



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

Forest House Residential Care Home for Adults with Learning Difficulties



Newport



01495272782

The inspection visit took place on 20/04/2026

Service Information:

Operated by:	Dean Hunt
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	3
Main language(s):	English
Promotion of Welsh language and culture:	The provider is not promoting the Welsh language and culture needs of people, and this requires improvement.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Requires Improvement

Summary:

Wellbeing, Care and Support and Environment were rated Good on the most recent inspection. The service provides a family like environment for people they support. The Forest House cat is enjoyed by residents and assists in promoting the family feeling. Staff know people exceptionally well providing consistent care. Individual preferences are met which is reflected through personalisation of bedrooms and catering for personal meal choices. Peoples' independence is promoted by encouraging people to take an active role in the running of Forest House.

Leadership and Management require improvement. The service will strengthen further by additional governance and oversight systems. We were happy to hear the service provider has already started taking the necessary improvement actions, and we will follow this at the next inspection.

Findings:



Well-being

Good

People receive consistent support to make informed decisions about activities and outings they wish to take part in. Staff actively involve people in the weekly food shopping, supporting them to decide what meals they would like for the forthcoming week. People exercise choice and control over what they eat each meal, and staff respect individual preferences even if people are requesting different meals throughout the day.

People have access to suitable transport, which enables them to access a wide range of experiences. These include but are not limited to, going out for lunch, taking walks, having picnics, visiting local shops and attending car shows. Staff use transport to support people to access local amenities within the community as well as attractions further afield. On the day of inspection, staff supported people to visit a local park, where they went for a walk and enjoyed a picnic lunch, making the most of the favourable weather conditions.

People's personal spaces reflect their individual interests, preferences and hobbies. These areas provide a sense of ownership and comfort and support people's emotional wellbeing.

Staff and the responsible individual (RI) hold regular resident meetings to ensure people have opportunities to share their views. Staff also hold ongoing conversations with people to check whether they remain satisfied with their daily routines, activities, and support. This supports people in giving them a formal opportunity to identify any concerns or issues they wish to raise. People have opportunity throughout every day to share their opinion and feel comfortable to do so.

Peoples' wellbeing can be further supported by offering new opportunities for people to take part in should they wish.

A consistent staff team supports people to maintain trusting relationships with staff who know them well and who can recognise and respond effectively to their individual needs.

People report that they feel supported at Forest House and describe their relationships with staff as being like a family. People live in accommodation that supports their overall wellbeing. The service provides access to outdoor spaces, including a balcony and a separate decked area. These spaces enable people to enjoy activities such as barbecues and listening to music when the weather permits, further enhancing their quality of life.



Care & Support

Good

People are kept safe from harm and abuse through ensuring legal requirements are met in line with safer recruitment. The service completes Disclosure and Barring Service (DBS) checks for all staff and maintains current registration with Social Care Wales. These safeguarding measures help protect people and promote confidence in the quality of care they receive. The service has arranged further safeguarding training for staff to ensure they remain knowledgeable, confident and up to date with the most current safeguarding practices, legislative requirements and local safeguarding procedures.

People receive support to attend appointments with relevant professionals to ensure their complex health needs are monitored, reviewed and appropriately managed. Staff actively support people to understand and implement any changes or recommendations made by health professionals. For example, staff promote healthy choices around mealtimes and encourage people to access regular opportunities for physical activity that align with their abilities and preferences. People receive their medication as prescribed by healthcare professionals. Staff store medication securely in a locked drawer and ensure that the key always remains with the appropriate staff member, supporting safe medicines management.

Staff take people's wishes and needs into account when planning activities and days out. People actively contribute to decisions such as where they would like to go, where they would like to eat for lunch, or whether they would prefer to take food with them. This approach supports people's choice and control over their daily lives. People access their hobbies and interests within their home environment and share these interests with staff, which supports meaningful engagement and positive relationships.

Staff support people to carry out tasks within Forest House and ensure people remain actively involved in day-to-day activities that contribute to the running of the home. For example, people support staff by setting tables for meals and ensuring bins are emptied regularly. Where possible, staff also encourage people to take responsibility for aspects of their personal environment, including keeping their bedrooms tidy and supporting weekly bed changes. This promotes independence, life skills and a sense of ownership within the service.

People's personal plans are reviewed every three months. The service plans to further enhance these documents through regular conversations with people about key areas of their plans. The service hopes this will strengthen the person-centred approach by ensuring that both short- and long-term goals continue to reflect people's wishes, preferences and individual outcomes.



Environment

Good

The design and layout of the service actively promote people's privacy and dignity. People have access to a range of well-maintained communal and private spaces. People exercise choice over where and how they spend their time, in line with their individual preferences. People have personalised bedrooms that positively reflect their hobbies, interests and life experiences, supporting their sense of identity, familiarity and emotional wellbeing within the service. While bedrooms are personalised to a good standard, further enhancements within some personal rooms would strengthen comfort and continue to improve people's quality of life.

The service benefits from two distinct living room areas, which offer people meaningful choice in how they use shared spaces. One living room overlooks the surrounding views and provides a calm, relaxing environment that people use for rest and quiet activities. The second living room includes a wood-burning fire, which creates a warm and homely atmosphere and is particularly valued by people during colder months.

People access outdoor space via a balcony that overlooks the surrounding scenery, enabling them to spend time outdoors and enjoy the views. A separate decked area provides additional outdoor space, which people use for barbecues, listening to music and socialising when weather conditions allow. During the inspection, people were observed using the balcony areas and engaging positively with their environment. Inspectors also viewed photographs that demonstrated people's involvement in social events held in the decked area. The responsible individual (RI) continues to invest in and develop the outdoor areas to ensure they remain purposeful and enhance people's experiences. The RI demonstrates a flexible and responsive approach, adapting outdoor spaces in line with the changing needs, interests and preferences of the people supported by Forest House.

People have access to a vehicle, which staff use effectively to support them to access the local community and travel further afield. This enables people to participate in a wide range of meaningful activities that support inclusion and wellbeing, including picnics, beach trips, cinema visits and seasonal outings.

The service provider ensures the premises comply with current legislation and national guidance relating to health and safety, as well as standards set by the Food Standards Agency. An informal cleaning rota is in place and supports the ongoing cleanliness, safety and maintenance of communal areas, contributing to a welcoming and well-kept environment for people and visitors.



Leadership & Management

Requires Improvement

The responsible individual (RI) at Forest House works closely with the staff team and the people who live at the service. The RI maintains day-to-day knowledge of people's needs and experiences and remains actively involved in supporting people with daily activities, as well as accompanying people on trips within the local community. This visible and consistent involvement supports continuity of care and positive relationships.

People living at the service received a certificate recognising them as the "best tea maker." During the inspection, people were proud to share this achievement, and staff further acknowledged and praised their success. This demonstrates positive culture and recognition of people's skills and contributions within the service.

Systems are embedded to promote people's independence, including support for using public transport to visit family members and access local shops. These systems support people to develop confidence and independence skills. People would also benefit from further structured opportunities and ongoing assessments to ensure independence outcomes continue to develop safely and consistently.

People feel comfortable approaching all members of the staff team at Forest House, which was observed during the inspection. Staff respond positively and respectfully when people seek support, guidance or reassurance, supporting open communication and emotional wellbeing. The RI ensures that people living at Forest House support one another and feel comfortable within the group living environment. The admission process prioritises the needs of people already living at the service and carefully considers compatibility before any placement decisions are made. This approach helps ensure that people's emotional wellbeing, stability and established ways of life are not compromised.

The service would benefit from further developing formal systems and processes to monitor and audit compliance across key areas, including medication management, staff training and overall wellbeing outcomes. While systems are in place, strengthening governance arrangements would provide clearer oversight and assurance. The RI has now implemented a system to provide greater oversight of people's daily engagement activities, which supports monitoring of outcomes and meaningful participation. Continued development of these systems would strengthen quality assurance and continuous improvement.

As a result of the issues identified under this theme, we have issued an area for improvement, which the RI has begun taking immediate action. We were happy to hear the service provider has already started taking the necessary improvement actions, and we will follow this at the next inspection.

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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.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
The service provider does not have clear arrangements for the oversight and governance of the service to ensure that the best possible outcomes are achieved for individuals.	20/04/26

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

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