

Annual Report 2024-2025



Healthcare Inspectorate Wales (HIW) checks the safety and quality of healthcare across Wales.



We have published our annual report for 2024-2025. This report shows what we did over the last year.

Hard Words

Hard words are shown in **blue**. We explain them in a blue box under the sentence. You can also find all the hard words on page 6.



What we did

- We visited 163 NHS and private healthcare services.
- We listened to:
 - 3,407 people who use services, carers, and the public.
 - 1,657 health care staff members.





What we found

More people are speaking up



- We got 743 concerns - 21% more than last year.
- **Whistleblowing** went up by 36%.



Whistleblowing is when someone who works in a service tells someone in charge that something is going wrong. They might be worried that people are not safe or that rules are not being followed.

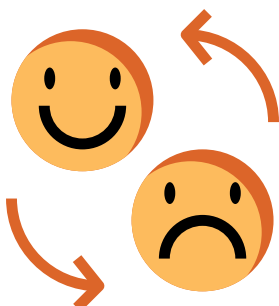


- These often show problems with how services are run and how staff are treated.



NHS services are under pressure

- Some services are not always giving safe care.



- Sometimes things get better but then go back to how they were before.



- Sometimes there are not enough staff and some services are finding it hard to give good care.



Private healthcare is growing, but not always safely

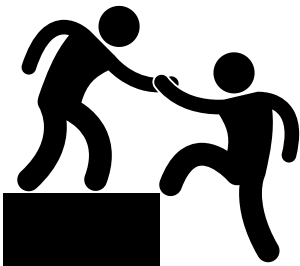


- We had to take action more than ever before.

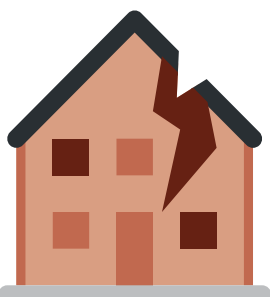


- Some new services might not know all the rules yet.

They may need help to learn how to keep people safe



Mental health services need to get better



- Some buildings are not safe or good places to give care.



- There are not enough staff.



- These problems affect people's care.



What we did

- We took action against unsafe services.



- We told Welsh Government about serious problems.

- We started **criminal investigations**.



A **criminal investigation** is when the police or another official group look into something very serious. They check if a crime has happened and if someone has broken the law.



- We let services know how to improve.



Listening makes a difference

We are using what people tell us to make things better.



What we will do

Everyone in Wales should get care that is safe and good.



HIW will keep checking the safety and quality of healthcare across Wales.

Hard words

Some words in this document might be hard to understand. This page explains what those words mean in a simple way.

Whistleblowing



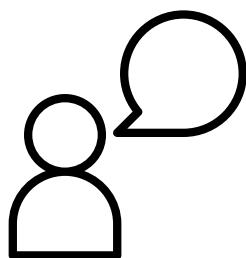
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Criminal investigation

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How to contact HIW



If you would like more information, or would like to complete this survey in another way, please contact us.



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