

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CORPORATE PARENTING BOARD

MUNICIPAL YEAR 2013 – 2014

CORPORATE PARENTING BOARD

22nd January 2014

**REPORT OF THE DIRECTOR OF
COMMUNITY & CHILDREN'S
SERVICES**

Agenda Item No: 5

CSSIW INSPECTION REPORT

Author: Mandy Meredith Residential Service Manager
Tel: 01685 874365

1. PURPOSE OF THE REPORT

- 1.1 The purpose of this Report is to update members on the CSSIW Inspection Report for Treherbert, Beddau, and Bryndar Children's Home's.

2. CSSIW INSPECTION REPORT

The Care and Social Services Inspectorate Wales carried out unannounced inspections at Treherbert, Beddau and Bryndar Children's Home's between July and November 2013. The inspection process involved unannounced visits to each home, individual private meetings with young people and staff, and the use of confidential questionnaires.

Members will note that the inspection reports were very positive about the homes and the efforts made by staff to provide a high standard of care for the young people we look after.

As part of the inspection all young people were offered the opportunity to complete a confidential questionnaire. This was submitted to the inspector, without being passed to staff members. As such the young people at each home had an opportunity to express their views on the quality of service and staff.

Treherbert:

Members will note that the Inspection report for Treherbert is very positive. The report highlights the efforts made by the manager of the home and staff employed, to ensure that young people experience a high standard of care. The report makes reference to the positive work undertaken to ensure that young people's needs are the focus of the home, and provided good examples

of young peoples views being listened to. This is a huge achievement for Treherbert as it reflects the continuous efforts made by the manager and staff to improve the quality of care provided.

The inspection did not identify any area where the home could be improved and as such made no recommendations.

Beddau:

Members will note from the report that Beddau has provided a high standard of care to children and young people during the last year. The report highlighted that young people were able to 'have a voice' and were encouraged and assisted to develop positive behaviours.

The manager and staff were also acknowledged for the efforts they had made to develop their skills surrounding bullying. This work has impacted on the group who have been actively involved in undertaking awareness raising in this area.

The inspection identified two areas of improvement for the home relating to the supervision and appraisal of staff, and discussion with a particular young person who was experiencing difficulties within the home at the time of the inspection. Both areas have been addressed by the manager since the inspection and the issues have been resolved.

Bryndar:

The inspection of Bryndar was very positive and members will note that the report highlighted the very good quality of life that children and young people experience while living at the home. The report highlighted that young people have a clear sense of achievement, and live in a homely environment.

The inspection did not identify any area where the home could be improved and as such made no recommendations.



Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Treherbert Community Home

Treorchy

Type of Inspection – Focused

Date(s) of inspection – 24 July 2013

Date of publication – 12 September 2013

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Tel: 0300 062 8800

Email: cssiw@wales.gsi.gov.uk

www.cssiw.org.uk

Summary

About the service

Treherbert is a Rhondda Cynon Taff local authority children's home located in a residential area of Treherbert. It is a domestic style building that was appropriate to meet the statement of purpose of the home. The home is registered to provide accommodation and support for up to four young people aged 15 – 17 years of age all of whom follow an independent living programme. Four young people were accommodated at the time of inspection.

The home is managed by Nicola Howard she is an experienced manager who has been in post since 2011.

What type of inspection was carried out?

This was a planned unannounced focused inspection that took place in one afternoon on 24 July 2013.

The findings of this report are based on:

- The home's self assessment
- Discussion with the manager
- Discussion with staff on duty
- Discussion with one young person
- Questionnaires to three young people but none were returned.

What does the service do well?

Focus on the needs of young people and developing good practice,. An example was that a staff member had developed a questionnaire that was used with young people at the point of leaving the service and 6 monthly if at the home long term. These questionnaires provided valuable information that was discussed in the staff team with a view to improving practice.

The manager has robustly challenged the referral process for young people to be admitted at the home.

The employment co-ordinator is effective at finding appropriate work experience placements for the young people, which reflects their wishes, in a timely way.

What has improved since the last inspection?

The two young people's bathrooms have been refurbished to a very good standard with new bathroom suites fitted.

What needs to be done to improve the service?

No areas were identified for improvement.

Quality of life

Overall we (CSSIW) found that the needs of young people were the focus of the home. The young people experienced warmth and a sense of belonging/safety; this was promoted by a well established and experienced staff team who are committed to supporting young people to achieve positive outcomes.

There were very good examples of young people being listened to by staff and the manager. A young person gave examples where they had been able to choose their key workers and had time to talk with them individually. They had been treated respectfully and listened to when making a complaint and they were satisfied with the outcome.

Young people are supported to access opportunities to learn. The authority employ an employment co-ordinator who is involved at the early stages of young people's placement to explore what they would like to do and any employment opportunities that they may want. The co-ordinator role has been very effective at finding suitable placements for the young people – this is an example of good practice and multi disciplinary work, working well to ensure positive outcomes for young people. The four young people in placement at the time of inspection had been at the home just a few months and were 17 years of age. All were attending positive work experience placements in specific areas of interest to them; some were in preparation for beginning college courses in September. Young people were well motivated to attend and some were getting up at 6am in order to travel to their placements. These were very positive achievements for the young people.

The focus of placement for young people at the home is preparation for independence. This reflects the statement of purpose of the home. Each of the young people has an independence plan. The young person told us she was confident that they had the necessary experience/skills to be independent.

Young people are encouraged and supported to develop and pursue interests and develop family relationships. Young people are able to have friends to visit at the home but there have been individuals who have been refused where they have been considered unsuitable (eg thought to be dealing in drugs). A young person told us that the rules and boundaries in place were generally fair.

Young people's health needs are promoted by routine processes such as registration with GP and support to attend medical appointments, and also by the promotion of healthy life styles and links with youth offending. The staff told us a positive example of this was a decrease in substance misuse by young people.

The home uses positive behaviour management strategies. Staff look carefully and discuss possible triggers to aspects of challenging behaviours. This can be seen to have been effective because there were no incidences of restraint. All young people were purposefully engaged in a range of work experiences and the young person told us there was no conflict between the young people even though they often did not spend much time with each other.

Quality of staffing

The inspection focused on the quality of life theme. CSSIW did not consider it necessary to look at the quality of staffing in detail on this occasion, however, this theme will be considered more fully at future inspections.

Overall indicators were that the quality of staffing was good because all staff were permanent and there had not been any changes in the staff team since the last inspection; most staff had worked at the home for several years. Staff told us that they received the support they needed to do their job.

There was positive feedback from the young person spoken to about the quality of relationships between young people and staff.

Quality of leadership and management

The inspection focused on the quality of life theme. CSSIW did not consider it necessary to look at the quality of leadership and management in detail on this occasion, however, this theme will be more fully considered at future inspections.

The manager was found to be enthusiastic and motivated in her role and to promote the best interests of the young people. She told us about her concerns relating to the referral process for young people moving to the home and of the steps she had taken in an endeavour to address the problems. Indicators were that this had been successful as the current group of young people were found to be appropriate admissions. This was an example of good management practice.

Quality of environment

The inspection focused on the quality of life theme. CSSIW did not consider it necessary to look at the quality of environment on this occasion, however, this theme will be considered at future inspections.

However, it was noted at this inspection that the two young people's bathrooms had been completely refurbished to a very good standard.

How we inspect and report on services We conduct two types of inspection; baseline and focussed. Both consider the experience of people using services.

Baseline inspections assess whether the registration of a service is justified and whether the conditions of registration are appropriate. For most services, we carry out these inspections every three years. Exceptions are registered child minders, out of school care, sessional care, crèches and open access provision, which are every four years.

At these inspections we check whether the service has a clear, effective Statement of Purpose and whether the service delivers on the commitments set out in its Statement of Purpose. In assessing whether registration is justified inspectors check that the service can demonstrate a history of compliance with regulations.

Focussed inspections consider the experience of people using services and we will look at compliance with regulations when poor outcomes for people using services are identified. We carry out these inspections in between baseline inspections. Focussed inspections will always consider the quality of life of people using services and may look at other areas.

Baseline and focussed inspections may be scheduled or carried out in response to concerns.

Inspectors use a variety of methods to gather information during inspections. These may include;

- Talking with people who use services and their representatives
- Talking to staff and the manager
- Looking at documentation
- Observation of staff interactions with people and of the environment
- Comments made within questionnaires returned from people who use services, staff and health and social care professionals

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Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Beddau Community Home

Pontypridd

Type of Inspection – Baseline
Date of inspection – 19 September 2013
Date of publication – 31 October 2013

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Email: cssiw@wales.gsi.gov.uk

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Summary

About the service

Beddau community home is a Rhondda Cynon Taf local authority children's home registered to care for up to five young people who are looked after by the authority; the home was full at the time of inspection. It is situated in a corner plot of a residential estate in a village between the towns of Pontypridd and Llantrisant. There is a regular bus service from the village and the M4 is only four miles away. There are shops, schools and health care centres within easy walking distance from the home.

The registered manager is Nicola Haining. She is an experienced manager who has been at the home since 2008.

What type of inspection was carried out?

This was a routine planned inspection that took place in an unannounced visit on 19 September 2013 and looked at all four quality themes.

Inspection methodology:

- Self assessment information
- Discussion and observation with the young people who live at the home
- Discussion with the manager
- Informal discussion with staff on duty.
- Viewed a sample of records

What does the service do well?

Prepare young people to live independently.

What has improved since the last inspection?

Developed work around bullying; this included staff training and recording processes to support more effective work practice in managing bullying.

What needs to be done to improve the service?

- Arrangements need to be put in place for staff to receive regular supervision and appraisal.
- The line manager of the home to explore more fully with one young person their views about the home.

Quality of life

Overall the quality of life was found to be good although some comments from the young people indicated that whilst there were examples of positive outcomes for them, they were not always happy about their care.

Most of the young people are able to access opportunities to learn. Four of the five young people had appropriate arrangements in place to meet their individual education and development needs. One of the young people who had been at the home for four months had not had appropriate education arrangements in place and whilst there were currently plans for him to start a new education placement there was still no personal Education Plan (PEP) in place. The manager told us of the strenuous efforts made by staff at the home to resolve the education issues and the high levels of frustration surrounding this arising from lack of education LAC support etc.

Young people are encouraged to develop and pursue interests. Young people told us about some of the things they do and it was positive to see three young people engaged in a game of scrabble with a member of staff. All of the young people talked about their recent holiday as a group with staff to France.

Young people are able to have a voice. Young people have key workers who they have regular opportunities to meet with individually as well as during day to day activities not only with their key worker but also other staff. Records of individual key worker sessions were in place. Staff were seen to talk to young people and negotiate about what they wanted for their evening meal. One of the young people told us that if they did not like what was on the menu they liked to prepare a different meal for themselves and this was accepted as part of their preparation for independence. Staff and young people were seen to sit together to eat their evening meal in a social atmosphere although not all young people were present.

Young people are assisted to develop positive behaviour. An incentive scheme is in place and restraint is used when necessary. Records were made of such incidents and were communicated to others as appropriate. Bullying remains an issue at times, although less than it had been. The home has worked to improve their work practices around this by providing staff training, developing records and monitoring.

A range of opinion was expressed by young people about how well they related to staff, including the manager. One young person told us the placement had been brilliant for them and had enabled them to change their life; they felt well supported by the home and treated with age appropriate boundaries. Another young person told us that whilst the placement had been very good for them in early months, their opinion had changed and they did not feel that they were treated in a respectful age appropriate way or that staff listened and acted sensitively upon what they had to say. Strategies for dealing with this further outside the inspection were explored eg discussion with line manager of the home and support of an advocate.

Young people were supported in maintaining appropriate contact with family and friends. Young people told us that friends could visit although they needed to ask in advance to ensure that the environment is calm and safe.

Quality of staffing

Overall young people benefit from being cared for by a staff team with the skills, training and knowledge to meet their needs. Staff are provided suitable opportunities for training and development to enable them to care for the young people – records of staff training showed this. It would be useful to develop a matrix to show this in overview. 17 of the 18 staff are qualified and the other is currently undertaking their QCF training they therefore exceed the 80% requirement of staff being qualified.

There have been some changes in the staff team and the home had two staff vacancies and some absences. These absences were being covered by staff working overtime or the use of casual staff employed by the authority. Where casual staff are used, the same staff are used to provide consistency and continuity of care.

A staff recruitment file was viewed and the process was discussed with the manager. The manager told us that good recruitment practises were in place although some records were held in the local authority personnel department so there was no evidence of CRB, interview, or copy of qualifications at the home.

It was positive that the home had incorporated the Care Council for Wales Induction framework and records showed completion in a timely manner.

Staff are provided with supervision from the manager and deputies at the home. However, supervision was not up to date because one deputy had been seconded to another service and the other was absent. This was further compounded by school summer holiday period making it difficult to have time to undertake individual supervision. Following a review of staffing in the authority, the manager told us that the staff appraisal system had not been used since late 2011. The manager told us a new system was being considered. Attention is drawn to Regulation 27(4) that requires all staff to receive an annual appraisal.

Staff were seen to engage positively with young people and to have a relaxed easy rapport with them. It was good to see staff playing a game of scrabble with young people.

Quality of leadership and management

The registered manager has been in post since 2008 and is suitably experienced and qualified. She presents as enthusiastic and focused on ensuring positive care practice and positive outcomes for the young people at the home. She has continued her professional development recently by completing the QCF Assessor's Award and the Care Council for Wales's training on Motivating and Developing Teams.

The welfare of young people is promoted by regular monthly monitoring visits by an independent person and a range of other in house monitoring processes.

The manager had undertaken the annual review of quality of service and the report had been produced. Some discussion took place about ways in which the report could be developed, for example by including a short overview at the beginning, indicating the consultation processes that had taken place and greater analysis.

The authority has a Children's Residential Plan April 2013 – 2014 that promotes the development of children's services in a way that encompasses the individual children's homes and developments to benefit them all.

The manager told us about some of the challenges faced and the strenuous efforts made to obtain education placements and future planning for young people. These had generated some difficulties but she was persistent in challenging in an endeavour to promote positive outcomes for the young people.

The manager and two staff took all the young people on a summer holiday to France this summer. It was a positive experience for young people and a good opportunity for the manager to spend time with the young people and staff.

Young people told us very differing perceptions of their feelings about living at the home and the impact of the manager on their placement. One told us about the positive impact of living at the home and progress made, another told us that whilst there had been good things about their placement at the home they were not confident that their views would be treated with respect or that any complaints would be listened to and acted upon in a way that respected their views.

Quality of environment

Overall the house was found to be suitable to meet the needs of the statement of purpose.

The home is domestic in nature and includes two offices, a large lounge, small lounge, staff toilet, laundry room, dining room and kitchen on the ground floor. On the first floor there are five single bedrooms, bathrooms, toilets, study room, and staff sleep in room.

There is a small garden area at the front of the home and at the rear a garden and parking for their vehicle. Car parking is permitted in the roads around the home.

Requirements made by the fire officer had been met.

Some areas of the home had been damaged by young people. Some of the communal areas had been decorated but the levels of challenging behaviour had adversely impacted on the soft furnishings usually in place.

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Care and Social Services Inspectorate Wales

Care Standards Act 2000

Inspection Report

Bryndar Community Home

Aberdare

Type of Inspection – Baseline
Date(s) of inspection – 14 November 2013
Date of publication – 25 December 2013

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Summary

About the service

Bryndar is a Rhondda Cynon Taff local authority children's home for up to five young people. It was operating with full occupancy at the time of inspection. The home is located in a residential area of Aberdare.

The registered manager is Mandy Meredith.

What type of inspection was carried out?

This was a planned inspection that took place at an unannounced visit on 14 November 2013.

Information for this inspection was gathered from:

- Pre inspection information

- Discussion with staff and young people present during the inspection

- Discussion with the deputy manager

- Viewed the communal areas of the premises and one young persons bedroom

- Viewed a sample of records.

What does the service do well?

Key worker reviews – the manager seeks the views of young people and the key worker to explore the levels of satisfaction and effectiveness of this important role.

What has improved since the last inspection?

The time staff spend individually with young people has increased.

What needs to be done to improve the service?

No non compliance notices were issued.

Quality of life

Overall we (CSSIW) found that the young people had a very good quality of life at the home.

Young people experience well being and a sense of achievement because they all attend school or college and were making good progress.

The young people experience warmth, attachment and belonging this is because most of the young people have been at the home for a long period of time and have established positive relationships with staff. All young people have named key workers.

Staff were seen to support young people to manage their emotions and behaviour. They were given clear consistent boundaries, were offered choices and reminded of consequences to their actions. This was not an easy option and was seen to result in some challenges from the young people but staff remained calm and consistent.

Young people experience well being and a sense of achievement because they are encouraged to follow interests and develop new ones/skills. Staff told us about encouraging young people to try new experiences such as cycling and involving them in activities within the local community. They were enthusiastic about the importance of having fun with the young people, of showing them affection and that they care for them. Young people had been taken on a holiday.

Young people benefit from a healthy balanced diet. They were seen to ask what was for the evening meal when they came home and to negotiate a change in the menu using similar ingredients but to make a meal they would like. Staff negotiated positively with them and encouraged incorporating fresh vegetable with the meal. One young person was observed to help to prepare the meal and to enjoy the social interactions this provided. Staff and young people sit to eat together providing a social event and opportunity for young people and staff to chat together.

Other young people who are preparing for independence have a separate kitchen to store and cook their food – this more closely reflects a domestic kitchen.

Young people have a voice and are encouraged to express an opinion. This culture was an integral part of all aspects of care and communication at the home. One young person was seen to go to her review meeting that was being held at the home on the day of visit in order to express her wishes, be listened to and be involved in the decisions around her future.

Quality of staffing

Overall the quality of staff was very good. This is because the young people are cared for by a well established staff team who are child focused and care is consistently applied. In addition to being an experienced staff team, all of who are permanent, 95% of staff were also qualified. One new member of staff has been recruited who will begin QCF training when induction is complete. Staff absences are covered by casual staff. The casual staff used are deployed to this home and also provide consistency of care eg one casual worker had worked at the home for seven years and was qualified.

The information available in the home in relation to the new staff member showed that appropriate recruitment processes had been used although there was no record of interview held by the home. The deputy manager confirmed that interviews had taken place and records are held by the human resources team.

Young people are cared for by staff who receive regular training, support and supervision. Staff confirmed this to us. The newest member of staff was undertaking induction. It was acknowledged that providing fortnightly supervision can be difficult when staff do not work full time. Staff meetings are held every 2-3 weeks.

A staff handover meeting was observed which showed that staff had a detailed knowledge and understanding of each of the young people in terms of their personality and emotions as well as dealing with the practical day to day organisational needs. Staff comments showed that young people are cared for by motivated staff who want to make a positive difference to young people's lives.

Young people receive timely support and care. This is because staff are always available for young people so they feel listened to, and provide care in a relaxed way. Staff were observed to base themselves in the kitchen area and young people would seek them out and sit to talk with them. Staff told us that they were always honest with the young people and whilst sometimes young people did not like what they said, they understood that staff would be truthful. This was important to staff and young people.

Staff were observed to provide consistent boundaries and to give clear messages to young people.

Quality of leadership and management

Overall the home was effectively managed. The registered manager works at the home part time and the deputy is undertaking training with a view to taking on this role in the future. The registered manager is suitably qualified and experienced. She works closely with the deputy who also has a wealth of experience.

Young people feel they have reliable good quality care because their views are sought and listened to. A range of quality assurance processes are in place; these include meetings with young people, staff supervision, staff meetings, and monthly medication audits. The key worker reviews provide a means of the manager monitoring the effectiveness of this important role and involves listening to the views of the young person and key worker. This is good practice.

Young people who live at the home can be confident that if things are not right they will be addressed. Monthly visits as required by regulation 32 take place. The records of these visits show that care is taken to speak to young people and staff, to monitor the quality of service and to follow up on any actions made to ensure compliance.

The home is well run to ensure that young people are safe. The deputy manager told us about the strategies that are in place to promote safe care for young people. This included staff training, risk assessments for all young people and a range of policies around safe care and practice – recently a new social media policy had been developed. Staff are provided with training around the risks of social media, cyber bullying etc. Whilst the home only allows young people access to the internet with staff supervision in the staff office, there was awareness that young people will access social media sites etc. on their mobile telephones and at other venues and therefore there is a need to raise their awareness of the potential risks and pitfalls.

Quality of environment

Overall the quality of the environment was very good and suitable to meet the needs of the young people who live at the home.

The home is a large bungalow located in a residential area of Aberdare; it is domestic in nature and presented as a homely environment. The home spacious, clean and suitable for the purpose.

People can be confident that the premises are safe and well maintained. This is because in order to gain entry people must ring the bell for attention although there are no restrictions on people inside being able to leave. One of the young people showed us the communal areas of the home and their bedroom. The young person told us that she had chosen the colours for her room and her room was personalised with posters etc.

Young people's wellbeing is promoted because there was a very good range of facilities and equipment provided for them. These included a games room/gym, library, lounge, meeting room, dining room, two kitchens, and laundry room.

All young people's bedroom doors and many of the communal room doors were locked and young people asked staff to unlock them when they wished. The locking of communal area may be seen as an institutional practice and one which may benefit from review.

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