



Inspection Report on

St Martins Court Care Home

**St. Martins Court Care Home
Martin Street
Morrison
Swansea
SA6 7BJ**

Date Inspection Completed

14/03/2025

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About St Martins Court Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	HC One Limited
Registered places	67
Language of the service	English
Previous Care Inspectorate Wales inspection	17 April 2024
Does this service promote Welsh language and culture?	This service is making a significant effort to promote the use of the Welsh language and culture or is working towards being a bilingual service.

Summary

St Martins Court Care Home consists of two neighbouring buildings known as 'The Court' and 'The Lodge'. The Court accommodates people who require nursing care while The Lodge accommodates those requiring personal care. People are content in their home. They receive good quality care and support from kind and attentive care staff. People enjoy the varied meals and entertainment on offer. Care staff have the knowledge and skills to cater for people's needs and preferences, as set out within personal plans. Managers are working with care staff to strengthen records relating to care delivery.

A new manager has been appointed to provide more stability to the service following prolonged temporary management arrangements. An experienced 'turnaround' manager and new area director are providing additional management support and oversight. People have opportunities to contribute to decisions regarding the running of the home. They live in a safe environment that is continually being upgraded. Standards at the service are monitored effectively by the Responsible Individual (RI), who consults with all relevant stakeholders and takes action when improvements are needed.

Well-being

People are treated as individuals. Their personal plans reflect who they are and how care staff can support them to enjoy a good quality of life. People help develop personal plans and provide feedback about their experiences during reviews. Care staff communicate well with relatives and ensure they feel welcome during visits. Managers are planning regular resident and family meetings to share information and ideas. The RI speaks with people during formal visits to gain an understanding of what life is like for them at the home.

Care staff are kind and considerate in their approach to care, which impacts positively on people's well-being. We saw people smiling and laughing when interacting with care staff. They told us *"I feel very safe here"* and *"Carers are lovely. I feel very safe with them"*. People enjoy regular entertainment at the home. Relatives told us care staff have improved people's daily routines and increased their social interaction. They said, *"They're brilliant here"* and *"They've been absolutely marvellous"*. The service has recently appointed a second well-being coordinator, which will enhance the activities programme further.

People are supported to keep healthy. Care staff make referrals to specialists when required, so people can access the best possible care and treatment. People enjoy a nutritious, varied diet that caters for their needs and preferences. One person said, *"If I want anything off the menu I can ask"*. A relative also commented *"The food is wonderful"*. Standards of hygiene are improving, which is reducing infection risks. A relative told us *"It's been clean and tidy every time we've come here"*. There are organised systems in place to ensure people receive their prescribed medicines at the right time.

People feel comfortable in their environment. We saw people move between private and communal areas, as desired. Dining rooms and lounges are appropriately furnished and presented, allowing people to socialise in comfort. People are pleased with their own rooms, which they can personalise as they wish. People also have access to two enclosed gardens. There are plans to uplift internal and external areas as part of an extensive refurbishment programme. The RI told us this work is due to commence imminently.

People are protected from harm. There are measures in place to ensure facilities are properly maintained and the building is safe and secure. Care staff carry out routine safety checks during the day and night. A call bell system also allows people to request assistance when needed. Staff know how to deal with incidents and report concerns about people's welfare. They have confidence in managers, who carry out audits to monitor standards of practice. One staff member told us *"We all work together... Our residents are our priority"*. Staff go through a robust recruitment process to ensure they are suitable to work with vulnerable people. Managers also ensure staff receive appropriate training and supervision. People said, *"Staff are kind and helpful"*, *"They're all friendly"* and *"I get on with them. I talk to them like I've known them for years"*.

Care and Support

People have positive experiences at St Martins. We saw people enjoying various activities, such as a group quiz and karaoke session. People told us they also had fun during a recent concert. One person said, *"The singer was wonderful"*. The service displays notices to inform people about upcoming events. People told us they would like more frequent activities and outings to keep them stimulated. The appointment of a second well-being coordinator will mean activities can be facilitated in both buildings throughout the day. The manager told us steps are being taken to increase outings and develop links with schools. People will be able to contribute to activity plans during resident and family meetings. They will also receive updates through monthly newsletters.

The service provides a range of meals and snacks for people to choose from. We saw the daily meal options on display in dining areas. People told us *"Food is lovely"* and *"I'd say there's more than a choice of food"*. We observed care staff assisting people during mealtimes with patience, dignity and respect. They adhered to risk assessments and personal plans to ensure people received a diet suited to their needs. Relatives told us people's diet has improved whilst at the home. We observed people being offered drinks and snacks between meals. Records show that care staff also monitor people's weight and ensure they receive their prescribed nutritional supplements. Managers complete monthly audits to ensure concerns regarding nutrition are identified and acted upon appropriately.

People are consulted about their care and support. The service involves people and/or their representatives in initial assessments and when developing and reviewing personal plans. We found personal plans to accurately reflect people's needs and wishes. People are satisfied with the care they receive. They said, *"I wouldn't change anything"*, *"This is one of the best homes around"* and *"Everyone helps here. It's very good"*. Records indicate that people receive the care interventions they need, although the quality of information recorded by care staff is inconsistent. Work is underway to address this, and managers are monitoring practice closely. The service plans to implement an electronic record-keeping system from June 2025, which will support care staff to document interventions more efficiently and accurately.

Care staff actively promote people's health. People consistently receive their prescribed medicines, which are managed safely. Care staff ensure people have access to medical and specialist services when needed. One person told us they are now walking after receiving physiotherapy and completing regular exercises. The manager is looking at more efficient ways to monitor clinical practice and manage risks to people's health. Relatives confirmed communication from care staff and managers is good. They said, *"They update me and keep in contact with me"* and *"It's usual for them to let me know if anything happens"*.

Environment

The service has made environmental improvements to promote people's health and safety. We observed the home to be secure and free from hazards. Work has been carried out to address issues identified following an independent fire risk assessment conducted in April 2024. Arrangements have been made for all staff to carry out regular fire drills, which managers can monitor via staff training reports. Regular fire alarm tests are also carried out. We saw that people have access to a call bell, as outlined within their personal plans. Utilities and equipment are serviced and inspected within recommended timeframes, with remedial work being carried out as necessary. Additional maintenance staff are currently being recruited. The service uses agency staff and maintenance officers from the provider's other homes to complete routine health and safety checks during periods of staff absence.

The service is improving standards of hygiene and infection control with input from the Local Health Board. We observed the home to be clean and hygienic, although some of the areas people cannot access need closer attention. Managers are monitoring standards during twice daily 'walkarounds'. Work to improve sluice facilities is ongoing and there are plans to create new storage areas. This will mean equipment can be stored in designated space that is both safe and hygienic. Personal protective equipment (PPE) and cleaning products are available to care and domestic staff. The service is actively recruiting new staff to fill housekeeping vacancies. The manager told us revising shift patterns so there is domestic cover for longer periods of the day has proved successful. The service was awarded a food hygiene rating of 5 (very good) in September 2024. A fully functioning kitchen is due to open in The Lodge, which will significantly improve how meals are prepared and served to people residing in this building.

People are content spending time in private and communal areas. They told us they are pleased with their bedrooms, which have the facilities they need. We observed bedrooms to be well presented overall, with many containing people's own furnishings and keepsakes. People feel comfortable watching television, talking with others and completing various leisure activities in lounges. One person said, "*We all have our own seats. We say we don't, but we go to the same ones*". We saw plans for extensive refurbishment to both buildings, which will involve updating the décor and renewing worn woodwork and flooring. Each building has an enclosed garden where people can spend time, although these could be developed into more stimulating spaces. The manager told us of plans to tidy these areas and begin some gardening activities as the weather improves. The RI also agreed to review people's access to the gardens as part of the planned refurbishment, to ensure it is safe for those with reduced mobility.

Leadership and Management

The team is adjusting well to changes in management. The manager is bringing fresh ideas to the service and is committed to being visibly accountable. We observed the manager dealing with issues promptly and effectively. Care staff are clear about how to report incidents and concerns. Incident records are completed in good detail and include a management review that identifies follow-up actions and lessons to be learnt. These are shared with staff during meetings and shift handovers. Managers are working to strengthen leadership roles within the team, to ensure shifts run as smoothly as possible. The RI monitors the quality of the service closely and completes in-depth reports that provide a rich insight into people's experiences and outline how the home is performing. The RI sets and reviews actions to improve the service, ensuring these are progressed as planned. The area director also carries out quarterly compliance audits. Professionals have reported that communication from the management team has improved.

The service continuously reviews and adjusts care staffing levels as new people move in and needs change. Staffing rotas show that people are cared for by appropriate numbers of nursing and care staff, as discussed with commissioners and set out within the home's statement of purpose. This is a fundamental document that outlines what the service sets out to provide and how. A dependency tool helps determine safe staffing levels and monthly dependency assessments ensure these are maintained following any changes. We found staff to be visible throughout each building and attentive to people's needs. People told us care staff are particularly busy during the mornings but usually respond to their call bells in good time. They said, *"Usually there is enough staff"* and *"I don't have to wait very long for their help"*. The service has successfully recruited extra care staff to cover absences more easily and reduce the use of agency staff. Whenever possible, the same agency staff are used to give people continuity of care.

There are suitable arrangements in place to recruit, train and support staff. Records confirm that the required recruitment checks are carried out before new staff are employed. Managers have a system in place to track staff's Disclosure and Barring Service (DBS) checks and registration with Social Care Wales. This is to ensure staff remain fit to work with vulnerable people. Staff complete a range of mandatory and specialist training relevant to their roles. Managers have made some progress to conduct appraisals and increase the frequency of staff supervision meetings, to ensure these take place at the required intervals. We found staff to be passionate about their jobs and positive about how the service is developing. Care staff appeared confident approaching managers for information or advice. Almost all staff reported to feel very supported in their roles. They told us *"I can speak to anyone about anything... We're like a family"* and *"I enjoy working here... the management are always ready to listen"*.

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.

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