review.



This will then be looked at by a person separate from the inspector's team.



Care Inspectorate Wales will make a final decision about the inspection ratings. And share their final inspection report on their website.

Appeal

Question 5

Do you agree with the way services can **appeal** their inspection ratings?



Strongly agree



Agree



I don't agree or disagree



Disagree



Strongly disagree

Please tell us why you agree or disagree:

Offences



An **offence** is when you break the law or rules.



If a service does not follow these rules, they may need to pay a fine.



The fine will be £2,500.



This is the same if a service does not follow other rules. About things like having all the right policies in place.



Question 6

Do you agree that it should be an **offence** for services to not display their inspection rating as described in the rules?



Strongly agree



Agree



I don't agree or disagree



Disagree



Strongly disagree

Please tell us why you agree or disagree:



Question 7

Do you agree that the fine for breaking the rules should be £2,500?



Strongly agree



Agree



I don't agree or disagree



Disagree



Strongly disagree

Please tell us why you agree or disagree:

The Welsh language



Question 8

How do you think the rules might impact the Welsh language?

For example, will it help people use the Welsh language more or less?



Question 9

Do you think we can make any changes to the rules that would help:

- people use the Welsh language more
- support the Welsh and English languages equally
- reduce any negative effects on using the Welsh language.

Other comments



Question 10

Is there anything else you would like to say about the rules for displaying inspection ratings?

Please write your comments in the box:

About you

Your name:



Organisation (if applicable):



Email/telephone number:



Your address:





Do you live in Wales?

Yes

No

Prefer not to say

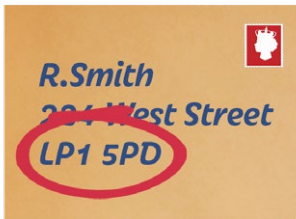


Do you or your family own a service in Wales?

Yes

No

Prefer not to say



**Please write the first part of your home postcode.
For example: CF10**



It is likely that we will publish people's answers to this consultation. On the internet or in a report. If you do not want people to know your answers, please tick this box

How we use your information



We use your information by following a law called **UK General Data Protection Regulation (UK GDPR)**.



Our staff will be able to see your answers.



Sometimes we ask other organisations to help us understand people's answers. They may see your information too.



We normally publish a report showing the kinds of things people said.



Sometimes this means people's personal details are included. Please tell us if you do not want your personal information included.



If you are in our report the information could be available for a long time.



But information that is not published is only kept for 3 years.



The law gives you the right to:

- Know what information we have about you and how you can see it.
- Make us change any mistakes in the information about you.
- Ask us not to use the information in some cases.
- Ask us to delete the information we have about you in some cases.
- Move the information about you somewhere else in some cases.
- Complain to the **Information Commissioner's Office.**

If you would like to know more about how your information is kept and used please contact us at:



Data Protection Officer

Welsh Government

Cathays Park

CARDIFF

CF10 3NQ



Email: Data.ProtectionOfficer@gov.wales



You can also contact the **Information Commissioner's Office:**

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Phone: 01625 545745 or 0303 123 1113

Website: <https://ico.org.uk>

Hard words

Appeal

This means disagreeing with a rating and asking for it to be checked.

Domiciliary support services

Care services that support people in their own homes.

Offences

Breaking the rules. And what happens when services break the rules