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WELSH STATUTORY INSTRUMENTS

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**2002 No. 324**

**The Care Homes (Wales) Regulations 2002**

**PART V**

**MANAGEMENT**

**Visits by registered provider**

**27.**—(1) Where the registered provider is an individual who does not manage the care home, he or she shall visit the care home in accordance with this regulation.

(2) Where the registered provider is an organisation, the care home shall be visited in accordance with this regulation by—

- (a) the responsible individual;
- (b) another of the directors or other persons responsible for the management of the organisation who is suitable to visit the home; or
- (c) an employee of the organisation who is not directly concerned with the conduct of the care home who is suitable to visit the home.

(3) Visits under paragraph (1) or (2) shall take place at least once every three months and may be unannounced.

(4) The person carrying out the visit shall—

- (a) interview, with their consent and in private, such of the service users and their representatives and persons working at the care home as appears necessary in order to form an opinion of the standard of care provided in the care home;
- (b) inspect the premises of the care home, its record of events and records of any complaints; and
- (c) prepare a written report on the conduct of the care home.

(5) The registered provider shall supply a copy of the report required to be made under paragraph (4)(c) to—

- (a) the registered manager who shall keep the copy at the care home; and
- (b) in the case of a visit under paragraph (2), to each of the directors or other persons responsible for the management of the organisation.