

Practice Guidance on Peer Review and Dip Sampling

Mae'r ddogfen yma hefyd ar gael yn Gymraeg.
This document is also available in Welsh.

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Introduction

Our reports are the public face of our work and it is essential they provide a clear and concise representation of our inspections. Peer reviewing and dip sampling of inspection reports are an integral part of CIW's quality assurance framework. All inspection reports are peer reviewed and peer reviewers make an important contribution to the quality of the final report.

1. Process steps informing the peer review checklist.

We undertake to draft and issue a report within 25 working days of carrying out an inspection. This timescale factors in writing, peer review and translation of the report.

In order to meet deadlines a report will need to be written and passed for review no later than 10 days after the last inspection activity and dip sampled no later than 15 days after inspection.

Before assigning a report for peer review, the inspector should be confident that the report follows the guidance, is an accurate and fair reflection of findings, is evidentially sound and is free from jargon, spelling, typos and grammatical errors.

The inspection record must be scanned to CASSi for reference. The reviewer will need to refer to this.

There is a national rota for peer reviewing. The inspector should check the availability of their peer reviewer and if they are absent from work speak with their own team manager so that alternative arrangements can quickly be made. Using CaSSI, the inspector will then assign the peer review task to the designated reviewer.

2. The peer reviewing process

Peer reviewing should be completed within two working days of receiving the report.

Peer reviewers should open the document via open/edit in ishare editing a new version of the document. They should use the 'Track Changes' and 'New Comments' tabs from the 'Review' toolbar button to make and amend the report and to add any comments, queries or suggestions of their own.

We need to retain each version during the drafting and peer review stages for auditing purposes. Inspectors and peer reviewers should always tick both the 'publish on release' and 'corporate value' boxes to retain their version on completion of their part of the process.

Once the report is reviewed the peer reviewer re-assigns the task back to the author. The inspector will consider the reviewed report in the light of any peer reviewer's amendments, comments and/or suggestions. There may be a need to discuss these with the peer reviewer and/or dip sampler where these are unclear. Face to face / skype meetings are encouraged as emails can be ambiguous. The author does not need to send the report back to the peer reviewer for a second review.

The attached peer review checklist is a tool to be used as a prompt so as to ensure all key areas are considered. It need not be saved but the peer reviewer should email a copy to the author of the report. Line managers may ask to see these from time to time.

3. Guidance for peer reviewing reports

The primary aim of the peer review process is to check the report has been written using the approach, style and content as outlined in the following documents:

- Inspection Guidance – for care homes and children's homes
- Inspection Guide for Childcare and Play
- Inspection frameworks for services registered under RISCA
- Practice guidance for report writing
- CIW style writing guide

Please ensure reviewing is completed alongside this guidance which can be found at the following link:

<https://careinspectorate.wales/how-we-inspect-adult-care-services> and
<https://documents.hf.wales.gov.uk/id:A16864129/document/versions/published>

For childcare and play inspection the relevant guidance can be found at this link:

<https://careinspectorate.wales/how-we-inspect-childcare-and-play-services>

Peer review involves more than simply reading an inspection report checking for stylistic, grammar or formatting issues. Peer reviewing should provide constructive challenge considering:

- what does this mean to people using the service? Does it make sense?
- is it written in plain English or Welsh?
- is the evidence triangulated?
- does the report identify the root cause of issues highlighted?
- have priority action notices been issued appropriately where the threshold has been met

- where a priority action notice is issued, has this been referenced in the report as per the practice guidance, and the detail recorded on the priority action notice.
- is it clear what rating is being given?
- is it anonymised to avoid a data breach?

Where the report does not adhere to the practice guidance for writing inspection reports, the peer reviewer should not re-write the report. They should instead identify the areas needing further consideration by referencing the relevant page/part of the guidance via a ‘new comment’.

Where the report is not written in plain language or contains statements that are unclear or open to interpretation, these should be highlighted by the peer reviewer as it is likely a member of the public will also be unsure of the content. Peer reviewers should avoid making changes to style or tone of reports based only on personal preference.

4. Dip sampling reports

Following the peer review process, one inspection reports per inspector will be dip sampled every quarter of the year by a team manager or senior manager. This will focus on the inspector’s report and the peer reviewer’s comments and changes. There is a CaSSI process for this which will ensure the dip sampler is able to assign themselves the task. The peer review checklist should be used for this task.

5. Peer review checklist for inspection reports

This checklist is designed to be a quick reference guide. It does not prompt reviewers on all matters in the associated guidance. **Peer reviewing must be completed with reference to the ‘Practice guidance for writing inspection reports’.**

Name of service:	CaSSI SIN no.
Date of inspection:	Scheduled
Report author:	
Person undertaking quality review:	
Date of review:	
Active offer Suggested wording is used in the box at top of report. Evidence in the themes supports the judgement made.	
Word count 200 for summary 400 for themes	
Summary of findings	

<p>An evaluative analysis clearly telling people the key findings. What is good, what needs improving and what is poor. We do not give a description of the home, its locality or name the people who are in charge of the service.</p>	
<p>Themes</p> <ul style="list-style-type: none"> • Answers the question posed by the line of enquiry/question/wellbeing outcome • Evidences how we know this <p>Uses present tense unless it is obvious it happened in the past e.g. staff told us</p> <p>Uses evaluative words that reflect rating that was given/would be given.</p> <p>Evidence is triangulated (this may be in the record).</p> <p>Fair and balanced, recognising strengths as well as areas for improvement.</p> <p>No spelling errors and typos</p> <p>Report is anonymised to ensure it does not include any names or identifying narrative in order to avoid data breaches. This does not apply to registered persons (<i>CPP</i>).</p>	
<p>Principles of plain writing</p> <ul style="list-style-type: none"> • Uses short sentences • Written clearly and simply • Uses familiar words, no jargon– write the way we talk • Avoids unnecessary words • Uses active voice not passive voice • Written to express not impress • Report refrains from giving advice 	