

Provider Profile

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2025.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Forward (Wales) Ltd	
The provider was registered on:	10/10/2018	
The regulated services delivered by this provider were:	Kingsland House Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	10/10/2018
	Responsible Individual(s)	Marc Evans
	Manager(s)	Marc Evans
	Maximum number of places	5
	Service Address	69 Kingsland Crescent, Barry CF63 4JS

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	The organisation prioritises staff training and professional development, ensuring all employees complete annual refresher sessions. Digital training matrixes streamline tracking, and diverse training methods, including meetings and external speakers, enhance learning. QCF qualifications progress, with staff pursuing Levels 2–4. CPD, supervisions, and appraisals are consistent, fostering growth. Future Welsh Language initiatives promote inclusivity and person-centred care.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	During the last financial year, values-based recruitment ensured alignment with organisational principles. Succession planning provided comprehensive inductions and training for new staff, while mentoring preserved expertise. Staff retention was enhanced through wellbeing initiatives like health monitoring, stress management training, and advocacy for schemes such as Bike to Work. Digital tools streamlined HR processes and supported audits, compliance, and staff development.

Service Profile

Service Details

Name of Service	Kingsland House Care Home
Service Telephone Number	01446627191
What is the main language through which the service is provided?	English

Other languages used in the provision of the service	Kingsland House is committed to enhancing the Welsh Language Measure to benefit staff and residents. Current practices include bilingual communication and cultural sensitivity, with plans to expand these efforts. Measures include Welsh language training, recruiting Welsh-speaking staff, and providing bilingual signage, care plans, and leaflets. Cultural activities celebrating Welsh heritage and an active offer of Welsh language services ensure inclusivity and support residents' language.
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Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	5
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Fees Charged

The minimum weekly fee payable during the last financial year?	1452.92
The maximum weekly fee payable during the last financial year?	1691.75
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	This year, the organization actively sought stakeholder feedback through resident reviews, staff surveys, family input, and external professionals. Insights gained have reinforced service quality, while suggestions foster continuous development. Positive responses validate the impact of practices on stakeholders. Proactive engagement strengthened trust, collaboration, and the organization's reputation, enhancing its effectiveness in delivering high-quality care.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Residents have access to a shared garden featuring seating arrangements, a designated smoking area, and a decorative fish pond, as well as the front garden and a local allotment. During the past financial year, significant renovations were undertaken, including rendering the garden wall, removing outdated features, and creating a leveled concrete seating area. Ongoing enhancements are in progress and have been documented in the remedial action plan.

Provide details of any other facilities to which the residents have access

Forward Wales is ideally situated near the town centre and other essential facilities. The staff are committed to supporting the continuation of social activities, hobbies, and leisure interests as an integral part of active recovery and promoting independence. Each individual benefits from a tailored activity plan that reflects their preferences. Local amenities include bowling, darts, snooker, swimming, a gym, and historical sites. Forward Wales also offers internet access, complemented by Digi Care Wales' innovative digital technology, enabling clients to stay connected with family and friends through provided digital equipment.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Flashcards and Electronic Devices

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Kingsland adopts a person-centered approach, creating individualized digital care plans tailored to the unique needs of each resident. This ensures their emotional, mental, and physical requirements are continuously addressed while promoting autonomy through informed choices. Staff members provide high-quality, compassionate care and actively involve residents in decisions about their well-being. By recognizing each individual's preferences and fostering a sense of safety, comfort, and enjoyment, Kingsland enables a meaningful care experience.

Guided by its mission of "Community Rehabilitation for Individuals with Cognitive Problems," Kingsland is committed to empowering residents to achieve independence and a high quality of life. This commitment embraces residents' fundamental rights to privacy, dignity, respect, and satisfaction. Residents are encouraged to engage with their communities, and the home actively promotes participation in community and in-house events, emphasizing the benefits while respecting individual choices.

A structured evaluation process supports this person-centered care, with residents participating in reviews every three months. These evaluations, presented in accessible formats such as questionnaires or pictorial designs, enable residents to voice their opinions and establish personal goals. The care plans are adjusted based on this feedback, ensuring they remain relevant and responsive to individual needs.

Kingsland also ensures that residents' voices are heard through access to advocacy services, best interest meetings, and input from external professionals. These measures enhance decision-making, safeguard residents' rights, and foster collaborative support networks. Additionally, ongoing reviews provide opportunities to reflect on experiences and drive continuous growth.

This holistic approach underscores Kingsland's dedication to creating a supportive, empowering environment that aligns with the values of community rehabilitation and person-centered care.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

Kingsland House is committed to ensuring the continuous health, growth, and well-being of its service users. Recognizing that each individual's ideal state of well-being varies based on personal objectives and preferences, Kingsland House adopts a personalized approach. Digital, person-centered care plans are reviewed every three months to assess and meet residents' health, developmental, and well-being needs while respecting their choices. Updates to these plans ensure the delivery of the highest professional standards of care.

The organisation prioritizes healthcare by guaranteeing access to essential services, including hospitals, general practitioners, physiotherapists, occupational therapists, dentists, opticians, and advocacy services. Communication support is provided as required, enhancing health outcomes and overall well-being. Records from appointments are maintained in compliance with Data Protection guidelines to ensure accuracy in care provision.

Staff at Kingsland House collaborate to support residents, emphasizing respect, privacy, and dignity within each "Care and Support Plan." These plans address individual requirements, such as gender, religion, race, culture, preferences, language, or impairments, with external guidance sought as needed. Social activities, hobbies, and leisure pursuits are actively encouraged as part of rehabilitation, fostering engagement and enjoyment.

Community inclusion is a key aspect of enhancing residents' well-being. Activities such as voluntary work placements, participation in local library events, outdoor gatherings, theatre shows, football matches, and leisure sports are promoted. Seasonal holidays are celebrated with enthusiasm, featuring themed decorations and special activities for occasions like Valentine's Day, St David's Day, Bank Holidays, Halloween, Bonfire Night, Christmas, and New Year. These initiatives strengthen residents' connections to their community and promote inclusion.

Kingsland House welcomes the involvement of families, friends, and representatives, encouraging their engagement in the lives of service users. Assistance with communication needs is provided to enhance well-being, supported by Digi Wales technology for telephones and digital devices. This holistic approach reflects Kingsland House's unwavering dedication to delivering exceptional care and promoting the well-being of its service users

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Kingsland House diligently adheres to its safeguarding responsibilities as outlined in the Social Services and Well-being (Wales) Act 2014. Residents are informed of their rights to live free from abuse and are supported in exercising these rights, including access to advocacy services when required. Safeguarding procedures are reinforced through staff meetings, monitoring processes, individual and relative meetings, and care planning, which educate all parties on reporting abuse and maintaining safety.</p> <p>The organization actively encourages residents to take risks within a safe and controlled environment, empowering them to make choices and foster independence. All individuals at risk are treated with dignity, respect, privacy, choice, control, and safety throughout the care planning process and subsequent interactions. Safeguarding is further enhanced through the application of Deprivation of Liberty Safeguards (DOLS) legislation, which supports residents' rights and strengthens procedures via best interest meetings and advocacy services.</p> <p>To ensure staff competency in safeguarding practices, all personnel, including volunteers, complete rigorous recruitment processes, including DBS checks, references, and Barring Service disclosures. Staff are required to undertake Level 2 Safeguarding training upon induction and annually thereafter, equipping them to recognize and respond to signs of abuse, whether disclosed or observed. Staff are supported throughout these processes to uphold the highest standards.</p> <p>Residents, families, and representatives are fully informed about the Safeguarding Policy and Procedure and methods for reporting concerns. Residents also have access to the company complaints policy, which is provided in various formats and kept in their rooms for easy reference. The home fosters a sense of well-being and inclusion by encouraging residents to actively participate in operations, meetings, and policy development. Informal daily gatherings enable residents and staff to plan activities and discuss any concerns or successes. By combining robust safeguarding measures with personalized care, Kingsland House ensures a secure and supportive environment that values and protects every individual. This holistic approach underscores the organization's commitment to the highest standards of care and safety.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Kingsland House is dedicated to delivering high-quality, long-term, or interim care for individuals requiring rehabilitation and/or cognitive support within the community. It provides for those with Learning Disabilities, Mental Health needs, and Brain Injuries. Admissions follow the Admission Criteria Policy, with thorough initial assessments to determine suitability and establish therapeutic goals. Admission visits are flexible, tailored to each resident's needs for a seamless transition. Information is comprehensively gathered from care professionals and organizations to ensure informed service decisions.</p> <p>At Kingsland House, the initial assessment and induction period are valued for fostering meaningful relationships, which are key to effective care. Residents are integral to the care planning process, with staff using personalized strategies to engage each individual. Collaboration with families, friends, and professionals ensures a truly person-centred approach.</p> <p>Currently home to four residents, Kingsland House proudly supports their significant progress. Through person-centred care plans, strengths and growth areas are addressed to meet therapeutic goals. Living arrangements are designed to enhance residents' quality of life, with daily tasks becoming empowering opportunities rather than limitations. This approach promotes independence and fulfillment.</p> <p>The facility prioritizes the enhancement of residents' overall quality of life and well-being. Tailored care plans instill confidence in residents, supporting them to live in alignment with their preferences. Activity plans include fitness routines, community involvement, one-on-one sessions, and volunteer opportunities—all aligned with personal needs and aspirations. Quarterly evaluations allow residents to provide feedback and set new goals, with staff ensuring appropriate support to help achieve them. This structured, collaborative process reflects Kingsland House's commitment to fostering independence, growth, and a fulfilling lifestyle for all its residents.</p>

The total number of full time equivalent posts at the service (as at 31 March)	9
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	2
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	0
	Health & Safety	2
	Equality, Diversity & Human Rights	2
	Infection, prevention & control	2
	Manual Handling	2
	Safeguarding	2
	Medicine management	2
	Dementia	2
	Positive Behaviour Management	2
	Food Hygiene	0
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	gionella Awareness, Lone Working, Risk Assessment, PPE, LFD Swabbing and Reporting, Anti Bribery, Fire Safety for Managers, Asbestos Awareness, Allergens, GDPR, Adult Safeguarding, HACCP, Training records can be obtained via the Social Care Wales CPD Record.
	Contractual arrangements for staff currently in post	
	No. of permanent staff	2
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Is the information about contractual arrangements correct?	Yes	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	

No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;">Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	2
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2

Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Legionella Awareness, Lone Working, Risk Assessment, PPE, LFD Swabbing and Reporting, Anti Bribery, Fire Safety for Managers, Asbestos Awareness, Allergens, GDPR, Adult Safeguarding, HACCP, Training records can be obtained via the Social Care Wales CPD Record.

Contractual arrangements for staff currently in post

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day Shift Patterns - 8:00am until 10:00pm (2 Staff) On call staff available if needed. Night Shift Patterns - 10:00pm until 8:00am (1 Staff) On call staff available if needed. 3 Long days per week - Full Time, Part time fit within shift patterns. All staff have chose to select long days as their working day.
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Is the information about staff qualifications correct?	Yes

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	5
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	2
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Numerous courses undertaken with the training provider to coincide with their roles and responsibilities (48)

Contractual arrangements for staff currently in post

No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day Shift Patterns - 8:00am until 10:00pm (2 Staff) On call staff available if needed. Night Shift Patterns - 10:00pm until 8:00am (1 Staff) On call staff available if needed. 3 Long days per week - Full Time, Part time fit within shift patterns. All staff have chose to select long days as their working day.
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	3
Is the information about staff qualifications correct?	Yes

Domestic staff

Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No