



St Mary's Nursing Home

Margaret Street Stone

● Overall Good

Margaret Street, Stone, Staffordshire, ST15 8EJ (01785) 813894

Provided and run by:

English Dominican Congregation Trust

Assessment report published 10 July 2025

Ratings

Overall	<u>Good</u> ●
Safe	<u>Good</u> ●
Effective	<u>Good</u> ●
Caring	<u>Good</u> ●
Responsive	<u>Outstanding</u> ☆
Well-led	<u>Good</u> ●

Our view of the service

Date of assessment: 19 June 2025

Reason for assessment: We wanted to check improvements had been made following our last inspection. We found improvements had been made and feedback acted upon immediately.

St Mary's Nursing Home, Margaret Street, Stone is a care home providing personal and nursing care to older people.

The culture across the service was one of openness and learning, with incidents investigated and lessons used to drive improvement. Medicines were managed safely and though some documentation required updating to reflect best practice, action was promptly taken following the inspection.

Care plans and risk assessments had been developed collaboratively with people, their families, and, where relevant, external agencies. However, some care plans initially lacked consolidated risk assessments. These were put in place following inspection feedback.

The registered manager demonstrated a commitment to delivering high-quality, person-centred care through collaboration, safety, and continuous improvement. Strong partnerships with healthcare professionals were evident and supported safe care delivery.

Staff were enabled to perform their roles efficiently through safe recruitment practices, continuous training, and opportunities for personal development. The registered manager also actively celebrated innovation, with staff taking on champion roles in specialist areas such as oral health, contributing to award winning practice.

The registered manager celebrated diversity ensuring people's and staff's individual protected characteristics were respected and celebrated.

The provider was previously in breach of the legal regulation in relation to overall governance. Improvements were found at this assessment and the provider was no longer in breach of this regulation.

People's experience of this service

People told us they felt safe and listened to at St Mary's Nursing Home. One person told us, "I feel safe, I am comfortable, I have no worries." Another person told us, "They are wonderful staff. I am safe, comfortable with no worries. Any problems I would talk to care staff." A third person told us, "I love it here. I have a lot of independence and family contact. If there was a problem, I would speak to the registered manager or other care staff."

People were observed to be comfortable and relaxed within the service. People told us they felt well cared for and were treated with kindness. Friends and family were welcomed, and activities were arranged to support and encourage people's involvement. One relative told us, "Staff are very welcoming. We can visit whenever we like. There are lots of activities to take part in."

People generally told us that they felt there were enough suitably skilled staff to support them safely and quickly. However, some people commented on having to wait longer for support at night, although they confirmed they received the support they needed.

People were supported to stay well in ways that suited their individual needs, with a variety of health and social care professionals involved in their care when needed.

People were encouraged to remain as independent as possible. One person told us, "I use a walker with a seat. I am able to walk into town."

Similar services nearby...



R M P Care - 49 Victor Street

In Stone, ST15 8HH



R M P Care - 1 Alexandra Street

In Stone, ST15 8HL



R M P Care - 20 Oulton Road

In Stone, ST15 8DZ



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On this page

- ✓ Overview
- ✓ Learning culture
- ✓ Safe systems, pathways and transitions
- ✓ Safeguarding
- ✓ Involving people to manage risks
- ✓ Safe environments
- ✓ Safe and effective staffing
- ✓ Infection prevention and control

▼ Medicines optimisation

Safe

Good



8 July 2025

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm. At our last assessment we rated this key question requires improvement. At this assessment the rating has changed to good. This meant people were safe and protected from avoidable harm.

This service scored 69 (out of 100) for this area. Find out what we look at when we assess this area and How we calculate these scores.

Learning culture

Score: 3

The provider had a proactive and positive culture of safety, based on openness and honesty. Improvements had been made since our last inspection and there were systems in place to investigate accidents and incidents to determine actions that may be required and reduce the risk of recurrence. The deputy manager undertook internal investigations into accidents and incidents, for example when bruising had been found on people.

We fed back some issues with records which we found on the day of the inspection, the registered manager and deputy responded and took immediate action to implement new systems. Staff listened to concerns about safety and investigated and reported safety events. Lessons were learnt to continually identify and embed good practice.

Safe systems, pathways and transitions

Score: 2

The provider worked collaboratively with individuals and healthcare professionals to develop and maintain safe systems of care. These systems ensured safety was actively monitored and managed. One person commented, "I have a lot of outside care from my GP and the hospice. I feel safe. The nurses and staff are very thorough; I know they use correct manual handling. Staff respond to my needs." Prior to admission, people's needs were thoroughly assessed, incorporating input from external professionals, individuals, and their families to develop appropriate care plans. However, some care plans reviewed during the inspection did not reflect people's current needs, which posed a risk of inappropriate care being provided. The registered manager responded swiftly by taking action to update the relevant documentation and ensure records were accurate and person-centred.

Safeguarding

Score: 3

The provider worked well with people and healthcare partners to fully understand what being safe meant to them and the best way to achieve that. Staff had a clear focus on improving people's lives while protecting their right to live in safety, free from bullying, harassment, abuse, discrimination, avoidable harm and neglect. The registered manager always shared concerns with the appropriate safeguarding agency in a timely manner. Staff shared, and we observed, that they had received appropriate training and felt equipped to recognise and report any concerns about abuse. One staff member told us, "If I witnessed anything abusive, I would report it to the nurse and I would whistle blow to CQC if I needed to."

Involving people to manage risks

Score: 3

The provider worked collaboratively with individuals to understand and manage their risks. Staff delivered care that was safe, supportive, and enabled people to maintain their independence. Care planning involved people and their relatives, ensuring that choices and preferences were respected. However, we found 2 people's care records lacked specific risk assessments where risks had been identified. One person had chosen not to follow healthcare advice, and while their choice was respected, no specific risk assessment was in place to mitigate potential harm. Another person had chosen when to receive repositioning support, potentially increasing their risk of skin breakdown; however, no supporting risk assessment was in place to guide staff practice. Following the inspection, the registered manager provided evidence that risk discussions had taken place with external professionals, but this information had not been consolidated into formal, individualised risk assessments. Although no harm had occurred, the registered manager acknowledged this oversight and took prompt action to update the records.

Safe environments

Score: 3

The provider detected and controlled potential risks in the care environment. They made sure equipment, facilities and technology supported the delivery of safe care. Improvements had been made since the last inspection, such as radiator covers were now fitted to all radiators. This reduced the risk of people touching them and coming to harm. The service was well maintained, and regular health and safety checks were undertaken.

People had the equipment they required to keep them safe within their rooms, such as pressure mattresses and walking frames. One person told us, "Staff use a hoist to move me. There is always one available when needed." The layout supported people to feel safe while promoting their independence.

Safe and effective staffing

Score: 3

The provider made sure there were enough qualified, skilled and experienced staff, who received effective support, supervision and development. Staff received training to fulfil their roles and were supported by the managers to develop and progress. One person told us, "Staff are well trained. New staff are put with experienced carers to learn the job." Overall people and staff told us there were enough staff to meet their individual needs. One person said, "There are enough staff, a bit short at holiday time but no great change of staff at night or weekend. Staff always come when the buzzer is pressed, sometimes a bit longer to wait at mealtimes." However, other people said they did have to wait longer at night. One person said, "Sometimes at night it takes them a long time to come. At night you are pressing it [the call bell] for evermore". Another person said, "At night you wait longer when the buzzer [call bell] is pressed and staff are upstairs, but not long enough to get anxious."

We observed staff responding quickly to people when they requested support and we observed staff spending time engaging with people.

The processes for staff recruitment were safely managed. The provider had clear records to show the interview process, reference requests and use of the Disclosure and Barring System (DBS). These checks ensure they employ fit and proper staff to support people.

Infection prevention and control

Score: 3

The provider assessed and managed the risk of infection. They detected and controlled the risk of it spreading and shared concerns with appropriate agencies promptly. We observed the service to be visibly clean, with staff cleaning throughout our visit. All the people we spoke with told us that staff wore PPE (Personal Protection Equipment), such as gloves and aprons when supporting them with their personal care. Regular infection control checks and audits were completed, and we saw when a concern was identified, it was acted upon and rectified quickly.

Medicines optimisation

Score: 2

The provider made sure people received their medicines safely and in a way that suited their personal needs and choices. Medicines were stored safely and given correctly.

However, for some people the guidelines for giving 'as needed' (PRN) medicines were not sufficiently detailed. For example, one person's plan didn't clearly explain when to give their anxiety medicine, and there was a risk they would not receive their medicine as needed. However, other records sent to us by the registered manager confirmed the person did receive it correctly.

The registered manager acted quickly on our feedback to improve the PRN guidelines so staff would have clearer instructions in the future.

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On this page

- ✓ Overview
- ✓ Assessing needs
- ✓ Delivering evidence-based care and treatment
- ✓ How staff, teams and services work together
- ✓ Supporting people to live healthier lives
- ✓ Monitoring and improving outcomes
- ✓ Consent to care and treatment

Effective

Good



8 July 2025

We did not look at this key question during this assessment. The score below is based on the previous rating for this key question.

This service scored 75 (out of 100) for this area. Find out what we look at when we assess this area and How we calculate these scores.

Assessing needs

Score: 3

We did not look at Assessing needs during this assessment. The score for this quality statement is based on the previous rating for Effective.

Delivering evidence-based care and treatment

Score: 3

We did not look at Delivering evidence-based care and treatment during this assessment. The score for this quality statement is based on the previous rating for Effective.

How staff, teams and services work together

Score: 3

We did not look at How staff, teams and services work together during this assessment. The score for this quality statement is based on the previous rating for Effective.

Supporting people to live healthier lives

Score: 3

We did not look at Supporting people to live healthier lives during this assessment. The score for this quality statement is based on the previous rating for Effective.

Monitoring and improving outcomes

Score: 3

We did not look at Monitoring and improving outcomes during this assessment. The score for this quality statement is based on the previous rating for Effective.

Consent to care and treatment

Score: 3

We did not look at Consent to care and treatment during this assessment. The score for this quality statement is based on the previous rating for Effective.

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- ✓ Overview
- ✓ Kindness, compassion and dignity
- ✓ Treating people as individuals
- ✓ Independence, choice and control
- ✓ Responding to people's immediate needs
- ✓ Workforce wellbeing and enablement

Caring

8 July 2025

Good



We did not look at this key question during this assessment. The score below is based on the previous rating for this key question.

This service scored 70 (out of 100) for this area. Find out what we look at when we assess this area and How we calculate these scores.

Kindness, compassion and dignity

Score: 3

We did not look at Kindness, compassion and dignity during this assessment. The score for this quality statement is based on the previous rating for Caring.

Treating people as individuals

Score: 3

We did not look at Treating people as individuals during this assessment. The score for this quality statement is based on the previous rating for Caring.

Independence, choice and control

Score: 3

We did not look at Independence, choice and control during this assessment. The score for this quality statement is based on the previous rating for Caring.

Responding to people's immediate needs

Score: 3

We did not look at Responding to people's immediate needs during this assessment. The score for this quality statement is based on the previous rating for Caring.

Workforce wellbeing and enablement

Score: 2

We did not look at Workforce wellbeing and enablement during this assessment. The score for this quality statement is based on the previous rating for Caring.

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- ✓ Overview
- ✓ Person-centred Care
- ✓ Care provision, Integration and continuity
- ✓ Providing Information
- ✓ Listening to and involving people
- ✓ Equity in access
- ✓ Equity in experiences and outcomes
- ✓ Planning for the future

Responsive

Outstanding 

8 July 2025

We did not look at this key question during this assessment. The score below is based on the previous rating for this key question.

This service scored 87 (out of 100) for this area. Find out [what we look at when we assess this area](#) and [How we calculate these scores](#).

Person-centred Care

Score: 4

We did not look at Person-centred Care during this assessment. The score for this quality statement is based on the previous rating for Responsive.

Care provision, Integration and continuity

Score: 2

We did not look at Care provision, Integration and continuity during this assessment. The score for this quality statement is based on the previous rating for Responsive.

Providing Information

Score: 3

We did not look at Providing Information during this assessment. The score for this quality statement is based on the previous rating for Responsive.

Listening to and involving people

Score: 4

We did not look at Listening to and involving people during this assessment. The score for this quality statement is based on the previous rating for Responsive.

Equity in access

Score: 4

We did not look at Equity in access during this assessment. The score for this quality statement is based on the previous rating for Responsive.

Equity in experiences and outcomes

Score: 4

We did not look at Equity in experiences and outcomes during this assessment. The score for this quality statement is based on the previous rating for Responsive.

Planning for the future

Score: 4

We did not look at Planning for the future during this assessment. The score for this quality statement is based on the previous rating for Responsive.

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- ✓ Overview
- ✓ Shared direction and culture
- ✓ Capable, compassionate and inclusive leaders
- ✓ Freedom to speak up
- ✓ Workforce equality, diversity and inclusion
- ✓ Governance, management and sustainability
- ✓ Partnerships and communities
- ✓ Learning, improvement and innovation

Well-led

Good



8 July 2025

Well-led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At our last assessment we rated this key question requires improvement. At this assessment the rating has changed to good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

The provider was previously in breach of the legal regulation in relation to overall governance. Improvements were found at this assessment and the provider was no longer in breach of this regulation.

This service scored 68 (out of 100) for this area. Find out [what we look at when we assess this area](#) and [How we calculate these scores](#).

Shared direction and culture

Score: 3

The provider, supported by the registered manager, had a clear and shared vision for the home, which focused on putting people first. Their approach was built on strong values, including being open and honest, treating everyone fairly and equally, respecting human rights, embracing diversity and inclusion, listening to people, and understanding their individual needs and challenges.

The home's culture prioritised people's needs, with staff communicating clearly and respectfully, empowering people to make their own choices and delivering care with kindness and consideration. One relative said, "The home checks everything with me that needs to be done. The care is 100%. I cannot fault the support. Sometimes I'll ask them to do something, and they've already sorted it".

The strong partnership between staff, people and their families helped ensure care was person centred and built on trust and mutual respect.

Capable, compassionate and inclusive leaders

Score: 3

The provider's inclusive leaders understood the care context and reflected the organisation's culture and values.

The registered manager demonstrated a passion to provide good care and to support the staff to be the best they could be. Everyone spoke highly of the support they received from the registered manager. One staff member told us of the support they had been given during a difficult time with their personal circumstances.

Most people we spoke with told us they felt well cared for and treated with compassion and dignity. People knew who the registered manager was and felt able to talk to them. One person told us, "Yes, I know the registered manager, they often come round to see me". Another person told us, "I know the registered manager, they are easy to talk to".

Freedom to speak up

Score: 3

The provider fostered a positive culture where people felt they could speak up and their voice would be heard.

Staff we spoke with knew the whistle blowing procedures and who they should report any concerns to [Whistleblowing in a care home refers to the act of reporting concerns about poor practice, neglect, abuse, or any wrongdoing that could compromise the safety or wellbeing of residents]. Staff shared that they felt confident any concerns raised with the registered manager would be addressed, and that, if they ever felt unheard, they knew how to seek support from an external agency.

Staff and people who used the service were encouraged to have their say in how the service was run. There were regular staff team and resident meetings where ideas for improvements were discussed. One person told us, "There are residents' meetings to raise any concerns".

Workforce equality, diversity and inclusion

Score: 3

The provider valued diversity in their workforce. They worked towards an inclusive and fair culture by improving equality and equity for staff who worked for them.

The registered manager demonstrated a robust commitment to promoting diversity and inclusion, aligning with the Equality Act 2010. Staff's individual protected characteristics were respected and celebrated. The registered manager fostered an inclusive workplace where LGBT+ staff felt safe, respected, and empowered to express their identities without fear of discrimination [LGBT+ is an acronym that represents people's sexual orientation or gender identity]. Equality and diversity training was provided to staff to develop inclusive attitudes and practices to both people who used the service and their colleagues.

Governance, management and sustainability

Score: 2

The provider had clear responsibilities, roles, systems of accountability and governance. The deputy manager completed a range of audits, monitoring the quality of care within the service. However, the existing systems did not consistently identify when care plans, risk assessments, and medication records required updates, or consolidate this information effectively to ensure staff had access to the most accurate details needed to support people. No one had come to harm and staff we spoke with knew people well and knew their needs. We also found that the monitoring of care tasks was not always effective. On the morning of the inspection, staff had not updated the handheld device used to record care for 1 individual. As a result, it appeared that their care needs had not been met for several hours; however, subsequent review confirmed that appropriate care had been provided. The system had not flagged to alert anyone. The deputy manager told us that this would be reviewed and rectified. Following the inspection, action was taken to update the records to ensure that all information was accurate, consistent, and reflective of individuals' current needs.

Partnerships and communities

Score: 3

The provider clearly understood and carried out their duty to collaborate and worked in partnership, and services worked seamlessly for people. They always shared information and learning with partners and collaborated for improvement.

The registered manager demonstrated a strong commitment to partnership working by consistently sharing information and learning with external agencies. This approach ensured integrated, person-centred services that responded to individual needs and preferences. Staff worked well together, had access to training and resources, and were confident in providing quality care.

Learning, improvement and innovation

Score: 2

Although we found some of the issues found during the last inspection were still present in relation to medicine protocols, other improvements had been made. The registered manager continued to show a strong commitment to learning and improving. Staff worked together to find better ways to support people, both within the service and in the wider community. There was a clear focus on treating everyone fairly and delivering care that was personal, respectful, and helped people live well.

The registered manager belonged to several forums and external groups to remain up to date with best practice. Staff actively engaged in safe and effective practices and played a key role in this culture of development, with team members acting as champions in various areas of care. For, example, the oral care champion led by example, delivering training to colleagues to ensure effective and consistent support for individuals' dental hygiene. As part of this commitment, staff successfully completed the 'Care to Smile' Programme, an initiative aligned with NICE guidance that enhances oral health provision in care homes through structured education and practical support. Their efforts in this area were recognised with an award, highlighting their dedication to improving residents' wellbeing through specialised care.

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