Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Kington House

Kington House, Old Village Road, Barry, CF62 6RA

01446736137

https://accomplish-group.co.uk

The inspection visit took place on 10/08/2026

Service Information:

Operated by:	Accomplish group 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:	11
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:

Kington House provides a high standard of care and support for adults, specialising in supporting those on a journey of recovery following brain injury, or history of substance misuse.

'Wellbeing' is rated as 'excellent,' as people receive highly personalised care and support which promotes independence, recovery, health and positive outcomes. People feel safe, valued, respected and listened to. People are actively involved in decisions about their lives and are supported to pursue meaningful goals and maintain important relationships.

'Care and support' are rated 'excellent,' because people are involved in planning and reviewing their care. Documentation around this is strong, relevant and informative, ensuring support workers can deliver care and support to meet people's needs.

'Environment' is rated 'good,' as there are systems in place to monitor and improve the building. The environment meets people's needs, providing them with their own secure and safe space, while offering opportunities to engage with others in communal areas.

'Leadership and management'' are rated 'excellent,' because there is effective oversight by

leaders. The recruitment and training of support workers is robust, and the culture fostered within the service is highly supportive.

Findings:

Well-being — Excellent

People living at Kington House experience excellent wellbeing outcomes because they are supported to have choice, control and independence in all aspects of their daily lives. Throughout the inspection we saw people making decisions about where they spent their time, what they ate, how they dressed, who they socialised with and how they accessed their community. We also saw people with financial control or suitable support mechanisms in place to assist with this. Support staff promote people's right to make decisions and provide encouragement to help them achieve positive outcomes while maintaining their independence. When people are considered to be at risk in the community, decision making is supported by professional advocacy services. This is supported through referrals to the Deprivation of Liberty Safeguarding (DoLS) services to ensure people's rights are upheld and least possible restrictions are in place to help promote freedom where possible.

The service supports people to pursue goals and aspirations which are meaningful to them. We found strong evidence of the service supporting individuals to make significant progress in their recovery and personal development. One person recovering from a brain injury described the service as instrumental in helping them regain independence and confidence, highlighting the positive impact support staff have had on their life. Another person had achieved improved continence through consistent support, encouragement and environmental adaptations designed to promote independence. These examples demonstrate the service's commitment to helping people achieve their desired outcomes.

People are supported to participate in activities which enhance their wellbeing and reduce social isolation. We saw evidence of community access, cooking, family contact, quizzes and social opportunities within the home. People and staff spoke positively about the monthly music therapy sessions, which several people describe as "*Enjoyable*." Where individuals have withdrawn following difficult life events, support staff use sensitive and patient approaches to re-engage them in meaningful activities. Small achievements, such as attending a local shop or visiting a café, are recognised as important milestones in a person's recovery journey while others may be making more visible significant improvements, such as attending education.

Communication is promoted effectively throughout the service. Information is available in a range of formats and people are supported according to their individual communication needs. We found evidence of Welsh language provision, sign language support and accessible communication tools. Support staff communicate with people in a way which is respectful, honest and tailored to individual needs. One person told us, "*They have helped to build my confidence. They value who I am as a person*." Another person commented, "*You can't get better than this. The staff are lovely*

and so supportive."

People told us they feel safe and protected. Support staff understand people's vulnerabilities and work alongside health professionals and advocates to ensure appropriate support arrangements are in place. Overall, people receive highly individualised support promoting dignity, confidence, independence and a strong sense of wellbeing.

Care & Support — Excellent

People receive care and support which is exceptionally person-centred, responsive and focused on achieving positive outcomes. We found people, their families, advocates and relevant professionals are actively involved in developing and reviewing personal plans. Consultation takes place daily and through regular formal reviews, ensuring support arrangements continue to reflect people's wishes, aspirations and changing needs.

The service has robust assessment and care planning processes. Pre-admission assessments consider people's needs alongside compatibility within the home, ensuring both new and existing residents are supported appropriately. Care plans provide detailed information about individuals' histories, preferences, strengths and support needs. Goal attainment plans clearly identify what people can do independently, barriers to progress and the support required to achieve agreed outcomes. Risk assessments are relevant, proportionate and reviewed following changes in circumstances.

During the inspection we observed warm, respectful and professional interactions between all staff and people living at the home. Support staff demonstrate detailed knowledge of people's needs, preferences and communication styles. We saw support staff encouraging people to stay hydrated, maintain healthy lifestyles, participate in activities and recognise their own achievements. There is a consistent focus on building people’s confidence and promoting positive self-esteem. Support staff respect people's wishes when they prefer privacy, while also gently encouraging social interaction where beneficial.

People's physical and mental health needs are supported effectively through strong partnership working with healthcare professionals. Individuals have access to doctors, dentists, nurses, opticians and specialist services when required. The service actively promotes healthy living, with support available for exercise, healthy eating, weight management and recovery from substance misuse. We saw evidence of effective monitoring of weight, nutrition and health conditions, with prompt referrals made when concerns arise.

Medication management arrangements are safe and well organised. Records are accurate, stock control systems are robust, and support staff follow appropriate procedures for administration and recording. We observed support staff administering medication sensitively and in accordance with individual preferences. People told us they valued the support provided and told us their experience is medicines are administered correctly and on time.

Overall, people receive high-quality care and support from knowledgeable staff who understand their needs and are committed to helping them maintain their health and achieve positive outcomes.

Environment

Good

People live in an environment which generally supports their safety, comfort and wellbeing. Kington House provides accommodation within a community setting, enabling people to access local facilities, maintain important relationships and participate in activities which are meaningful to them.

The layout of the home supports both independence and social interaction, allowing people to spend time together while maintaining privacy when desired. Communal areas are welcoming with a good standard of décor and equipment. During the inspection we observed people moving freely around the home and making use of shared facilities. We saw people choosing to spend time in different areas, some participating in cooking, while others spent time in the garden or lounges. People's bedrooms can be personalised, and we saw some which are highly reflective of the person's personality and interests. People have their own front door key and have access to storage which can also be locked, providing them with peace of mind around security of their personal possessions. We spoke to one person who explained the service provider had listened to them, installing a shower in their en suite, replacing a bath which they found difficult to access. This has improved their independence. People can develop confidence, maintain routines and participate in daily living activities, including meal preparation, laundry and social events. This helps people work towards independent living if this is their desired outcome.

The provider has systems in place for monitoring environmental safety and maintenance. All services and equipment requiring external inspection and testing are complete. Management undertake routine checks of the premises and maintain oversight of health and safety requirements. Environmental audits are completed, identifying improvements needed, and these are reviewed through governance processes. We identified several areas where standards could be improved and discussed these with management, such as broken locks on cupboards. Immediate action was taken to address this. The management are aware of environmental matters which require improvement and have plans already in place to address them. Plans include the replacement of kitchen worktops and refurbishment of some en-suite facilities, demonstrating a commitment to continuous improvement.

Leadership & Management — Excellent

Leadership and management arrangements at Kington House are highly effective and make a significant contribution to the quality of care people receive. The home benefits from a strong management structure, effective governance systems and a culture which promotes openness, accountability and continuous improvement. Support staff, management and people living at the home spoke positively about the service and the support available to them. One staff member told us, "*The company is good*," while another said, "*This feels like a family. I never dread coming to work*."

The Statement of Purpose is detailed and available in alternative formats, including Welsh and audio versions, ensuring information is accessible to people using the service. The service has established systems for consulting with people, staff and stakeholders through meetings, reviews and quality assurance processes. Feedback is actively sought and considered when planning service developments and improvements.

Governance arrangements are comprehensive and provide effective oversight of service quality and safety. Responsible individual (RI) visits exceed regulatory requirements and include consultation with people and staff alongside reviews of records and the environment. Quality of Care reports demonstrate thoughtful analysis of service performance and identify opportunities for continued development. We found management use information gathered through audits and monitoring systems to drive improvement and maintain oversight of key areas such as training, medication management, documentation and health and safety.

The provider demonstrates a positive approach to learning and improvement. Following medication-related concerns identified previously, the service strengthened arrangements for stock control, administration procedures, audits and spot checks. Management reported these measures have significantly reduced medication errors and we found evidence of robust systems now being embedded in practice.

Support staff are recruited safely and receive extensive training, supervision and professional development opportunities. Training is particularly strong and reflects the needs of people living at the service. All support staff receive specialist learning in areas including mental health, acquired brain injury, behaviours which may challenge and substance misuse support. Supervision arrangements are well established and staff report feeling supported by managers and the wider organisation.

The registered manager is experienced, knowledgeable and highly regarded by the staff team and people using the service. We observed visible and effective leadership throughout the inspection. Overall, leadership and management arrangements ensure people receive safe, effective and compassionate care and support which consistently promote positive outcomes for people.

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.

Welsh Government © Crown copyright 2026.
You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk
You must reproduce our material accurately and not use it in a misleading context.