Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Liberty House

Porthcawl

07341819772

www.libertyplacements.co.uk

The inspection visit took place on 14/10/2026

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 provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:

Well-being	Good
Care & Support	Good
Environment	Good
Leadership & Management	Requires Improvement

Summary:

Liberty House provides care and support to children up to the age of eighteen. The last inspection found the environment was good, while children's well-being, care and support, and leadership and management required significant improvement.

Following the last inspection, CIW received several concerns from commissioners. They were regarding the standards of care and support being provided to children and concerns the service provider was not working collaboratively with safeguarding process and commissioners. CIW also received notifications regarding incidents occurring which raised concerns about the care and support being provided. The service was referred to CIW's Securing Improvement and Enforcement Pathway. An Improvement Notice to cancel the registration of the service and a proposal to restrict admissions were issued in March 2026. Following representations made by the service provider, the deadline for the notice was extended and a Notice of Decision to restrict admissions to two children was issued in June 2026. Alongside CIW's enforcement action, the Local Authority initiated its escalating concerns process. The service was dormant between February 2026 and the end of June 2026.

This inspection found improvements across all areas of the service and while some changes are in

their infancy, the service continues an improvement journey. We found children are being supported to achieve good well-being outcomes. Their views are valued, health and education are promoted, and they are supported to reduce risks to their well-being. Children maintain important relationships, enjoy meaningful activities and are developing their independence.

Overall, children receive good care and support. Admission processes and care planning have improved, helping to ensure children receive appropriate support from the outset. Positive feedback from commissioners highlights the services commitment and the progress made. While the service remains on an improvement journey, children are benefiting from more effective and consistent care and support.

The environment is good. Children benefit from a safe, comfortable and homely environment which supports their well-being. Effective maintenance, safety arrangements and ongoing improvements help ensure the home remains a positive place to live. Children have good access to community resources which promote social inclusion and recreational opportunities.

Leadership and management has improved since the enforcement action, with a new manager appointed, strengthened oversight arrangements and a stable, well-supported care staff team. The service provider engaged in the Local Authorities escalating concerns process, providing action plans and evidence of improvements. The service closed to this process in August 2026. We found further improvement is required to ensure quality of care reviews provide robust evaluation of service performance, including reflection and analysis of area's which require improvement and lessons learned to prevent recurrence. Quality assurance arrangements are not yet consistently demonstrating effective scrutiny and continuous improvement. This has been identified as an area for improvement.

Findings:

Well-being — Good

Children are receiving support to achieve positive well-being outcomes. Care staff know them well and treat them with dignity and respect. We observed warm and caring interactions. Children are encouraged to express their views and make choices about their daily lives. Care staff adapt communication approaches to meet children's individual needs, helping them understand information, express their wishes and take an active role in decisions affecting them. Children contribute to decisions about meals, activities and how they spend their time. Information is provided to children when they arrive, including a written guide and personalised social stories to help them understand changes. Care staff spend time getting to know children and ensure they understand their rights and how to raise concerns.

Children receive support to maintain their physical health and well-being. Care staff promote healthy lifestyles and encourage children to make positive choices. Children attend routine and specialist health appointments as required. Children are experiencing improved health outcomes because care staff have successfully supported them to overcome fears and other barriers associated with attending health appointments. Children participate in activities meaningful to them and reflect their interests. These include spending time with friends, participating in community activities, sports and days out, helping children build positive memories and a sense of belonging.

Education is promoted. The manager works proactively with schools and other professionals to support attendance and positive educational experiences. Children who have completed statutory education receive support to explore their aspirations and future opportunities. Children are encouraged to develop independence skills in line with their assessed needs.

Children receive support to manage risks and keep themselves safe. Care staff understand their safeguarding responsibilities and receive regular training, supervision and opportunities to reflect on practice. When risks are identified, care staff help children understand why safeguards are necessary and support them to make safer choices. Records demonstrate safeguarding concerns are reported appropriately, and the manager works effectively with partner agencies to promote children's safety.

Children maintain relationships which are important to them. Care staff support family time and encourage positive connections with significant people in children's lives. Care staff have developed positive relationships with children's families, supporting children to maintain meaningful family connections through visits to the home where this is safe and appropriate.

Children live in a homely environment which reflects their preferences and supports their well-being. Children are consulted about the home and encouraged to share their views about any changes they would like to make.

Care & Support — Good

Children receive care and support which is planned and focused on helping them achieve positive outcomes. Since enforcement action was taken in March 2026, the service has taken steps to strengthen assessment, planning and care delivery. Care staff have clearer guidance to support children in a way which reflects their individual needs, strengths and aspirations. We found improved oversight of children's care and greater consistency in recording and reviewing their progress. While progress is evident and children are being supported to achieve good outcomes, the service remains on an improvement journey, to ensure recent developments are fully embedded in practice.

Improvements have been made to admission processes. The service provider assesses whether it can meet children's needs before agreeing to provide a service. Provider assessments take account of children's individual needs, compatibility with other children living in the home, the resources available to support them effectively and whether any risks can be managed. Where possible, children are supported to experience planned transitions into the home. This includes opportunities to visit, become familiar with routines and personalise their living space before moving in. Provider assessments are updated regularly when needs change to consider ongoing suitability.

Children's personal plans provide care staff with guidance on how to support children to achieve their goals. Plans identify children's strengths, needs and aspirations and are reviewed regularly to monitor progress and respond to changing circumstances. Child-friendly personal plans are currently in development to evidence the input children have in developing and reviewing their care and support. Care staff demonstrate a good understanding of children's needs and described how plans inform their practice. Behaviour support plans are individualised, include strengths and triggers which can cause children distress. They detail the preventative approaches care staff should use and how best to respond. The service provider confirmed they will continue to develop incidents reports and ensure these accurately reflect what has accrued and the responses provided to manage risks. Care staff are trained in trauma-informed care and are supported by the manager to develop the confidence and skills needed to embed this approach consistently in practice. The manager works alongside care staff, providing mentoring and support to strengthen their understanding and application of trauma-informed care.

We received positive feedback from commissioners as part of this inspection. They told us children are supported to settle and are *'very comfortable there'* and care staff have *'gone above and beyond'* in supporting children through difficult times, listening to their wishes and feelings, encouraging and supporting children to *'consider their options and future'.*

Environment

Good

Children live in a comfortable, homely environment which supports their safety, privacy and well-being. Liberty House is a spacious three-storey home, located in a seaside town, close to the beach. During the inspection, the home was observed to be clean, tidy and welcoming throughout. Furniture, fixtures and fittings are in good condition and provide children with a pleasant living environment.

Children benefit from personalised bedrooms which reflect their individual personalities, interests and preferences. Bedrooms contain adequate storage space for personal belongings. Ensuite facilities further promote children's privacy and dignity. We saw evidence children's rooms are prepared thoughtfully and adapted to meet their needs. Where children's moves to the home are planned, their bedrooms are personalised before arrival as part of a planned transition process. This helps children feel welcomed and supports them to settle into the home.

Bedrooms are spacious and include study areas, helping children to engage in education. Children have access to communal areas where they can spend time relaxing, engage with care staff and participate in activities. The manager has identified opportunities to further enhance the environment and described plans to develop additional recreational spaces within the home which will support children’s individual needs.

Although outdoor space is limited, there is a trampoline and care staff take proactive steps to ensure children have regular access to their community and outdoor environments. Children access local amenities, recreational facilities and nearby outdoor spaces, including the beach and local parks, supporting opportunities for exercise, leisure and social inclusion.

Children's health and safety is promoted through effective maintenance and monitoring arrangements. Fire safety arrangements are comprehensive and included regular alarm testing, evacuation drills, servicing of equipment and oversight from external experts. Prompt action is taken to address any area’s requiring improvement. Items which may pose a risk to children are stored securely, without restricting children’s liberty to access areas of their home. The service provider has taken action since the last inspection to remove signs and staff lockers from communal areas, creating an environment which more closely reflects a typical family home. The service is currently working through ongoing maintenance and redecoration, to ensure standards are maintained.

Leadership & Management Requires Improvement

Following enforcement action in March 2026, a new manager was appointed. They have a wealth of experience and are working towards a relevant management qualification. The manager is motivated to continue developing the service and embedding the improvements made to date. The Responsible Individual (RI), alongside the manager, has taken positive steps to strengthen oversight, governance and quality assurance arrangements. The service provider engaged with the Local Authorities escalating concerns process, provided evidence and assurance of improvements made and closed to this process in August 2026.

Children benefit from a small, stable staff team who are committed to providing consistent care and support. Since June 2026, no agency staff have been used, providing consistency and continuity for children. We found evidence of safe recruitment checks which ensure care staff are suitable to work with children. Care staff are registered with, or working towards registration with, Social Care Wales, the workforce regulator. Two senior care staff lead each team, ensuring there is always a qualified and experienced member of care staff on duty.

The manager has worked alongside care staff to mentor those less experienced and prevent the need for agency workers. Care staff receive regular supervision, which provides opportunities to reflect on practice, review learning and development, and consider their well-being. Team meetings are held regularly and include discussions about children's plans, training, reflective practice and service developments. Care staff described a positive culture within the service and told us they feel supported by the manager and RI. They would recommend working at the service. They receive training relevant to their roles. The manager recognises the importance of ensuring learning is embedded in practice and continues to assess care staff knowledge, confidence and competence. Where gaps are identified, additional training and support are provided.

The registered manager completes a detailed monthly audit to support monitoring of the service. This is shared with the RI to strengthen oversight and accountability. We found improved evidence of RI visits to the home. The RI has met with care staff, spoken with children and reviewed the actions taken in response to the enforcement action.

Further improvement is required to ensure quality of care reviews provide robust analysis of significant incidents, safeguarding concerns and feedback shared with the service. The most recent review makes reference to the enforcement action taken by CIW and the actions implemented to address areas of non-compliance. However, the reviews lack sufficient acknowledgement and reflection on the shortfalls which led to enforcement action and the lessons learned to reduce the risk of recurrence. Further work is needed to ensure quality assurance arrangements provide a more critical analysis of service performance and clearly identify actions and timescales to drive continuous improvement. We have identified this as an area for improvement and will review

progress at the next inspection.

The RI provided assurance they are committed to embedding improvements further. They have plans to introduce a new data base system imminently which will support evidence of care and support and oversight. The RI informed CIW, they plan to reduce their maximum occupancy to ensure the service can safely meet the needs of children. The service will be presented back to CIW securing improvement and enforcement panel to provide an update on improvements made. CIW will complete a further priority inspection, to review progress on embedding the changes made.

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 may not consistently receive care and support which is informed by effective service learning and improvement because quality of care reviews do not sufficiently evaluate significant incidents, safeguarding matters and feedback the service receives. As a result, opportunities to learn from and reduce the risk of recurrence may be missed.	14/10/26

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

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