



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

## What you told us about our plans



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

January 2025

# 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 45**.



Llywodraeth Cymru  
Welsh Government

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# What this booklet is about



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.



We wanted to get people's views about the rules.



We asked people to share their views from 29 July to 14 October 2024.



We used different ways to contact people:

- We sent emails.
- We made people aware on social media.
- We had an easy read version of the consultation document and response form.



You can view the easy read consultation here: [www.gov.wales/sites/default/files/consultations/2024-08/easy-read-welsh-government-inspection-ratings-consultation-english-version-2.pdf](http://www.gov.wales/sites/default/files/consultations/2024-08/easy-read-welsh-government-inspection-ratings-consultation-english-version-2.pdf)



People responded online, by email or post.



We have now collected people's answers to our questions. This document is a report of what people said.



127 people shared their views.

### Who responded:



- 46 people were individuals.
- 77 responses were from organisations.
- Some did not say who they were.



- 1 organisation sent 29 responses through its services.

# What people said

## 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.



**Question 1: Do you agree that services must display inspection ratings on their website?**

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## What you told us:



92 people strongly agreed or agreed with this rule.



## People said, it will:



- Help families and clients to compare services and find the best care.



- Show the service is open and honest.



- Help organisations providing services celebrate their successes.



- Encourage services to improve.



Some people felt saying just **Good** or **Poor** in the rating might not be enough. Single word ratings do not fully show the quality of care.



20 people strongly disagreed or disagreed.

### People were worried that:



- Single word ratings might harm smaller businesses.



- Children do not have a choice where they are placed. So, inspection ratings might not be helpful for them.



- It could affect how services are chosen.



- There could be extra costs to create a website for organisation who do not have a website.



## Other responses:

- 14 people neither agreed nor disagreed.
- 1 person did not answer.

## Next steps



Most people supported the idea that services should show their inspection ratings on their website.



Some people raised concerns about how the inspection ratings would work.



**Care Inspectorate Wales (CIW)** is working with care organisations to improve how inspection ratings are described.



CIW will not give a single word rating like **Good** or **Poor** for the service.



Instead, **CIW** will give a rating for each of the 4 areas in their inspection reports:

- Well-being.
- Care and Support.
- Leadership and Management.
- Environment.



Inspection ratings will be included in the full inspection report. **CIW** must **publish** this inspection report by law.



Services can add a link to their inspection report on their website.



**We will not change this rule based on what people said.**

# 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.



## 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.



## Question 2: Do you agree that care homes for adults with 4 or fewer people living there should not have to display inspection ratings?

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### What you told us



29 people either strongly agreed or agreed that smaller care homes should not have to display inspection ratings.



Some people said displaying an inspection ratings sign might spoil the feeling of being home.



Some also said single word ratings do not describe the quality of care.



79 people either strongly disagreed or disagreed.

### Some people said:



- All care homes should follow the same rules.



- Food hygiene and fire safety rules apply equally, no matter the size of the service.



One person said the inspection system is too slow to show when a service gets better or worse.



## Other responses:

- 18 people neither agreed nor disagreed.
- 1 person did not answer.

## Next steps



Many people did not support this rule. But a lot of those responses came from 1 organisation.



We want smaller care homes to feel like family homes. Displaying inspection ratings might spoil the feeling of being home.



Smaller care homes can still choose to display their inspection ratings if they want to.



Inspection ratings will still be available:



- On the care home's website if they have one.



- On **CIW's** website.

- If someone asks for them.



- In **CIW's** full inspection report.



**We will not change the rule based on what people said. We will review this as the inspection ratings system develops.**

## Children's care homes



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



**Question 3: Do you agree that children's care homes should not have to display inspection ratings?**

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### What you told us



40 people either strongly agreed or agreed with this rule.

### People said:



- Children's care homes are meant to feel like family homes.



- Displaying inspection ratings might make children feel labelled or judged.



- Displaying inspection ratings could reveal where the care home is. This might not be safe.



58 people strongly disagreed or disagreed with this rule.

### **People were worried that:**



- It would create differences between services.



- Adults can be at risk just as children. But bigger adult care homes still have to show their inspection ratings.



- Many people said all services must be open, honest and fair.



### **Other responses:**

- 25 people neither agreed nor disagreed. Some said they didn't know enough about children's services to share views.
- 4 people did not answer the question.

## Next steps



We have looked at all responses against this rule. A lot of these responses came from 1 organisation.



We think this rule is in line with our goal. It makes care homes for children feel more like a family home.



Smaller children's care homes can still choose to show their inspection rating if they think it is right.



Inspection ratings will still be available:

- On the care home's website if they have one.



- If someone asks for them.



**CIW** does not usually **publish** inspection reports for children's care homes. But they can be made available if someone asks for it.



**We will not change the rule based on what people said. We will review this as the inspection ratings system develops.**

## 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.



## 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?

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### What you told us



83 people either strongly agreed or agreed with this rule.



Some pointed out that many **domiciliary support** offices are not open to the public. So, they suggested showing the inspection ratings:



- On the organisations' website.
- In information given to people.
- On **CIW's** website.







Many people felt that displaying inspection ratings would help improve services.



16 people strongly disagreed or disagreed with the idea.



They were worried that showing inspection ratings could:

- Affect how people feel or think about the service.
- Have a bad effect on staff.

## Other responses:



- 25 people neither agreed nor disagreed.

- 3 people did not answer.



- Some suggested that inspection ratings should have a link to inspection reports.



- A few people wanted to know what information would be displayed and where.

## Next steps



Most people supported the idea.

Inspection ratings will be available:



- On the service's website if they have one.



- If someone asks for them.

- On **CIW's** website.



- In **CIWs** full inspection report.



**We will not change this rule based on what people said.**

## Appealing against an inspection rating



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



**Appeal** means disagreeing with an inspection rating and asking for it to be checked.



**Question 5: Do you agree with the way services can appeal their inspection ratings?**

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### What you told us



71 people either strongly agreed or agreed with having an **appeals** process.



Some said it was important, fair, and right.



A few felt it would help services follow the rules.



Some agreed with the **appeals** process. But questioned the time it would take to make an **appeal**.



Some suggested involving the Public Services Ombudsman. Or a panel made of voluntary organisations, advocacy groups, and care leavers reporting to **CIW**.



Some were worried if **CIW** was able to handle **appeals** and re-inspections.



2 people felt it was important to have a standard and fair approach to **appeals**.



3 people asked if services would still need to display their inspection rating if they were **appealing** it.



19 people either strongly disagreed or disagreed with the rule.



A few people said the **appeals** process should involve more input from services.



One person said the **appeals** process had not been tested enough.



### Other responses:

- 32 people neither agreed nor disagreed.
- 5 people did not answer this question.

### Next steps



There was overall support for the **appeal** rule.



**We will not change the rule based on what people said.**

## 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?**

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### What you told us



62 people either strongly agreed or agreed that there **should** be a fine for not following the rules.



Some said not displaying the inspection rating could make it look like the provider was hiding something.



34 people either strongly disagreed or disagreed.



Some suggestions were to give some time before giving a fine.



1 person said that the inspection rating system was a bad idea. It could damage the trust between services and **CIW**.



### Other responses:

- 27 people neither agreed nor disagreed.
- 4 people did not answer this question.

### Next steps



Most people supported this rule. The **offence** rule will start when the new rules start.



**We will not change the rule based on what people said.**



**Question 7: Do you agree that the fine for breaking the rules should be £2,500?**

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### **What you told us**



39 people either strongly agreed or agreed.



They said the fine is fair for breaking this rule.



Some people said services should take responsibility when rules are broken.



46 people either strongly disagreed or disagreed.



They said it would take money away from fragile businesses and impact small businesses harder.



Many felt the fine was too high.



### **Other responses:**

- 35 people neither agreed nor disagreed.
- 7 people did not answer this question.

## Next steps



A small group of people disagreed with the level of fine.



The rule allows services to pay a fine instead of facing legal action.



More serious **offences** can get a fine or go to prison.



**We will not change the rule based on what people said.**

## The Welsh language



**Question 8: How do you think the rules might impact the Welsh language?**

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**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.**
- 



86 people answered question 8.

27 people did not answer, or the answers were not clear.

75 people answered question 9.

34 people did not answer, or the answers were not clear.



Most people agreed with making inspection ratings available in both Welsh and English.

### People suggested:



- Having inspectors who speak Welsh.



- Providing easy read versions.



- Using symbols to help people who need signs or symbols.



- Could help promote the Welsh language.



A few people disagreed with having inspection ratings in the Welsh language. People said it was a waste of time and money. It would add extra costs to services. Not many people wanted this.

## Next steps



**CIW** already has inspectors who speak Welsh. All services must offer services in Welsh when needed.



**CIW** is working on improving how the inspection ratings are presented. They plan to use symbols and colours along with the written rating to help people.



We will not change the rule based on what people said.





We encourage services to meet Welsh language needs. It is part of the [Welsh Government's Welsh language strategy, Cymraeg 2050](#).



The [CIW Code of Practice for inspecting services](#) explains how **CIW** carries out inspections. It focuses on principles and rights to guide their work.

## Other comments

**Question 10: Is there anything else you would like to say about the rules for displaying inspection ratings?**

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58 people answered this question.



Some people shared their thoughts on:

- How inspection ratings are given.
- How they are scored.
- How to get an excellent inspection rating.



Some people were worried that showing the inspection ratings might upset staff.



Some people were worried about whether **CIW** has enough resources. They felt inspectors need the right training.



People were worried about how a bad inspection rating might affect people living in care homes and their families.



Some people were worried that inspection ratings could cause problems with:

- Money.
- Insurance.
- Having a strong, long lasting care services.



They were also worried that care homes might raise their fees. Especially in areas where there are fewer choices.

## Next steps



We have looked at all the responses. The concerns raised are not about the draft rules. They are about ongoing challenges in the care sector. And how the inspection ratings will work.



**We will not change any rules based on what people said.**

# What happens next



The new rules will create a system for inspection ratings for:

- adult care homes,
- children's care homes,
- and **domiciliary support services**.



These rules will be presented to the Senedd on 28 January 2025.



If the Senedd agrees, they will start on 31 March 2025.



You can find the draft rules on the Senedd website [senedd.wales/senedd-business/legislation/subordinate-legislation](https://www.senedd.wales/senedd-business/legislation/subordinate-legislation)

# Hard words

## Appeal

This means disagreeing with an inspection 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.

## Publish

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