

Dear ,

## **ATISN 16427 – Request for Information regarding Care Inspectorate Wales**

Thank you for your request for information received on 25/06/2022. You asked for the following information regarding Care Inspectorate Wales (CIW):

**1. Number of safeguarding meetings CIW have attended in 2021–2022 and are CIW made aware of all Multi Agency Referral Forms (Safeguarding referrals) made for any agency.**

Dates for safeguarding meetings would be recorded in individual inspector's calendars. This information is not retained at a single source and would not be a complete record. We are therefore unable to extract nor provide this information. CIW attends safeguarding meetings where there are potential regulatory failings.

CIW is also unable to confirm if they are made aware of all MARF referrals, that would be a decision for individual local authority adult safeguarding teams.

**2. Number of concerns made to CIW from members of the public that advised of neglect or infections in 2021-2022.**

CIW does not collate separate information regarding the number of concerns that allege neglect, they would be included under the Safeguarding theme. Neither does CIW collate separate information regarding concerns that relate to infection.

Section 12 of the Freedom of Information Act (FOIA) allows us to refuse a request for information in circumstances where we estimate it would exceed the “appropriate limit”

Arolygiaeth Gofal Cymru (AGC)  
Swyddfeydd Llywodraeth Cymru  
Sarn Mynach  
Cyffordd Llandudno  
Conwy  
LL31 9RZ  
www.arolygiaethgofal.cymru

☎ 0300 790 0126  
✉ ciw@gov.wales

Care Inspectorate Wales (CIW)  
Welsh Government Offices  
Sarn Mynach  
Llandudno Junction  
Conwy  
LL31 9RZ  
www.careinspectorate.wales

Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

to comply with the request. We have estimated that it will cost more than the appropriate limit set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 to answer this part of your request. The appropriate limit specified for central government is £600. This represents the estimated cost of it taking over 24 hours of time to determine whether we hold the information and to thereafter locate, retrieve and extract.

To provide you with the information that you have requested would require us to individually assess the details of each concern received relating to adult care home services and domiciliary support services for the time period specified. This would amount to 818 concerns. We estimate this would take approximately 40 hours to identify the information requested at an average of 3 minutes per concern. Consequently, we have decided not to provide you with this information.

We can however provide you with the total number of concerns recorded and a breakdown of the number that fall within each of the themes they are recorded under. This is as follows:

Within adult care services, CIW received a total of 1168 concerns from the public during 2021-22. 821 were concerns relating to adult care home services and 347 regarding Domiciliary Support Services. CIW log concerns received into themes, the number of total concerns received for each theme is as follows;

Care and Development – 253  
Care and Support – 6  
Environment – 26  
Leadership and Management – 418  
Leadership and Management – Staffing - 42  
Operating without Registration – 57  
Safeguarding -133  
Staffing – 100  
Wellbeing – 129  
No theme recorded - 4

**3. *If CIW receive a complaint, how many times did they inspect early (go out before the next planned inspection) in 2021–2022.***

CIW does not investigate individual complaints about care services. However, people may let us know about any concerns they have about the safety and quality of a care service. Further information can be found in our guide to [Providing feedback about care services](#). CIW's response on receipt of a concern about a service may result in a focussed inspection, in which the information contained within the concern will assist in the planning of that inspection. In 2021-2022 CIW carried out a total of 131 focussed inspections of adult care services. 103 of those were of adult care homes and 28 of Domiciliary Support Services. We may also decide to bring forward a scheduled inspection in response to a concern, but we are unable to quantify this.

**4. *Number of CIW inspectors employed to inspect Adult care services.***

There are currently 70 Inspectors within CIW who inspect adults care services, as at 30/06/2022. Some of these Inspectors also inspect children's services.

**5. How do CIW plan/allocate the length of time spent on an inspection. What is the average length of time of a visit?**

CIW do not allocate a specific length of time to an inspection. An inspection plan is created identifying the lines of enquiry to be considered. These are detailed in CIW's inspection framework for Care Home services, available on the CIW website. The average length of inspection for 2021-22 was 4.7 hours. This average reflects the need to minimise time spent in a service where there may have been a Covid 19 outbreak.

**6. Number of complaints about the CIW in the last 5 years, year by year.**

The number of complaints made about CIW over the last 5 years is as follows. This figure covers any complaints relating to dissatisfaction with the standard of service received from CIW, or about the conduct or actions of a member of our staff or people working for us and covers all areas of our business, not just regulatory matters.

|           |    |
|-----------|----|
| 2017-2018 | 34 |
| 2018-2019 | 32 |
| 2019-2020 | 31 |
| 2020-2021 | 10 |
| 2021-2022 | 11 |

**7. Number of complaints upheld by an ombudsman during the same period.**

The number of complaints about CIW that were upheld or partially upheld by the Public Sector Ombudsman for Wales (PSOW) were as follows:

2017-2018: No complaints upheld by the PSOW

2018-2019: One complaint partially upheld by the PSOW

2019-2020: One complaint upheld and one complaint partially upheld by the PSOW

2020-2021: No complaints upheld by the PSOW

2021-2022: No complaints upheld by the PSOW

**8. Number of staff at CIW?**

There are currently 261 staff employed within CIW, as at 30/06/2022. This figure covers staff in all areas of regulation which includes Childcare & Play services and Local Authority Inspection in addition to Adults services. This also covers Registration and Enforcement and all our central support functions.

**9. Number of prosecutions of care providers in the last 5 years, year by year, made by CIW.**

CIW has not prosecuted any care providers over the past 5 years.

**10. Was there an unannounced visit to Blaendyffryn Hall Nursing home in May or June 2022?**

CIW undertook an unannounced inspection on 9 June 2022. Two inspectors visited the home from 09:15 to 16:45.

**11. Was there an announced visit to Blaendyffryn Hall Nursing home in May or June 2022?**

CIW did not undertake an announced visit to the home in May or June 2022.

**12. Did CIW visit or contact Blaendyffryn in May/June and ask for information about one specific person.**

CIW does not have the legal powers to investigate individual complaints. Safeguarding investigations about an adult at risk are carried out by the local authority safeguarding team. CIW would not therefore request information about one specific person. CIW does review care records of several people during an inspection visit but all information is anonymised.

**13. How many care providers have CIW issued Areas for Improvement, Priority Action Notices or Improvement Notices to in 2021-2022?**

In 2021-2022 CIW issued both Priority Action Notices and Areas for Improvement to a total of 107 adult care services. 87 were issued to adult care homes and 20 were issued to Domiciliary Support Services.

During this time period, a total of 44 Priority Action Notices only were issued to adult care services. 37 were issued to adult care homes and 7 were issued to Domiciliary Support Services.

Also during this time period, a total of 207 Areas for Improvement only were issued to adult care services. 207 were issued to adult care homes and 72 to Domiciliary Support Services.

A total of 9 Improvement Notices were issued to adult care home services, none were issued to Domiciliary Support Services.

**14. Did CIW contact Blaendyffryn Hall in May/June 2022 in general about a complaint or safeguarding.**

CIW received 7 concerns in May and June 2022 for this service. On two occasions concerns were passed to the Responsible Individual for resolution. Three of these concerns informed the inspection of 9 June 2022. CIW would not contact a provider about a safeguarding issue however findings from safeguarding would inform the inspection plan.

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,  
Welsh Government,  
Cathays Park,  
Cardiff,  
CF10 3NQ

or Email: [Freedomofinformation@gov.wales](mailto:Freedomofinformation@gov.wales)

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office,  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire,  
SK9 5AF.

However, please note the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely