PODPLAN

Find care services and read CIW reports

A practical guide for Wales

Care Inspectorate Wales (CIW) registers and inspects care services in Wales. Its online directory helps you check a care home or domiciliary support service, read reports and see published ratings.

Start here: digital.careinspectorate.wales/directory

1. Search the directory

Under **Care type**, choose **Care Homes for Adults** or **Domiciliary Support Service** for care at home. Add a service name, a location, or both, then select **Search**.



Choose the care type. Enter a service name if you already know it.



Use Location if helpful, then select Search. Source: CIW, captured 17 November 2026.

2. Check the matching results

Use the filters to refine your list. Match the address and postcode before opening a service. If a name produces no results, try a shorter distinctive part of it.

For care at home, the office address is not a map of the area served. Ask the agency whether it covers your postcode and can provide the support you need.

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Check the details and open the report

3. Confirm the service is suitable

- Check the service name, operator and address.
- Look at who it supports, whether nursing care is provided where needed, and the languages offered.
- Read the registration details and any conditions. Ask the provider to confirm it can meet your particular needs.

4. Expand Inspection reports

Open the **Inspection reports** section on the service page. Check the stated inspection visit date, then select the latest report link to open the PDF. Earlier reports may also be available.



Example: the inspection visit date sits above the PDF link. Source: Hollies Care Home profile on CIW, captured 17 November 2026.

5. Read each relevant rating

Published ratings for care homes and domiciliary support services began in April 2025. CIW rates the relevant inspection themes rather than awarding one overall provider rating.

The themes are **Well-being**, **Care and Support**, **Environment** and **Leadership and Management**. Environment does not apply to services that do not provide accommodation, such as domiciliary support.

An “information updated” date on the profile is not the inspection date. Check the visit date and the report itself.

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Use ratings and reports to guide your questions

For care homes and domiciliary support, CIW uses these rating labels for the relevant themes:

Excellent	Read what is working particularly well.
Good	Read the strengths and any improvements identified.
Requires improvement	Check the issues and the improvements expected.
Requires significant improvement	Read the concerns and any priority action closely.

Some services may not yet show ratings from the newer system. Read the report and ask CIW or the provider if you cannot find the information.

Before you choose

- Read the full report, including any areas for improvement or priority action notices. Look at earlier findings for repeated concerns.
- Ask what has changed, when action was completed and how improvements have been checked.
- Visit the home or speak to the agency. Confirm suitability, language needs, availability, care arrangements and fees.

Official links

CIW: care service directory

CIW: ratings for care homes and domiciliary support

CIW: inspection themes and ratings (Code of Practice)

Need a hand? Contact PodSupport for help finding the right guidance or working through these steps.

Website screens and instructions checked on **17 November 2026**. Layouts and published findings may change. Service examples explain the website; they are not recommendations.

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