

Ein cyf / Our ref: **ATISN-11943**

Dyddiad / Date: 21 February 2018

Dear ,

ATISN-11943: Request for Information

Thank you for your request which we received on 24 January 2018 for information regarding care homes in Wales.

You asked for:

- Details of care homes which are currently listed as a service of concern with CSSIW.
- Details should include the care home name, reason why they are listed, how long they have been on the list, the local authority in which the care home is located, the number of residents, and service type (older or younger).
- If possible, please also confirm whether there are any residents receiving local authority funding for their residency and how much each care home receives from the local authority.

Please note that as of 15 January 2018, Care & Social Service Inspectorate Wales (CSSIW) changed name to Care Inspectorate Wales (CIW).

The information that you have requested in the first two points above is enclosed at Annex 1.

CIW does not collect or hold information regarding care home resident's funding so we are unable to provide you with the information requested in your third point above.

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:

Arolygiaeth Gofal Cymru (AGC)
Swyddfa Merthyr Tudful
Llywodraeth Cymru
Adeiladau'r Llywodraeth
Parc Busnes Rhydycar
Merthyr Tudful
CF48 1UZ
www.arolygiaethgofal.cymru

☎ 0300 790 0126
☎ 0872 437 7302
✉ ciw@gov.wales

Care Inspectorate Wales (CIW)
Merthyr Tydfil Office
Welsh Government
Government Buildings
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ
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.

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

or Email: FreedomOfInformationOfficer@wales.gsi.gov.uk

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

ATISN-11943 - Annex 1

List of care homes in Wales which are currently recorded by Care Inspectorate Wales as a Service of Concern (SOC) as at 19/02/2018.

Service Name	Local Authority	Service Type	Maximum Capacity*	Length of time listed as a SOC (days)	Pathway to service of concern**
Bridge House	Blaenau Gwent	Adult Care Home - Older	36	293	Non compliance
Gower Lodge Care Home	Swansea	Adult Care Home - Younger	12	189	Non compliance
Hafod House	Wrexham	Adult Care Home - Older	25	486	Non compliance
Island View	Vale of Glamorgan	Adult Care Home - Older	39	83	Non compliance
Llantrisant Care Home	Rhondda Cynon Taf	Adult Care Home with nursing - Older	38	299	Urgent enforcement action
Maestelo Care Home	Carmarthenshire	Adult Care Home - Younger	21	192	Urgent enforcement action
The Bay Nursing Home	Gwynedd	Adult Care Home - Older	30	306	Non compliance
Wepre Villa Care Home	Flintshire	Adult Care Home with nursing - Older	33	101	Non compliance
Weston House Care Home	Bridgend	Adult Care Home - Younger	35	74	Operating without registration

Please note:

This information was correct as at 19/02/2018 in order to provide the most up to date information, however, the situation with services that are listed as a service of concern does change frequently.

*CIW does not hold information regarding current occupancy in care homes. Therefore the figure provided in the Maximum Capacity column is the maximum occupancy that the service is registered for, not necessarily the number currently residing there.

**Further information regarding the reasons why these services are listed as a service of concern is available within the latest inspection report for the service which can be found on our website at <http://careinspectorate.wales/find-a-care-service/service-directory/?lang=en>

Services of Concern are those services where CIW has decided to pursue formal enforcement action; e.g. cancel a service's registration, impose conditions or pursue a criminal investigation. Typically these are services where there are serious concerns about

the impact on the well being and safety of people using the service and there has either been a failure to improve over time or a need to take urgent action.

- The number of Services of Concern is low at the present time (around 1% of care homes in Wales) and has been falling over time as CIW has systematically tackled poorly performing care services. The number suggests that the level of serious risk to people within the care home sector is low. It cannot however be read as an indication of quality.
- Our previous analyses suggest that half of Services of Concern improve as a result of enforcement action, the other half are sold to new providers or are closed. Most Services of Concern are resolved in a matter of months, some become delayed through protracted legal proceedings. CIW actively considers cancelling the registration of any service of concern after 12 months.
- The 2016 Act which comes into force in April 2018 strengthens CIW's powers and the accountability of providers. Services of Concern will still be identified and are likely to be subject to the new Service Improvement Notices which have been created under the Act.
- Services of Concern will be challenged to become re registered under the new Act as they will need to demonstrate they can comply with the new regulations.