



Inspection Report on

Beach Court Care Home

Beach Court Care Home

35-39

Beach Road West

Prestatyn

LL19 7LL

Date Inspection Completed

10/01/2024

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About Beach Court Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Rebba Care Ltd
Registered places	32
Language of the service	English
Previous Care Inspectorate Wales inspection	30/8/2022
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People receive a good standard of care and support. Staff understand the importance of recognising people's individuality. They are caring, motivated and have good relationships with them. People have opportunities to engage in meaningful and exciting activities and they are supported to be as active as possible in a variety of ways. People and visitors, we spoke with are happy with the service provided at the home. Care documentation has improved and now informs care staff of people's needs and preferences.

Staff work well in partnership with external professionals to promote people's health. Management staff are visible and approachable; with quality assurance given value and priority. The home is secure, clean and well maintained with communal space and outdoor areas available where people can spend their time. The home is well-equipped to meet people's needs and keep them safe. The staff team feel supported by the Responsible Individual (RI) and new manager. Improvements are required in staff training opportunities.

Well-being

People have control over their day-to-day life, are listened to and involved in making choices and decisions. We saw people spending time in the communal areas and in their own rooms, coming and going as they wished. People showed us around their home including their own rooms and shared their experiences of living there. People's personal plans have improved and are an accurate reflection of them, their requirements, and the outcomes they may wish to achieve. A 'This is me' document is completed for all residents and information is incorporated into their personal plan. Staff know people very well and have developed positive and appropriate relationships with them. We heard staff asking people what they wanted to eat at lunchtime and an alternate was offered if they did not like what was on the menu.

People are happy and benefit from positive interactions with staff. Staff are caring, kind and know the residents very well. We heard respectful and dignified conversations between people and staff when providing assistance. We saw and heard staff chatting to people about their daily activities, their family and singing along to music. Two visitors told us their relative has settled very well. They expressed they are confident and happy their loved one is well cared for and there is a caring atmosphere' and we found this to be the case. People also told us they are very happy living in the home.

People live in accommodation which suits their needs. Each bedroom is personalised with items that matter to them such as photographs and personal interests. Beach Court is clean, warm, and bright; with every effort to ensure it is a homely and a welcoming environment. An enclosed outside area provides ample seating and space to socialise and enjoy the sea air. There is ongoing investment in the service to improve the facilities and standards of the home.

Mechanisms to safeguard people are mainly in place but improvements are required. Individual risk assessments are in place and staff know how to raise concerns. Safety checks are undertaken to ensure staff are suitable to work with vulnerable people and to keep people safe. The provider ensures the service safeguarding policies and procedures are up to date and accessible to all staff. Training in safeguarding requires improvement so that all staff know what steps to take to protect people.

Care and Support

People's personal plans are improving. During the inspection visit personal plans are not person centred and contained very little or no information regarding the person. We discussed care documentation with the RI who had already identified this as an area for improvement and gave reassurance they are committed to addressing this. During the inspection care documentation was nearing the end of completion and nearly all personal plans are now person centred. We spoke with staff who know peoples care needs very well and people and their relatives told us they are being supported in the way they want to be.

People are safe and well because they receive proactive, preventative care. Before admission, people's needs are assessed to help ascertain if the home can meet their needs. Daily records and monitoring charts show people receive the right level of care at the right time. Referrals are made to health and social care professionals when required and they are supported with a wide range of health professionals as required, including GP's, Community District Nurses, dentists, opticians, and chiropodists. Risk assessments we viewed consider any potential risks to people and strategies are put in place to reduce these. People who are at risk of weight loss or pressure damage are closely monitored and action is taken in a swift manner if any concerns arise.

People's physical, emotional, and mental health is promoted. People are offered a choice of homemade meals in addition to the three weekly rolling menus. A choice of drinks and snacks are available throughout the day and assistance and encouragement is provided when needed. We saw people's dietary requirements is shared with kitchen staff. We saw several photos and videos where staff provide a wide range of activities such as karaoke, chair aerobics, arts and crafts, and external entertainers. People told us how much they enjoyed the festive celebrations and external entertainment. The RI is looking at ways of formally record activities at the time of inspection.

Environment

The environment is clean, well maintained and people bedrooms are personalised. The domestic team work well to maintain good standards of cleanliness and hygiene throughout the home. There is ample supply of personal protective equipment (PPE) and we observed consistently good infection control practices by all care staff. Individual bedrooms contained personal items and lots of family photographs. The dining room provides a relaxed dining experience for people and tables are laid out nicely. One of the two lounges is used as the activities area, which contained a lot of materials to enable engagement with people for example games, books, CDs, and art. People can meet others and develop relationships in communal areas and have private space should they need it. The exterior of the home, including the secure enclosed garden area is in a good state of repair with outside seating available for people to use, weather permitting. There are raised flower beds people can use if they wish to grow things. There are aids such as the use of colour, bilingual / pictorial signage and clocks to orientate people to their surroundings, time and place to promote their independence.

People feel safe and secure living in the home. Access to the home is through a locked door, and people are asked to sign the visitors' book. Confidential information is kept in the office which is locked when not in use. Health and Safety records, cleaning, and maintenance schedules evidence a robust system is in place to protect the health and safety of people living in Beach Court. Fire safety checks have been completed as required and fire safety training requires improving. Personal Emergency Evacuation Plans (PEEPs) are on file so external services have the information they need to provide support in emergencies. The RI advised a fire safety inspection had recently been carried out with no concerns raised. We saw certificates such as electrical, gas, water safety checks are carried out at the required frequency. There is a maintenance log which staff record any issues or areas which need repairs.

Leadership and Management

People benefit from a service, which has oversight and vision by a new management team. The RI visits the home regularly and documents their visits formally. The RI has acknowledged some improvements are needed such as staff training and is working alongside the management team to address this. We saw records to confirm audits of various aspects of the service take place such as the environment, administration of medicines and infection control. A six-monthly quality assurance review has been completed which considers the views of people to ensure they are satisfied with the service they receive.

People benefit from being supported by motivated staff who know them well, however not all staff have completed mandatory and service specific training to ensure they are competent. This is an area of improvement, and we expect the provider to take action in a timely manner. One-to-one supervision with staff members is now carried out regularly to ensure practice is monitored, their training needs are identified, and these provide staff with the opportunity to discuss any issues. Most staff are registered with Social Care Wales (SCW), the workforce regulator, with new staff currently in the process of registering. There is a safe recruitment processes in place; records show all staff are properly vetted prior to employment and they must complete a probationary period satisfactorily. Staff said they feel supported, teamwork is good, and they can raise issues should they arise with the RI and new manager.

The service provider maintains a dedicated budget for ongoing maintenance, upgrade, and repair of the home. We saw evidence of continuous investment in all areas of the service such as decoration and improvements in the fabric of the building. Staff confirmed any equipment and products needed is actioned immediately. There is ample good quality food stocks and safety equipment is checked when due.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
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36	Not all staff have received mandatory and core training. The service provider must ensure all staff are supported to complete the training required by their roles which meets the needs of people living in the service.	New
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Date Published 12/03/2024