



## Priory Residential and Nursing Home



The Priory Nursing & Convalescent Home, Llandogo, Monmouth, NP25 4TP



07765122783



[www.priorycarehome.com](http://www.priorycarehome.com)

The inspection visit took place on 14/10/2025

### Service Information:

Operated by:	Adriana Ltd
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:	57
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

Requires Improvement



Environment

Good



Leadership & Management

Requires Improvement

## Summary:

The Priory is a nursing and residential care home for adults, located in a prominent position above the village of Llandogo in the lower Wye Valley. The Priory provides nursing and residential care for older people.

People experience good wellbeing outcomes because they are well known, understood and provided with care and support by an established staff team. The support people receive helps them to live well and maintain and improve upon their physical and mental health.

The care and support people receive requires improvement because people and their representatives are not always involved in personal plan reviews. Prior to accessing The Priory plans for people's care and support are co-produced between them, their representatives, relevant professionals and the service provider. Care workers know people well and have positive relationships. People are supported to maintain and improve their wellbeing with involvement from

external professionals.

The environment is rated as good because people live in a warm, comfortable, welcoming home, which meets their needs. The provider undertakes regular maintenance and repairs.

Leadership and management require improvement because audits of quality of care completed lack detailed analysis and action planning to improve service quality. People and staff provide feedback which contributes to assessing care quality and improving the service, but this is not always documented in records of Responsible Individual (RI) visits. Care workers receive effective induction, ongoing training and supervision.

## Findings:



### Well-being

Good

People living at The Priory are treated with dignity and respect. We observed genuine, warm interactions between care workers and people, showing staff know and understand those they support.

People are valued and respected by staff. Interactions we witnessed were kind, gentle, and positive. People are supported to identify what they like and dislike, and this is reflected in their personal plans. Plans now include more detail about people's history and personal outcomes than at the last inspection, although additional information would strengthen them. People's interests, culture, past life experiences, spirituality, and important relationships are recognised by leaders and staff. Their significance for each individual is acknowledged.

People are offered choices in daily activities and have opportunities to engage in meaningful experiences, such as selecting meals and participating in hobbies. Activities help people maintain their physical and mental health and emotional well-being. People's well-being and safety is prioritised through risk assessments, which now include additional considerations not previously addressed. People's right to make informed choices and take positive risks is promoted by the service's culture, and this is reflected in personal plans. People are able to maintain relationships with family, friends, and those important to them.

The service does not make the active offer for Welsh language and culture.

People are protected from abuse and harm because staff understand their safeguarding responsibilities and have clear guidance to follow in the service's safeguarding policies and procedures. Staff are trained to recognise risks and actions to take if they have safeguarding concerns.

People live in a safe, well-maintained environment which meets their needs. Communal and private spaces promote dignity and independence. Health and safety risks are identified and managed through audits and maintenance schedules. Outdoor areas are accessible, infection control is consistent, and food hygiene standards are good. As one representative said, *"I feel confident leaving mum here – she is safe and her needs are met."*



## Care & Support

## Requires Improvement

People receive consistent care because the provider assesses whether the service can meet their needs and personal outcomes before agreeing to providing a service. The Nurse Manager gathers detailed information from professionals and others already involved in people's care and support. Where possible, they speak directly with people about their needs and preferences. This information fully informs decisions about whether the service can meet those needs. We saw baseline assessments in place, which is positive practice to understand how people's needs change over time.

Plans for care and support are co-produced between people, their representatives, relevant professionals, and the service provider. Personal plans are strengths-based and outline how care workers should support people to achieve their well-being outcomes. Plans include preferences, routines, and beliefs, and some information about people's interests, culture, and life history. While plans have improved since the last inspection, they could be strengthened further with more personal detail.

People and their representatives are not consistently involved in reviewing personal plans. Although plans are reviewed, we did not see evidence within the care planning system that people or their representatives were included, and people told us they were not part of the process. This has been identified during previous inspections and remains an ongoing area for improvement. Despite some progress in care plan detail, meaningful co-production and involvement in reviews have not been embedded. We expect the provider to take action and will follow this up at the next inspection.

People experience care and support that is dignified and respectful. We observed warm and respectful interactions between staff and residents, and representatives told us their loved ones were understood and known by care workers and management.

People are referred for appropriate care and treatment at the right time, and recommendations from other professionals are carried out as directed. Records show referrals to health professionals are made, and people are supported to attend appointments. The provider ensures people have access to a nutritious and balanced diet, and specialist dietary needs are catered for. People are assisted to attend health checks and activities that promote health and well-being.

People receive their medication as prescribed and in accordance with national guidelines and the service provider's medication policy. Audits are completed to maintain good standards. Medication storage arrangements are in line with national guidance.

People are kept safe from harm and abuse because staff understand and act in accordance with

safeguarding responsibilities. People's liberty is protected in line with legislation.



## Environment

**Good**

People have access to a variety of communal and private spaces where they can spend time alone, socialise, or welcome visitors. A large lounge with doors opening onto the patio and two separate dining rooms provide opportunities for interaction with others, visitors, and staff. People personalise their rooms with their own furniture, belongings, and pictures, creating spaces that reflect their interests and what matters to them.

The environment is warm, comfortable, and welcoming. It is clean, tidy, and well maintained. Communal bathrooms and toilet facilities are clean and designed to promote privacy, dignity, and safety. Bathrooms, showers, and toilets are accessible and equipped to meet people's needs. Suitable furnishings and equipment are provided throughout the service.

Outdoor spaces are attractive and include a large, accessible patio area. Gardens are well maintained and offer opportunities for people to enjoy fresh air and nature. People can navigate the premises easily, and systems are in place for regular maintenance and repairs to ensure safety and well-being.

Personal Emergency Evacuation Plans (PEEPs) are in place and describe how people will be evacuated in the event of an emergency or fire. Fire safety checks are completed regularly, and up-to-date safety certification is in place for equipment.

People are protected from infection risks because premises and equipment are kept clean and hygienic. The kitchen has been awarded a score of five by the Food Standards Agency, indicating very good standards of cleanliness and hygiene.



## Leadership & Management

## Requires Improvement

Leaders and managers are visible and accessible to people, their representatives, and staff. We were told there is an open culture at The Priory where staff feel confident to raise concerns and question approaches to care and support.

Policies and procedures are appropriate and proportionate to the needs of people supported by the service. They are reviewed regularly to ensure alignment with current legislation and national guidance. Staff understand and implement these policies in practice.

The RI maintains oversight of the service and is present in the service during the working week. However, documentation relating to quality reviews and RI performance monitoring requires improvement. Regulation 73 records contain extensive information but do not detail discussions with people, representatives, or staff that would inform service improvements. Regulation 80 quality reviews do not systematically analyse accidents and incidents to identify patterns or trends, nor do they detail lessons learned from complaints or safeguarding matters. Relevant authorities are not consistently informed of significant events in the service, and Regulation 60 notifications are not always made in a timely manner. These are areas for improvement, and we expect the provider to take action.

People are supported to achieve their personal outcomes because the service provider ensures there are enough suitably qualified and trained staff to deliver quality care and support. Recruitment processes are robust, with strict selection and vetting procedures to ensure staff are qualified and trustworthy. Routine checks confirm staff remain fit to work and appropriately registered with professional bodies.

Staff receive regular one-to-one supervision and annual reviews to provide feedback and identify training needs. Supervision records were complete. The provider supports staff development. Training compliance is good, and nearly all staff have completed the training required for their role. Gaps in skills or lapsed training are identified and addressed promptly. Staff told us they feel well supported and positive about the supervision they receive.

A relative told us, *“There are some really good staff here.”* Staff described a positive relationship with the manager, saying, *“He’s always willing to help if we need anything.”* People using the service trust and value care workers. One person told us, *“They give you the time.”*

## 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
People cannot be sure their care and support is provided by a service which is continuously learning. Service performance reviews and quality reports demonstrate limited analysis of results from monitoring processes.	14/10/25
People using the service cannot be confident their feedback will be used to drive continuous improvements. Staff cannot be confident their feedback will be used to drive continuous improvements.	14/10/25
People could be placed at risk of harm if appropriate notifications are not made to relevant regulatory bodies and statutory agencies.	13/04/22
Without the involvement of people receiving a service and/or their representatives when plans of care are reviewed, there is a risk that peoples personal outcomes and goals are not taken into consideration.	13/04/22

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

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