



Stow Park Nursing Home



Stow Park Nursing Home, 31 Stow Park Avenue, Newport, NP20 4FN



01633212262



www.stowpark.co.uk

The inspection visits for this service took place between 21/07/2026 and 29/07/2026

Service Information:

Operated by:	Ogwr Care Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	31
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:

Stow Park Nursing Home provides 24-hour Nursing care and support to people living with dementia and mental health related conditions. It is located within walking distance of Newport's city centre.

People's wellbeing is good. They experience positive wellbeing outcomes and benefit from kind, compassionate care delivered by a stable and committed staff team. People feel safe, maintain meaningful relationships with family and friends and engage in activities that matter to them. Relatives, visitors and professionals consistently describe the service as welcoming, homely and responsive, demonstrating people are valued, respected and supported to live as well as possible.

Care and support is good. People receive care and support that promotes their dignity, safety and wellbeing. Staff know people well and work alongside healthcare professionals to respond to their changing needs. The provider can further improve outcomes for people by ensuring personal plans and reviews consistently reflect individuals' strengths, preferences and progress towards achieving

what matters to them.

We rate the environment as good. People live in a welcoming, clean and well-maintained environment that supports their comfort, safety and wellbeing.

People benefit from a well-led service. Effective governance systems, quality assurance processes and oversight arrangements support the safe delivery of care and help drive service development. Leaders promote a positive culture and are committed to achieving good outcomes.

Findings:



Well-being

Good

People are treated with dignity and respect and receive support to maintain their health and wellbeing. Staff seek consent before providing care and support to people. Relatives told us staff explain how they are going to support individuals and involve people in day-to-day decisions wherever possible. People benefit from positive risk management and safeguarding arrangements which help them remain safe while maintaining as much independence as possible. Staff demonstrate a good understanding of safeguarding responsibilities. A relative told us, *“I feel I could raise any issues and they would be listened to and acted upon. I am kept informed. My relative is content and always seems happy to see the staff.”*

People maintain important relationships with family, friends and their local community. Relatives told us they can visit at any time and always feel welcome. They describe effective communication and are kept informed about changes in their family member's health and wellbeing. Monthly resident and relative meetings, together with residents who act as representatives, provide opportunities for people to share their views about matters that affect them and development of the service. They told us, *“The care that the residents receive, the staff, the food, everything it's a home away from home which is reassuring for the family”* and *“A warm and caring community. The staff are supportive of residents and their families.”*

People are supported to enjoy meaningful experiences and activities that reflect their interests and preferences. Staff organise a range of social events, themed activities and entertainment. Examples include a car wash, Ascot Day, community links with local church groups, seasonal events and personalised celebrations. The service provider promotes the use of the Welsh language and celebrates Welsh culture. People are asked about their language and communication preferences before they move into the service. A resident told us, *“The activities they do are brilliant, they've always got something for everyone you can see that all the residents love and adore the staff.”*

People live in a warm, welcoming and homely environment that supports their comfort and wellbeing. Bedrooms can be personalised with personal belongings and furniture, and people are encouraged to contribute to decisions about the décor and development of communal areas of the service. A relative said, *“Personalised rooms, name on door, decorated with the comforts of their own home.”*



Care & Support

Good

People receive care and support from a committed and caring staff team who know them well and promote positive outcomes. A review of personal plans shows people's health needs, mobility requirements, nutrition, skin integrity and end of life wishes are considered and reflected within care documentation. Risk assessments take a proportionate approach to positive risk management, enabling people to maintain as much independence and control as possible whilst ensuring their safety and wellbeing remain protected. Managers assured us actions have been taken to address inconsistencies in personal plans following a recent quality audit.

Whilst people receive care that meets their assessed needs, further work is required to ensure personal plans demonstrate how people are supported to achieve their outcomes. There is a need for further evidence of engagement with relatives and representatives within care planning and review processes. Outcomes for people require improvement because strengthening these arrangements would provide greater assurance that people and those acting on their behalf are fully involved in decisions relating to care and support and we expect the provider to make improvements.

People are encouraged and supported to maintain best health outcomes. The service works with healthcare professionals to ensure people receive consistent care and support. Staff know people well and can identify changes in need. Families told us communication with the service is good and they are kept informed of changes in people's health and wellbeing. We saw evidence of positive partnership working with healthcare professionals including GPs, district nurses, memory services, tissue viability nurses and hospice services. Referrals are made to specialist services when required and staff support people to access healthcare appointments. Healthcare professionals describe the management team as proactive, approachable and receptive to advice. One said *"Nursing staff are very caring. There is good communication with, and relationship with GP practice to ensure good medical care for residents. Good management team."*

Staffing levels were observed to be sufficient to meet people's assessed needs and we were told staff respond flexibly to changes in dependency; however, the introduction of a formal dependency tool would further strengthen the provider's ability to evidence how staffing arrangements continue to reflect people's changing needs.

People are kept safe from harm ensuring legal requirements are met. There are systems to monitor safeguarding concerns and evidence of management oversight. Positive practice is evident in relation to safeguarding arrangements, with staff demonstrating an awareness of safeguarding procedures and reporting responsibilities. Medication management systems are established, with audits undertaken and arrangements in place to monitor and consult with health professionals regarding reviews. To further strengthen practices the service provider is to introduce an electronic medication management system. A relative told us, *"Stow Park provides a warm, supportive*

environment where residents are treated with dignity, kindness, and genuine compassion.”



Environment

Good

People live in accommodation that is comfortable, homely and well maintained. The environment supports people's wellbeing and enables them to access suitable facilities and equipment to meet their care and support needs. Systems are in place to manage environmental risks, and management responds proactively when issues arise. The service also provides access to outdoor space with opportunities for people to enjoy the garden when weather conditions permit. People appear relaxed in their surroundings and have access to communal areas which supports social interaction as well as quieter spaces for private visits with family and friends. Bedrooms can be personalised with people's own furniture, photographs and possessions, helping individuals maintain their identity and sense of familiarity.

Systems are in place to maintain the safety of the premises and equipment. The provider maintains servicing and maintenance arrangements and demonstrates oversight of health and safety matters. Fire safety improvements, including compartmentalisation works, have been completed. Fire evacuation arrangements, including Personal Emergency Evacuation Plans (PEEPs), are in place for people living at the service. Staff fire safety training is scheduled including simulated evacuation exercises identified during last fire risk assessment. During the inspection, the passenger lift had broken down but contingency arrangements were implemented to minimise disruption to people living at the service. There was no evidence that people's wellbeing outcomes were adversely affected.

The environment is clean and hygienic, with effective infection prevention and control measures in place. The service currently has a Food standards rating of 4 which shows good hygiene practices. Staff have access to personal protective equipment and cleaning products, and infection control audits form part of the provider's governance arrangements. A professional told us, "*Generally always tidy and clean when I visit, very pleasant environment for residents to live in*".



Leadership & Management

Good

People benefit from a service that is led by an experienced, visible and approachable management team who promote a positive culture and are committed to achieving good outcomes. Leaders maintain effective relationships with people, relatives, staff and healthcare professionals, and feedback from relatives and visiting professionals consistently highlighted their responsiveness, openness and willingness to act on suggestions for improvement. One person said, *“The management team is approachable, supportive and committed to maintaining high standards of care and ensuring residents receive the best possible quality of life.”*

The provider has established effective governance and quality assurance systems that support the safe delivery of care and monitor the quality of the service. Regular audits, quality reviews and oversight support compliance with Regulations. Management demonstrate a clear understanding of the service's strengths while actively identifying opportunities to further develop practice. A staff member told us, *“Staff work well together, communication is good, and service users receive safe, respectful, person-centred care. Everyone is treated with dignity and supported to be as independent as possible.”*

People are supported by a stable, skilled and caring staff team who receive regular supervision, training and development opportunities to meet the diverse needs of those living at the service. The service benefits from low levels of staff turnover and good staff retention. The service has developed champion roles across key areas of practice, such as dementia care, infection prevention and control, end of life care and safeguarding supporting the development of specialist knowledge and promoting good practice throughout the home. Staff are proud of the care and support they deliver, they told us, *“Staff receive regular training and support, and there is a positive culture of continuous improvement” and “Our culture of teamwork, open communication, and continuous improvement makes Stow Park a place where staff feel valued and residents feel genuinely cared for. I am proud to represent a service that upholds such high standards and remains fully committed to delivering outstanding care.”*

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 are at risk of not receiving person-centred care, as reviews do not consider whether the outcomes, preferences and goals that matter to them are being achieved.	21/07/26

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

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