



# Easy Read Our Strategy 2026–2030

## What is this about?



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



This Easy Read is about HIW's **Strategy** for 2026 to 2030.

A **strategy** is a plan. It explains what we want to do and how we will do it.

## Hard Words

**Hard words** will be highlighted in **blue**, and a description will be in a box under the sentence. All hard words are also explained on page 15.

# Who We Are



We are **Healthcare Inspectorate Wales**, also called **HIW**.



**HIW** checks the safety and quality of healthcare across Wales.



We are **independent**.

**Independent** means that Welsh Government, the NHS, or healthcare providers do not tell us what to do.

# What We Do



We check that healthcare is:

- safe



- **Effective**

**Effective** means something works well.



- **High quality.**

**High quality** means something is good and works the way it should.



We:

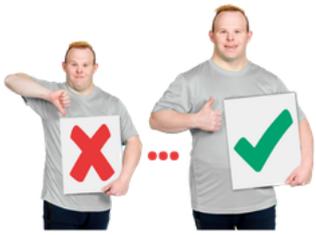
- visit services to check they are safe



- listen to people's concerns and act when needed



- share good practice



- help services improve



- work with other organisations



- use what people tell us to understand risks.

## Our Purpose



Our **Purpose** is the reason we exist.

Our **purpose** is to check the safety and quality of healthcare in Wales.



## Our **Vision**

A **Vision** is what we want the future to look like.



Our vision is a future where healthcare in Wales is safe, effective, and **high-quality** for everyone.

**High-quality** means something is good and works the way it should.



## Our Values

Our values guide how we work every day.

We are:

- **Independent**



**Independent** means that Welsh Government, the NHS, or healthcare providers do not tell us what to do.



- **Objective**

**Objective** means we use facts and evidence.



- **Decisive**

**Decisive** means we act when healthcare is not good enough.



- **Inclusive**

**Inclusive** means we respect **equality** and **diversity**.



**Equality** means everyone is treated fairly.

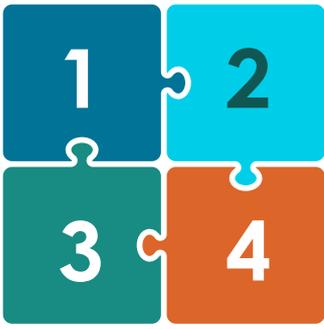


**Diversity** means people are not all the same, and that is a good thing.

- **Proportionate**

**Proportionate** means we focus on what matters most.





# Our Four **Priorities**

We have written down four important things for our strategy. These are called our **priorities**.



## 1. Putting People First

We want to:



- understand your experiences



- make it easy for you to tell us what matters to you



- challenge unfairness in healthcare



- use information well to understand risks



- help people know who we are and how to contact us.



## 2. Learning and Working Together

We want to:



- work closely with partners

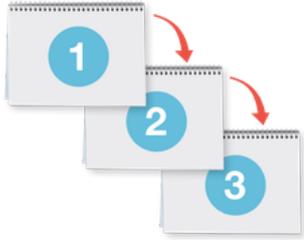


- share learning from our **inspections**

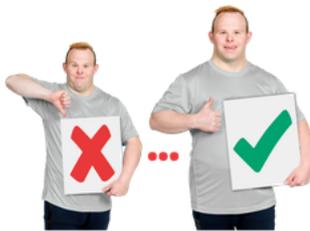
An **inspection** is when we visit a service to check how well it is working.



- involve patients, carers, and staff



- plan reviews based on what matters most



- check that services improve after our visits.



### 3. Investing in Our People

We want to:



- support our staff



- help staff learn new skills



- use digital tools to work in a better way



- create a positive and **inclusive** workplace.



**Inclusive** means we respect **equality** and **diversity**.



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#### 4. Taking Action That Matters

We want to:

- act quickly when care is unsafe



- give clear advice



- check that services make changes



- publish clear information about what we found



- listen to concerns to protect people.



# Welsh Language in Health and Care

We support the **Welsh Language Active Offer**.

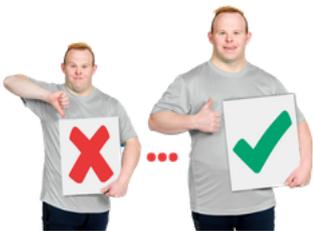


The **Welsh Language Active Offer** means that you should be able to use Welsh in health services without asking.

We:



- look for good Welsh language support



- tell services how they can improve



- share good examples with others.

# How We Work

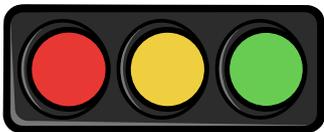


We have systems to make sure we do our work well.

These include:



- checking our progress



- reviewing risks each month



- planning long-term work



- responding quickly to safety issues.

# Conclusion



We want to make healthcare safer and better for everyone.

We will keep:



- listening to people



- helping to make things better



- making sure services do the right thing



- Sharing what we learn so services can improve

# Hard words

## Hard Words

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



### Strategy

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## Purpose

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## Vision

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## Objective

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## Decisive

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## Inclusive

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## Equality

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## Diversity

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## Proportionate

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## Priorities

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## Inspection

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## Welsh Language Active Offer.

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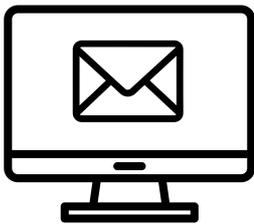


## How to contact HIW

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Mae'r ddogfen hon ar gael yn Gymraeg hefyd / This document is also available in Welsh.

Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg / We welcome correspondence and telephone calls in Welsh.