Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

St Mark's Court

St. Marks Court Nursing Home, Park Terrace, Swansea, SA1 2BY

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www.carongroup.wales

Date(s) of inspection visit(s): The inspection visits for this service took place between 09/09/2025 and 10/09/2025

Service Information:

Operated by:	St Mark's Court Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing
Registered places:	38
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:

Well-being	Good
Care & Support	Good
Environment	Good
Leadership & Management	Good

Summary:

St. Marks Court Nursing Home is a care home service for adults north of Swansea town centre which is a short distance from local shops and facilities. The home is a three-storey property with accommodation for up to 38 people. People experience positive outcomes due to the effective oversight and quality of care at St. Marks Court. There is a Responsible Individual (RI) who has a presence within the service and a manager who is registered with Social Care Wales (SCW).

'Well-being' is rated 'good' because there is a warm and welcoming atmosphere due to the management and positive interactions of all staff members. People are supported to be as independent as possible through positive risk management. People are involved in meaningful activities supporting their overall wellbeing. 'Care and support' are rated as 'good' because, people's plan of care is delivered to good effect and there are effective measures taken to prevent development or increase of health issues. 'Environment' is rated as 'good' because the home is in the process of improvement with the maintenance of the fabric of the property. The service provider is in the process of improving the environment both internally and externally. 'Leadership and management' are rated as 'good' because the service provider has effective systems for ensuring all staff are recruited and vetted effectively. Support and development of staff is in place to ensure positive outcomes are achieved for people.

Findings:

Well-being — Good

People are treated with dignity and respect. They are supported to identify their well-being outcomes and encouraged to use and build on their strengths. People told us they were satisfied with the support they received from St. Marks Court Nursing Home and were supported with making day to day decisions. We observed people being supported in a kind and genuine way and people told us care workers are very good at their jobs and "*They are very caring and kind."* People are supported to achieve outcomes identified together with their care workers.

People are safeguarded from abuse and neglect. People are provided with a secure environment where they always feel safe. There are effective mechanisms in place to ensure every voice is heard and respected. There are effective support systems to ensure any risks are promptly identified and addressed. Care workers have a good understanding of their responsibilities and know how to report any concerns they have about people they support. Personal plans and risk assessments are in place and reviewed regularly.

People are supported to develop and sustain positive relationships within their community and with family, friends, and important people in their lives as far as possible. Care workers support this by valuing these relationships and the importance they hold in people's lives. One family member commented "*The manager always contacts me when my relative has an appointment or if there is something I need to know."*

Care & Support — Good

People receive good quality care because the provider carefully assesses their needs and personal outcomes, as well as the impact on people currently accessing the service, before agreeing to provide the service. They are well supported according to personal plans and risk assessments which reflect their needs. A sample of electronic personal plans viewed contain detailed information regarding personal interests, likes and dislikes.

We saw personal plans are developed following discussions with people and their family and this was confirmed by people and their families. A family member told us "*The manager always keeps me updated with my relatives appointments".* Personal plans and risk assessments are accurate and regularly reviewed in consultation with people wherever possible. Referrals for advice and professional help regarding health services are sought as needed.

People are supported to maintain their physical and mental health, and emotional well-being. People are well supported to engage in and participate in various activities that foster happiness and health. We saw there are a range of activities available which are meaningful to people. People told us they enjoy taking part in a variety of activities. We discussed with the manager the need to ensure the programme of activities is displayed in a prominent place for people to see. We also discussed the need to review the seating arrangements at mealtimes to ensure people can interact socially with their peers.

People's medications are stored and mostly administered safely in line with statutory and non-statutory guidance and the service provider's medication policy. There are safe procedures for accepting incoming, returning medication. Medication is consistently stored as required to ensure its efficacy and safety. Fully trained care workers administer people's medication, and their competency is checked on an annual basis. Audits are completed to ensure consistency of practice and good standards are maintained. There is a medication policy in place which is reviewed regularly.

Policy, procedure, and application of hygienic practices are in place to reduce risks of cross infection. Care workers demonstrate an understanding of infection control and the use of personal protective equipment (PPE). Care workers were seen to wear appropriate PPE and follow correct procedures. The service has sufficient stock available. There is effective oversight and auditing of infection control measures. Cleaning schedules are in place and are implemented in the service.

Environment

Good

On the day of the inspection, we found the home to be comfortable and relaxing. The service provider has identified areas of wear and tear around the home. People currently have access to a communal lounge/dining room and their own private space in which to spend time alone, socialise or entertain visitors. The manager told us the service has a temporary maintenance worker employed. The service is mostly clutter free.

People's needs are mostly met because there is limited suitable space currently for people to have private time with visitors or spend time alone other than their bedrooms. However, we discussed with the manager that currently refurbishment works were underway at the service, and this was impacting on these spaces. The manager assured us that more communal space would become available to people once refurbishment works have been completed to ensure people's ability to achieve their desired outcomes.

The service provider ensures the premises comply with current legislation and national guidance in relation to health and safety, fire safety, environmental health and any standards set by the Food Standards Agency. We discussed with the manager the need to ensure Fire checks are carried out at the required frequency. The service provider identifies and mitigates risks to health and safety. There is a system in place for monitoring and auditing of health and safety. Regular servicing, maintenance, and immediate repairs of facilities ensures the safety and well-being of people using the service. The sample of bedrooms viewed had facilities and equipment which is suitable for the individuals and meets care plan requirements. People access the home through a securely locked door and visitors must sign in and provide identification prior to entry.

The garden and outdoor areas require strengthening because they are in the process of being redeveloped to ensure they are safe, attractive, and accessible to all people, including those with physical, sensory, and cognitive impairments. We discussed with the manager the need to ensure this area is refurbished in a timely manner to ensure people are enabled to achieve their wellbeing outcomes. The manager informed us that there was a project plan in place for this work.

Leadership & Management — Good

The service provider has ensured there are systems for governance and oversight of the service in place. Systems for assessment, care planning, monitoring, and review to enable people to achieve their personal outcomes are established. The service is provided in line with the objectives of the Statement of Purpose (SOP) and Guide to the Service, which are regularly reviewed.

There are systems to monitor the quality of the service people receive. The RI completes a six-monthly quality of care review which we found to be consistently good and completed as required by regulation. Records show the RI visits the home regularly and at least quarterly per year to complete the statutory visits and meet with people and staff. We saw evidence the RI has oversight of the service, and the service management team conduct a quality assurance system to ensure quality care is delivered.

The service provider has oversight of the financial arrangements and investment in the service. The RI assured us the service is financially sustainable to support people to be safe and achieve their personal outcomes. The RI told us of investment such as *"St Marks is investing over £400,000 between late 2025 and 2027 to enhance the environment in ways that support residents' wellbeing outcomes. Phased upgrades to the main entrance, central garden, corridors, lounges, and bedrooms will improve accessibility, comfort, and aesthetics."*

Staff recruitment pre-employment checks are completed prior to employment commencing and supporting and developing staff with supervision, appraisal and training is in place. Care workers told us they feel valued and supported by the manager. The manager informed us training is continually being updated to ensure all staff have completed the appropriate training required.

There are enough staff on duty to safely support and care for people. Records show recently a few long-standing staff have left but, on the whole, there is a stable and consistent team in place with a mixture of experienced, new and temporary staff available, and this was seen during our inspection.

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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