

ASSURANCE ACTIVITIES

HIW inspects NHS services and regulates independent healthcare providers to check people receive safe, high-quality care. By assessing services against standards, policies, guidance, and regulations, we identify areas for improvement and drive positive change. Our assurance activities help us review healthcare in Wales through risk-based and intelligence-led inspections and monitoring, investigating concerns, and conducting reviews. Find out more below!



Our healthcare inspections can be announced or unannounced. We check if services comply with regulations, meet healthcare standards, and follow policies and guidance.

Inspections



We undertake a programme of reviews to assess the quality, safety, and effectiveness of healthcare services in Wales. We also work with other regulators to ensure comprehensive oversight and assurance.

Reviews



We listen and effectively manage concerns received about healthcare services and support staff whistleblowing to ensure everyone's voice is heard.

Have your Say



We use our internal intelligence function to direct our work at areas of highest risk to patients.

Intelligence