

KINGSLAND HOUSE

STATEMENT OF PURPOSE.

This statement of purpose supports the implementation of Regulation 7 & 17 of the Social Services and Well-being (Wales) Act 2014.

General Philosophy

We undertake to provide care, that is focused upon and reflects the needs and wishes of the individual; thereby affording that individual the opportunity to achieve maximum independence and a quality lifestyle, which incorporates and reflects the basic rights of the individual to privacy, dignity, respect, and fulfilment.

This will be offered in a caring environment that is welcoming, comfortable, and homely always having due regard for the safety and general well-being of all parties.

MISSION STATEMENT

“COMMUNITY REHABILITATION FOR INDIVIDUALS WITH COGNITIVE PROBLEMS”

1. Marc Evans and Susan Evans are the Directors of Forward (Wales) Ltd, which is located at the address below.

Forward (Wales) Ltd.

‘Kingsland House’ 69 Kingsland Crescent, Barry, Vale of Glamorgan, CF63 4JS

TELEPHONE: 01446 627191 **EMAIL:** admin@forwardwalesltd.co.uk

Kingsland House is located within a residential area of Barry, Vale of Glamorgan. The service is close to local shops, community facilities, green spaces and leisure amenities. Public transport links including bus and rail services are accessible, supporting individuals to maintain community involvement and independence. Local healthcare provision including GP practices, pharmacies and dental services is available to support individuals’ health and wellbeing.

2. The Manager Marc Evans (RMN RGN) is a dual registered Qualified Nurse with over thirty years of experience in both the NHS and Independent Sectors. He has worked with a wide range of experiences covering Learning Difficulties and general and Mental Health Nursing with both adolescents and adults. He has achieved RMA and MSDA Management Level 4 NVQs.

Forward (Wales) Ltd is registered as a Limited Company and is the Registered Provider of Kingsland House. Marc Evans is the Responsible Individual for Forward (Wales) Ltd and Kingsland House and maintains oversight of governance, quality, safety and regulatory compliance in accordance with the Regulation and Inspection of Social Care (Wales) Act 2016.

Deputy Manager Suzanne Huxter has over 20 years’ experience within an office setting, 10 of these years working as an HR administrator and then progressing into a Purchasing Administrator for a Pharmaceutical Manufacturer. Suzanne is computer literate and has experience with all HR tasks, Health and Safety, Audits, and Invoicing. Suzanne has also achieved her NVQ level 2 & 3 in Health and Social Care, Level 4 Preparing for Leadership and Management and has commenced QCF 5 in Health & Social Care Management.

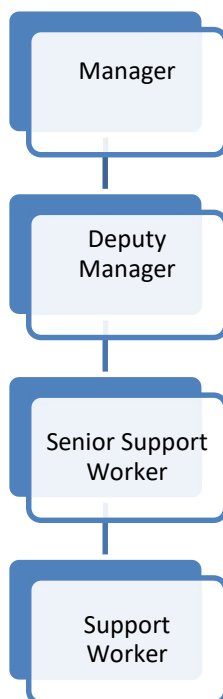
Senior Support Worker Jake Cancelliere has experience in the social care sector and has achieved NVQ level 3 in Social Care and QCF level 5 in Leadership in Social Care.

3. The staff team consists of 9 members who have or are working to achieve a minimum standard of NVQ / QCF level 2 and level 3 and have a range of care experiences. Kingsland House provides 24-hour support, including waking night staff and on-call management availability. Staffing levels are based on assessed need and ensure the safety, wellbeing, and engagement of all individuals.

All staff receive regular formal supervision in line with organisational policy to support safe practice, professional development and staff wellbeing. Staff also receive annual appraisal. A structured induction programme is in place for all new staff and includes mandatory training in safeguarding, health and safety, fire safety, mental capacity, behaviour support and equality and diversity. Ongoing refresher training is

undertaken to ensure staff knowledge, skills and competence remain current and appropriate to the needs of individuals supported.

4. The Organisational Structure of “Forward (Wales) Ltd”



5. “Kingsland House” is a single-sex home for 5 adult male individuals aged 18 years and over. Kingsland House operates as a single-sex service for adult males in accordance with the Equality Act 2010 single-sex service provisions. This is a proportionate and lawful measure to support safety, dignity, therapeutic compatibility, and positive group dynamics.
6. “Kingsland House” aims to care for individuals who need support for their rehabilitation and/or cognitive problems in a community setting for long or interim periods. Individuals may have a combination of problems and a mixture of care needs from Learning Disability, Mental Health, and Acquired Brain Injury.
7. “Kingsland House” does not provide nursing care but will access nursing services on behalf of Individuals if health needs require.

8. The criteria for standard admission is based on the range of needs of the individual as listed in points 5 to 7 and a full Admission Criteria policy during the assessment process and is also available on request.

Standard admission would be as per the Admission Criteria Policy. Compatibility with existing residents is assessed as part of the pre-admission process to ensure safety, stability, and positive group living.

A comprehensive assessment is completed which collates pre-admission details and outlines current physical, psychological, social, and emotional needs and basic interventions were identified. Where an individual's capacity is uncertain, assessments are carried out in accordance with the Mental Capacity Act 2005, and decisions are made in the individual's best interests.

Before the service begins a person-centred care, plan will be in place and thereafter further developed in the first week of residency. The admission and person-centred care plan would then be reviewed within 7 days followed by a 3 monthly review thereafter.

All new placements begin with a 3-month trial period. A multidisciplinary review is held before the end of the trial to determine suitability, compatibility, and whether the placement should become permanent.

Emergency admission would not be expected as a regular event within Kingsland House as the service engages in the rehabilitation of Individuals. If an emergency admission is placed then the admission procedure will need to be accelerated.

The Individual must have a copy of the "Individual's guide" and accept the conditions of the "Agreement of Residency" together with a basic person-centred care and support plan within 24 hours.

All assessment and person-centred care plans will need to be reviewed within 7 days. A full assessment meeting is to take place within 7 days of admission, to review the placement, with the view to clarification of the Individual's status. Information about fees, what is included, and any additional costs is provided to individuals and commissioners before admission. Fees are reviewed annually and discussed during contract reviews with the placing authority.

9. Individuals are supported to access independent advocacy where required under the Social Services and Well-being (Wales) Act 2014. The staff team at "Kingsland House" believes in the continuation of all social activities, hobbies, and leisure interests and will actively support these activities to the full, as this is part of active rehabilitation and prompting independence.
10. Individuals are encouraged to be active members in the running of the home and are welcomed into all meetings all staff appointments, and the development of policies and procedures. Individuals and staff have informal meetings every day to decide on activities and events for the day.

11. The home has installed an automatic fire detection system with emergency equipment and operates a “No Smoking Policy” in the House. We have a full range of Health and Safety policies and procedures in place these outline the company’s commitment to providing a safe and healthy work environment for employees and Individuals. Kingsland House maintains an up-to-date Fire Risk Assessment, conducts regular fire drills, and ensures all staff receive fire safety training. Fire safety arrangements comply with current legislation and best practice guidance.
12. All Individuals will be supported in the active engagement of their religious beliefs, and to attend services of their choice, with staff support if needed.
13. “Kingsland House” welcomes and encourages friends, families, relatives, and representatives of all Individuals. Notice is encouraged as Individuals are active in their daily activities and may not be at the house all of the time. Telephones and digital devices are available for use and the support team will aid any other forms of communication to maintain contact.
14. Kingsland House undertakes regular internal audits, quality reviews, and Regulation 73 and 74 monitoring visits. Feedback from individuals, families, and professionals is used to inform continuous improvement. The Responsible Individual undertakes regular visits to the service and maintains oversight of the quality, safety, governance, and compliance of the service. “Kingsland House” has a complaints, compliments, and suggestions policy and procedure for stakeholders which is attached to the end of this document and copies are available on request. Copies are also displayed in individuals’ rooms. Support staff can assist individuals to complete the procedure or individuals may raise concerns directly with management.
15. Digitalised audited person-centred care planning system is in place at Kingsland House. “Person Centred Care Plan” is constructed with Individuals and or representatives of the Individual together with any lead agency. All plans are reviewed at least every 3 months with the Individual and lead agencies. “Person Centred Care Plans” are always available to the Individual and are kept safe by support staff as per policy.
16. “Kingsland House” has 5 bedrooms all independent of each other and meets current National Minimum Standards. A detailed plan of all rooms is displayed in the office and a copy is available on request. Kingsland House has shared communal areas including lounge and dining facilities which support social interaction and daily living skills. Accessible outdoor space is available for leisure, relaxation and activities. Specialist equipment is provided where identified through individual assessment and professional recommendation. Appropriate security arrangements are in place to promote safety while maintaining a homely and non-restrictive environment. Kingsland House does not operate routine CCTV within private or communal living areas.
17. All therapeutic techniques used are in conjunction and support with the lead agency as part of the Individual “Person Centred Care Plan” and are designed to aid in

rehabilitation. A variety of therapeutic techniques can be used with support staff when training guidance and supervision have been completed.

18. All Individuals have their own rooms with En-suite and support staff respect this as a private and personal space of the Individual. All intermit personal care is carried out with privacy, gender, dignity, and respect of the Individual in mind and to the recommendations of the “Person Centred Care Plan”.
19. Kingsland House follows the Wales Safeguarding Procedures (2019) and the safeguarding duties set out in the Social Services and Well-being (Wales) Act 2014. All staff receive safeguarding training, and any concerns are reported immediately to the Manager, who is the Designated Safeguarding Lead. Concerns are escalated to the Local Authority Safeguarding Team where required. Safeguarding is central to all assessments, admissions, and ongoing support.
20. “Kingsland House” staff work as a team to support individuals, and respect for privacy and dignity is an integral part of each person’s person-centred care plan. Individual needs relating to sex, religious belief, racial origin, culture, language, likes and dislikes, and disability are respected and planned for with each individual as part of their person-centred care plan. All aspects of the plan are monitored and supervised by the manager, and external support and guidance is sought where required. Kingsland House operates a rights-based approach to care and support and is committed to equality, diversity and inclusion in line with the Equality Act 2010 and Welsh Government well-being principles. Discrimination is not tolerated and reasonable adjustments are made to ensure fair and inclusive access to services.
21. “Kingsland House” has a policy of behaviour management and integrated plans for the Individual's “Person Centred Care Plan” are all available on request. We are supported by the “Intensive Support Service” from the local Health Authority for Learning Disabilities in the “Preventing and Responding to Aggressive Behaviour” interventions. All methods used if any will be in consultation with the lead agency and as part of the “Person Centred Care Plan” and agreed with the Individual.
22. Kingsland House supports the Welsh Language (Wales) Measure 2011 and is committed to offering services in Welsh where preferred. Several staff members are fluent Welsh speakers, and documentation, communication, and daily support can be provided bilingually. We ensure individuals can receive care in their language of choice.
23. **Availability of the Statement of Purpose**
This Statement of Purpose is available to individuals, families, commissioners, and Care Inspectorate Wales upon request.

This Statement of Purpose was reviewed and updated in March 2026 in line with current Care Inspectorate Wales guidance.



KINGSLAND HOUSE

COMPLAINTS, COMPLIMENTS & SUGGESTIONS POLICY.

This complaints, compliments & suggestions policy supports the implementation of the Social Services and Well-being (Wales) Act 2014.

Complaints, compliments, and suggestions form part of our quality assurance system. All feedback is reviewed by the Manager and Responsible Individual to support continuous improvement and regulatory compliance.

Please note that the latest care inspection report for Kingsland House can be accessed via the below website:-

www.careinspectorate.wales

COMPLAINTS PROCEDURE

“Forward Wales”, wishes to know of any concerns or complaints any customer may have regarding the Company, its operations, policies, or staff no matter how small.

Individuals have the right to complain and therefore complaints will be treated seriously and not affect the Company’s commitment to provide those who do complain with quality services.

The company seeks to be a listening company and only by listening to its customers will it meet its objectives.

“Forward Wales” explicitly supports Sir Roy Griffith’s statement that people should have a say on what services they receive and how they are delivered (DOH, 1989). We also acknowledge that people have the right to have their needs met in an individually tailored manner. Application of this philosophical position is naturally followed by recognition of the right for Individuals to register complaints if they are dissatisfied with any aspect of their service and for all other stakeholders to expect that their concerns are speedily and efficiently processed, and conclusions reached and recorded.

Principles

- All complaints, no matter who the complainant will be acknowledged, recorded, and treated seriously.
- Complaints will never be dismissed without investigation.
- Anonymous complaints are accepted and will be investigated as far as possible.
- Complaints from any source will be dealt with quickly and effectively, and feedback given to the complainant.
- All staff receive training in complaints handling and understand their responsibility to support individuals to raise concerns.
- The complainant at any stage may raise the complaint with the local authority commissioners.
- Justified grievances will be promptly remedied.
- Complainants will be able to bring their complaint to Forward (Wales) Ltd. without fear of incurring disapproval or a diminution of service.
- If complainants are not satisfied with the outcome, they or someone on their behalf will be encouraged to take up the matter with the local authority commissioners, (the latter statement being without prejudice to the right to contact the relevant registering authority at any time or point in the process of complaint).
- The Public Services Ombudsman for Wales can also be used if the complaint is unresolved.

- Care Inspectorate Wales should also be notified however they will not accept individual complaints and will look at the complaint from an overall perspective noting any themes.

Scope of the Policy

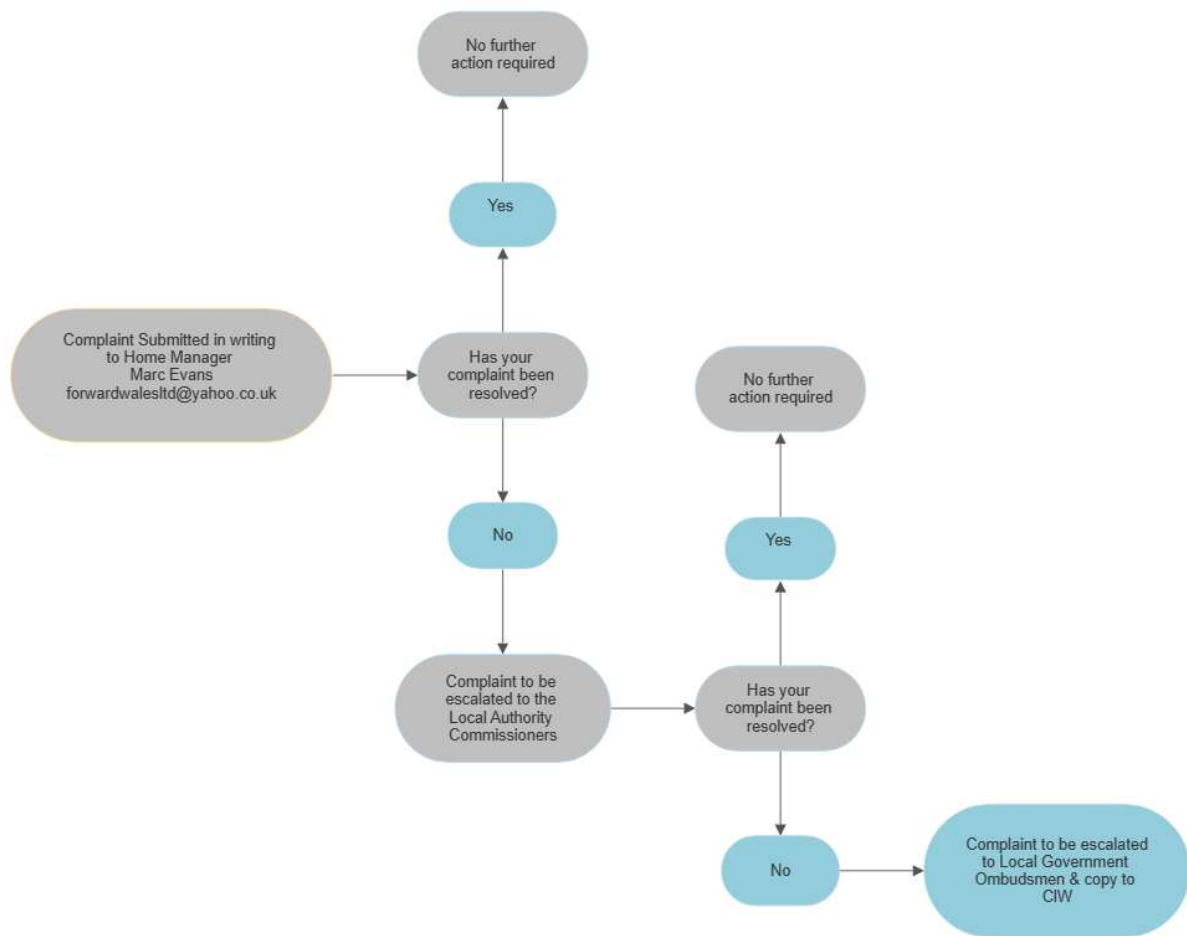
To deal with all complaints from Individuals, their advocates, purchasers, members of the public, and staff (excluding matters of a disciplinary nature whereupon the disciplinary and grievance procedures will apply).

Procedure: How to complain

- Complaints may be made verbally, in writing, or through a representative such as an advocate, family member, or professional. All complaints should where appropriate, in the first instance be made either verbally or in writing to the home manager or representative.
- Should you require assistance to make a complaint, we will support you fairly and objectively. You may also contact a local advocacy service for independent advice.
- Acknowledgement of your complaint in writing to be received within one working day and all records retained relating to the complaint.
- Investigation of the complaint will proceed and a response/resolution provided to the complainant within 14 days of receiving the initial complaint.
- The complainant at any stage should they wish to raise the complaint with the Local Authority Commissioners (Local Health Boards)
- In the event of a complaint being unresolved at this stage, the complainant will be advised that the matter is referred to the Directors who will review the situation.
- If the complaint remains unresolved at this level, the matter will be brought to the attention of the Local Authority Commissioners and Care Inspectorate Wales.

Unresolved Complaints

Where a complainant remains dissatisfied following an investigation by Forward (Wales) Ltd. The complainant can take up their complaint with the relevant Local Government Ombudsman. The Ombudsman can be an independent 'Go-Between' in any dealings complainants may have with Registration and Inspection Authorities.



Procedure: Who to contact

Company Director	Marc Evans Forward (Wales) Ltd Kingsland House 69 Kingsland Crescent Barry Vale of Glamorgan CF63 4JS Tel: 01446 627191 Email: admin@forwardwalesltd.co.uk
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Respective Local Authority Commissioners' contact details will be supplied on request.

Public Services Ombudsman for Wales
 1 Ffordd yr Hen Gae
 Pencoed
 CF35 5IJ
 Tel: 0300 7900 203
 Email: ask@ombudsman.wales

CIW, Care Inspectorate Wales
Welsh Government
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ
Tel: 0300 7900 126
Email: ciw@gov.wales

Complaints, compliments, and suggestions form part of our quality assurance system. All feedback is reviewed by the Manager and Responsible Individual to support continuous improvement and regulatory compliance.

COMPLIMENTS & SUGGESTIONS

Purpose

The purpose of this policy regarding compliments and suggestions is to develop a culture of listening and learning to promote good practice.

Statement

Forward Wales ensures that all compliments are received courteously and as being deserved rather than expected. We encourage open communication between staff, Individuals, and stakeholders.

Procedure

All compliments and suggestions are to be received graciously and recorded in the compliments register and where appropriate, in the person-centred care plans.

Compliments and suggestions ought to be acknowledged by the Registered Manager and, if it is toward a particular staff member or department of the service, then credit should be given where it is due by the manager. The registered provider ought to be made aware of compliments received.

Complaints, compliments, and suggestions are to be viewed in a balanced manner, and learning processes are identified implemented, and then reviewed.

Publishing and displaying compliments, thank you cards notes, etc. should be considered as it instills a sense of confidence in visitors.

A record of compliments must be available for Regulators to inspect.

Procedure: Who to contact

Company Director

Marc Evans
Forward (Wales) Ltd
Kingsland House
69 Kingsland Crescent
Barry
Vale of Glamorgan
CF63 4JS
Tel: 01446 400933
Email: admin@forwardwalesltd.co.uk

This information can be provided in large print or other formats where required.