

Date: 10 March 2020

Dear Colleague

Coronavirus (COVID-19)

We are writing to share an update on how we are responding to the outbreak of COVID-19, as well as how we plan to approach any future decisions as the situation develops.

We will always act in the best interests of people who use services – so while it's appropriate to recognise the need for local authorities to focus on arranging care and for providers on delivering care, we will always balance this with our responsibility to check that the safety of service users is maintained.

This is a fast-moving situation which may involve us changing what we do and how we do it. We have, therefore, established three key principles that we will use to make sure services continue to be safe, whilst limiting the impact on you and our own colleagues.

- we will be focusing our activity where it is needed most to ensure people receive safe care – this means concentrating on those areas where we see that the risk to the quality of care is the highest and where we can make the biggest difference
- we will support local authorities and providers by looking at how we can act flexibly and proportionately to reduce the asks that we make of you
- we will honour our duty of care to our colleagues in CIW

We will still be carrying out inspections, but we will be reviewing inspection plans on an ongoing basis to make sure our activity is aligned with the very latest position. Most inspections will continue as planned in the short term, we will keep the position under review and may decide to postpone our local authority inspection or focused activity at short notice.

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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir 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 corresponding in Welsh will not lead to a delay in responding.