

Cc: [redacted] NR Tracey Cooper (Public Health Wales - No. 2 Capital Quarter) <[Tracey.Cooper3@wales.nhs.uk](mailto:Tracey.Cooper3@wales.nhs.uk)>; Street, Andrea (HSS - Social Services & Integration) <[Andrea.Street@gov.wales](mailto:Andrea.Street@gov.wales)>; Gill Richardson (Public Health Wales - No. 2 Capital Quarter) <[Gill.Richardson2@wales.nhs.uk](mailto:Gill.Richardson2@wales.nhs.uk)>; Atherton, Frank (HSS - Chief Medical Officer) <[Frank.Atherton@gov.wales](mailto:Frank.Atherton@gov.wales)>; Heaney, Albert (HSS - Social Services & Integration) <[Albert.Heaney@gov.wales](mailto:Albert.Heaney@gov.wales)> [redacted] NR [redacted] HSS - Social Services & Integration) <[\[redacted\]@gov.wales](mailto:[redacted]@gov.wales)>; Baranski, Gillian (CIW - Chief Inspector) <[Gillian.Baranski@gov.wales](mailto:Gillian.Baranski@gov.wales)>  
**Subject:** RE: Advice letter to care homes

Hi all,

I can see this will go out from the Chief Medical Officer and Deputy Director General of Social Services and Integration. I have provided some comments on this letter and detailed notes on the guidance. Thank you for the opportunity to contribute.

I think it is worth thinking about how this will land and what key message the providers will take from it, particularly if it goes out on its own i.e. not alongside the more detailed guidance. The letter includes many useful messages which providers will have had before around, for example staff with symptoms and the management of that. The thing that is likely to jump out for them is the message around accepting patients from hospital including those that may have COVID-19.

Providers have a responsibility (and legal duty) to make the decision whether they can care for and meet a person's needs taking into account the resources and facilities they have and the needs of the existing residents living at the home, before they agree to provide care. If providers ask, this is the advice we will be giving them. This is because our experience of care homes that get into difficult or fail is they have accepted into the home residents with complex needs that they can't meet safely.

I think it is quite tricky to align the two messages (which could be seen as contradictory): one for citizens at high risk needing to be shielding in the community, and one where care home providers are being encouraged to accept patients with Covid 19 into a home where many other high risk people live and there may be no existing cases of Covid 19. What might families say if the virus was to spread in such a care home?

I appreciate these are very difficult times but I do think this is an important consideration.

Many thanks

**Margaret Rooney**

**Dirprwy Brif Arolygydd / Deputy Chief Inspector  
Arolygiaeth Gofal Cymru (AGC) / Care Inspectorate Wales (CIW)**

[redacted] Irrelevant & Sensitive

**E-bost / E-mail:** [margaret.rooney@gov.wales](mailto:margaret.rooney@gov.wales)

[www.arolygiaethgofal.cymru](http://www.arolygiaethgofal.cymru) / [www.careinspectorate.wales](http://www.careinspectorate.wales)

**Twitter:** [@arolygu\\_gofal](https://twitter.com/arolygu_gofal) / [@care\\_wales](https://twitter.com/care_wales)

**Mynwch gael ein cylchlythyr / Get our newsletter**

Mae'r e-bost hwn wedi'i fwriadu ar gyfer y derbynnydd(ion) yn unig a gall gynnwys gwybodaeth gyfrinachol. Os ydych chi'n credu eich bod wedi derbyn yr e-bost hwn mewn camgymeriad, a wnewch chi ei ddileu a hysbysu Arolygiaeth Gofal Cymru trwy anfon e-bost at [CIWInformation@llyw.cymru](mailto:CIWInformation@llyw.cymru). Ni ddylech gopïo, defnyddio na datgelu cynnwys yr e-bost hwn heb ganiatâd Arolygiaeth Gofal Cymru. I ddarganfod sut mae Arolygiaeth Gofal Cymru yn defnyddio ac yn storio gwybodaeth bersonol, darllenwch ein [AGCHysbysiad Preifatrwydd](#)

This email is intended for the addressee(s) only and may contain confidential information. If you believe that you have received this email in error, please delete it and notify Care Inspectorate Wales at [CIWInformation@gov.wales](mailto:CIWInformation@gov.wales). You