



### Rozelle Nursing Home



Rozelle Nursing Home, 93 Brecon Road, Abergavenny, NP7 7RE



01873854047



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

The inspection visits for this service took place between 29/04/2026 and 30/04/2026

### Service Information:

|                                          |                                                                                                             |
|------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| Operated by:                             | SKM MEDICAL LIMITED                                                                                         |
| Care Type:                               | Care Home Service<br>Adults With Nursing                                                                    |
| Provision for:                           | Care home for adults - with nursing, Provision for mental health, Care home for adults - with personal care |
| Registered places:                       | 24                                                                                                          |
| Main language(s):                        | English                                                                                                     |
| Promotion of Welsh language and culture: | The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.   |

## Ratings:



**Well-being**

**Good**



**Care & Support**

**Good**



**Environment**

**Good**



**Leadership & Management**

**Good**

## Summary:

Rozelle care home service providing nursing care located on the western outskirts of Abergavenny. We rated Well-being as Good because people are treated with dignity and respect by staff who know them well and understand their individual needs and preferences. People are supported to maintain relationships, participate in meaningful activities and make choices about their daily lives.

We rated Care and Support as Good because people receive person-centred care that reflects their assessed needs and desired outcomes. Care plans are reviewed regularly, people have access to healthcare professionals when required and staff support people to maintain their health, well-being and independence. Medication is managed safely and people receive care that promotes positive outcomes.

We rated Environment as Good because people live in a comfortable, homely and well-maintained environment. Bedrooms are personalised, communal areas are welcoming and people have access to outdoor space.

We rated Leadership and Management as Good because effective leadership, quality assurance systems and a committed staff team support the delivery of good quality care and positive outcomes for people.

## Findings:



### Well-being

Good

People experience positive well-being outcomes because they are supported by care staff who know them well and understand their individual needs, preferences and routines. We observed warm and respectful interactions throughout the inspection and saw care staff engage with people in a friendly and patient manner. Care staff took time to speak with people and provide support in a way that promotes dignity, choice and independence. Representatives consistently described positive experiences and told us care staff treat people with kindness and respect. One relative told us, *"The staff treat X really well. The staff are always popping in and out. X isn't a social person, but they do encourage X to join in."*

People maintain relationships that are important to them. Representatives told us communication is good and said they are kept informed about changes affecting their relatives. Feedback highlighted positive outcomes for people since moving into the service. One representative told us, *"X's anxiety is greatly reduced since being here,"* whilst another commented *"X looks different, healthier."* Relatives also described being involved in reviews and discussions about care and support.

People are encouraged to make choices and maintain control over aspects of their daily lives. Bedrooms reflect people's individual tastes and preferences through photographs, familiar possessions and personal belongings. People personalise their environment, including choosing the colour of their bedroom door. This helps people maintain their identity and sense of belonging within the home.

People have opportunities to participate in meaningful activities that reflect their interests and preferences. The service employs dedicated activity coordinators who organise individual and group activities, including themed food days, flower arranging sessions, afternoon tea buffets, visits from entertainers and community outings. Activities staff told us many people prefer one-to-one engagement and activities are adapted to meet their individual interests and abilities. Activities information is displayed throughout the service and records show people regularly participate in activities and community outings. A member of the activities staff told us, *"We took X to the park yesterday, all X did was laugh and joke."*

The service promotes the Welsh Active Offer. We saw Welsh language phrases displayed throughout the home and people's language preferences are explored during admission. Overall, people receive person-centred support which promotes their dignity, independence, safety and well-being.



## Care & Support

Good

People receive good quality care and support from care staff who understand their needs and provide care in line with their personal plans. Care staff use detailed assessments, risk information and person-centred care plans to provide consistent support that reflects people's strengths, needs and desired outcomes. Care staff review personal plans regularly and adapt support when people's needs change. Representatives told us they are involved in care reviews and decisions about care and support.

Support promotes health and well-being through effective partnership working with healthcare professionals. Care staff work closely with GPs, speech and language therapists and dentists to help people achieve positive outcomes. They monitor people's health, recognise changes and seek professional advice when required. We saw evidence of referrals being made and recommendations from healthcare professionals being incorporated into care and support plans

People receive support with eating and drinking that reflects their assessed needs and preferences. Care staff understand people's dietary requirements and follow professional guidance to support safe nutrition and hydration. Care records included information about specialist diets and modified food textures where required. We observed a pleasant dining experience and saw care staff supporting people appropriately at mealtimes. One person told us there are *"Good meals and lots to drink"* and confirmed choices are offered at mealtimes.

Medication is managed and administered safely. Care staff follow procedures for the storage, administration and recording of medicines. Medication is stored securely and systems are in place to monitor room and fridge temperatures. Regular audits help identify and address any issues. Where people receive covert medication, current agreements and best-interest decisions are in place to support safe practice.

Safeguarding arrangements help protect people from harm and abuse. Care staff understand their responsibilities, recognise potential concerns and take appropriate action when issues arise. The provider reports safeguarding concerns appropriately and takes steps to reduce risks and promote people's safety and well-being.

Overall, people receive good quality care and support that meets their needs and promotes positive outcomes.



## Environment

**Good**

People live in a comfortable, welcoming and homely environment that supports their well-being and quality of life. Bright communal areas, including a separate lounge and dining room, provide pleasant spaces for social interaction and relaxation. During lunch, we saw care staff prepare dining tables attractively, creating a positive dining experience. Information about menus and activities is displayed throughout the home, helping people make informed choices about how they spend their time.

The layout of the home encourages independence and choice. Individuals move freely around communal areas and decide whether to participate in activities, spend time with others or enjoy quieter surroundings. These arrangements also support visits from family and friends and help people maintain relationships that are important to them.

Bedrooms reflect people's personalities, preferences and life experiences through photographs, furniture and familiar possessions. We saw people make choices about their personal environment, including the colour of their bedroom doors. This helps people maintain their identity, independence and sense of belonging. Indoor and outdoor spaces promote social interaction, meaningful occupation and relaxation. Accessible outdoor areas provide opportunities for fresh air and enjoyment of the surroundings, contributing positively to people's well-being.

The provider maintains the premises to a good standard. Regular checks of fire safety systems, emergency lighting, lifting equipment, water temperatures and other essential services help ensure the environment remains safe. Health and safety audits and environmental monitoring identify issues promptly and support continuous maintenance of the home.

Overall, people benefit from a safe, personalised and well-maintained environment that promotes their comfort, independence and well-being.



## Leadership & Management

Good

Leadership within the home promotes positive outcomes and a supportive culture. Representatives spoke positively about communication and responsiveness from managers and described leaders as approachable and available when concerns arise. One relative told us, *"The manager is fine, her communication is really good. I know I can go to her if I have a problem."* Representatives also spoke positively about the care their relatives receive and the support available when questions or concerns arise.

A stable and committed staff team supports the delivery of care. The service employs registered nurses, care staff, domestic staff, catering staff, maintenance staff and activity coordinators to meet people's needs. Recruitment records demonstrated appropriate checks are completed before staff commence employment, helping ensure people are supported by suitable staff. Staffing levels are monitored and adjusted to reflect people's needs, including the use of additional support where required.

Staff have the skills and knowledge required to meet people's needs effectively. Leaders support staff development through induction, training, supervision and day-to-day guidance. Training records demonstrated good compliance with mandatory training requirements and staff told us they receive regular opportunities for learning and development. Feedback reflected a positive team culture, with staff describing colleagues as supportive and willing to help one another. One member of staff told us, *"Everyone is willing to help out,"* whilst another said, *"We've got a good team here."*

Governance and oversight arrangements support the quality and safety of the service. Leaders complete audits, environmental checks, training oversight and quality assurance processes to monitor standards and identify areas for improvement. The Responsible Individual undertakes quarterly monitoring visits and regularly visits the home between formal visits. Six-monthly Quality of Care Reviews completed by the Responsible Individual show evidence of ongoing oversight of the service through monitoring and review arrangements. Managers told us the Responsible Individual speaks with staff and families and remains actively involved in the service. These arrangements help monitor the quality of care provided and support continued service development.

Overall, leadership and management arrangements promote a positive culture and support people to achieve good outcomes. Staff are well supported in their roles and systems are in place to monitor quality, safety and the ongoing development of the service.

## 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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