

# CIW Compliance Checklist for Domiciliary Care Managers

Care Inspectorate Wales (CIW) expects providers to evidence strong governance across four domains. This checklist gives care managers a practical tool to monitor their service, prevent risks, and stay inspection-ready.

## Well-being

- Evidence that service users are involved in care planning and reviews.
- Monitor satisfaction through compliments, complaints, and feedback forms.
- Ensure dignity, respect, and choice are central to daily practice.

## Care and Support

- Confirm risk assessments and care plans are up to date and reviewed regularly.
- Audit medication records and MAR charts for errors or gaps.
- Track incidents and safeguarding referrals — ensure timely follow-up and reporting to CIW where required.

## Leadership and Management

- Monitor staff training compliance (safeguarding, manual handling, medication, infection control).
- Track supervision, appraisals, and spot checks — evidence support and accountability.
- Ensure staff contracts, right-to-work documents, and DBS checks are current.
- Keep governance records (policies, audits, action plans) up to date.

## Environment

- Ensure rotas support safe staffing and continuity of care.
- Evidence that lone working policies and on-call systems are in place.
- Track safe use of equipment (hoists, wheelchairs) and vehicle checks where relevant.

Use this checklist weekly or monthly to strengthen your monitoring framework. It supports continuous improvement and ensures you can provide evidence across all four CIW domains during inspection.

# CIW Compliance Checklist for Care Staff

This checklist is designed for frontline care staff. It focuses on daily good practice that protects service users and ensures compliance with CIW expectations.

## Well-being

- Always treat service users with dignity and respect.
- Offer choice wherever possible (meals, routines, activities).
- Report and record any concerns raised by service users or families.

## Care and Support

- Follow each service user's care plan and update notes after every visit.
- Check risk assessments before providing care and follow any safety measures.
- Record medication given accurately and immediately (MAR charts).

## Leadership and Management

- Attend all required training sessions and refreshers.
- Take part in supervisions and appraisals – they are for your development.
- Report any issues with equipment, staffing, or care immediately to your manager.

## Environment

- Follow lone working and on-call procedures.
- Check that equipment used (hoists, wheelchairs) is safe and report faults.
- Keep accurate records during visits to evidence safe care.

Following this checklist helps protect service users, supports your team, and ensures your service is always working to CIW standards.