

Forge Care Homes Limited

Annual Return 2025/2026

The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

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Provider: Forge Care Homes Limited

Provider summary

The provider was registered on:	18/03/2019
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.	All staff have identified roles with specific mandatory training requirements. Additional training requirements are identified from performance monitoring processes. Training records are maintained to identify when updates are required.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Recruitment of staff identified from staff vacancies and advertised as appropriate. New staff are recruited within regulatory requirements in respect of documentation, references and DBS etc. Staff retention is safeguarded as far as possible by provision of policies to protect and support staff.

Regulated services delivered by this provider

Service name	Service type	Type of care
The Forge Care Centre	Care Home Service	Adults With Nursing

Service: The Forge Care Centre

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	18/03/2019
Maximum number of places	76
Service Conditions	<ul style="list-style-type: none">A maximum of 76 individuals can be accommodated at this serviceForge Care Homes Limited is registered to provide a Care Home Service at The Forge Care Centre THE FORGE CARE CENTRE, 287 COWBRIDGE ROAD WEST, CARDIFF CF5 5TDThe responsible individual for this service is David Baines
How many people in total did the service provide care and support to during the last financial year?	95

Service management

Responsible Individual(s)	David Baines
Manager(s)	Laura Coles

Service contact details

Service Telephone Number	02920672000
Service Contact Email Address	forgecare@summerhillgroup.co.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Service facilities and accommodation

<ul style="list-style-type: none">Garden(s)Internet accessLiftsNear public transportNumber of bathrooms with assisted bathing facilities: 8Number of bedrooms with en-suite facilities: 76Number of communal lounges: 8Number of dining rooms: 8Number of shared bedrooms: 0Number of single bedrooms: 76On-site parkingStairliftTV pointWheelchair access

Engagement with people using the service

We hold formal meetings with residents and families to which all are invited. We invite feedback from a range of parties and operate an open door policy. We conduct annual surveys where residents, families, staff and relevant professionals can feedback their views on the service we provide
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Compliance and quality statement

Not Inspected - Strong Internal Checks Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.
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We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1250
The maximum weekly fee payable during the last financial year?	£1750

Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	130
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Nursing Assistant / Auxiliary Nurse	15	0
Registered Nurse (1+ Years in Practice)	9	0
Senior Care Worker	11	0
Care Worker	81	0
Domestic staff	15	0
Catering staff	12	0
Other Staff	7	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering staff	Not relevant to this staff group	Not relevant to this staff group
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering staff	Not relevant to this staff group	Not relevant to this staff group
Other Staff	All staff have completed	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Nursing Assistant / Auxiliary Nurse	15	0	0
Registered Nurse (1+ Years in Practice)	9	0	0
Senior Care Worker	11	0	0
Care Worker	81	0	0
Domestic staff	15	0	0
Catering staff	12	0	0
Other Staff	7	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Nursing Assistant / Auxiliary Nurse	10	5
Registered Nurse (1+ Years in Practice)	9	0
Senior Care Worker	11	0
Care Worker	47	34
Domestic staff	6	9
Catering staff	4	8
Other Staff	3	4

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Nursing Assistant / Auxiliary Nurse	15	0
Registered Nurse (1+ Years in Practice)	9	0
Senior Care Worker	11	0
Care Worker	81	0
Domestic staff	15	0
Catering staff	12	0
Other Staff	7	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Nursing Assistant / Auxiliary Nurse	7 am to 7 pm
Registered Nurse (1+ Years in Practice)	7am to 7pm
Senior Care Worker	7am to 7pm
Care Worker	7am to 7pm