



## Liberty House



Porthcawl



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[www.libertyplacements.co.uk](http://www.libertyplacements.co.uk)

Date(s) of inspection visit(s): 24/07/2025

## Service Information:

Operated by:	Liberty Placements Ltd
Care Type:	Care Home Service Children's Home
Provision for:	Care home for children - with nursing, Care home for children - with personal care
Registered places:	6
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture, or is working towards a bilingual service.

## Ratings:



Well-being

**Requires Significant Improvement**



Care & Support

**Requires Significant Improvement**



Environment

**Good**



Leadership & Management

**Requires Significant Improvement**

## Summary:

Liberty House provides care and support to children from the age of 12.5 years. The service previously operated as an adult's care home and changed service provision in December 2024, to care for children. The service has had a period where it was not operating between April-June 2025. We found children's well-being and care and support outcomes require significant improvement. They have limited input in planning their care and support and the service provider has not assessed they can meet their needs and support them to achieve their personal outcomes. Leaders, management and care staff have limited experience of providing care to children and some practices remain adult focused.

Overall, the home environment supports children's well-being. The home is furnished to a high standard and warmly decorated. Children can access a range of activities and public transport within walking distance to their home.

We found the governance arrangements require significant improvement because they do not support children effectively. Quality assurance systems have not identified areas of learning which would provide opportunities to drive forward improvement. We have issued priority action notices for the standards of care and support, personal plans and the provision of the service. The service provider told us they will take action to address these issues.

## Findings:



### Well-being

### Requires Significant Improvement

Well-being outcomes for children require significant improvement. The manager and care staff demonstrate a caring attitude and are committed to support children. Language used in information provided to children about their new home is not child centred and is adult focused. The children's guide to the home requires improvement as it does not cover all elements required by regulation and does not fully support children to feel welcomed.

Care planning and children's input in this requires significant improvement. This is because children's voices, wishes and preferences are not included in their personal plans. Plans do not consider all of children's well-being needs including health and educational needs. This limits the ability of care staff to provide care and support which is tailored to children's individual needs.

Children are registered with health services and the manager confirmed they are supported to attend any appointments. Children have raised concerns about the food available to them and current plans for meal planning do not support their needs. External commissioners have met with the service provider and told us plans will be reviewed shortly.

We found limited evidence children are being supported to develop healthy routines, including positive sleep hygiene and engagement in a range of activities which support well-being. Children spend most of their time while at the home in their bedroom. Plans do not include details of how children will be supported to prepare for re-engagement in education.

Children are supported to maintain relationships with people who are important to them. This includes family and friendships. Care staff want to develop positive relationships with children, but do not have the experience and guidance to assist them effectively. Care staff we spoke to are aware of safeguarding procedures and actions they need to take if concerns arise. Systems in place for recording incidents do not support management oversight or provide opportunities to reflect and learn lessons.

The home environment is decorated warmly and well-maintained, which supports children's well-being. Children have been able to choose their bedroom and have started to personalise these. They have not been adequately supported to unpack their belongings, ensuring their bedrooms provide them a sense of belonging and does not impact negatively on their well-being.



## Care & Support

## Requires Significant Improvement

Children's outcomes require significant improvement as the quality of care and support provided does not ensure their voices are heard and they are supported to achieve their personal outcomes. We have therefore issued a priority action notice for the standards of care and support. We found shortfalls in assessment, planning, and delivery of care which directly impacts children's well-being. Admission processes are not robust. The service provider has not ensured they have considered a range of information and assured themselves they can meet children's needs and mitigate any risks. Most children have moved on shortly after their arrival. This causes further instability and poses risks to their emotional well-being.

Personal plans require significant improvement as they do not identify children's holistic needs or include essential information. Plans have not been developed in collaboration with children. They lack adequate detail to properly inform care staff about children's needs and how to support them to achieve their personal outcomes. Children and care staff are unclear on routines and expectations. This has resulted in an incident occurring where children have not been provided age-appropriate boundaries and care staff have not had the information they need to respond effectively. We have therefore issued a priority action notice for personal plans. Children are not confident care staff are always available to support them when needed. Children have also raised concerns about not being provided support to purchase personal care items and are told when they arrive, this would be their responsibility. This does not reflect nurturing care and support children need, which reflects typical family life.

We found the model of care referred to in statement of purpose is not embedded in practice. The manager and care staff have received introduction training in the model of care but they lack the experience, skills and do not have the guidance needed to deliver this consistently to children. We found very limited evidence, children are being supported to help them feel they belong, are valued, or are progressing towards their personal outcomes. External commissioners told us children have made progress in developing independent travel skills, care staff are well intentioned, but they lack experience. They have met with the service provider during the inspection period to discuss these matters and told us they are confident action will be taken to improve the care and support delivered to children.

Care staff have received training in medication management and this is stored securely. Children are protected as much as possible from the risk of infection because the home and equipment are kept clean and hygienic and food hygiene practices are effective.



## Environment

Good

Liberty House provides a warm and well-maintained environment which supports children's well-being. The accommodation is a three-storey Victorian terraced house located in a South Wales seaside town. Children can access good transport links, shops and beaches within walking distance to their home.

Communal areas are smartly furnished and decorated to a high standard, with new carpets and quality furnishings throughout. There is a lounge and dining room with large dining table, providing enough space for meals to be enjoyed together. The kitchen is small but functional, providing adequate facilities for preparing meals. The home is clean and tidy, supported by effective cleaning rotas. An extension has recently been completed to the back of the home, providing two further rooms and the service provider is considering how best to utilise these. A bedroom on the ground floor is currently used as an office space. There is a courtyard style garden to the back of the home, which is not currently in use. The manager told us they are considering how to make this more welcoming for children to use. There are opportunities for children to engage in a range of activities close by.

The manager told us the kitchen is locked at night which restricts children's liberty. There is no risk assessment in place to demonstrate this is reasonable, or consideration made to other measures being used which do not restrict children's movement in their home. We saw multiple signs used around the home and staff lockers in communal areas which is not homely, familiar to children and does not reflect typical family life.

Children's bedrooms are located on the first and second floor. All bedrooms are en-suite, offering privacy and dignity with opportunities for children to personalise their space with photographs and LED lights. Children's bedrooms include enough storage for personal items, and they have their own keys to secure their belongings.

Facilities are well maintained, with appropriate fire safety measures in place and health and safety checks completed weekly. Prompt action is taken if any concerns arise. Overall, the environment is safe, clean, and well-equipped, with systems in place for maintenance and infection control. The service has been awarded the highest food hygiene rating available.



## Leadership & Management

## Requires Significant Improvement

Children's outcomes require significant improvement because the governance arrangements do not support the smooth operation of the service. They do not ensure there is a sound base for providing high quality care and support to children which enables them to achieve the best possible outcomes. Current systems have not supported children to achieve their personal outcomes, promote their well-being or enable them to experience stability. We found policies for admissions and supporting children to manage their money do not meet regulatory requirements. We have therefore issued a priority action notice for the provision of the service.

The manager has been in post for a short time, is warm, caring and demonstrates a commitment to wanting to make improvements to children's lives. The Responsible Individual (RI), manager and care staff previous experience is in providing adult social care and nursing. This lack of experience has contributed to challenges in embedding child centred care with many practices remaining adult-focused. The manager and care staff are registered with Social Care Wales; the workforce regulator and they told us they have been enrolled to gain recognised qualifications in children's care. Care staff provided positive feedback as part of this inspection. They told us they feel '*very well supported*' and the '*team works well together*' but we found care staff are not provided with regular supervision in line with regulation. Care staff are provided training including safeguarding, medication and first aid. They have received introductory training in the model of care described within the statement of purpose, but are not yet skilled in delivering this consistently.

There is insufficient oversight of the care and support delivered to children. Current systems include information recorded in a daily log, with no evidence of management oversight to identify any improvements needed. The RI was the registered manager of the home between January- May 2025. We found quality assurance systems require significant improvement. The RI has not evidenced their regulatory visits to the service, to monitor the performance in relation to its statement of purpose and to inform the quality-of-care review. The quality-of-care review does not include an analysis of how the service supports children's outcomes, how incidents are managed, how children are safeguarded and does not identify learning or improvements. Feedback from stakeholders including children and commissioners have not been adequately sought. Current systems do not support a culture of reflection and learning to drive forward continuous improvement. The service provider has given assurance action will be taken to rectify the shortfalls identified.

## 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
Children have not received information about the service which is accessible, age-appropriate, and reflects their needs and experiences. The language used is not child-centred and may be confusing or unwelcoming to children.	24/07/25

Summary of areas for Priority Action	Date identified
Children are not being provided consistent care and support, which supports and promotes their well-being and enables them to achieve their personal outcomes.	24/07/25
Children's needs and preferences are not met because personal plans do not include sufficient information about their needs and do not provide enough information to direct care staff in the care they provide.	24/07/25
Children using the service are not consistently supported to achieve the best possible outcomes because the service provider has not established and maintained effective oversight and governance arrangements. This has led to missed opportunities to identify lessons and drive forward improvements, in the best interests of children.	24/07/25

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