



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

Inspection Report

St Nicholas House Care Home



St. Nicholas House, Church Stoke, Montgomery, SY15 6AF



01588620613



www.rdcpcare.com

Date of Inspection Visits: 07.05.26 & 08.05.26.

Service Information:

Operated by:	St Nicholas House 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:	49
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and cultural needs of people, or is working towards a bi lingual service.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

St Nicholas Care Home provides residential, nursing, and specialist dementia care and support for adults. The service supports individuals requiring a range of care options, including long-term placements, short-term stays, convalescence and respite care, as well as holiday stays.

People experience good positive wellbeing outcomes through consistent support from a skilled staff team who promote rights, privacy and dignity, including personal care, using respectful language and approaches.

Care and Support is consistently good, with evidence of a focus upon person centred practice. Personal plans reflect individual's needs, preferences and what matters to them; supported by effective risk assessments.

The home environment is warm, clean and homely and helping to support people's comfort and independence. There are ongoing cosmetic improvements underway. Safety checks are completed and bedrooms are personalised and meet people's needs.

Leadership and management is effective with the Responsible Individual (RI) demonstrating clear

oversight and proactively identifying areas of improvement. There are systems in place to support and evaluate new ideas. Staff are well supported through training, policies and safeguarding arrangements.

Findings:



Well-being

Good

People are supported to achieve positive wellbeing outcomes of their choice. Staff demonstrate a clear understanding of individuals' physical, emotional and social needs. Pre-admission assessments are completed with representatives and other relevant professionals as required. We observed staff supporting people in line with their preferences, routines to promote independence. People told us they feel well cared for, valued and are able to make meaningful choices in their daily lives. Choice is embedded in practice, with people supported to decide their routines, meals and activities. Staff present options in an accessible and respectful way, allowing time for people to express their wishes while promoting independence and providing appropriate support and reassurance. People experience positive wellbeing outcomes through consistent, respectful support from a stable staff team who know them well. Staff promote dignity and independence in day-to-day interactions, enabling people to maintain control over their routines.

The service ensure communication needs are met, particularly through supporting the use of the Welsh language, offering bilingual staff or translation when needed. Staff receive training to understand and value diversity, which helps them deliver person-centred care sensitively and respectfully. This helps people feel understood, valued and able to express their identity, which enhances their sense of dignity, belonging, and overall wellbeing. We observed staff have sufficient time to engage with people, supporting emotional wellbeing through meaningful, unhurried interactions. Staff monitor people's health needs appropriately and facilitate access to healthcare services when required.

Consent arrangements, including the use of bed rails, are clearly documented. The manager involves families to ensure decisions reflect individuals' wishes and best interests. Staff uphold people's rights and consistently respect their dignity and independence, supporting positive wellbeing outcomes.

People benefit from a wide range of meaningful activities tailored to their interests and life histories. Activities were facilitated in a way which encouraged participation, choice and inclusion. We saw a collaboratively developed activity and menu resource which supports engagement and discussion, with people actively involved in planning. One person told us *"I like it, it keeps me informed, I decide what activities to attend."* People also enjoy visits from the local school, supporting social inclusion and community connection.

Effective safeguarding systems protect people from harm. These include staff training, clear reporting processes and regular review of risks which support people to feel safe. Where people are subject to Deprivation of Liberty Safeguards (DoLS), these are legally authorised, regularly reviewed and remain the least restrictive option to keep people safe, demonstrating a strong commitment to upholding people's rights. Safe manual handling practices are in place.



Care & Support

Good

People receive consistently good-quality care and support firmly centred on their needs, preferences and aspirations. The provider completes thorough assessments of people's needs, desired outcomes and the potential impact on others before agreeing to provide care. This means care is carefully planned, personalised and appropriate, enabling people to achieve outcomes which matter to them while maintaining a safe and harmonious environment for all. Staff gather comprehensive information from people and their representatives to inform decision-making and ensure needs can be met. People are meaningfully involved in care planning, where individuals do not have family, professionals provide coordinated input, supporting positive relationships. We found personal care is delivered in a compassionate, attentive and person-centred way, with interactions which are consistently kind and responsive.

Care plans are written respectfully, kept up to date and clearly reflect individual needs, preferences and goals. Nurses and senior carers complete quarterly reviews to ensure plans remain current and responsive and representatives are involved. Staff understand people's complex health needs and work proactively with nurses, hospitals and other professionals to support physical health, safety and wellbeing. Staff provided positive feedback, and records show the service routinely gathers feedback from people and their representatives through meetings, which informs service improvements.

Menus we saw are nutritious, supporting a balanced diet and meals are tailored to individual needs and preferences. We observed the lunchtime experience, which was calm and well-organised. People were supported appropriately to eat, with staff providing assistance in a respectful and unhurried manner where needed. We saw staff have a good understanding of each person's dietary needs and preferences, ensuring individuals received suitable meals and the correct level of support. This contributed to a positive dining environment that promoted both safety and dignity.

Staff follow risk management plans effectively to support people to remain safe. Regular multidisciplinary meetings ensure care remains responsive and reflects best practice. Medication arrangements are well managed, with safe storage, regular audits and clear processes. A recent Local Health Board audit identified strong medication practices, providing external assurance regarding the safety and effectiveness of medication management processes. Staff complete medication competencies and records clearly evidence decision-making around administration and timing. Staff use reflective practice to balance safety with autonomy, supported by ongoing review of risk.

The staff team is stable and demonstrates consistent accountability in their practice, supported by

strong leadership and clear oversight. Team discussions, records and observations evidence a shared commitment to delivering high-quality, safe and enabling care. This approach ensures people benefit from a high standard of support promoting autonomy and safety.



Environment

Good

The home environment is safe, warm and comfortable and meets the needs of people living at St Nicholas. The care home is welcoming and supports people's comfort and overall wellbeing. Staff respect people's privacy and dignity, supporting independence while maintaining personal space. The environment is well maintained, with regular checks, servicing and repairs undertaken to ensure safety. Good hygiene standards are maintained throughout the day, with infection control supplies readily available. Access arrangements enable people to move freely and safely, through the home, supporting autonomy and reducing unnecessary restrictions. Visitors are required to sign in and identification badges are checked before admission.

Communal areas support independence and social interaction. We observed people enjoying a group activity in the communal lounge, where the atmosphere was relaxed and sociable. Individuals appeared comfortable and engaged, interacting positively with each other and staff. There is an on-site salon where people can arrange hair appointments conveniently within the setting. We saw access to these facilities contributes positively to quality of life, offering opportunities for social interaction and choice in everyday routines.

Bedrooms are personalised and equipped to meet individual needs, including specialist equipment which is safely stored. Food hygiene practices are strong, reflected in a rating of 5 which is the highest rating possible. Staff demonstrate good knowledge of safe practices, including appropriate use of personal protective equipment (PPE), with systems in place to monitor supplies and minimise risk.

The service provider ensures the premises comply with relevant legislation and guidance. Health and safety systems are robust, including fire risk assessments, secure storage of hazardous substances and water safety checks such as legionella monitoring. Gas and electrical testing is completed within required timescales. Fire safety is well managed, with regular drills, designated fire marshals and clear Personal Emergency Evacuation Plans (PEEPs) to support safe evacuation in an emergency.



Leadership & Management

Good

People benefit from strong, visible and effective leadership underpinned by robust governance arrangements which promote a positive, compassionate and person-centred culture. Leaders set clear expectations, foster accountability and demonstrate a sustained commitment to improving outcomes for people. The RI maintains effective oversight through regular three-monthly visits, incorporating feedback from people and staff. The provider also actively considers feedback from family members through meetings, ensuring views directly inform service development. People's representatives we spoke with told us they feel supported by the manager and the leadership team through regular open communication, meetings and being approachable and responsive to concerns. They described a positive working environment where their views are listened to, valued, and acted upon. Staff told us the leadership team is visible and approachable, with an open-door policy.

We saw well-established governance systems effectively monitor standards, drive continuous improvement and ensure care remains aligned with people's wishes and preferences. A detailed and analytical Quality of Care report meets regulatory requirements and provides a comprehensive review of service performance. The manager undertakes thorough, structured audits which consistently identify areas for improvement and inform timely action. Supervision records confirm prompt responses to audit findings, demonstrating proactive and effective leadership.

Risk management is robust. The provider responds proactively to newly identified risks, including those not previously anticipated in care planning, and uses learning from incidents to strengthen care plans and enhance people's safety and wellbeing. Staff listen to and act on concerns about safety. People's representatives spoke highly of the support provided by staff and told us the service brings significant value to their families. The service demonstrates strong leadership, skilled practice and a clear commitment to achieving positive outcomes for people.

Policies and procedures are current, regularly reviewed and reflect relevant legislation, guidance and best practice. Leaders ensure these are accessible and embedded in practice through supervision, training and team meetings, promoting consistency, accountability and high standards of care.

The provider is committed to maintaining a skilled and well-supported workforce. All care staff are registered with Social Care Wales, the work force regulator and meet required qualification standards. Recruitment and vetting processes are effective, with timely Disclosure and Barring

Service (DBS) renewals. Induction and development processes are thorough, with new staff receiving comprehensive training and support. Staff report feeling well supported through regular supervision, appraisal and a stable working environment, which promotes retention and morale.

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.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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