



Enter and View

St Marys Care Centre

Announced Visit

11th September 2026



What is Enter and View?

Part of Healthwatch Warrington's remit is to carry out Enter and View visits. Healthwatch Warrington Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows Authorised Representatives to observe service delivery and talk to service users, their families, and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists, and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation so that we can learn about and share examples of what they do well from the perspective of people who experience the service first hand. Healthwatch Warrington's Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Warrington's Safeguarding Policy, the Service Manager will be informed, and the visit will end. The local authority Safeguarding Team will also be informed.

Details of the Visit

Details of Visit	
Service Address	St Marys Care Centre Penny Lane Burtonwood WA5 4DS
Date and Time	11 th September 2026 10:30 – 1PM
Authorised Representatives undertaking the visit	Lisa Fidler Norman Holding Dot Holding Jim Sinnott

Acknowledgments

Healthwatch Warrington would like to thank the Registered Manager, staff and all the residents for their co-operation during our visit.

Disclaimer

Please note that this report is related to findings and observations made during our visit on 11th September 2026. The report does not claim to represent the views of all service users, only those who contributed during the visit.

Who we share the report with

This report and its findings will be shared with the Manager of St Marys Care Centre, Care Quality Commission (CQC) and Healthwatch England. The report will also be published on the Healthwatch Warrington website.

Healthwatch Warrington's details

Address:

The Gateway

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Warrington

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Healthwatch principles

Healthwatch Warrington's Enter and View programme is linked to the eight principles of Healthwatch, and questions are asked around each one.

- 1. A healthy environment:** Right to live in an environment that promotes positive health and wellbeing.

- 2. Essential Services:** Right to a set of preventative, treatment and care services provided to a high standard to prevent patients reaching crisis.
- 3. Access:** Right to access services on an equal basis with others without fear of discrimination or harassment when I need them in a way that works for me and my family.
- 4. A safe, dignified and quality service:** Right to high quality, safe, confidential services that treat me with dignity, compassion, and respect.
- 5. Information and education:** Right to clear and accurate information that I can use to make decisions about health and care treatment. I want the right to education about how to take care of myself and about what I am entitled to in the health and social care system.
- 6. Choice:** Right to choose from a range of high-quality services, products and providers within health and social care.
- 7. Being listened to:** Right to have my concerns and views listened to and acted upon. I want the right to be supported in taking action if I am not satisfied with the service I have received.
- 8. Being involved:** To be treated as an equal partner in determining my own health and wellbeing. I want the right to be involved in decisions that affect my life and those affecting services in my local community.

Purpose of the visit

The purpose of the Enter and View visit was to observe the environment and care provided at St Marys Care Centre, to speak with residents, staff and relatives about their experiences, and to identify areas of good practice as well as any areas for improvement. The visit formed part of our wider role in gathering feedback and understanding how services are experienced by those who live there. Our visit was announced and was part of the ongoing work programme of Healthwatch Warrington.

Details of the service

St Marys Care Centre is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration. St Marys Care Centre is a care home with nursing care that specialise in helping individuals with disabilities and impairments.

What we did

Upon arrival, we introduced ourselves to the Manager and explained the purpose of our visit. We were given an overview of the service, and the Manager accompanied us on a guided tour of the building. During the visit, we observed the general environment, facilities, and daily routines, and we had the opportunity to engage in conversations with several residents. These interactions helped us gain insight into their experiences of living at the service and the support they receive.

Provider Service and Staff

Care home has 63 beds, at the time of visit 62 beds were occupied.

Deborah Wareing is the home manager. Deborah has been in post for over 10 years but has been working at the home for over 20 years.

St Marys Care Centre is part of Marontomark Ltd.

The home has a multitude of staff including:

- Home Manager
- Deputy Manager
- Clinical Lead
- Day and night Nurses
- Reconnect Nurses Dementia
- Senior Carers
- Senior Support Workers
- Carer assistants
- Home Admin

- Activity Coordinators
- Chef
- Head Cook
- Catering assistants
- Laundry Assistants
- Maintenance assistant
- Domestic Assistants

Resident & Staff Feedback:

Resident Feedback: St Mary's Care Centre



“My wife has been at St Mary's exactly 12 months to the day but in the beginning she'd been at another care home for two months but couldn't settle there. Since being here, she's settled in well and loves it. It's on a par with a five star hotel, absolutely amazing, they bend over backwards for her and they know what she likes – she likes a lie in in the morning”

Staff Feedback: St Mary's Care Centre



Management and training team are very proactive and open to new ideas. They use the skills of the staff to enhance training relevant to resident needs



Staff support each other, even on other units. This means we feel happier in our workplace and in turn this positively impacts the residents we support. That's how I feel anyway

Results of the Visit:

First impressions

The home benefits from a good-sized off-road car park. Whilst parking was available, the car park was full at the time of the visit, which may occasionally make parking difficult for visitors and relatives. Signage was limited to the main entrance; however, it was clear, visible and easy to locate upon arrival.

The grounds surrounding the entrance and car park were neat and well maintained, contributing positively to the overall appearance of the home. Access to the building was level, with wide entrance doors providing good accessibility for wheelchair users and those with mobility difficulties.

Entry to the home was secure, with visitors required to sign in on arrival and provide identification before being granted access. Visitor toilet facilities and a water cooler were available within the reception area. The reception area was bright, welcoming and well presented, with a range of information boards providing useful information for residents, relatives, visitors and staff. Throughout the areas observed, the home appeared clean, bright and well decorated, with no unpleasant odours detected. A staff board with pictures was displayed near the entrance.

Well-led

The Authorised Representatives were welcomed by the Home Manager, who provided an overview of the service and accompanied the team on a tour of the home. During the visit, the team were also introduced to Ian Forshaw, the Operations Manager.

Staff spoken to during the visit advised that a structured training programme was in place, offering opportunities for ongoing learning and development. Staff spoke positively about their roles and described the home as a supportive place to work, reporting a strong team ethos amongst both colleagues and management. Staff advised that they felt well supported by the on-site management team and wider organisational support network. They also stated that they felt comfortable raising concerns with management and were confident that any issues raised would be listened to and addressed appropriately.

Some staff were wearing identification badges and uniform. Authorised Representatives were informed that uniforms were optional in Fern unit, this was voted for by residents.

The home makes minimal use of agency and bank staff, which supports continuity of care for residents. Staff advised that residents' key performance indicators,

including safeguarding concerns, falls and weight monitoring, are reviewed regularly by both on-site and regional management teams.

The home benefits from support from a part-time Assistant Physiotherapist and receives additional input from the Community Mental Health Team. Nursing staff are based within each unit and are supported by care staff.

A dedicated training room is available to support staff development, and staff are encouraged to undertake NVQ qualifications. A monthly training schedule is in place, and all new staff complete a two-day induction programme when commencing employment.

The home consists of four specialist units:

- Stephenson Unit – Acquired Brain Injury
- Rose Unit – Enduring Mental Health
- Forshaw Unit – Older People's Dementia
- Fern Unit – Adult Complex Care

The Manager advised that she feels well supported in her role and has access to appropriate resources, including a dedicated activities budget. An open-door management approach was described throughout the discussions. A monthly staff recognition scheme is also in place, with staff nominations submitted through a dedicated nomination box. The successful member of staff receives a gift card and complimentary meal.

Access to Services

The home residents are registered with Chapelford GP Surgery. The Enhanced GP Support Team attend regularly; the home reported a positive working relationship with the Enhanced GP Support Team.

A domiciliary dentist visits the home to provide dental care for residents, and optician services are available annually or more frequently based upon individual need. Additional services available to residents include podiatry and hairdressing. The home benefits from an on-site hair salon, with a hairdresser attending every two weeks, whilst podiatry services visit approximately every six weeks.

Safe

The building was observed to be secure throughout. Access to the home is controlled through secure entry systems, with internal doors between units operated via keypad access. Storage rooms and plant rooms were appropriately secured and locked during the visit.

External fencing surrounding the home appeared adequate and well maintained. Fire alarm call points were clearly visible throughout the building and fire zones were appropriately identified. The main fire panel was located within the reception area.

Resident bedrooms, dining areas and communal lounges were fitted with alarm systems. Emergency alarms could be heard throughout the building, including staff-only areas. Corridor monitoring systems were observed to alert staff to resident calls, and responses appeared prompt, with alerts being acknowledged and cleared within short timescales.

Fire doors were secure and operated appropriately through push-bar and keypad systems. Outdoor spaces were safe and accessible, with ramped access available alongside a mixture of hard and soft surfaces suitable for residents with varying mobility needs. Designated smoking shelters were available and were observed to be clean and tidy.

Handrails were fitted throughout the home and were in a contrasting colour to surrounding walls, supporting visibility and navigation throughout the building. Flooring throughout the home was in good condition, and no trip hazards were identified during the visit.

Two lifts were available for residents and visitors. Evacuation chairs and evacuation sledges were also available in the event of an emergency. Bathrooms and toilets were spacious and appropriately equipped, including emergency alarm systems and hoisting equipment where required.

Toilet seats within the dementia units were of a contrasting colour to improve visibility and support residents living with dementia. Hot and cold taps were clearly identifiable using red and blue markings.

The Manager advised that the most recent Infection Prevention and Control audit achieved a score of 99%.

Caring

Staff were consistently observed addressing residents using their preferred names and interacting with them in a caring, respectful and friendly manner. Positive relationships between residents and staff were evident throughout the visit.

Noise levels remained appropriate across the home. Residents had access to a range of communal spaces, including quiet lounges, television lounges and activity areas.

Staff were observed spending meaningful time with residents and ensuring individuals were given opportunities to express their wishes, views and preferences without feeling rushed. Within Forshaw Unit, which supports residents with more complex needs, staff were observed spending time interacting positively with residents and responding appropriately to individual needs. Across the Stephenson, Rose and Fern Units, staff were also observed engaging positively with residents, including providing one-to-one support where required.

Bedroom doors had been designed to resemble front doors, they were selected by residents, and each resident chose their own door colour. Large clocks were displayed throughout the home, including dementia-friendly clocks showing the date, day, month and weather. Flooring and décor throughout the home appeared appropriate to the needs of residents living within each area.

During the visit, residents were observed participating in a group singing session facilitated by an external entertainer. The activity was well attended, and staff were actively supporting residents to take part.

Relatives are encouraged to attend regular meetings with management, where topics including care planning, food, wellbeing and activities are discussed.

Responsive

Residents are encouraged to personalise their bedrooms, and room doors displayed photographs and, in some cases, residents' names. All bedrooms were fitted with en-suite facilities.

The main corridors were decorated with a variety of artwork and photographs. The home employs two full-time Activities Coordinators who provide a varied weekly and monthly programme of activities for residents.

The home has developed positive relationships with local organisations and community groups and provides residents with access to GP, dental, optical and podiatry services. A dedicated hairdressing salon is available, and an external hairdresser attends fortnightly.

The Activities Coordinator spoken to during the visit described feeling well supported by management and advised that sufficient funding is available to support activity provision. They also described a strong team approach, with staff throughout the home contributing towards activities and resident engagement.

Activities provided by the home include are:

- Trips out (Blackpool, Knowsley New Brighton)
- Singing sessions (twice per week)
- 10 pin bowling
- Craft classes.
- Exercise Classes
- Therapy animals.

- Residents are taken out to local parks
- Taken to community events.
- Musical entertainment is regularly provided.
- A variety of games, including digital games.
- Days out are arranged to various locations. (garden centres, etc)
- Films are shown.
- Therapy sessions are arranged
- Quizzes
- School children come in to perform or talk with residents
- Individuals come to give a variety of talks
- Local church come in to give Communion.
- There is a Summer Fair and Christmas party.

During the visit, a singer was entertaining residents within Forshaw Unit. The session was well attended, and residents appeared engaged in the activity.

Staff undertake a range of fundraising activities throughout the year to provide additional funding for resident activities and experiences. A "Thank You Board" displaying compliments and thank you cards was observed within one of the corridors, alongside the weekly activity schedule. Information regarding fundraising raffles was also displayed, with proceeds contributing towards activities and treats for residents. A "You Said, We Did" display was also observed during the visit.

The home has access to its own transport to support community engagement and outings. Residents spoken to advised that there were plenty of activities available and that they were encouraged to participate. Residents also reported feeling comfortable raising concerns with staff or management if required.

Regular meetings take place involving residents, relatives and staff to discuss all aspects of home life, including food, activities, care provision and any concerns.

Food

Residents spoken to were happy with the quality, quantity and variety of food available. Dining areas were clean, bright and well prepared for lunchtime service, with tables laid appropriately.

Residents can choose whether to dine within communal dining rooms, lounge areas or in their own bedrooms. Menus were displayed within dining areas, and the home advised that a new three-week picture menu was due to be introduced shortly.

Residents were offered two meal choices at mealtimes, with alternative options being available upon request. The home operates protected mealtimes, whilst also supporting relatives to assist family members where appropriate.

Residents advised that if they did not wish to choose from the menu provided, alternatives would be made available upon request. Hydration stations and water dispensers were located throughout the home and included water and fruit juice, with jugs clearly labelled and dated.

Effective

The home was observed to be clean, bright and spacious, with good levels of natural light throughout communal lounge areas. Outdoor spaces provided a combination of hard and soft surfaces and were easily accessible to residents.

Resident bedrooms were spacious, bright and well decorated, with all rooms benefitting from en-suite facilities. Residents are encouraged to personalise their rooms, and many had done so. Bedrooms were clearly numbered, with a mixture of names and photographs displayed on doors.

Bathrooms observed during the visit were spacious, accessible and appropriately equipped with hoisting equipment and emergency alarm systems. The home provides an extensive programme of activities to support wellbeing and engagement, and informative notice boards were available within reception and communal areas.

Communal areas comprised lounges of varying sizes, with a variety of seating styles available throughout the home. A dedicated maintenance operative works on site, supporting the upkeep of the environment.

A defibrillator was available within the main reception area, and anti-choking devices were located throughout the units. The home also benefits from a rehabilitation room, where residents can practise and maintain daily living skills such as cooking, washing and other activities designed to promote independence.

Conclusion

Healthwatch Warrington would like to thank the Home Manager, staff, residents and relatives for welcoming us during our visit and for their openness and cooperation throughout the Enter and View process.

The home provided a bright, welcoming and well-maintained environment, with good standards of cleanliness and decoration observed throughout the areas visited. Staff were seen interacting with residents in a caring, respectful and compassionate manner, and positive relationships between residents, staff and management were observed throughout the visit. Residents and relatives spoke highly of the home and the staff.

Residents appeared engaged in daily life within the home and were offered opportunities to participate in meaningful activities both within the service and in the wider community.

Good practice was identified during the visit, particularly in relation to staff support, activity provision, resident engagement and the overall atmosphere within the home. The home also demonstrated a proactive approach to staff development, quality monitoring and partnership working with external healthcare services.

Overall, the home appeared to be a caring and resident-focused service where staff were committed to supporting residents' wellbeing, independence and quality of life. The positive feedback received from residents, relatives and staff reflected the welcoming culture observed throughout the visit and the home's commitment to providing person-centred care.

Recommendations

Recommendations made from findings	
1	We recommend that you always display the general Healthwatch Warrington poster in the reception area, which will offer an independent choice for the residents or family to feedback.

Comment from provider

The individuals from Healthwatch that came to visit and assess the home were professional, courteous and thorough. We are pleased with the report and feel it provides an excellent reflection of the home and what it has to offer as a service.

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