



Avenue Road Nursing Home



Avenue Road Nursing Home, 28 Avenue Road, Abergavenny, NP7 7DB



01873857607



www.avenueroadnursinghome.co.uk

The inspection visits for this service took place between 05/03/2026 and 24/03/2026

Service Information:

Operated by:	BIRA CARE HOMES 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:	33
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:

Avenue Road is a nursing home providing care and support to older people located in the town of Abergavenny.

People experience good well-being 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 is good. Plans for people's care and support are co-produced between them, their representatives, relevant professionals and the service provider. People and their representatives are involved in personal plan reviews. Care workers know people well and have positive relationships with them. People receive support to maintain and improve their wellbeing with involvement from professionals.

The environment is rated as good because there is a feeling of homeliness and there is space for people to spend time together or enjoy some quiet time. Regular monitoring and maintenance of the environment ensures people are kept safe.

Leadership and management is rated as good. People and staff provide feedback which contributes to assessing care quality and improving the service. A consistent staff team ensures continuity of care and care workers receive ongoing training to support their professional development.

Findings:



Well-being

Good

People experience care and support that promotes their dignity, respect and overall wellbeing. People are actively supported to identify their personal wellbeing outcomes and are encouraged to use and build on their strengths. Staff demonstrate positive practice by listening attentively and supporting people to make informed choices, enabling them to take control of their lives with confidence and reassurance. A person using the service told us, *“I’m really pleased that I ended up coming here.”*

Many people have choice and control over day-to-day decisions, supported by positive risk management. Personal plans set out how staff promote independence while managing identified risks to people’s wellbeing and safety. Risk assessments are recorded on the electronic care planning system, reviewed when needs change and prioritised according to the level of risk. Where people need support to make specific decisions, Mental Capacity Act assessments are completed and staff follow agreed best-interest processes to ensure people are involved as far as possible.

People are offered meaningful choice in their day-to-day lives and are supported to engage in activities that help them reach their potential. This includes making choices about meals, participating in activities and accessing community facilities. The service provider makes an effort to promote the use of the Welsh language and culture.

People are supported to maintain their physical, mental and emotional wellbeing. They are encouraged to participate in activities that promote happiness and health. People have positive experiences, enhancing their quality of life and supporting them to achieve their wellbeing outcomes.

People are safeguarded from abuse and neglect and are supported to live in an environment where they feel safe and secure. There are effective systems in place to ensure people’s voices are heard and respected. People and their representatives told us they feel confident to raise concerns and are assured these would be listened to and acted upon. Robust arrangements ensure risks are promptly identified and addressed.

People are valued and respected as individuals. Staff and leaders recognise and respond to people’s interests, culture, life history, relationships and spirituality, acknowledging the importance of these factors in promoting wellbeing. Visitors are encouraged, with one visitor telling us, *“I visit every day. I can come and go, no problem.”*

People live in accommodation that meets their needs. The provider gives consideration to people’s wellbeing and needs when assessing the suitability of accommodation.





Care & Support

Good

People receive consistently good quality care and support because the provider undertakes comprehensive assessments prior to agreeing to provide a service. These assessments consider people's needs, personal outcomes and the potential impact on people already using the service. This information informs the decision about whether they can provide a service.

The manager gathers relevant information from professionals and others involved in people's care and support. Where possible, people themselves are involved in discussions about their needs and preferences. People's care and support plans are co-produced with them, their representatives, relevant professionals and the service provider. Personal plans are strengths-based and describe how care workers should support people to achieve their wellbeing outcomes. People and their representatives told us they were encouraged and supported to be involved in the regular review of their personal plans. Plans are reviewed and updated when there are changes in people's needs or preferences.

People experience care that is dignified and respectful and benefit from meaningful, positive interactions with care workers. A visitor told us about the care staff, "*They are very, very good*". The recruitment of additional care workers has resulted in them having more time to spend with people using the service. We observed unrushed, warm and respectful interactions between care workers and residents.

People are referred to appropriate health and social care professionals in a timely manner. Recommendations and guidance provided by professionals are followed as directed. Records evidenced people being supported to access health checks, hospital appointments and health-promoting activities.

People have access to a nutritious and balanced diet. Specialist dietary needs are identified and catered for appropriately. The recruitment of additional care workers with specific responsibility for supporting people with eating and drinking has strengthened practice, with clear evidence of people's nutritional intake being monitored and maintained.

People are kept safe from harm and abuse by appropriately trained care workers. People's liberty is protected and promoted in line with relevant legislation. People receive their medication as prescribed, in line with national guidance and the provider's medication policy. Medication practices are audited regularly to ensure safe and consistent practice.

People are protected from the risk of infection. Premises and equipment are clean and well maintained and food hygiene practices are effective. The service has a food hygiene rating of 5, indicating very good standards of food hygiene.





Environment

Good

People have access to a range of communal and private spaces, enabling them to spend time alone, socialise with others or entertain visitors, according to their preferences. The service provides two lounges and a separate dining room, offering choice and flexibility in how people use shared areas.

Communal spaces meet people's needs, promoting independence and providing opportunities for private discussions, activities and recreation. People benefit from a warm, comfortable and welcoming environment. Furnishings and equipment are appropriate and support people's individual needs and preferences. People personalise their rooms with their own belongings, creating a sense of belonging.

Bathrooms, showers and toilets are designed and maintained to promote privacy, dignity, safety and accessibility. The recent refurbishment of the top-floor bathroom has enhanced the facilities available and alleviated pressures identified at the previous inspection.

The provider ensures effective systems are in place to maintain and manage the accommodation and to make adjustments where required to meet people's needs. The layout of the premises supports ease of navigation, enabling people to move around safely and independently.

Outdoor spaces are safe, well maintained and accessible, providing people with opportunities to spend time outdoors. Appropriate provision is in place to support people who smoke, ensuring safety and comfort.

The service takes a proactive approach to identifying and managing environmental risks, with staff recognising this as a shared responsibility. Regular maintenance is undertaken and repairs are carried out promptly, supporting the safety and wellbeing of people living at the service.



Leadership & Management

Good

Oversight and governance arrangements promote a positive, open and compassionate culture within the service. Leaders demonstrate a commitment to continuous improvement and place people's wellbeing at the centre of decision-making.

Effective quality assurance systems are in place to monitor the care and support provided. These include regular audits, visits to the service by leaders and the collection of feedback from people, staff and visiting professionals. The Responsible Individual is a regular visitor to the service and is accessible to residents and staff. Information gathered through these processes is used effectively to identify areas for improvement and to drive positive change within the service.

The provider's policies and procedures are suitable and reflect current legislation and national guidance. Policies and procedures are reviewed regularly to ensure to ensure they remain relevant to the needs of people supported by the service.

People told us they know how to provide feedback about their experiences and can do so through a range of accessible methods. Leaders promote a culture of openness and candour, ensuring people and staff are kept informed about changes to systems and processes and understand the reasons for these changes. Care Workers and visitors expressed confidence in the manager, we were told by a visitor, *"I've been to ask things, and they are done straight away"*.

People are supported to achieve their personal outcomes because the provider ensures there are sufficient numbers of suitably qualified, skilled and trained care workers to deliver care safely and effectively. Staffing levels and skill mix are reviewed regularly and adjusted in response to changes in people's needs.

Care workers are recruited safely, and vetting procedures help ensure staff are suitable to work in the service. Ongoing checks are completed to ensure staff remain fit to work in the service and maintain appropriate professional registration. All staff are now registered with Social Care Wales.

Staff qualifications and training are effectively monitored by managers and leaders. Any gaps in skills mix or lapsed training are identified promptly and addressed. Training compliance is very high, with almost full compliance with mandatory training requirements.

The provider supports staff development, including leadership development at all levels. Staff receive a structured induction and ongoing training that is relevant to their roles and to the needs of people supported. Staff benefit from regular one-to-one supervision at least quarterly, along with an annual appraisal.



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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