



Kingsland House Care Home



69 Kingsland Crescent, Barry, CF63 4JS



01446627191

The inspection visits for this service took place between 22/10/2025 and 31/10/2025

Service Information:

Operated by:	Forward (Wales) Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	5
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Excellent



Care & Support

Excellent



Environment

Good



Leadership & Management

Excellent

Summary:

Kingsland House offers a distinctive, homely environment for male adults, combining personalised care with a strong sense of community. Its location in Barry provides easy access to local amenities and transport links, while the small scale and unique character of the service promote comfort and belonging.

The service excels in promoting well-being by embedding Welsh language and culture into daily life and empowering people to shape their own care and lives. This strengths-based approach fosters inclusion, independence, and fulfilment, resulting in high satisfaction and positive outcomes for people receiving a service. This means they experience excellent well-being outcomes.

Care and support are consistently excellent, with people actively involved in planning and decision-making to ensure their needs and aspirations are met. Care staff promote positive risk-taking and support people to manage their health confidently, enhancing independence and life satisfaction.

The environment is good, it is welcoming, clean, and safe, encouraging comfort and social interaction.

Leadership is outstanding, highly visible, and committed to continuous improvement. The responsible individual (RI) and manager drive a culture of empowerment and professional growth through innovative practice and robust governance. Person-centred care is actively shaped by the voices of those using the service.

Findings:



Well-being

Excellent

The service provider actively embeds the Welsh language into daily life, creating an inclusive and culturally rich environment. One person communicates in Welsh despite cognitive challenges, reflecting the service's supportive ethos. Care staff and another person living at the service have completed Welsh language awareness training and take pride in using Welsh. Five care staff members, including the manager, are fluent and promote the use of preferred languages and communication styles. Welsh engagement is part of everyday routines through initiatives like Welsh Language Boards and 'word of the day' activities. Key documents: including the statement of purpose, service guide, and complaints procedure are available bilingually and in easy-read formats. Personal plans reflect language preferences, ensuring personalised care. Welsh cultural events are celebrated throughout the year, fostering pride and a strong sense of identity. This commitment ensures everyone feels valued, included, and empowered to express themselves in the language that matters most to them.

The service enables people to lead fulfilling, socially connected lives through varied community-based activities and personal growth opportunities. Individuals regularly attend coffee mornings and make use of local amenities such as the community hub, library, gym, barbers and more. Participation in training courses fosters inclusion and helps establish meaningful routines. Care staff actively encourage people to pursue activities that reflect their personal interests, such as swimming lessons and live shows which build confidence and enjoyment. Care staff support work placements and encourage positive risk-taking to build confidence and purpose. Relationships with family and friends are maintained through visits and holidays, while a dedicated vehicle allows access to wider social connections and independence. Advocacy and financial support ensure needs are met, promoting autonomy and overall well-being.

People are actively involved in shaping their lives, contributing to daily planning and decisions reflecting what matters most to them. They speak up with confidence, knowing care staff listen and treat them with respect. The service places individuals' voices and choices at the centre of care, using a strengths-based approach to tailor support to personal goals and aspirations. Personal plans are co-created, ensuring care is relevant and empowering. Care staff promote positive risk-taking and support people to manage their health, fostering independence and achievement. Comprehensive review meetings provide a safe, open space for people to share their experiences, priorities, and suggestions for improvement. This ensures their feedback directly shapes service development. Strong family connections are maintained, enhancing emotional well-being and identity. Feedback from individuals, families, and professionals is overwhelmingly positive, highlighting high satisfaction and excellent outcomes. Care staff show exceptional commitment, consistently going above and beyond to deliver person-centred care.



People can be confident their care and support needs are thoroughly assessed to ensure the service is well-matched to their preferences. Personal plans reflect a high standard of person-centred care, clearly capturing individual choices, routines, and goals. Plans are outcome-focused and regularly reviewed to remain responsive and meaningful. A strengths-based approach is embedded, promoting independence and empowerment. Daily records show individuals enjoy a good quality of life, with variety, choice, and support that builds confidence. Observations confirm people are actively involved in decisions and lead lives reflective of their aspirations. The service fosters a culture of inclusive and empowering care. Through skilled advocacy, creative problem-solving, and strong partnerships, it consistently delivers life-enhancing outcomes for those it supports.

People are actively supported to have a voice and shape their own lives. Regular reviews provide meaningful opportunities to share views, experiences, and concerns, focusing on what matters most to everyone. People told us they feel listened to, and confident care staff and management respond to their concerns. We observed the service empowering individuals to set personal goals, with tailored support in place to help them succeed. This led to aspirations being met, and in some cases, exceeded. The approach fosters self-worth and ensures people feel valued, respected, and in control of their lives.

The service promotes positive risk-taking through clear policies and thoughtful risk assessments enabling people to pursue meaningful goals with confidence and dignity. Care staff tailor support to encourage independence, helping individuals manage medication, attend work placements, engage in leisure and therapeutic activities, shop independently, and enjoy holidays, including with family. Each activity involves some risk, but through careful planning and enablement, people take control of their lives, enhance their well-being, and experience greater fulfilment.

People achieve excellent health and well-being outcomes through the service's strong, person-centred approach to healthcare and medication management. Care staff work proactively with health professionals and advocates on people's behalf to ensure timely access to treatment and support. They monitor health closely, arrange regular appointments, and make prompt referrals when needed. Medication is managed safely and consistently, supported by clear policies, regular training, and competency checks. Each person has a tailored medication plan to promote dignity, choice, and independence. Care staff manage PRN (when required) medication effectively, following clear protocols to ensure safe and responsive support. Secure storage, accurate records and regular audits confirm high standards and compliance. We observed outstanding collaboration with healthcare professionals, who provide enhanced training to care staff and individuals. This empowers people to understand and manage their medication confidently, leading to greater independence, improved well-being, and life-enhancing outcomes

People feel safe and protected through the service's strong safeguarding culture. Care staff follow the Wales

Safeguarding Procedures confidently, supported by regular training that keeps their practice current and effective. The service responds promptly to safety concerns, ensuring incidents are reported, investigated, and communicated transparently. We observed effective partnership working, including collaboration with advocacy services to remove barriers and improve access to healthcare. Care staff follow Deprivation of Liberty Safeguards (DoLS) procedures to ensure any restrictions are lawful, proportionate, and in the person's best interests. This approach protects people's rights while promoting safety, dignity, and well-being.

People benefit from reduced infection risk through consistent, effective hygiene practices. Care staff apply infection control principles confidently, supported by training and daily routines. They use PPE (personal protective equipment) appropriately during direct care and follow safe procedures for clinical waste disposal. The home is visibly clean and odour-free, creating a safe and comfortable environment. The service encourages people to maintain their personal spaces, with support provided as needed. Regular audits uphold high standards and ensure strong oversight of infection control.



Environment

Good

Kingsland House creates a warm, welcoming, and homely atmosphere, enhanced by thoughtful decoration and a relaxed feel throughout. People shape their environment by sharing preferences, resulting in personalised touches across communal areas that foster belonging. They enjoy a cosy lounge and dining area, choosing to socialise or spend quiet time as they wish. Private spaces are available for solitude, socialising, or hosting visitors. Each en-suite bedroom promotes dignity and accessibility, while a spacious communal bath adds comfort. Since the last inspection, a refurbishment plan has led to significant improvements. The provider continues to prioritise the most important issues, and this work is ongoing. The garden, with seating and a smoking shelter, offers further independence and comfort.

People benefit from a safe and well-maintained environment, supported by strong systems for servicing and upkeep. Care staff carry out regular internal checks and promptly address repairs, ensuring facilities and equipment remain safe and fully operational. Maintenance records confirm consistent servicing, and the laundry room and equipment support both hygiene and dignity. Cleaning materials are securely stored, though refurbishing the storage area would further enhance safety. Food preparation and storage are well managed, earning a Food Standards Agency rating of 5 (very good) in December 2023. People actively plan meals, shop, and cook with care staff support, promoting independence and engagement. During our visit, people told us they feel safe and at home, and we observed individuals using the garden and smoking shelter independently, reflecting a comfortable and empowering living space.

The service ensures a safe and secure environment through robust monitoring procedures. Care staff manage safe entry to the home, requiring visiting professionals to sign in and safeguarding people from unauthorised access. The service safely and discreetly stores, manages and records sensitive information to protect people's privacy. CCTV supports safety without operating inside the property, maintaining people's privacy. Together, these measures create a respectful, reassuring environment where people feel protected and valued.



Leadership & Management

Excellent

The responsible individual (RI) and manager lead with exceptional visibility and expertise, consistently empowering their team and driving continuous improvement. Care staff consistently describe the manager as approachable, accessible, and clear in guidance and support. People using the service, their relatives, and care staff express strong confidence in the leadership, praising a culture where everyone's contributions matter and professional development thrives. We observed warm, open interactions between people and the manager, who fosters trust and ensures everyone feels heard and supported. Relatives confirm the manager is highly effective, communicative, and a catalyst for positive change, while their innovative approach keeps care highly responsive and person-centred. The manager actively cultivates a culture of trust, compassion, and continuous improvement, ensuring the team embraces challenges and consistently raises the quality of care. The manager told us they feel highly supported by the RI.

Kingsland House demonstrates exemplary governance and oversight which directly enhances people's quality of life. The RI maintains a strong, consistent presence, gaining deep insight into the service and people's needs. The RI produces detailed quality care reports and drives continuous improvement through robust audits to identify patterns and support organisational learning. Leadership promotes openness and transparency, actively seeking and valuing people's voices. Daily planning meetings empower individuals to shape their routines and express their views, which staff listen to and act upon. People told us they feel confident raising concerns, knowing their feedback leads to meaningful change and reflects a genuine spirit of partnership.

People benefit from excellent continuity of care which they highly value. The care staff at the service feel genuinely valued and supported, contributing to excellent retention and long-term commitment. A range of incentives and support are available, and care staff are given regular recognition for their hard work and commitment. Inclusion and equality are important to the service, and they offer care staff meals free of charge to promote a social experience for people living at the service. People described care staff as *"Brilliant, highly experienced and knowledgeable,"* highlighting their professionalism, compassion, and the way they are treated *"Like extended family."* Relatives also praised staff for *"Always doing their best and going above and beyond to ensure people feel safe, respected, and well cared for."* The provider's approach fosters a positive, inclusive culture where staff are empowered, appreciated, and motivated to deliver high-quality care for people.

People receive care from well-trained, knowledgeable, and well-supported staff. Regular supervision and purposeful team meetings give staff opportunities to reflect, share knowledge, and identify areas for professional growth. The provider encourages staff to pursue further qualifications and career development, while ongoing training ensures everyone stays up to date with best practice and guidance. Staff also complete additional health-specific training to respond effectively to complex needs. The manager uses team meetings to embed continuous operational learning and foster a confident, inclusive team culture. Robust recruitment and vetting procedures safeguard people from harm, ensuring only suitable individuals work at the service.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

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