



# Inspection Report on

**St Martins Court Care Home**

**ST. MARTINS COURT CARE HOME  
MARTIN STREET MORRISTON  
SWANSEA  
SA6 7BJ**

## **Date Inspection Completed**

29 October 2020

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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	10 December 2018 & 11 December 2018
Does this service provide the Welsh Language active offer?	Working towards

### Summary

People enjoy life at St Martins Court Care Home. They have positive relationships with care workers, who are committed to providing a flexible, person-centred service. People's individual care and support needs are reflected in a range of risk assessments and personal plans, and these are kept up-to-date.

People enjoy spending time in a clean, homely environment where they receive plenty of stimulation. People are satisfied with their individual bedrooms and communal facilities; these are generally spacious and decorated to a good standard. There are suitable maintenance arrangements in place and redecoration is underway.

Staff are appropriately recruited and trained. There is an excellent support network for staff, who feel valued in their roles. Staff are able to access up-to-date policies and procedures. Management carry out regular audits to identify possible issues and ensure these are addressed. The service is meeting its aims and objectives, as set out in its statement of purpose. This is a document that sets out the vision for the service and demonstrates how it provides the best possible outcomes for the people being cared for.

## Well-being

People's physical and emotional needs are met by a friendly, professional and committed team of staff. There are up-to-date risk assessments and personal plans in place that set out how people's individual needs and wishes are to be met. We found through observations and a review of care documentation that care workers support people in line with their personal plans. There are adequate staffing levels which allow care workers to support people's individual routines and respond flexibly to their changing needs. It is clear from the easy interactions between residents and care workers that valued relationships have been formed. People spoke fondly about care workers, who are kind and considerate in their approach to care. We saw people taking part in various activities and being supported to make video calls to relatives. Virtual meetings with other homes also take place every month, during which people have enjoyed cake competitions, plays and dressing up. People told us meals are of good quality and they receive plenty to eat and drink throughout the day.

The service promotes people's safety and helps protect them from harm. People told us they receive support quickly when they need it, which we also observed. The service ensures it is suitable for meeting people's needs before they are admitted to the home. Staff promote people's health and well-being as they recognise and respond to changes in people's needs effectively. There are up-to-date whistleblowing and safeguarding policies in place and staff know how to report concerns about people's welfare. Records confirm that staff have been appropriately recruited and trained; this includes training in relation to safeguarding adults at risk. Staff have received an update about the All Wales Safeguarding procedures from the manager, who has received training on this from the company's designated safeguarding lead. There are systems in place to monitor the quality of the service and to encourage people to express their views. Incidents are recorded and analysed to help identify safety concerns and manage risks.

The accommodation is suitable for meeting people's needs. We observed people socialising with others in communal rooms, or spending time alone in their private rooms or quieter areas. Appropriate infection control measures are in place to minimise COVID-19 risks. People told us they like their individual bedrooms, which they are able to personalise as desired. All bedrooms have en suite facilities and there are measures in place to reduce safety risks posed by the design of some of the en suite doors. We found communal bathrooms to be clean, spacious and easily accessible. People can access outdoor areas with support from staff. People also have access to homely lounges, dining rooms, a cinema room, bar room and hair salon.

## Care and Support

The home has a relaxed, upbeat and homely atmosphere. We found that care workers support people to follow their own routines and are committed to prioritising their individual needs and wishes. We observed people choosing where and how to spend their time. They appeared well-kempt and comfortable in their surroundings. Some people enjoyed playing bingo and doing armchair exercises whilst following social distancing guidelines. Others chose to relax in their own rooms or in quieter parts of the home. We heard care workers offering people choice with regards to their food and drink. One person described their lunchtime meal as, *“Very nice”*. We saw people being offered drinks and snacks between their main meals. One person stated, *“They must not think I’m eating enough!”*

People receive timely care and support, as care workers are visible and attentive to their needs. Rotas show that staffing levels are consistent with those outlined in the home’s statement of purpose. There are suitable arrangements in place for covering staff absence. Care workers told us that current staffing levels enable them to provide person-centred care. Care workers spoke confidently about their roles and people’s individual care and support needs. People confirmed that care workers attend to them promptly whenever they use their call bell. One person said, *“They’re all marvellous. If there’s anything you want you only need to ask. I’m very contented.”*

The service considers a range of information to ensure it is suitable for meeting people’s needs. Due to COVID-19 measures, pre-admission assessments are carried out over the phone prior to people moving in. Where possible, discussions are held with the individual, their relatives and relevant professionals. Copies of existing care plans are also obtained. Records confirm that the service uses the information gathered to carry out a range of risk assessments and complete a 7-day personal plan that sets out how an individual’s needs are to be met. Long term personal plans are then introduced, with details being added as staff get to know the individual. Staff told us they communicate and work well as a team. Information and updates are shared during handovers between shifts. Handover records are kept so care workers can refer to these during their shifts if needed. Care workers also use a communication book for sharing information and important reminders.

Personal plans are regularly reviewed to ensure they are accurate and up-to-date. We saw a good level of detail within care documentation and updates were clear where there had been changes in people’s needs. A care worker explained that people are able to discuss the content of their personal plans during their reviews. We heard the manager reminding staff to ask people to sign their records following reviews, where possible. Daily recordings and monitoring charts evidenced that people receive care appropriate to their individual needs, and regular safety checks. We noted inconsistencies in the records relating to the repositioning of a resident, as care workers were documenting care delivery in different places and not always recording clearly the pressure relief they had provided. The manager

gave assurances that record-keeping requirements would be discussed with staff and monitored during routine spot checks.

## Environment

People live in clean, comfortable accommodation that supports them to achieve their personal outcomes. The home consists of two buildings with designated parking areas. People receiving nursing care are supported in 'The Court' and those receiving personal care are supported in 'The Lodge'. The service has implemented appropriate infection control measures in response to COVID-19, which staff actively reinforce. Communal rooms remain homely despite some soft furnishings having been removed. All parts of the home we viewed were clean and free from clutter.

The home has a range of leisure rooms, including a cinema, hair salon and bar with karaoke machine. We saw that people are able to explore their accommodation safely. Each building has an outdoor patio area with seating, where people enjoy some activities during fine weather. We saw that residents have been able to grow indoor herbs kept on a display ladder in The Court's dining room. We saw that paintwork is being refreshed in the ground floor corridor of The Lodge and arrangements have been made for the carpet to be replaced, as this has been partly damaged by workmen. We saw other parts of the home that would also benefit from an upgrade, such as the carpeting to the staircase in The Court, paintwork in the ground floor bar room and bedroom doors that have been damaged by door handles. The manager told us these areas would be improved as part of the home's maintenance programme. We were also told that the corridors in both buildings have been repainted since the inspection.

The service takes appropriate steps to identify and reduce risks to people's safety. We saw that external doors are fitted with keypads to ensure people can access outdoor areas with support from staff. Records show that the passenger lifts in each building are regularly serviced. We saw that windows are fitted with restrictors and that harmful products are stored safely. At the time of the inspection, fire safety equipment was due to be serviced and arrangements had been made for this to be carried out. The design of some en-suite doors poses an entrapment risk for mobile residents and a specific risk assessment has been completed regarding this. The service intends to reposition these doors to eliminate the risk entirely and, in the meantime, will ensure that the generic and individual risk assessments are kept up-to-date as it trials various measures for reducing the current risks.

## Leadership and Management

People know what to expect from the service. Information about the home is provided in its statement of purpose and resident guide. These documents reflect the company's aims and objectives and are unique in terms of the home's staffing arrangements and facilities. We consider the service to be meeting its aims and objectives, as set out in its statement of purpose:

*'The home's caring team has created a warm family atmosphere...*

*...Manager makes sure that all Residents receive the kindest possible care.*

*Each Resident has a personalised care plan developed which will outline how we meet their individual needs and ensure that they are as physically, mentally and emotionally healthy as possible...*

There are up-to-date policies and procedures in place to ensure the service is provided safely and in line with best practice. Staff told us the manager informs them about updates to the infection control policy, which is displayed on a noticeboard for staff to refer to as needed. Staff are currently required to complete training on the COVID-19 policy and procedure as part of their induction. We found that staff are familiar with and understand the home's whistleblowing and safeguarding policies and procedures.

Care workers are recruited appropriately and receive the training and support they need to provide people with the best possible care. We reviewed a sample of staff records and found that the required recruitment checks had been carried out. Staff compliance with training is monitored by the manager and training data shows good overall compliance with core and specialist training. Staff told us they are able to access training easily and it provides them with the knowledge and skills they need for their roles. Records show that staff receive formal, individual supervision every three months. There are clear on call management arrangements in place so staff can contact a manager for support outside their normal working hours if needed. Staff told us they enjoy their jobs and find the manager to be approachable and supportive. Comments included:

- *"She's brilliant... I'm really happy in my job"*
- *"I think it's fantastic here. The staff really do care"*
- *"It's lovely here".*

There are systems in place for monitoring the service and driving improvements. The service carried out its last six-monthly quality of care review in August 2020; this showed that residents continue to have choice and control and are encouraged to express their views in person, via the home's suggestions box or through questionnaires. The responsible individual monitors the quality of the service during her three-monthly visits to the home, the last of which was carried out virtually due to COVID-19 restrictions. The manager carries out regular internal audits to monitor standards of practice. For example, a

medication audit was carried out in each building during October 2020. The service records and analyses any incidents that occur in order to identify possible trends. The service is currently working towards providing an active offer of the Welsh language, which the quality of care review identified as an area for development. Other planned improvements include appointing a deputy manager and providing staff with further training in the Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DoLS). The manager told us she feels well supported and has regular contact with both the responsible individual and area quality director.

Areas for improvement and action at the previous inspection		
None		

Areas where immediate action is required	
None	

Areas where improvement is required	
None	

**Date Published:** 23 February 2021

No noncompliance records found in Open status.