

30 September 2025

Dear

ATISN 25124 – Covid-19 guidance

Thank you for your request to Welsh Government for information under the Freedom of Information Act (2000) received on 2 September 2025 relating to the guide for care homes: 'Undertaking Factual Reviews for Residents who Acquired COVID-19 Within the Care Home Sector'

You requested the following:

1. *The number of nursing and care homes in Wales this guide was shared with?*
2. *Has feedback been gathered on the guide from the nursing and care homes that received it?*
3. *How has feedback been gathered and how regularly?*
4. *How many queries & complaints have been received by these nursing and care homes?*
5. *How is your Care Home Team using the data in these completed review forms?*
6. *When will a Learnings report be published following this guide?*

Our Response

The guide for care homes: '*Undertaking Factual Reviews for Residents who Acquired COVID-19 Within the Care Home Sector*' was published 25 October 2023 on the Welsh Government website.

1. Care Inspectorate Wales, the independent regulator of social care and childcare services in Wales, issued a letter from Albert Heaney, Chief Social Care Officer for Wales, to all registered care home providers on 26 October 2023. The letter brought to their attention the publication of the good practice guide and it was offered '*as a useful tool ...to reflect on [your] practice and experience during the pandemic and any learning arising from it. It may also be useful when responding to concerns raised directly by residents and their families.*'
2. Welsh Government does not collect feedback on the guide. The guidance is advisory and care home providers may use it at their discretion. Taryn Stephens, then Deputy Director, Improvement, wrote to you responding to your email 26 October 2023. The letter explains the preparation and publication of the guide has been undertaken within the existing legislative framework.
3. Welsh Government does not collect feedback on the guide. The guidance is advisory and care home providers may use it at their discretion.
4. Welsh Government does not collect this data.
5. Welsh Government does not collect this data.
6. Welsh Government does not plan to publish a learning report relating to this guide.

Next Steps

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: Freedom.ofinformation@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 that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely,