



Angela Kerr
Chair
BABICM

Karen Burgin
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Ein cyf / Our ref: BY/SC

Dyddiad / Date: 22 October 2019

Dear Angela and Karen,

Re: Case Management Services operating in Wales

Thank you both for meeting with me and Sarah Cullen (Head of Registration and Enforcement) via telephone conference on 11 October 2019. The meeting was arranged to discuss the service provided by Case Management Services in Wales and to establish if these services need to register with Care Inspectorate Wales, under the Regulation and Inspection of Social Care (Wales) Act 2016 ('the Act').

On the basis of the information you provided to us during our discussions about Case Management Services, it was evident that such services are likely to fall within the definition of a Domiciliary Support Service. However, it is important to note that each Case Management Service is likely to vary in terms of what is being provided and therefore whether they are required to register.

A Domiciliary Support Service consists of the provision (or making arrangements for the provision) of care and support to people who are unable to provide it for themselves because of their vulnerability or need and is provided to the person where they live.

"Care" means the day to day physical tasks and needs of a person being cared for and the mental processes associated with those tasks or needs, for example eating, washing and administering medication and remembering to eat, wash and take medication.

"Support" means counselling, advice or other help, provided as part of a plan prepared for the person receiving support by either a local authority, service provider or other person

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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and responding in Welsh will not lead to a delay in responding.

providing care and support to the person. This includes support with tasks such as shopping and cleaning.

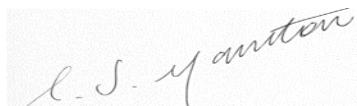
The Practice Note on the interpretation of Care and Support at Annex 1 of our 'Regulation and Inspection of Social Care (Wales) Act 2016 - Registration Guidance' ([guidance](#)) sets out some of the activities likely to fall into the definitions of care and support. A service providing only support will be exempt from the definition of a domiciliary support service.

Where the service being provided by a Case Management Service provides care within the definition set out above, consideration will need to be given in relation to whether the service has an ongoing role in the direction or control of the care and support provided. In circumstances where there is no ongoing role in the direction or control of the care and support provided, these services are exempt from registration. Annex 4 of our Registration Guidance sets out what constitutes an ongoing role.

During our discussion you provided examples of services being provided that are likely to fall within the definition of a Domiciliary Support Service. However, we recognise that the service being provided by Case Management Services may differ and each service will need to be considered by CIW so on an individual basis. Operating a Domiciliary Support Service without being registered to do so is an offence under the Act. CIW take a proportionate approach to enforcement action and would encourage all providers unsure of whether registration is required to contact our registration team for advice via e-mail: ciwregistration@gov.wales or alternatively telephone us on 0300 790 0126.

I hope this information provides you with adequate detail for you and your members to make an informed decision as to whether case management services fall to be registered with CIW or not. If you should wish to discuss this matter further, please do not hesitate to contact me.

Yours sincerely,



Barrie Yarnton

Enforcement Team Manager

Useful links:

[Regulation and Inspection of Social Care \(Wales\) Act 2016](#)

[The Regulated Services \(Service Providers and Responsible Individuals\) \(Wales\) Regulations 2017](#)