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Mount Stuart Square  
Cardiff  
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Ein cyf / Our ref:

Eich cyf / Your ref:

Dyddiad / Date: : 23 June 2015

Dear Sarah

### **Formal Written Notice issued under the Commissioner for Older People (Wales) Act 2006: Additional Information Required**

Further to a telephone conversation on 16 June 2015 between Daisy Cole and Nigel Brown, Assistant Chief Inspector, I am writing to provide additional information in support of the evidence CSSIW has already provided in response to your report 'A Place to Call Home'.

#### **Will CSSIW involve older people in the development of the new framework for inspecting care homes?**

You will be aware that CSSIW is in the early stages of developing a new framework for inspecting registered services including care homes. Phase one of the stakeholder consultation has recently concluded which involved representatives of people using services, who are members of our National Advisory Board. A representative of the families covered by Operation Jasmine also attended our consultation event. CSSIW believe engaging and consulting with people using services is critical to support the development of the new framework and I can confirm phase two of our consultation process will involve wider engagement with older people living in care homes, their families and representative organisations.

#### **How will the proposed new inspection framework take account of the recommendation in A Place to Call Home, that a list of "never events" should be developed?**

The proposed inspection framework will include judgements that will, for the pilot in summer 2015, consist of four quality judgements, currently described as Excellent, Good, Adequate and Poor. CSSIW will continue to learn and adapt this approach over the next

eighteen months, taking into consideration feedback from the evaluation of planned pilots, ongoing discussions with the groups mentioned above and consideration of the pending changes in legislation together with the findings set out in your report, "A Place to Call Home".

CSSIW will also be developing guidance for inspectors to assist them in making their professional judgement as to the quality of the service they are inspecting. The guidance will draw upon the findings set out in your report "A Place to Call Home" and also include examples of "tipping points" between judgements. When services are judged to be "Poor", CSSIW will instigate its enforcement pathway which can include serving a Non Compliance Notice or making the service a "service of concern". When services are deemed to be a "service of concern", action may include taking steps to cancel registration

**Will the proposal to change the theme in the new inspection framework from "quality of life" to "supporting well being" change the emphasis placed upon the experience of individuals who use services?**

Whilst the current theme entitled "quality of life" will change within our inspection framework to "supporting well being", people's quality of life and their experience of using services will be the focus of this theme and continue to remain the core element of our inspection framework and integral to all our work.

**How will CSSIW involved people including older people in its national and thematic reviews and inspections?**

CSSIW is committed to involving people who have experience of using services in its inspection work. A current example where we are involving people who use services in our work is the forthcoming national review of services for adults with learning disabilities. CSSIW will be commissioning a third sector organisation to work alongside inspectors to engage with adults who have learning disabilities to ensure their voice and experience is central to the review and reflected in the final report. CSSIW will adopt the same approach to involving older people in its national and thematic inspections and reviews when this is appropriate.

If you have any further queries regarding the additional evidence CSSIW has submitted please do not hesitate to contact my office.

Yours sincerely



Imelda Richardson  
**Chief Inspector**  
CSSIW – Care and Social Services Inspectorate Wales

cc Daisy Cole