



Care Standards Inspectorate for Wales

CSIW

Regulating Care in Wales

A Guide for People Using Services



Llywodraeth Cynulliad Cymru
Welsh Assembly Government



Regulating Care in Wales

Our aim

We are here to make sure that services meet the standard that the public expects. We are responsible for regulating the following services:

- Care homes for adults – including nursing homes and adult family placements
- Children’s homes
- Residential family centres
- Domiciliary care agencies
- Nurses agencies
- Independent fostering agencies
- Boarding Schools
- Adoption services
- Voluntary and private sector health care – including hospitals and clinics
- Day care services for children – including day nurseries, childminders, playgroups, out-of-school clubs, crèches and play-schemes.

What will CSIW do?

We have four main duties.

- To decide who can provide services.
- To inspect services
- To make sure that regulations and national minimum standards are met.
- To deal with complaints

What are the Regulations and national minimum standards?

They describe what you should expect from your service. The National Assembly for Wales sets them. They cover such matters as:

- Choice of service
- Planning for individual needs and preferences
- Quality of life
- Quality of care and treatment
- Staffing
- Management



Regulating Care in Wales

- Concerns, complaints and protection
- The physical environment

You can get copies of the national minimum standards from CSIW. All of the standards are on our website

Will I be listened to?

Yes, the service is for you. Your view is the most important one. We will always welcome comments from you, your family or carer.

How can I contribute?

We will inspect every service at least once a year. You will be able to talk to an Inspector to tell them what you think of the service. We will be interested in what is good about the service and what you think needs improving. We will also want to check that you feel safe.

Sometimes you will be given a questionnaire. It would help us get a good all round picture of the service if you filled it out.

If you want to talk to us in confidence, we will talk with you at the time about how we will deal with your concerns.

What happens next?

We will publish a report after the inspection. This will describe the service and any actions needed to make sure that your service meets the national minimum standards. You have a right to see the report. You can get it from the person providing your service, or from the CSIW regional office. All reports about services for adults are available on the CSIW website. We also encourage anyone who is



Regulating Care in Wales

thinking of using the service to read the latest report.

What can I do if things go wrong?

We expect that all providers will listen to and deal with complaints. If this has failed or if you have a serious concern about the quality of care you, your child or relative is receiving contact us and we will investigate. Ring the regional office nearest to you or write to:

CSIW
Units 4-5 Charnwood Court
Heol Billingsey
Parc Nantgarw
Nantgarw
Nr Cardiff
CF15 7QZ
01443 848450

Regional Offices

Cardiff

029 2047 8600

Vale and Valleys

01443 848527

South East Wales

01495 766500

South West Wales

01792 310420

West Wales

01267 223402

Mid Wales

01597 829319

North East Wales

01352 707900

North West Wales

01286 662300

[www.wales.gov.uk/
subisocialpolicycarestandards](http://www.wales.gov.uk/subisocialpolicycarestandards)



Heol Billingsey, Parc Nantgarw, Nantgarw, Nr Cardiff CF15 7QZ