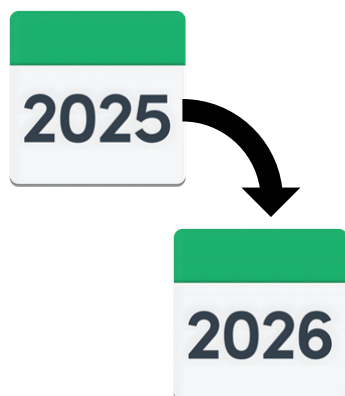


Annual Report 2025 to 2026



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



This report tells you what HIW did from 2025 to 2026

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 10.



Our work in 2025-2026

We visited 216 healthcare services.

- 79 of these were NHS services.



- 137 of these were **independent healthcare services**.

Independent healthcare services are services not run by the NHS. This can include some clinics, hospitals, dental services and mental health services.



We listened to:

- 4,407 people who use services, carers, and the public.



- 1,628 healthcare staff.



We heard from 2,353 people about our **strategy**.



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



We dealt with 705 **registration** cases.

Registration is when an independent healthcare service applies to be approved by HIW so it can provide certain services.



- We approved 285 **registrations**.



- 57 services were **deregistered**.



Deregistered means an independent healthcare service is no longer registered with HIW, usually because it has closed or no longer provides regulated healthcare services.



- We now have 771 registered healthcare services.



We received 783 **concerns**, which is 40 more than last year

A **concern** is when someone tells us about something they think is wrong, unsafe, or not good enough in a healthcare service.



We heard concerns about:

- waiting times
- access to healthcare services





- mental health care



- staff shortages.

What we found

Healthcare services in Wales are under pressure.



- Many people are waiting a long time for treatment or finding it difficult to access services.



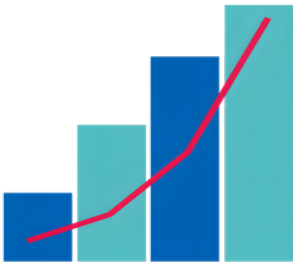
- Healthcare staff provide good care and support to patients.



- Some services have made improvements, but progress is sometimes slow and some improvements do not last.



- The quality of care is not the same in every service. This means people can have different experiences and outcomes.



- The number of **independent healthcare services** in Wales continues to grow.



- Some mental health hospitals are old and not in good condition or not well looked after. This can make it harder for people to get good care.



- Many healthcare services do not have enough staff. This can make it harder to provide services.



- Some healthcare services need to improve how they manage medicines, keep records, identify risks and check that services are safe.



- People are not always offered services in Welsh, and support for Welsh speakers is not the same across all NHS services.

How we took action



We took action when we found serious problems in healthcare services.



- We worked with healthcare services, the Welsh Government and other organisations when we found serious problems.



- We started **criminal investigations**.

A **criminal investigation** is when the police or another official organisation looks into something very serious to find out whether a crime has been committed.



- Two independent healthcare services had their **registration** cancelled.

Equality, Diversity and Inclusion (EDI)



Equality, Diversity and Inclusion (EDI) means making sure people are treated fairly and with respect, whatever their background, identity or circumstances.



This year we:

- Checked that healthcare services were accessible and **inclusive**.



Inclusive means everyone can take part.

- Improved how we collect and use information about people's experiences.



- Listened to people from different communities and backgrounds.



- Provided training to help our staff better understand people's experiences.



- Continued to improve how EDI is included in our work.



What we will do next

- Continue to inspect NHS and independent healthcare services.



- Continue to listen to patients, families, carers and healthcare staff.



- Take action when we find risks to patient safety.



- Help improve the quality and safety of healthcare services in Wales.



- Develop new ways of inspecting services, including maternity and neonatal services.

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.



Independent healthcare services

Independent healthcare services are services not run by the NHS. This can include some clinics, hospitals, dental services and mental health services.



Strategy

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



Registration

Registration is when a healthcare service applies to be approved by HIW so it can provide services.



Deregistered

Deregistered means an independent healthcare service is no longer registered with HIW, usually because it has closed or no longer provides regulated healthcare services.



Concern

A **concern** is when someone tells us about something they think is wrong, unsafe, or not good enough in a healthcare service.



Criminal investigation

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Equality, Diversity and Inclusion (EDI)

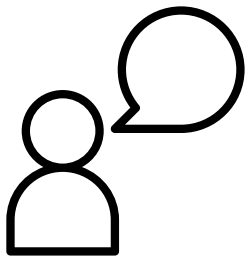


Equality, Diversity and Inclusion (EDI) means making sure people are treated fairly and with respect, whatever their background, identity or circumstances.



Inclusive

Inclusive means everyone can take part.



How to contact HIW

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