



St Anne's Nursing Home



St. Anne's Nursing Home Ltd, Welsh Street, Chepstow, NP16 5LX



01291 622050

The inspection visit took place on 29/01/2026

Service Information:

Operated by:	St Annes Nursing Home Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing
Registered places:	45
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

Requires Improvement



Environment

Good



Leadership & Management

Requires Improvement

Summary:

St Anne's Nursing Home is situated in the town of Chepstow and provides care and support across two units, the Cedars and the Orchards. The service aims to offer a safe, secure, and relaxed environment where people's medical, physical and cultural needs are met.

Overall, people's well-being at St Anne's is good. Staff treat people with dignity and respect and build warm, supportive relationships. People told us they feel safe and comfortable living at the home.

Care and support requires improvement. While people are kept safe and receive support from attentive staff, personal plans do not always contain accurate, up-to-date or meaningful information. Plans are not consistently reviewed following changes in need. Strengthening personalisation and ensuring plans reflect what matters to each person is necessary to support better outcomes.

The environment at St Anne's is good. The home is clean, well maintained, and provides a range of indoor and outdoor spaces that meet people's needs. The environment contributes to people

feeling safe, supported, and able to enjoy their surroundings.

Leadership and management require improvement. Staff feel supported by the management team, however oversight systems and recruitment checks need strengthening to ensure safe, consistent and person-centred care can be sustained.

Findings:



Well-being

Good

The well-being of people living at St Anne's Care Home is generally good. People are treated with dignity and respect, and care workers show a warm understanding of what matters to them, including their likes, interests, and personal histories. Many people benefit from positive, meaningful interactions with staff who know them well and respond sensitively to their needs. People are encouraged to maintain their independence wherever possible, and care workers support them to do things for themselves. People are helped to stay safe, and safeguarding procedures are followed. There are established links with external agencies to ensure decisions are made in people's best interests when this is required.

Opportunities for meaningful engagement vary across the home, and people do not always experience consistent personal choice in their day-to-day routines. Planned activities are not always personalised, and at times they are withdrawn when staffing pressures occur. This inconsistency limits people's access to stimulation, structure and purposeful occupation, all of which are important for emotional wellbeing. Despite this, when activities take place regularly, people speak highly of them. One person said, *"When it's sunny we walk to the shop up the road and sit outside. I love the garden."* This shows the value that personalised, reliable activities bring when they are offered.

The service provider anticipates, identifies, and meets the Welsh language and cultural needs of people. Care workers use Welsh greetings, bilingual signage is available, and people have opportunities to express and maintain their cultural identity. This contributes to people feeling recognised and respected as individuals.

People are safeguarded from abuse and neglect. Systems are in place to identify and respond to risks, and care workers show clear awareness of their safeguarding responsibilities. The home has an up-to-date safeguarding policy aligned with current guidance. People told us they feel safe living at St Anne's, and the environment helps provide a sense of security and reassurance.

Positive relationships with loved ones are encouraged and supported. Visitors are welcomed, and care workers promote social contact between residents. Several people told us they have developed good friendships within the home, which contributes positively to their sense of belonging and emotional well-being. The service supports people to maintain relationships with family, friends and other important people in their lives wherever possible.



Care & Support

Requires Improvement

People living at St Anne's generally experience care and support that is dignified, respectful, and delivered with warmth. Care workers speak kindly with people and offer reassurance, encouragement, and companionship. We observed positive and meaningful interactions between people, their families, and staff throughout the inspection. These interactions help people to feel valued, recognised, and emotionally supported. Daily care is recorded clearly on the digital system, which helps staff monitor health and wellbeing effectively.

Improvements are required in how personal plans are developed, updated, and used. Personal plans do not always contain accurate or current information, and updates are not consistently completed following important events such as changes in health, hospital admissions, or safeguarding concerns. People's assessments do not always consider the full range of their diverse needs. Care planning relies heavily on staff familiarity and verbal knowledge, rather than written, evidenced-based information. Families are not routinely involved in reviewing plans or contributing to decisions about their loved one's care. This is a required area for improvement and must be addressed by the next inspection so personal plans reflect what matters to people and provide clear direction for staff.

Where people need extra reassurance or support, they are, with few exceptions, supported positively by skilled staff who understand their needs and uphold their dignity. Care workers use calm approaches, respond sensitively, and use recognised strategies to reduce distress and maintain emotional wellbeing.

Meals are nutritious and meet individual dietary needs. However, there is no evidence that menus are co-produced with people or reviewed regularly with them. This limits opportunities for people to express their preferences and influence mealtime choices.

Despite the strengths observed, personal plans still do not reflect people's identities, life histories, cultural backgrounds, personal care preferences, or social needs. Strengthening personalisation will help ensure people receive care that is tailored to them and have greater choice and involvement in shaping their daily routines. This is a required area for improvement and must be addressed by the next inspection.

Medication is administered safely and as prescribed, in line with national guidance and the provider's medication policy. Regular audits help maintain safety and consistency. People are referred for additional assessment or treatment in a timely manner, and care workers follow the recommendations of external professionals. Staff understand when to seek medical advice and ensure people receive timely intervention when their needs change.



Environment

Good

People living at St Anne's Care Home are supported in an environment that is generally clean, organised, and comfortable. Bedrooms provide private spaces that people can personalise with their own belongings, helping to create a homely and familiar atmosphere. Communal areas throughout the home offer opportunities for social interaction, relaxation, and shared activities. People told us they appreciate having different spaces to spend time in, depending on their preferences, and we observed many people were comfortable within their surroundings. Colourful murals are painted on walls in different areas of the home. These are stimulating and can help people orientate themselves.

The layout of the home allows people to move around freely. There are several dining rooms and a large, unrestricted outdoor area. People spoke positively about the garden and said they enjoy spending time outside during warmer months. Inspectors noted that the grounds are tidy, safe, and accessible to people with physical, sensory, or cognitive needs. These features help promote independence and support overall wellbeing. The home also has a fully equipped hairdressing salon, and a local hairdresser visits weekly, which people told us they value.

Hygiene and infection control are monitored closely. The home was visibly clean, and care workers understood infection control expectations. Structured cleaning routines are in place. Hazardous materials and clinical waste are stored and disposed of safely. Evidence shows the service holds up-to-date compliance documentation, including a fire risk assessment, completed fire drills, emergency lighting checks, and appropriate legionella control measures. These systems help maintain a safe environment.

Regular servicing, maintenance, and repairs help ensure people live in a safe and comfortable setting. The provider ensures compliance with legislation and national guidance relating to fire safety, health and safety, environmental health, and food hygiene.

Some environmental improvements are still required. Enhancing access to bathing facilities, ensuring people's preferences are documented clearly, and addressing identified equipment issues will further strengthen environmental safety and support people's wellbeing.



Leadership & Management

Requires Improvement

Leadership and management at St Anne's Care Home demonstrate commitment to improving the quality of care and have taken steps to strengthen processes in several key areas. Staff told us they feel supported by the management team, and it is evident that leaders are approachable and willing to listen. One staff member commented, *"I wouldn't want to work anywhere else; they look after me and treat me with respect."* Systems are in place for audits, staff supervision, training, and organisational oversight, all of which contribute to maintaining safe practice and supporting staff to understand their responsibilities.

Despite these strengths, further improvements are required to ensure leadership oversight is consistent, well-coordinated, and fully effective in supporting the day-to-day running of the home. Several issues identified during the inspection highlight gaps in quality assurance and clinical governance. While incident reports and audits are completed, they do not always lead to timely learning or clear action. Patterns in missed supervision were not consistently identified, meaning opportunities for early intervention could be missed. This indicates that current monitoring systems must be strengthened to ensure trends are recognised promptly and improvements are driven proactively.

Staffing pressures have also impacted leadership capacity. Rotas show periods where staffing levels rely heavily on agency workers. This affects continuity, supervision, and the ability to maintain consistent routines. Leaders must ensure staffing levels remain appropriate to meet people's needs at all times. This also includes improving recruitment processes so that full employment histories and required checks are completed before staff begin work, and ensuring inductions and competency assessments are delivered consistently. This is a required area for improvement and must be addressed by the next inspection to ensure that staff files are accurate and complete.

Staff training is available, and most staff have completed essential modules. Care staff complete a range of training courses, including regular refresher courses in core areas such as safeguarding people at risk of harm.

Overall, leadership at St Anne's is supportive and committed, but improvements are needed to strengthen oversight, ensure safe and consistent staffing, enhance care planning governance, and embed learning from incidents. Strengthening these systems will help ensure the service provides safe, reliable, and person-centred care for everyone living at St Anne's.

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
Recruitment and staff deployment arrangements do not ensure that all individuals employed at the service are fit to work with people using the service. Staff files reviewed showed incomplete employment histories, missing or unchecked references, and required pre-employment checks not completed before staff started work. In addition, induction and competency assessments are not delivered consistently.	29/01/26
People to experience choice and autonomy in their daily lives. People to have a access to a variety of meaningful activities and daily routines that reflect their wishes.	29/01/26
There is a risk if people and the relative/representatives are not involved in their regular care reviews they may feel isolated, including a loss of their identity and a loss of control of the care pathway and this has the potential to have a negative effect on their overall well-being.	22/08/24

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

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