

Improving Care and Social Services in Wales



Who are we?

Our formal title is Care and Social Services Inspectorate Wales, but we are known as CSSIW.

Our role is to encourage the improvement of social care, early years and social services by regulating, inspecting and reviewing services.

Our aim is to raise standards, improve quality, promote best practice and tell people about social care.

What do we do?

CSSIW regulates and inspects services for everyone from the very young to older people. Our work can affect the majority of people living in Wales at some time in their lives.

Our work covers the whole of Wales. We review services at both a national and local level so we can tell the public whether services are up to standard, suggest ways of improving services and help safeguard the interests of service users and their carers.

CSSIW carries out an annual review of social services in each local authority in Wales. This informs an annual social services inspection plan for each local

authority. CSSIW also carries out national inspections and reviews of specific areas of work carried out by social services across Wales.

CSSIW regulates a wide range of social care services. This means we check they are complying with their requirements to provide safe, good quality services which are set out in law.

Regulated services include: children's homes; services for children under eight years old; domiciliary care agencies; nurses' agencies; adult placement schemes; and care homes including those providing nursing care; independent fostering agencies and voluntary adoption agencies.

Regulation covers:

Registration – we decide who can provide services

Inspection – we inspect those services and publish reports

Enforcement – we take action to make sure that requirements of the Care Standards Act and associated regulations are met

Complaints and concerns – we are keen to hear from users of services about their experiences and any concerns about the services we regulate.

Inspection and Enforcement

We have changed the way we inspect and report on regulated services. As well as checking services are run in accordance with regulations and are meeting national minimum standards, CSSIW now focus and report on the quality of experiences for people using services. Our inspectors spend more time listening and speaking to people about their experiences of the service and support they are receiving.

We look at:

- Quality of Life
- Quality of Staff
- Quality of Leadership and Management
- Quality of the Environment.

Most of these inspections are unannounced. Between inspections, we will be noting any changes reported about services, responding to any concerns raised and using all the information we have about services to plan our inspection schedule. Every few years, or more often if we judge it appropriate, we will undertake a more detailed inspection. After each inspection, we publish a short report on our findings.



If an inspection, or other information, shows that standards aren't being met we will take action to remedy this, which can include, in some cases, prosecution.

Complaints and Concerns

We are keen to hear from users of services about their experiences and any concerns about the services we regulate.

When we receive a concern or complaint about a provider we look to see whether they are providing a safe service or if they are failing to meet the requirements and conditions of their registration. If we think they are not doing these things, we will carry out an immediate inspection or ensure this aspect is checked at the next scheduled inspection.



CSSIW is not a complaints agency, and cannot deal with complaints linked to individual circumstances. If we are not able to deal with your particular complaint, we can direct you to the organisation best placed to help you.

More Information

CSSIW have three main offices in Wales at Llandudno Junction, Merthyr Tydfil and Carmarthen.

Copies of our reports and inspections, along with more information about what we do is also available on our website.

Contact Us

We are keen to improve the way we do business, our inspection process, our practice and the quality of our reports. We can only do this by focussing on people. We are keen to listen to what you have to say and welcome your feedback.

Please contact us:

Through our website: www.cssiw.org.uk

Or by telephoning, emailing or writing using the contact details below:

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