Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

The Forge Care Centre

The Forge Care Centre, 287 Cowbridge Road West, Cardiff, CF5 5TD

02920672000

The inspection visits for this service took place between 26/06/2026 and 08/07/2026

Service Information:

Operated by:	Forge Care Homes Limited
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care
Registered places:	76
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:

Well-being	Excellent
Care & Support	Excellent
Environment	Good
Leadership & Management	Good

Summary:

The Forge Care Centre provides high standards of care and support, including nursing care. People at The Forge receive exceptionally detailed, personalised and effective care and support, promoting positive outcomes while responding to complex needs.

People reported feeling safe, loved and valued. Relatives describe the home as welcoming and supportive, and evidence demonstrates people's physical, emotional and social wellbeing is promoted to a very high standard.

The service shows strength in assessment, care planning, dementia care, clinical oversight and multidisciplinary working. Support is tailored around individuals, ensuring care is responsive, flexible and driven by each person's needs and preferences.

The environment is safe, clean and meets the needs of people living at the home.

The Forge Care Centre is well-led, with a highly supportive culture and an experienced workforce committed to achieving positive outcomes for people.

Findings:

Well-being — Excellent

People living at The Forge Care Centre experience exceptionally positive wellbeing outcomes supported by a compassionate, skilled and highly person-centred workforce. There is strong evidence people are treated with dignity, respect and kindness and supported to maintain their identity, relationships and health. Feedback from people and relatives was overwhelmingly positive demonstrating confidence in the service. One relative described the care as "*Second to none*" and reflected that staff had become "*family*" for their loved one, illustrating the strength of relationships developed within the home.

People are supported to exercise choice and control wherever possible. Staff have excellent knowledge of individual preferences and adapt care accordingly. For example, relatives described how meals are tailored to individual needs, including providing finger foods and favourite snacks. One relative stated, "*Mum always enjoys a jam sandwich*" and confirmed staff ensured she never went hungry or dehydrated. Another commented that staff were "*Constantly going around with fortified food and drinks*."

Health outcomes for people are particularly strong. Relatives consistently reported confidence in the home's ability to respond to changing needs, with one stating, "*Health needs are always addressed quickly enough*." There is effective medication management, excellent skin integrity monitoring and high-quality end-of-life care. Relatives described being fully involved in advanced care planning and supported throughout difficult periods.

The inspection observed numerous examples of warm, meaningful interactions. Staff demonstrated a sophisticated understanding of dementia care, responding sensitively to distress and adapting approaches to suit each individual. One relative explained, "*They're all amazing*," describing how staff recognised signs of distress and remained with their loved one until calm. We observed affectionate and respectful interactions, including a clinical lead sitting with a resident, holding his hand, resulting in a visibly positive response. While there is no requirement at present to provide a service through the Welsh language, the provider is mindful of the Welsh Active Offer.

Activity provision is being adjusted to meet the aspirations of all people. Whilst entertainers and group activities are available and staff routinely engaged people in singing and dancing, evidence showed limited opportunities for more targeted meaningful occupation, particularly for people spending significant periods in bed. One relative commented, "*The only thing is activities*," and expressed a desire for more trips out. The service is addressing this through appointment of two additional coordinators who have plans to arrange more access to the community. Despite this, people express they are happy and content, and overall outcomes are positive.

Care & Support — Excellent

People have full information about the service and are part of the care planning. Pre-admission assessments are particularly impressive. A mental health professional described the clinical lead as "*Very thorough*" and someone who "*Will go above and beyond*" to spend time assessing people's needs and meeting their families. The professional highlighted the service's success in supporting people with complex dementia needs who might otherwise struggle to access appropriate care and support, many having spent a long time in hospital.

Care planning is a significant strength. We found highly detailed plans providing staff with practical guidance on meeting both emotional and physical needs. Records include rich information about personal preferences, communication styles and behavioural presentations. Examples include detailed instructions such as reminding staff how best to reassure individuals when distressed. Plans addressed medical needs comprehensively, covering areas such as wound management, mobility, catheter care, and diabetes management.

The care is person centred and of a high standard. During inspection visits we saw staff demonstrate a sophisticated understanding of dementia and mental health needs, providing compassionate support to people who might present with distress or behaviours which challenge. Relatives and people told us there are highly effective approaches. One person told us they see others experiencing distress, but staff respond quickly and positively to give reassurance, physical comfort and dedicated attention, which is highly effective. People or their relatives describe the care as "*Exceptional*," "*Highly person centred*," "*Calm*," "*Supportive,*" and "*Caring*." While we are confident all care is being delivered, daily records need minor adjustments to ensure all care delivered is consistently captured, such as oral care.

Healthcare support is robust and proactive. Records show good access to GP and we saw one visiting to support people as part of their routine clinical reviews. People also have access to other professionals such as, tissue viability nurses, wheelchair services and dentists. Relatives praised the management of skin integrity, one stating, "*Any marks, they're on it, they take a photo, use spray and sort it out.*" The service has achieved particularly strong outcomes, including no home-acquired pressure damage despite supporting people with significant health needs, demonstrating the robust approach to prevention.

The medication system is an area of significant strength. Following previous challenges, the service introduced more robust processes which led to improvements in oversight and reduction of errors. Stock control, competency checks and medication audits are exceptional.

Environment — Good

The environment at The Forge Care Centre is safe, welcoming and generally well maintained. The home provides comfortable living spaces which supports people's wellbeing, dignity and independence. The home's location on a busy road creates practical challenge for people to access the community, but opportunities to access outdoor space is provided in a garden area with trees and other plants. We saw this was used to good effect and enjoyed by all in warmer weather. There is sufficient shade to safeguard people from the sun.

The service successfully creates a homely atmosphere. Smaller living areas and compartmentalised lounges provide a more intimate environment and helps create a ‘small care home feel.’ Each area has access to lounge facilities and kitchenettes which support social interaction. The service operates safe areas which are accessible using electronic access; this keeps people safe, especially those living with dementia who may not be at risk if they left the home independently.

Bedrooms can be highly personalised according to individual wishes. We saw examples reflecting people's identities and interests, helping residents maintain a sense of self and familiarity. Communal areas are comfortable and welcoming, and the service is actively enhancing dementia-friendly provision through additional sensory and engagement resources.

Standards of cleanliness are consistently good and there is sufficient equipment available. We found the home to smell fresh and observed domestic staff actively cleaning the premises throughout the inspection. Appropriate specialist equipment is readily available, including profiling beds, hoists and slings. There are effective systems for equipment servicing and environmental maintenance. Managers display good awareness of compliance requirements and take action when maintenance issues arise.

Health and safety arrangements are generally robust. Relevant doors are kept secure, hazardous substances appropriately stored and there is effective oversight through maintenance schedules and external inspections. We identified some minor maintenance matters which were immediately addressed and rectified. The home achieves high food hygiene standards and demonstrates a proactive approach to fire and environmental safety. The provider is considering the future of the environment as this year’s heatwaves have presented with challenges to maintain cooler environmental temperatures while external temperatures are higher than usual.

Leadership & Management — Good

The Forge Care Centre has strong leadership, positive organisational culture and stable management arrangements which support good outcomes for people. Feedback regarding the leadership team was overwhelmingly positive. One relative commented staff are "*All brilliant, from the top down*." Staff consistently described leaders as supportive and approachable. Examples included staff stating that management are "*Visible, supportive and actively involved in the day-to-day running of the service*" and maintain an "*Open door policy*." Many staff referred to the home's family atmosphere and one employee remarked, "*It doesn't feel like going to work, it also feels like home*." We saw the positive culture being fostered during the two-day inspection visits.

Governance and monitoring systems are generally effective. The responsible individual (RI) visits the service and has good oversight through management. They often visit the service weekly or more frequently, which is in excess of expectations. The RI produces required reports, but some reports are not always available in a timely manner. There is no impact on the service or people living there. The provider carefully considers the development of the service, and this is planned only with full consultation of people, staff and management.

Daily monitoring of the service is supported through auditing systems. These are mostly comprehensive, but the provider is considering how these can be streamlined as there is a mixture of electronic and paper-based evidence which could increase risks of matters being missed. Communication across the home is mostly robust, with good handover of information between shifts and departments, ensuring a consistent and effective approach to care and support.

Staffing arrangements are particularly strong. The service benefits from an experienced and stable workforce, with many employees having worked at the home for more than a decade. Staff and relatives report there are sufficient staff available and agency usage is minimal. The management keep staffing levels under review and make adjustments when required.

Recruitment and induction arrangements are comprehensive with evidence of professional development opportunities. Training is an area of significant strength. Staff described being supported to learn and develop, with specialised programmes in dementia care, falls management and prevention, and behavioural support. The service's investment in dementia-focused training is supporting exceptional 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.

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