



Who regulates Mencap services?

Most Mencap services are regulated which means that an external body checks the quality and safety of the support that we provide. Regulation helps us to continually challenge ourselves to be better and to strive for excellence in our work.

Regulators vary across our regions with separate regulators for England, Wales and Northern Ireland.

Services in Wales

Care Inspectorate Wales (CIW)

What is CIW?

CIW is the independent regulator of social care and childcare in Wales. They register, inspect and take action to improve the quality and safety of services for the well-being of the people of Wales.

What does CIW do?

During an inspection, inspectors will check the service being delivered in a variety of ways. This may include:

- Talking and listening to people we support
- Observing people being supported
- Talking and listening to families of people we support
- Talking and listening to Mencap colleagues
- Talking and listening to the manager and visiting professionals of the service
- Reading relevant policies and records
- Giving out questionnaires to people, professionals and families where appropriate
- Looking at and reporting if a service is provided in Welsh without someone having to ask for it. This is known as the 'Active offer'

CIW identify any requirements and/or recommendations for improvements to the service in their inspection reports.

Inspection reports are published on CIW's website: <http://careinspectorate.wales/our-reports/regulated-reports/?lang=en>

How families are involved

Inspectors will talk and listen to the families of people we support during the inspection. They may also ask families to complete a questionnaire prior to the inspection taking place.

Contact details

Should you wish to contact CIW, you can do so by:

Telephone: 0300 7900126

Website: www.ciw.org.uk

CIW also have an online contact form: <https://careinspectorate.wales/contactus/?lang=en>

