



Inspection Report on

Stella Maris Care Home

**Stella Maris Care Home
Eaton Crescent
Swansea
SA1 4QR**

Date Inspection Completed

18/04/2024

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About Stella Maris Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	The Congregation of the Ursulines of Jesus
Registered places	12
Language of the service	English
Previous Care Inspectorate Wales inspection	01 August 2022
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

Stella Maris Care Home has a true sense of community. It is located within a convent and the vast majority of people who live there are members of the congregation. The home fully supports people's spiritual needs. It is warm and inviting with a peaceful, homely atmosphere. The service prioritises people's health and well-being, providing individualised meals and activities. People are very happy at the home and greatly value the relationships they have developed with others.

The accommodation has been very thoughtfully designed. People have safe, easy access to an extensive range of facilities. Private and communal areas are spacious, with many rooms offering sea or garden views. The home is exceptionally well presented and maintained to a high standard of cleanliness.

Staff are highly motivated in their roles. They receive an excellent level of support from the manager, who has fostered an open, positive culture amongst the team. Staff complete a wide range of training to promote their continuous learning and development. The Responsible Individual (RI) and manager work collaboratively and effectively to monitor and drive improvements within the service. They set and reinforce the highest standards of practice.

Well-being

People feel at peace in their home where they can continue to dedicate their lives to their faith. They have established mutually respectful relationships with the staff team, who have the knowledge and skills to help them lead a fulfilled life doing the things they enjoy. People receive a consistently high standard of care and support. The service makes every effort to cater for people's dietary needs and preferences. Medicines are handled and administered safely. Risk assessments and personal plans are highly detailed and provide a clear picture of who people are.

The service protects people from harm. People live in a safe, well-maintained environment. Staff are available to give people the support they need. The manager ensures the necessary authorisations are in place for people whose freedom is restricted. The service invests in its staff, enabling them to practise safely and develop on a personal and professional level. Staff are recruited and vetted appropriately. Led by an approachable manager, they work and communicate well as a team to ensure the home runs smoothly. Standards of practice are carefully monitored through robust systems of audit. The RI works with the manager to make changes that will enhance people's experiences further.

People have influence over decisions that affect them. For example, they have a say in the meals and activities that are offered and any planned changes to the environment. People are regularly consulted about the care and support they receive. Care workers support people with dignity, kindness and respect. They have an excellent understanding of people's needs and fully support their individual routines.

The design and layout of the home promote people's physical and emotional well-being. The home and convent have an excellent range of facilities, which people can easily access. All areas are clean, spacious and nicely furnished and decorated. People cherish the time they spend in the large, attractive garden and take comfort from the views across Swansea Bay. The home has exceptional facilities for staff.

Care and Support

People treasure their relationships with others. They are active members of their religious community and often connect with family and friends through visits and video calls. Many people opt to eat together in the convent's main dining room. This enhances their social connections and reinforces the strong sense of community. People are very fond of their care workers. They said, *"They're very good. I'm very happy"* and *"They're wonderful, couldn't be any better. They spoil me"*.

Activities are tailored to people's needs and interests. People may attend Mass in the convent's chapel and use the room designated for prayer and reflection. Alternatively, a video link ensures people can observe Mass from any television screen. It allows care workers to monitor people discreetly whilst affording them privacy and dignity to observe their religious practices. A portable activity tablet has proved invaluable in creating new opportunities and experiences. For example, people have been able to reminisce with care workers during virtual tours of their hometowns. The visible screen also allows them to watch films and television programmes more easily. The manager told us people enjoy watching replays of memorable sporting events together, creating a fun, lively atmosphere. Staff have also used the tablet to learn Welsh phrases.

Personal plans provide an excellent level of detail about people's care needs and preferences, including their language of communication. They are regularly reviewed with people and/or their representative. Care records demonstrate that people consistently receive the right level of care and support. The manager encourages care workers to keep insightful records about how people have spent their days. These show that care workers support people to follow their interests and routines. One person confirmed *"They know my times"*. We saw care workers following a visual timetable to help one person who can no longer express their wishes maintain their longstanding routines. The service follows Deprivation of Liberty Safeguards (DoLS) procedures to ensure people face lawful restrictions that are applied in their best interests.

The service actively promotes people's health and well-being. Care workers ensure people receive input from the relevant medical and specialist services. Accidents and incidents are dealt with appropriately and routinely audited by the manager so any lessons can be learned. The manager rigorously monitors medication systems. An electronic medication system automatically tracks stock levels and provides alerts to ensure staff give medicines at the right time.

People enjoy a range of nutritious meals. Ample food stocks are available to accommodate choices and staff may even shop for specially requested items. Care workers monitor people's weight closely. People have plenty to eat and drink throughout the day. They said, *"You can take whatever you want"* and *"If you don't like what they've got you can try and*

get something else". The menu is being refreshed so people can enjoy new food combinations. The manager assured us each person will contribute to its development.

Environment

The accommodation has been very thoughtfully designed. All private and communal rooms are bright, spacious and homely. Corridors are very wide and offer additional seating areas for social interaction and relaxation. There is a lounge on each floor and a kitchen-diner, where floor to ceiling windows provide impressive views. White coloured window frames have recently been installed to maximise the light in these areas. The kitchen units have also been upgraded. People have access to communal and ensuite bathroom facilities. A salon has been created in one shower room, which we were told people enjoy using for a pamper session. The service consults people about environmental changes. For example, they have recently chosen a new carpet for the library. There are extensive facilities available for staff on the lower ground floor. These include changing rooms with showers and a break room that has a lounge and kitchen area. A staff member commented *"We've got fabulous staff facilities"*.

Many private and communal rooms offer enviable views of Swansea Bay and the home's beautifully manicured grounds. One person said, *"I've a lovely view. You can see the sea!"*. The garden is easily accessible and has various features of interest, including a water fountain and an array of colourful flowers and shrubs. People told us they love opening the doors to the garden in the summer, which is particularly lovely when the fountain is running.

The home is immaculately clean and tidy throughout. It has a current food hygiene rating of 5 (very good). All staff complete training in relation to infection control and we saw them wearing personal protective equipment (PPE) appropriately. Staff told us they can access stock and dispose of waste easily. The home has an exceptionally large laundry room, providing ample space for all laundry tasks. People have some control over when they launder their clothes, choosing when to send their individually labelled bag to the laundry room via an internal chute.

The service prioritises people's safety. There are external CCTV (closed-circuit television) cameras overlooking the entrance, which staff can view via a handheld device when the doorbell rings. Equipment is kept safely in generous sized storage rooms. The utilities and equipment are routinely serviced and inspected. All staff have completed Control of Substances Hazardous to Health (COSHH), health and safety and fire safety training. The service's fire risk assessment is kept under review. Personal emergency evacuation plans (PEEPs) can be accessed quickly and easily. The manager audits these monthly, colour coding them according to risk level; this helps to quickly identify those who require most support during an emergency. The service has an upgraded fire safety system. Vents in the roof of the building open automatically to release smoke if the fire alarm sounds for an extended period. We saw staff respond promptly and confidently to a fire alarm test.

Leadership and Management

The home is run in a highly efficient way. The RI and manager work collaboratively and effectively to drive improvements within the service. The manager monitors practice through organised, robust systems of audit, which the RI oversees. The views of people living and working at the home are regularly sought through formal and informal meetings. Leaders actively reinforce the notion that *‘Trust and respect go hand in hand’*. They take action when needed to improve people’s experiences. For example, people are enjoying more meaningful one-to-one time with care workers and their medicines are being supplied in a timelier fashion. The manager and RI pay close attention to detail, harnessing the strengths of the staff team and addressing weak spots in order to maintain the highest standards of practice. Managers have worked successfully to improve the quality of information available to people, which includes the terms and conditions of the service. There are also plans to further review and update key documents, taking account of recent regulatory amendments.

Staff are motivated in their roles and committed to providing the best possible care. They are led by an approachable, responsive manager and newly appointed assistant manager. Staff spoke highly about their experiences working at the home, reflecting positively on the strong sense of teamwork and freedom to express their views and ideas without judgement.

- *“So welcoming. Everyone gets looked after.”*
- *“It’s a lovely place to work. I’d never want to work anywhere else.”*
- *“Very approachable any time... It’s like heaven compared to other places I’ve worked.”*
- *“Helpful if I need anything... I love it; it’s rewarding. I can’t wait to come to work.”*

Records show that staff receive meaningful supervision and appraisal, with managers continually reiterating the standards of practice expected. The RI supervises the management of the service closely, although they need to keep a record of the manager’s supervision at least every three months.

Staff are recruited and vetted appropriately. Staffing levels are maintained in line with the statement of purpose; a document that sets out the vision for the service and describes how it will be achieved. People told us they mostly receive a prompt response when they use their call bell to request staff assistance. Staff feel they have time to support people to enjoy a very good quality of life. The home’s training programme covers a wide range of courses that give staff the knowledge and skillset they need. We found completion rates to be very high, with each staff member scoring 90% or above for all training courses. Managers constantly look to enhance the service by exploring new training options. For example, they have organised training in relation to venepuncture, podiatry and the physiology of dying. The home will also be hosting and offering training to other care homes.

Summary of Non-Compliance	
Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

19	The written guide does not include all the required information about the service.	Achieved
20	Service agreements do not include notice periods for terminating contracts or the arrangements and timescales for notifying individuals about contractual changes.	Achieved

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