



Priory Mount Eveswell



Mount Eveswell Nursing Home, 22 Eveswell Park Road, Newport, NP19 8GS



01633271784



www.priorygroup.com

The inspection visits for this service took place between 07/07/2026 and 08/07/2026

Service Information:

Operated by:	HELDEN HOMES LIMITED
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:	16
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

Good

Summary:

Priory Mount Eveswell is situated on the east side of Newport on an elevated site, providing panoramic views of the city and beyond. The service provides specialist nursing and rehabilitation support for people with acquired brain injuries, neurological conditions, and complex care needs.

People's well-being and the care and support they receive are both rated as good. People are treated with dignity, kindness and respect, and are supported to make choices about their care and wellbeing. The service has strengthened its focus on personal outcomes. Effective assessment, care planning, review processes and strong clinical oversight support positive health and wellbeing outcomes.

The environment people live in, as well as the leadership and management of the service, are also both rated as good. People live in a safe and well-looked-after setting that supports their wellbeing while helping them feel secure. The service is well managed, with effective systems in place to check quality and make improvements. Staff are safely recruited, well supported, receive training, and understand the needs of the people they care for.

Findings:



Well-being

Good

People living at Priory Mount Eveswell experience a caring and respectful culture that supports their sense of dignity, choice and emotional wellbeing. People are well cared for, relaxed and settled within their surroundings. Friends and relatives can visit when they wish, helping people maintain important relationships.

People and their representatives are encouraged to share their views and contribute to decisions about their care and support. The service has increased its focus on personal outcomes and wellbeing. Improving how progress is recorded and monitored helping to ensure achievements are recognised and celebrated. Regular visits from a dedicated independent advocate have ceased at the service, resulting in the loss of a proactive approach to advocacy and reducing opportunities for some people's views, wishes, and rights to be independently represented and promoted.

People are encouraged and supported by staff to achieve and maintain the best possible health outcomes. Effective clinical oversight and monitoring help to ensure people's physical health needs are identified and responded to promptly. The service assesses people's care and support needs, along with any associated risks, and these are clearly reflected within personal plans to guide staff in providing safe and consistent support. Staff know the people they are supporting well and seek medical assistance quickly when required. Good medicines management help ensure people receive their prescribed medication safely and consistently, supporting their ongoing health needs.

The service protects people from harm through a safe and well-maintained environment. Individualised risk assessments and personal plans guide staff in supporting people safely. People are supported by staff who have been through safe recruitment process, induction and training. Accidents and incidents are recorded and monitored, with actions taken to minimise further occurrence. The provider has a safeguarding policy and guidelines for staff to follow; all staff receive regular safeguarding training.

People can move around the service safely and have access to the specialist equipment they need. Individuals' rooms are personalised with their possessions on display which promotes belonging. There are systems to help mitigate risks to the health and safety of people at the service.

The provider demonstrates a commitment to the Welsh Language Active Offer. Two members of staff are fluent Welsh speakers, and information can be made available in Welsh on request. People are routinely offered the opportunity to receive services and communicate in Welsh; however, no one currently using the service has chosen to do so.



Care & Support

Good

Throughout our inspection, we observed positive interactions in which staff demonstrated genuine familiarity with individuals' needs, preferences and communication styles, resulting in people looking relaxed, comfortable and reassured. People receive the care and support they need to achieve their personal well-being outcomes; care is consistently person-centred and responsive to individual needs.

An assessment is completed prior to admission to ensure the service can meet people's identified needs. This informs the development of personalised care plans, which clearly describe how individuals wish to be supported and the areas where they require assistance. Plans have been strengthened to include social histories, personal preferences, likes, dislikes and aspirations, helping to ensure support remains person-centred and reflective of each person's voice. They also provide clearer evidence of the actions and support required to help people work towards and achieve their personal outcomes. Plans are reviewed regularly to ensure they remain current and responsive to changing needs. The service continues to develop its practice to ensure people's involvement in reviewing and evaluating their plans is consistently evidenced.

Risk assessments highlight individual vulnerabilities and contain information on how to keep people safe. There are systems in place to ensure that people's best interests are promoted. People's liberty is protected in line with legislation. If restrictions are needed to keep people safe, the service ensures correct processes are followed.

Appropriate referrals to health and social care professionals are made with recommendations acted upon by the service. People's health is closely monitored to enable the service to act responsively to any change in their needs. The service benefits from access to trained physiotherapists based on-site, who support people to maintain and improve their mobility, physical function, and independence. Regular input from an occupational therapist helps to ensure people's assessed needs are met through appropriate equipment, adaptations, and therapeutic interventions, promoting safety, wellbeing, and participation in daily activities.

There are effective medication management systems in place. We saw medication is securely stored and it can only be accessed by authorised personnel. Medication administration record (MAR) charts are filled in correctly confirming people receive their medication at the right time. Medication audits are completed on a regular basis at the service to identify and resolve any discrepancies promptly.

The service promotes hygienic practices and effectively manages infection prevention and control procedures. We saw care staff using appropriate personal protective equipment (PPE) when supporting people.



Environment

Good

The premises, facilities and equipment are of a good standard, well maintained, and support the needs of people living at the service. The environment is consistent with the statement of purpose and promotes people's safety, comfort, dignity and well-being.

Accommodation is arranged over two floors, providing people with a range of opportunities to spend time both communally and privately according to their preferences. Bedrooms are personalised with sufficient space to accommodate specialist equipment where required, enabling people to receive care and support in comfort while maintaining their independence and dignity. Bathrooms are available on both floors and are equipped with a range of adapted equipment to meet people's assessed needs safely. We found these areas to be clean and well maintained, demonstrating effective oversight of the environment and attention to people's comfort and hygiene.

The service has considered how best to utilise its outdoor space despite limitations presented by the physical layout of the building. We were informed of plans to further enhance an additional small outdoor area to create a sensory space, which will provide people with increased opportunities for stimulation, relaxation and meaningful engagement outdoors when the weather is warm.

The environment effectively promotes people's safety and well-being. Comprehensive systems are in place to monitor the condition of the premises and equipment, with regular health and safety checks undertaken. Cleaning schedules are robust and support a consistently clean and hygienic environment. Essential servicing and maintenance of utilities, including gas and electrical systems, are completed in a timely manner, and specialist equipment such as hoists and slings is routinely inspected to ensure it remains safe and fit for purpose.

Fire safety arrangements are well embedded, with regular checks completed and clear personal emergency evacuation plans in place for individuals. These measures help ensure people can live in a safe, secure and well-maintained environment that supports positive outcomes and enhances their quality of life. Food hygiene standards are maintained to a high level, as evidenced by the service achieving a Food Standards Agency rating of 5.



Leadership & Management

Good

Leadership and management at the service are effective and provide a clear focus on achieving positive outcomes for people. Robust governance arrangements, visible leadership and a committed staff team contribute to a culture that promotes people's well-being, safety and quality of life.

Governance arrangements effectively support the day-to-day operation of the service and help ensure people receive consistent, good quality care and support. The Responsible Individual (RI) demonstrates meaningful oversight of the service and a commitment to continuous improvement. They visit the service on a regular basis, engaging with people and staff to seek feedback about people's experiences and outcomes. This approach helps ensure the RI remains informed about the quality of care provided and any areas requiring further development. Six-monthly quality of care reviews are completed and identify strengths and opportunities for service improvement.

A clear complaints process is in place, enabling people, relatives and representatives to raise concerns or provide feedback. This supports transparency and demonstrates the provider's commitment to listening and responding to people's views.

The service manager and clinical manager provide effective day-to-day leadership of the service. They are supported by a skilled team of nurses and health care assistants who work collaboratively to meet people's needs. The manager is suitably qualified and experienced for the role and is well regarded by staff. Leaders are visible and approachable, providing guidance and support to staff while fostering a positive and inclusive culture. Systems are in place to monitor people's health and well-being, ensuring information is accurately recorded and any actions required are identified and followed up promptly.

Safe recruitment practices are well established and help ensure suitable staff are employed. All staff must provide appropriate identification documents as well as complete a Disclosure and Barring Service (DBS) check, provide satisfactory references and full employment history. Going forward the provider will ensure copies of staff birth certificates are available for inspection. New staff complete a structured induction programme that supports them to develop the skills and knowledge required for their roles.

The service has strengthened systems for recording staff supervision and development discussions, providing better evidence of support and performance monitoring. Regular team meetings and daily handovers ensure important information is shared effectively and promote consistent standards of care. Training records showed staff complete mandatory, specialist and refresher training in a timely manner, enabling them to meet people's diverse needs confidently.

All eligible care staff are registered with Social Care Wales and nurses hold valid professional registrations, demonstrating their suitability to practise. Staff spoke positively about their roles and told us they feel valued and supported by managers. Staffing levels were sufficient throughout the inspection to meet people's assessed needs. Staff rotas demonstrated consistency, with reduced reliance on agency staff, supporting stability, continuity of care and the development of positive relationships between people and those who support them.

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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