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Consultation – summary of response

Inspection ratings regulations for care home
services and domiciliary support services

January 2025

Overview

This document provides a summary of responses to the Welsh Government's public consultation between 29 July and 14 October 2024 on the draft Regulated Services (Inspection Ratings) (Wales) Regulations 2025. The draft regulations provide requirements for a system of published inspection ratings for care home services and domiciliary support services. The draft regulations deal with three aspects of the system – the display of inspection ratings, appealing against inspection ratings and offences.

Action Required

This document is for information only.

Further information and related documents

Large print, Braille and alternative language versions of this document are available on request.

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Additional copies

This summary of response and copies of all the consultation documentation are published in electronic form only and can be accessed on the Welsh Government's website.

Link to the consultation documentation: [Consultation on inspection ratings for care homes and domiciliary support services \[HTML\] | GOV.WALES](#)

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Section 1

1.1 Introduction

The Regulation and Inspection of Social Care (Wales) Act 2016 ('the 2016 Act') provides a statutory framework for the regulation and inspection of social care services and the regulation of the social care workforce in Wales. Section 37 of the 2016 Act gives the Welsh Ministers the power to make regulations making provision about ratings that may be given in relation to the quality of care and support provided by a service provider who has been inspected.

The consultation sought views on draft regulations, *The Regulated Services (Inspection Ratings) (Wales) Regulations 2025*, which will provide for a system of published inspection ratings for care home services (for both adults and children) and domiciliary support services from April 2025.

1.2 The context and rationale

Full details of the context and rationale for this consultation can be found within the main consultation document, available [here](#). Below is a summary of the key points:

The display of inspection ratings

Displaying ratings online

The draft regulations require providers of care home services for adults, care home services for children, and domiciliary support services, to publish their most recent inspection ratings on every website they maintain, or which a third party maintains on their behalf, in relation to that service. Where a provider has more than one service or provides a service at, from or in relation to more than one place, they must make it clear to which place the inspection ratings relate.

Inspection ratings shown on a provider's website must:

- be displayed without delay after inspection ratings are published in an inspection report by CIW.
- be in the specified form designated by the Welsh Ministers.
- be legible.
- include the date the inspection ratings were given, and
- be displayed conspicuously.

The draft regulations do not place a requirement on service providers to have a website. However, the Health and Social Care (Wales) Bill, which amends the 2016 Act, will, if passed, require providers to publish the annual returns required under Section 10 of the 2016 Act on their own website. Service providers will therefore need to have a website to meet the requirements in the Health and Social Care (Wales) Bill once the Bill becomes an Act and the requirement comes into force. This is estimated to be after April 2026.

Displaying ratings at or from service premises

Care home services for adults

The draft regulations require care home providers for adults to display at least one sign showing their most recent inspection ratings at each care home premises at or from where a service is being delivered and to which the ratings relate. Inspection ratings must:

- be displayed without delay after inspection ratings are published in an inspection report.
- be in the specified form designated by the Welsh Ministers.
- be legible.
- include the date the inspection ratings were given.
- be displayed conspicuously, and
- be displayed in a location accessible to individuals who are in receipt of the service and visitors to the place at or from which the relevant regulated service is provided.

The requirement to display the inspection ratings at care home premises will not apply to providers of smaller care homes with four or fewer individuals living at the service. These services are more akin to family homes and displaying inspection ratings may not be appropriate and may detract from the homeliness of the service. Providers of these smaller services may use their own judgement and can still display the inspection ratings voluntarily if they consider it to be appropriate.

The threshold of “four or fewer individuals” aligns with the approach we have taken in the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017 (as amended). These regulations place requirements on service providers and responsible individuals of care home services and domiciliary support services in relation to the quality of care and support to be provided. The regulations contain an exemption which disapplies the requirements in Part 13 of the regulations (such as the requirement for bedrooms to have en-suite facilities) for homes with four or fewer individuals.

We sought views on whether disapplying the requirement to display inspection ratings at care home premises for adults with four or fewer individuals is proportionate or if there could be any unintended consequences.

Care home services for children

The requirement to display tangible signs of inspection ratings at care home premises will not apply to care homes for children. This exemption has been determined on the basis of feedback provided by care experienced children as part of a report commissioned by CIW to seek the views of children and young people about what makes an excellent quality care home. Those that took part said that a children's home shouldn't look any different to any other child's family home. Children wanted homes that do not stand out as children's homes and did not want

any signs (corporate signage) identifying their home as a children's home, which may have an associated stigma of being 'looked after.'

Domiciliary support services

The draft regulations require providers of domiciliary support services to display at least one sign of their most recent inspection ratings in each office at or from which a service operates and to which the ratings relate unless the office is inaccessible to members of the public. This recognises that there is no legal requirement for a domiciliary support service to have a physical office.

Inspection ratings displayed must:

- be displayed without delay after inspection ratings are published in an inspection report.
- be in the specified form designated by the Welsh Ministers.
- be legible.
- include the date the inspection ratings were given.
- be displayed conspicuously, and
- be displayed in a location accessible to individuals who are in receipt of the service and visitors to the place at or from which the relevant regulated service is provided.

The draft regulations make it clear that there is no requirement for inspection ratings to be displayed in the homes of people receiving domiciliary support services, as this would not be appropriate. This includes supported living accommodation. People living in supported living services receive domiciliary support within their own self-contained flats. As such, there is no requirement to display inspection ratings within these settings.

Providing inspection ratings on request

The draft regulations require providers of both domiciliary support services and care home services to provide their inspection ratings to any individual on request, in an appropriate format. The format should be suitable for the needs, age and level of understanding of the person requesting it. This aligns with the intention in the 2016 Act to ensure there is accessible, objective information about regulated services available to the public.

Appealing against inspection ratings

The 2016 Act states that regulations made under section 37 **must** include provision for a service provider to appeal against a rating included in an inspection report. Including an appeals process within the regulations provides a mechanism for providers to challenge ratings decisions made by inspectors in certain circumstances.

The draft regulations state that providers may appeal against ratings contained in an inspection report on the grounds that they are based on **factual inaccuracy** and/or **incomplete evidence**. Providers can therefore appeal against ratings considered to be determined on the basis of findings containing errors and/or incomplete evidence.

Should a provider wish to appeal on the grounds stated above, they must first request that the inspectorate undertakes a review of the ratings by writing to CIW within 10 working days of the draft inspection report being provided. If dissatisfied with the outcome of a review, the provider can then lodge an appeal by writing to CIW within 5 working days from receiving notification of the outcome of the review. The appeal must be made on the same grounds as those relied on to seek the review. The appeal will be considered by a person independent of the inspector's team. CIW will consider the appeal and confirm the final inspection ratings determined by sending the service provider a final inspection report and publishing it on their website.

This process aligns with CIW's current two-stage process for providers to challenge inspection reports, set out in CIW's Responding to Inspection Reports Policy: [Responding to Inspection Reports Policy \(HTML document\) | Care Inspectorate Wales](#)

Offences

The regulations create an offence of failure to display an inspection rating in accordance with the requirements of the relevant regulations. This will apply if a provider fails to display the rating on their website (if they have one), or at the premises at or from which they provide a service (unless they fall within the exemption).

The regulations enable CIW to deal with this offence by way of a penalty notice. This gives the provider the opportunity to pay a penalty instead of proceedings being brought in relation to the offence. The penalty payable for the offence is an amount corresponding to level 4 on the standard scale which is £2,500.

This is comparable to the level of penalty which may be issued if a provider fails to comply with requirements to make notifications or to have in place specific policies and procedures.

1.3. This consultation

A 12-week consultation was undertaken between 29 July and 14 October 2024. We invited respondents to submit their views via the online form, by email or post. An easy read version of the consultation document was also created. Notification of the consultation was sent via email to a range of stakeholders with an interest in the proposals. They were, as follows:

- Local Authority Lead Members for Social Care
- Local Authority Chief Executives

- Directors of Social Services
- Heads of Children's Services
- Heads of Adults' Services
- NHS Chairs
- NHS Chief Executives
- NHS Board Secretaries
- Welsh NHS Confederation
- Welsh Local Government Associated (WLGA)
- Association of Directors of Social Services Cymru (ADSSC)
- Regional Partnership Board Chairs and Vice Chairs
- Regional Partnership Board Leads
- Care Inspectorate Wales (CIW)
- Social Care Wales (SCW)
- Children's Commissioner for Wales
- Information Commissioner's Office (ICO)
- Older People's Commissioner for Wales
- Welsh Language Commissioner for Wales
- Future Generations Commissioner for Wales
- Public Service Ombudsman for Wales
- Audit Wales
- Care Forum Wales
- National Provider Forum
- Welsh Council for Voluntary Action (WCVA)
- Children in Wales
- Equality and Human Rights Commission
- Llais (Citizen Voice Body)
- Ministerial Advisory Forum on Ageing
- Regional Safeguarding Boards Chairs and Business Managers
- Children's Homes Association
- Children's Commissioning Consortium Cymru (4Cs)

The consultation was highlighted through social media during the consultation period.

1.4 Consultation response

The Welsh Government received 127 responses to this consultation. Of which, 73 were complete responses, 21 complete responses containing no text or information and 33 incomplete responses with little text or information. The analysis of the responses is based on all 127 responses. Forty-six responses were from individuals, and 77 responses were on behalf of organisations, with the remainder not specifying. One service provider submitted 29 responses via its services, representing 22% of the total responses. The organisations that responded (and did not specify they wished to remain anonymous) are listed below:

- Case Management Cymru Ltd
- Lighthouse Residential Homes Ltd
- Life Long Learning 4 Living Ltd

- Azalea Care and Education Ltd
- Neath Port Talbot County Borough Council
- Village Support Services
- L'Arche
- Rumney Care & Ambulance Service
- Brightside Manor
- Miracle Workers Agency Ltd
- Rhondda Cynon Taf County Borough Council
- Taith Catref - Accomplish Group
- Thompson Court - Accomplish Group
- College Fields - Accomplish Group
- Powys County Council
- Accomplish Group
- Treeside - Accomplish Group
- Manor Lodge - Accomplish Group
- Keys Group
- Q Care
- Wrexham County Borough Council
- Merthyr Tydfil County Borough Council
- Care in Wales Ltd
- Denbighshire County Council
- Denbigh Care Group
- Hafod Housing Association Ltd
- Hanbury Care
- Shaw Healthcare
- Hapus Care Home
- East Park Care Centre
- Swansea City Council
- Lakeside Homes Ltd
- Flintshire County Council
- Competitions and Markets Authority
- Care Rights UK
- Cyngor Gwynedd
- Conwy County Borough Council
- Newport County Borough Council
- North Wales Cancer Patients Forum
- Welsh Local Government Association (WLGA)
- Royal College of Nursing (RCN)
- Gwent region local authorities and Aneurin Bevan UHB
- Cardiff City Council
- Care Forum Wales (CFW)
- Llais Cymru
- HC One

Section 2 - Summary of responses received and Welsh Government response

2.1 The display of inspection ratings

A. Displaying ratings online

The draft Regulated Services (Inspection Ratings) (Wales) Regulations 2025 will place a requirement on providers of care home services for adults, care home services for children, and domiciliary support services, to publish their most recent inspection ratings on every website they maintain, or which a third party maintains on their behalf, in relation to that service.

Question 1 – To what extent do you agree or disagree that providers must display inspection ratings on their website, if they have one?

Summary of responses

Ninety-two respondents either strongly agreed or agreed with the requirement for providers to display their inspection ratings on their websites. Many felt that this would help potential clients, their families and friends see how well the service is performing and allow for an informed comparison with other services in the area thereby allowing them to find the best care and support for their loved ones. They also felt that displaying inspection ratings reflected a transparent and open environment, allowed providers to celebrate their successes and could also be a useful tool to help drive improvement. However, some respondents did urge caution that single word ratings might not accurately reflect the service or provide a clear picture of it without some additional context – for example, a link to the latest inspection report – and urged some further consideration of the approach.

Twenty respondents either strongly disagreed or disagreed with the requirement. Some were concerned about the potential impact upon some smaller businesses if they had to display a single word rating without any context. One respondent argued that children do not have a choice as to where they are placed. Others were concerned about the impact on commissioning practice, capacity and choice of service. A few respondents referred to Ofsted and the potential negative impact of single word inspection rating descriptors without further context. One respondent referred to the cost of a website and others noted that not all services have a website.

Fourteen respondents did not agree or disagree with the proposal and one respondent did not answer this question.

Welsh Government response

The majority of responses were supportive of the requirement for all providers of care home services and domiciliary support services to display their inspection rating on their website (if they have one). However, many of the views expressed in

response to this question relate to the wider operational arrangements for introducing inspection ratings once the regulations are in place. CIW is working with the sector to address the recommendations made in the report on the independent evaluation of silent inspection ratings, including revising the proposed rating descriptors. CIW is not intending to award single word ratings but will instead award a rating for each of the four themes in their inspection reports – well-being, care and support, environment, and leadership and management. Inspection ratings must be included in inspection reports produced and published by CIW. This is a legal requirement set out in section 36(2)(d) of the 2016 Act invoked by the making of the draft regulations. Service providers will have the flexibility to include a link to their inspection report on their own website alongside their inspection rating to provide context.

We do not intend to make any changes to the draft regulations in light of these responses.

B. Displaying ratings at or from service premises

Care home services for adults

Question 2 – To what extent do you agree or disagree that care homes for adults with 4 or fewer individuals living at the service do not have to display ratings in service premises?

Summary of responses

Twenty-nine respondents either strongly agreed or agreed that smaller care homes for adults should not have to display their ratings at the service premises as it would detract from the “homely” feel of these homes. Some repeated the argument that single word ratings did not provide a clear picture of the care provided by the service.

Seventy-nine respondents either strongly disagreed or disagreed that adult care homes with 4 or fewer residents should be exempt from displaying inspection ratings arguing that there should be a consistent approach across the sector. They argued that larger adult care homes are also homes for their residents and that all services were expected to abide by the same legislation and standards of care. Two respondents drew comparisons with food hygiene and fire safety regulations stating that they do not distinguish between service size. One respondent felt the system was not sufficiently dynamic to reflect rapid improvement or deterioration.

Eighteen respondents did not agree or disagree with this proposal and one respondent did not answer the question.

Welsh Government response

Many of the views expressed in response to this question relate to the wider operational arrangements for introducing inspection ratings once the regulations are

in place. CIW is working with the sector to address the recommendations made in the report on the independent evaluation of silent inspection ratings, including revising the proposed rating descriptors. CIW is not intending to award single word ratings but will instead award a rating for each of the four themes in their inspection reports – well-being, care and support, environment, and leadership and management. We have considered the high number of responses opposing this aspect of the proposal and note that a good proportion of these responses were made on behalf of one service provider. However, the proposed approach is consistent with our wider policy intention of ensuring a more homely feel in smaller adult care homes. Providers of smaller adult care home services still have the flexibility to display their rating if they feel it is appropriate to do so. It will also be publicly available on their website (if they have one) and on CIW's website. Inspection ratings must be included in inspection reports produced and published by CIW. This is a legal requirement set out in section 36(2)(d) of the 2016 Act invoked by the making of the draft regulations. Providers will also be required to make their latest inspection rating available on request.

We propose to retain the exemption in the draft regulations and to keep the matter under review as the system of published inspection ratings is embedded

Care home services for children

Question 3 – To what extent do you agree or disagree that care homes for children do not have to display inspection ratings in service premises?

Summary of responses

Forty respondents either strongly agreed or agreed with the question that care homes for children should not have to display inspection ratings. They argued that care homes for children are intended to be akin to a family home rather than an institution and children should not be stigmatised. Furthermore, the display of ratings may identify these services.

Fifty-eight responses either strongly disagreed or disagreed with the proposed exemption claiming it would create a disparity between services which was unfair and sent the wrong message. They argued that adults can be as vulnerable as children, but providers of larger services for adults would still be required to display inspection ratings in the “homes” of their residents. Many respondents called for consistency, transparency and openness across the social care sector.

Twenty-five responses did not agree or disagree with the proposal, with some expressing the view that they did not know enough about children's services to comment. Four responses did not answer this question.

Welsh Government response

We have considered the high number of responses opposing this aspect of the proposal and note that a good proportion of these responses were made on behalf of one service provider. However, the proposed approach is consistent with our wider

policy intention of ensuring a more homely, family environment in care homes for children. Providers of smaller care home services for children still have the flexibility to display their rating if they feel it is appropriate to do so. It will also be publicly available on their website (if they have one) and providers will be required to make their latest inspection rating available on request. CIW does not routinely publish inspection reports for care home services for children but does make inspection reports available on request. Inspection ratings must be included in inspection reports produced by CIW. This is a legal requirement set out in section 36(2)(d) of the 2016 Act invoked by the making of the draft regulations.

We propose to retain the exemption in the draft regulations and to keep the matter under review as the system of published inspection ratings is embedded.

Domiciliary support services

Question 4 – To what extent do you agree or disagree that domiciliary support providers must display their inspection ratings in the office at or from which the service operates unless the office is inaccessible to members of the public?

Summary of responses

Eighty-three respondents strongly agreed or agreed with domiciliary support providers displaying their inspection ratings in the office at or from which the service operates. Some respondents highlighted that many domiciliary support service offices are not open to the public or are not routinely visited by the public. Instead, it was suggested that the inspection ratings should be displayed on their websites and in all literature about their services; as well as on CIW's website. Respondents considered this would provide a good source of information, provide reassurance and allow for transparency about the services. A number of respondents felt that ratings and the display of ratings would help drive improvement.

Sixteen respondents either strongly disagreed or disagreed with the proposal, arguing that inspection ratings may undermine the service and negatively impact the workforce.

Twenty-five respondents did not agree or disagree with the proposal. Of these some felt that displaying ratings in isolation might not be enough and suggested links to inspection reports to provide context. A small number also felt that more detail was needed to understand what information would be displayed and where to answer this question, arguing that if it was to only be in offices then it would not provide useful information to potential domiciliary support service users or their families. Three respondents did not answer this question.

Welsh Government response

There was overall support for the proposed approach. The inspection rating will also be publicly available on the provider's website (if they have one) and on CIW's website. Providers will also be required to make their latest inspection rating

available on request. Inspection ratings must be included in inspection reports produced by CIW. This is a legal requirement set out in section 36(2)(d) of the 2016 Act invoked by the making of the draft regulations. Some of the views expressed in response to this question relate to the wider operational arrangements for introducing inspection ratings once the regulations are in place.

We do not intend to make any changes to the draft regulations in light of these responses.

2.2 Appealing against inspection ratings

Question 5 – To what extent do you agree or disagree with the appeals process described in the draft regulations?

Summary of responses

Seventy-one respondents either strongly agreed or agreed with the proposal for an appeals process with some commenting it was important, fair and appropriate. Some felt that the two-stage process would aid compliance and reassure service providers that there was a fair system to make an appeal if they believed some important information had been overlooked. A few responses, whilst agreeing with an appeals process, questioned the timescales for the appeals process. Some of the respondents who did not agree or disagree with the proposal also expressed a similar view. There was divided opinion about the independent approach with suggestions including the involvement of the Public Services Ombudsman or a panel comprising 3rd sector organisations, advocacy bodies and care leavers which reported to CIW. Some responses also raised concerns about CIW's capacity to deal with appeals and re-inspections. Two respondents emphasised the importance of a consistent approach to inspection rating appeals to ensure fairness and proportionality. Three responses queried whether providers would be required to display their rating if they were subject to an appeal.

Nineteen respondents strongly disagreed or disagreed with the approach although a number of these were opposed to inspection ratings per se. A couple of responses felt that the appeals process should have more input from services and not focus solely on factual evidence when determining an appeal. One respondent stated the appeals process had not been tested sufficiently as part of the silent ratings pilot to know how it would work in practice.

Thirty-two respondents did not agree or disagree with the proposal and five respondents did not answer this question.

Welsh Government response

There was overall support for the proposed approach. Some of the views expressed in response to this question relate to the wider operational arrangements for

introducing inspection ratings once the regulations are in place. We do not propose to make any changes to the draft regulations in light of these responses.

2.3 Offences

Question 6 – To what extent do you agree or disagree with the creation of an offence of failure to display inspection ratings?

Summary of responses

Sixty-two respondents either strongly agreed or agreed with the proposal, highlighting that failing to comply with legislative requirements should have a penalty. Some respondents suggested that failing to display the inspection rating could imply there was something to hide.

Thirty-four respondents either strongly disagreed or disagreed with the creation of an offence and suggestions included allowing a transitional period before enforcement action is taken against providers for failure to display and for CIW to deal with non-compliance at an operational level as opposed to creating a criminal offence. One response felt that the introduction of an inspection rating system was a backward step and would undermine the trust and openness between service providers and CIW.

Twenty-seven respondents did not agree or disagree with the proposal. Four respondents did not answer this question.

Welsh Government response

The majority of respondents supported the creation of an offence. The offence will be created when the regulations come into force. There will not be a transitional period. We do not propose to make any changes to the draft regulations in light of these responses.

Question 7 – To what extent do you agree or disagree with the level of fine that Care Inspectorate Wales can issue to a provider if they fail to display inspection ratings?

Summary of responses

Thirty-nine respondents either strongly agreed or agreed with this proposal, arguing that the penalty should be appropriate to the severity of the rule broken, otherwise it would not be a deterrent to non-compliance. Respondents argued that service providers should be held accountable for failings and the consequences should be clear to ensure compliance across the sector.

Forty-six respondents either strongly disagreed or disagreed with the introduction of a penalty notice, arguing it would take funds from a fragile sector and may

disproportionately impact small businesses. A number of respondents across the board considered the level of penalty to be disproportionate to the “offence”. One respondent questioned why the penalty was so high given that some more serious offences did not carry a penalty.

Thirty-five respondents did not agree or disagree with the proposal. Seven respondents did not answer this question.

Welsh Government response

A small majority disagreed with the proposed level of the penalty. The regulations give the provider the opportunity to pay a penalty instead of proceedings being brought in relation to the offence. The penalty payable for the offence is an amount corresponding to level 4 on the standard scale which is £2,500 and is comparable to the penalty applying to the failure to submit an annual return. While there are some more serious offences under the 2016 Act that are incapable of being discharged by payment of a penalty notice, all offences created by regulations under sections 45 and 46 of the 2016 Act can be. The penalty for the offenders of more serious offences is liability upon conviction to a fine or term of imprisonment under section 51 of the 2016 Act. We do not propose to make any changes to the draft regulations in light of these responses.

2.4 Welsh language

Question 8: We would like to know your views on the effects that The Regulated Services (Inspection Ratings) (Wales) Regulations 2025 would have on the Welsh language, specifically on opportunities for people to use Welsh and on treating the Welsh language no less favourably than English. What effects do you think there would be? How could positive effects be increased, or negative effects be mitigated?

Question 9: Please also explain how you believe The Regulated Services (Inspection Ratings) (Wales) Regulations 2025 could be formulated or changed so as to have positive effects or increased positive effects on opportunities for people to use the Welsh language and on treating the Welsh language no less favourably than the English language, and no adverse effects on opportunities for people to use the Welsh language and on treating the Welsh language no less favourably than the English language.

Summary of responses

There were eighty-six responses to question 8, of which twenty-seven either did not answer the question or provided indifferent responses, and seventy-five responses to question 9, of which thirty-four either did not answer the question or provided indifferent responses.

The majority of responses agreed with the proposal to make inspection ratings available bilingually.

Suggestions included having Welsh speaking inspectors and making inspection ratings available in an easy read version or using symbols to support people who rely on signs or symbols to communicate. One respondent felt inspection ratings would help drive forward the 'Active Offer'. A minority of respondents expressed negative comments regarding the promotion of the Welsh language considering it to be a waste of time and money, creating additional costs to service providers, a lack of demand and irrelevant.

Welsh Government response

CIW already has bilingual inspectors, and all providers are expected to make the 'Active Offer'. CIW is developing the visual presentation aspect of the ratings and is proposing to use symbols and colours alongside the wording of the inspection rating in order to support understanding. We do not propose to make any changes to the draft regulations in light of these responses.

We welcome and encourage opportunities to meet the language needs of individuals inline with the Welsh Government's strategy [Cymraeg 2050: Welsh language strategy | GOV.WALES](#) and related work programme [Cymraeg 2050: work programme 2021 to 2026 \[HTML\] | GOV.WALES](#). The [CIW Code of Practice for Inspection of Regulated Services](#) describes the approach CIW must take to inspect services regulated under the 2016 Act. The code sets out the principles and the rights-based approach to guide their inspection work.

2.5 Any specific issues that are related but not covered in consultation

Question 10: We have asked a number of specific questions. If you have any related issues which we have not specifically addressed, please use this space to report them:

Summary of responses

There were fifty-eight responses. Several respondents commented on the inspection rating categories, descriptors, scoring and the ability to achieve an excellent rating as well as the physical display of the ratings certificate. Some raised concerns about the potential impact on staff morale citing Ofsted education ratings in England. Respondents also commented on CIW capacity and emphasised the importance of inspector training and consistency in relation to the inspection process and allocation of the inspection rating. Respondents noted the potential impact on people (and their families) living in a care home with a negative rating. There were concerns about the potential impact on market stability, the availability of finance and insurance, the risk of care homes increasing fees as well as the current lack of choice, especially in rural areas.

Welsh Government response

We have considered all the responses. The issues raised relate to known existing systemic challenges within the sector and the wider operational arrangements for introducing inspection ratings once the regulations are in place rather than the content of the draft regulations themselves. We do not propose to make any changes to the draft regulations in light of these responses.

Section 3 - Next Steps

The Regulated Services (Inspection Ratings) (Wales) Regulations 2025, which will provide for a system of published inspection ratings for care home services (for both adults and children) and domiciliary support services will be laid before the Senedd on 28 January 2025. Subject to being agreed by the Senedd they will come into force on 31 March 2025.

The draft regulations will be available on the Senedd website: [Subordinate Legislation](#).

Annex A – List of respondents

List of respondents who completed the form and were happy to share their details:

1. Case Management Cymru Ltd
2. Lighthouse Residential Homes Ltd
3. Life Long Learning 4 Living Ltd
4. Azalea Care and Education Ltd
5. Neath Port Talbot County Borough Council
6. Leila Baker - individual
7. Village Support Services
8. L'Arche
9. Rumney Care & Ambulance Service
10. Brightside Manor
11. Miracle Workers Agency Ltd
12. Rhondda Cynon Taf County Borough Council
13. Taith Catref - Accomplish Group
14. Thompson Court - Accomplish Group
15. College Fields - Accomplish Group
16. Powys County Borough Council
17. Accomplish Group
18. Richard Ebley - Individual
19. Treeside - Accomplish Group
20. Manor Lodge - Accomplish Group
21. Keys Group
22. Q Care
23. Wrexham County Borough Council
24. Merthyr Tydfil County Borough Council
25. Care in Wales Ltd
26. Denbighshire County Council
27. Rob N - individual
28. Denbigh Care Group
29. Hafod housing Association Ltd
30. Hanbury Care
31. Shaw Healthcare
32. Hapus Care Home
33. East Park Care Centre
34. Alan Jones - Individual
35. Swansea City Council
36. Lakeside Homes Ltd
37. Flintshire County Borough Council
38. Competitions and Markets Authority
39. Care Rights UK
40. Cyngor Gwynedd
41. Conwy County Borough Council
42. Newport County Borough Council
43. North Wales Cancer Patients Forum
44. Welsh Local Government Association (WLGA)
45. Royal College of Nursing (RCN)
46. Gwent region local authorities and Aneurin Bevan UHB

- 47. Cardiff City Council
- 48. Care Forum Wales (CFW)
- 49. Llais Cymru
- 50. HC One

69 declined to give permission to share their details.