

Dear

ATISN 18815 – Request for Information in respect of CIW's Feedback Surveys about care homes for older people in Wales.

Thank you for your request for information received on 05/08/2023.

You asked for the following information about CIW's feedback surveys for care homes for older people in Wales:

1. *For how long has CIW invited Feedback in this format on its website?*
2. *Prior to using Feedback Surveys on the CIW's website, how would people provide feedback?*
3. *Do the Feedback Surveys provide CIW with more information than the previous method? If so, is this regarded as better information?*
For the most recent year for which you have data:
4. *What percentage of Feedback Surveys on the CIW website came from (a) residents, (b) family, friends, carers and (c) staff?*
5. *Were these percentages broadly in line with expectations based on the previous system?*
6. *What percentage of Feedback Surveys from (a) residents, (b) family, friends, carers and (c) staff expressed negative feedback?*
7. *Did (a) residents, (b) family, friends, carers or/and (c) staff use the website Feedback Surveys for complaints or urgent concerns rather than Feedback about a care home? If so, which group ... (a) residents, (b) family, friends, carers or (c) staff ... submitted the highest percentage of complaints or urgent concerns via their Feedback Surveys?*
8. *What percentage of Feedback Surveys were submitted anonymously? What percentage of Feedback Surveys from (a) residents, (b) family, friends, carers and (c) staff were submitted anonymously?*
9. *Does CIW regard Feedback Surveys as key to eliciting useful information which might otherwise be unavailable?*
10. *Was the Feedback Surveys initiative designed in-house by CIW?*

Our Response

We have considered your request under the Freedom of Information Act 2000. The information we can provide is set out below.

1. For how long has CIW invited Feedback in this format on its website?

CIW has invited feedback via the website in its current format since May 2021.

2. Prior to using Feedback Surveys on the CIW's website, how would people provide feedback?

People using services, relatives and representatives were consulted during inspection and via paper surveys provided to them during the inspection visit. These were also extended to staff and other visitors e.g., social workers and health staff. We continue

to engage with people during inspection but also collect feedback by providing links to the website feedback form. Providers will also print these for people where needed.

3. Do the Feedback Surveys provide CIW with more information than the previous method? If so, is this regarded as better information?

We are now receiving more responses than previously. The feedback surveys provide CIW with aggregated information which gives us an overview of regulated services across Wales. Where the person completing the survey provides the name of the service, this gives us valuable information about that service which informs our inspections.

4. What percentage of Feedback Surveys on the CIW website came from (a) residents, (b) family, friends, carers and (c) staff

We are currently unable to disaggregate the data by different care home types. The information for all care homes for older people, younger adults, and children is reviewed as a whole.

For the period 1st Jun 2022 to 31 May 2023 the following number of responses were received via our website survey relating to all care homes services (including younger adults and childrens homes):

- (a) Residents: 113 (7%)
- (b) Family, carers & friends: 256 (16%)
- (c) Staff: 1197 (76%)

5. Were these percentages broadly in line with expectations based on the previous system?

As the previous system was paper based and retained at individual service level, we are unable to extract the data required to make this comparison.

6. What percentage of Feedback Surveys from (a) residents (b) family, friends, carers and (c) staff expressed negative feedback?

Please note this includes feedback relating to all care homes services (including younger adults and Childrens homes):

- (a) For residents feedback surveys, 17% expressed negative feedback to at least one question.
- (b) For family, friends and carers, 18% expressed negative feedback to at least one question.
- (c) For staff, 20% expressed negative feedback to at least one question.

7. Did (a) residents, (b) family, friends, carers or/and (c) staff use the website Feedback Surveys for complaints or urgent concerns rather than Feedback about a care home? If so, which group (a) residents, (b) family, friends, carers or (c) staff, submitted the highest percentage of complaints or urgent concerns via their Feedback Surveys?

CIW's website directs people to the electronic concerns process. The webpage on which the surveys are hosted directs users (via a link) to our online concerns information page and a link to report concerns.

In respect of concerns, the following is included in CIW's 2021/22 Annual Report.

We have seen an increase in the number of concerns raised with us over the past two years. This mainly relates to adult and children's care homes and domiciliary support services. In the last year there has been a 23% rise in concerns reported to us and whilst we have continued to see a rise in relation to adult care home services, one of the most significant increases relates to care homes for children (44%).

In 2021–22 the number of concerns raised with us about staffing rose to more than double the pre-pandemic level across adult and children's services (from 187 in 2019–20 to 396 in 2021–22). This may be due to the impact of staff self-isolation during the pandemic and general recruitment and retention pressures in social care.

While just over half of concerns were raised by professionals, relatives and visitors, the number of concerns from staff working within regulated services has increased by 152% from pre-pandemic levels (from 492 in 2019–20 to 1,238 in 2021–22). Many of the concerns raised by staff were in relation to the impact of work pressures and decreased staffing on their ability to provide good quality, safe care.

I include the link to the report: [Annual report 2021-2022 | Care Inspectorate Wales](#)

8. What percentage of Feedback Surveys were submitted anonymously? What percentage of Feedback Surveys from (a) residents, (b) family, friends, carers and (c) staff were submitted anonymously?

All feedback surveys are submitted anonymously.

9. Does CIW regard Feedback Surveys as key to eliciting useful information which might otherwise be unavailable?

Hearing the voice of people is a core part of our inspection activity. Feedback forms on our website are one way of increasing the amount of intelligence we have about individual services and the social care and childcare sector as a whole.

10. Was the Feedback Surveys initiative designed in-house by CIW?

Yes

Next Steps

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within forty 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: Freedomofinformation@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 the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely,