

Mark Drakeford AC/AM  
Minister for Health & Social Services  
Ty Hywel  
Cardiff Bay  
Cardiff  
CF99 1NA

Ein cyf / Our ref:

Eich cyf / Your ref:

Dyddiad / Date: 12 November 2015

Dear Minister

The Care and Social Services Inspectorate Wales (CSSIW), as the regulator and inspector of social care, social services, childcare and play, are pleased to provide independent evidence and professional advice to inform Welsh Government policy on the future regulation of Extra Care.

You asked that CSSIW consider the merits of whether the provision of Extra Care should be a service that is regulated under section 2 (and schedule 1) of the Regulation and Inspection of Social Care (Wales) Bill (the RISC Bill). I can confirm that all personal care provided to people living in their own homes, including Extra Care accommodation, is regulated by CSSIW as domiciliary care and inspected annually.

In addressing this task, we have undertaken detailed analysis of all the intelligence available to us. We have consulted with the Welsh Government Regulator for Extra Care under the Registered Social Landlord Scheme and local authorities.

Having considered all the information available, it is our firm view that there is currently no evidence that people residing in Extra Care are in need of additional protection. CSSIW does not, at this point in time, feel that requiring regulation of Extra Care within the list of care and support services, that will be regulated under the RISC Bill will improve the well-being outcomes for people living in these facilities.

Moreover, it is our view that Extra Care is one of a range of service models that enables people to live independently in their community and to have the benefit of accessible care solutions to address their needs. This is, for many people, a positive choice and, where necessary, for them to receive safe care and support services at the same time.

Extra Care also supports prudent healthcare and the aims of the Social Services and Well-being (Wales) Act to promote preventative and community support to enable people to live independently. Our annual review and evaluation of the performance of local authorities' social services show positive progress and innovative approaches including Extra Care to support people to live independently.

Individuals in Extra Care who are in need of care and support are also in receipt of domiciliary care services that are regulated and inspected by CSSIW. This includes commissioned services monitored by a local authority, and privately purchased care through a registered agency. There are currently 400 domiciliary care providers registered with CSSIW, 38 of these describe themselves as providing "supported living" that may include Extra Care. In addition to the provision of regulated care, people in Extra Care also receive care and support from a range of professionals and bodies including local health boards.

There are 37 Extra Care schemes operated by Registered Social Landlords (RSLs) in Wales offering some 1,700 flats for older people. A further five schemes are on site which will provide an additional 230 flats for older people. From a housing perspective, each scheme has been approved by the Housing Funding Team within Homes and Places who ensure all schemes meet Welsh Government design and value for money criteria. The Regulation Team in Housing Policy within Welsh Government regulate the RSLs. Any personal care required is provided by domiciliary agencies whose staff go into the scheme as part of their contractual agreement. This is effectively providing care to a person living in their own home. A number of agencies may be visiting the same scheme in any one day.

CSSIW encourages the public and professionals to tell us about any concerns which they may have. Last year we received 2,870 concerns that related to 1088 services. However, our information indicates that none of these were directly related to a concern about Extra Care accommodation. In addition, of the 4,301 referrals made to local authorities for the Protection of Vulnerable Adults, 35<sup>1</sup> are categorised as sheltered accommodation (warden) that may include Extra Care.

Welsh Government officials responsible for RSLs Extra Care provision have spoken to scheme managers, who have confirmed that they are not aware of any concerns or incidents arising from these settings.

CSSIW has also drawn on the experiences of other UK regulators (Care Quality Commission, Care Inspectorate Scotland, and Northern Ireland) across the four nations of the United Kingdom, where Extra Care is not a regulated care service. These regulators continue to analyse information and intelligence to determine if Extra Care should be regulated. The UK regulators have confirmed that they have no immediate plans to regulate Extra Care.

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<sup>1</sup> Source: Welsh Government statistics - PVA2 data collection

Looking to the future, and CSSIW's implementation of services regulated under the RISC Bill, we will be developing a new model of regulation and inspection for domiciliary care. This will be more responsive to the range and circumstances of independent accommodation settings where domiciliary care is provided and will place greater emphasis on people's views about their quality of life and experience of care. CSSIW is currently undertaking a national review of domiciliary care services in Wales and will report our findings next spring. This work will be important to inform the future operating model that will be implemented under RISC Bill in 2017

However, CSSIW recognises the concern raised by the Health and Social Care Committee in relation to the safeguards of people living in Extra Care, in particular that they and others who support them are clear about the actions they must take to report any concerns. CSSIW, in collaboration with Welsh Government officials responsible for Extra Care and safeguarding, will develop bespoke information, advice and guidance for people living in Extra Care to explain who they can approach for help and advice. We plan to have this available from April 2016.

To reaffirm our view, CSSIW does not recommend regulation of Extra Care at this juncture. Should CSSIW identify provision of care and support to people whose safety and well-being would be best met through regulation, including future provision of Extra Care, we will report the findings and make robust representation to Welsh Government to take action through regulation to extend the meaning of regulated services under section 2 of the RISC Bill.

Yours sincerely



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