



## Information for people providing services

### What is CSIW?

The Care Standards Inspectorate for Wales (CSIW) is here to make sure that services meet the standards which the public expects. In addition to regulating services such as care homes, nurses agencies and day care services for children, CSIW will be regulating **domiciliary care services** from 1st March 2004.

### What is *domiciliary care*?

Domiciliary care is the provision of personal care services to individuals in their own homes.

### What does *domiciliary care* not include?

Domiciliary care does not include services provided in a care home or the wider support services individuals may receive in their own home such as those **solely** providing ironing, cooking or cleaning.



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### **What does regulating domiciliary care services mean?**

The National Assembly for Wales has made regulations and set national minimum standards for domiciliary care services. They describe the way in which services must be provided. They cover such things as the quality of care, the training of managers and care workers and how staff can raise a concern or make a complaint.



## **What you need to know**

### **Which service providers will be regulated?**

The regulations and national minimum standards will apply to you if you arrange to provide domiciliary care services. This is irrespective of whether or not you charge for the service and could, in some circumstances, include supported housing settings. Individuals who arrange to provide care to 3 or fewer people, may be exempt from regulation.

### **How do I register?**

Existing service providers will need to submit an application to CSIW in order to register by 31st May 2004. CSIW will provide you with a registration pack which will include information about fees and what regulation entails.

### **What will happen if I do not register?**

You will be breaking the law if you provide a service which is covered by the regulations and you are not registered. CSIW will work with service providers to advise them on how to meet the requirements.

***If you are in any doubt about whether or not you need to register, you should contact your CSIW regional office.***



## Contact Details

### How can I contact CSIW?

If you need to contact CSIW you can get in touch with your regional office:

**CSIW Vale & Valleys**

Tel: 01443 848527

**CSIW South West Wales**

Tel: 01792 310420

**CSIW Cardiff**

Tel: 029 20 478600

**CSIW West Wales**

Tel: 01267 223467

**CSIW North East**

Tel: 01352 707900

**CSIW South East**

Tel: 01495 766500

**CSIW North West**

Tel: 01286 662300

**CSIW Mid Wales**

Tel: 01597 829319

Alternatively, you can write to  
CSIW's National Office:

**CSIW – National Office**

4-5 Charnwood Court,  
Heol Billingsley,  
Nantgarw CF15 7QZ

There are a number of voluntary organisations which you can speak to for further advice and support.

Care Standards Inspectorate for Wales

