



Inspection Report on

Beach Court Care Home

Beach Court Care Home

35-39

Beach Road West

Prestatyn

LL19 7LL

Date Inspection Completed

09/08/2024

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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	10 January 2024
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

We saw there is a good rapport between people and staff and people are treated with dignity and respect. People's personal plans have improved, and are person centred. People live in a suitable environment which is warm, clean, and safe. Environmental audits are completed which ensure people remain healthy and safe. People have their own bedrooms which are personal and contain personal belongings and people told us they like living here. People can make choices, follow their own routines, and can engage in different activities and try new experiences. There are opportunities for people to do things that matter to them within the home and the community.

There is enough staff to keep people safe and to meet their needs. Internal quality assurance systems are robust and immediate action is taken to address any areas for improvement identified. Staff recruitment practices are safe, and staff receive regular supervision. Some improvements have been made in staff receiving training, but this remains an area for improvement.

Well-being

People have choice and control over their day-to-day life. They are able to choose how they spend their day in the privacy of their bedroom or in the different communal areas of the home. Care staff know people well, respect their choices and consider their individual circumstances. The cook visits people every day and discusses the menu and meal choices. Kitchen staff told us of people's dietary requirements' and have a good understanding of people's likes and dislikes. We heard staff converse with people and with each other in Welsh and there is bi-lingual signage throughout the service.

People's physical, mental health and emotional well-being needs are met. Equipment is available to promote people's independence and maintain their dignity. Personal plans and risks assessments are up to date so staff know how to meet people's care and support needs. A multi-disciplinary approach ensures appropriate referrals to healthcare professionals are made so people receive the treatment they need. Activities help to occupy people's time and technology helps people to keep in touch with their family and friends, which helps to maintain and enhance their well-being. Three people confirmed care staff are very kind and gentle with them. People commented positively on the activities available to them.

There are mechanisms mainly in place to safeguard vulnerable people. Improvements are required in staff receiving safeguarding training so they can recognise abuse should it occur. The provider has safeguarding policies and procedures in place. People said the care staff were great and they are treated with dignity and respect. The provider ensures that people are informed of their right to independent professional advocacy services. Deprivation of Liberty Safeguard (DoLS) authorisations are sought where people lack mental capacity to make decisions about their care and accommodation and need to be deprived of their liberty to keep them safe.

The environment is warm, clean and spacious. People's rooms are personalised with their own personal belonging's pictures, and other items they enjoy. There are sufficient lounges to ensure people have a choice about where they want to spend their day. Furniture is comfortable and of good quality. The service is homely and maintenance work is completed to ensure people live in a well-maintained environment. Equipment is regularly serviced and maintained to ensure safety.

Care and Support

People are cared for in the way they want. Prior to the person being admitted into the service, pre-assessments are completed and all necessary paperwork from other services such as health, specialist services or local authority is obtained. A plan of care is devised with them or their representative. Plans include social histories, identify individual likes, dislikes and wishes, ensuring the person's voice is central to the care provided to them. Personal plans are reviewed monthly and any changes to the person's circumstances are recorded and updated within the plans to ensure staff have the most up-to-date information. The home has enrolled in the 'Gwen am Byth' programme which aims to improve oral hygiene and mouth care for people living in a care home.

People are supported to maintain their health and wellbeing. Care and support is routinely monitored, and referrals are made to health and social care professionals when required. People are supported with a wide range of health professionals as required, including GP's, Community District Nurses, dentists, opticians, and chiropodists. 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. Monthly weight audits are completed which show very few if any people have lost weight in the last eight months and in fact have gained weight.

People are treated with dignity and respect, and they told us they are happy with the care and support they receive. Advice from health and social care professionals is sought when needed. People have choices about menu options, daily routines and activities. People who need support with meals receive this in a dignified unrushed manner. Refreshments and snacks are available for people throughout the day. Care staff are attentive, kind and caring giving people time to eat and enjoy their meal. People spoke positively about the quality of food and support they receive. People are engaged in activities such as bingo, arts and crafts, walk across the road to the beach for ice cream, foot spa and manicure. An external entertainer visits every other Friday and completes memory work and sings. Beach Court residents have created a 'fingerprint tree' which is displayed in the corridor. One person said they enjoy the visit from the weekly hairdresser.

Environment

The service provider ensures people's care and support is provided in a location and environment with facilities and, where relevant, equipment that promotes achievement of their personal outcomes. The home is situated opposite the beach and people enjoy walks there when the weather permits. The home is clean and tidy and infection prevention control measures are good. The home is warm with a welcoming ambience, and people said they enjoy living here. There are bilingual pictorial signage or other aids to promote orientation and independence for people living with dementia. People's rooms are decorated in line with their individual needs and preferences. We saw photographs and other items on display in rooms which held sentimental value. Records show there are systems of monitoring and auditing of the environment in place, which supports a planned maintenance schedule and renewal programme for the fabric and decoration of the home.

The service provider identifies and mitigates risks to health and safety. There is a permanent maintenance person who attends to general issues in the home. Audits are carried out to identify issues and any actions needed. Systems are in place to ensure health and safety checks including fire safety checks. Personal emergency evacuation plans (PEEPs) are completed for each person staying at the service and are located by the front door in case of an emergency.

Leadership and Management

Governance arrangements are in place to support the smooth operation of the service. There is a Responsible Individual (RI) who is in the process in registering with CIW and there is new manager who is registered with Social Care Wales (SCW). The manager has been introducing improvements in the service. For example, personal plans have been re-written so that they are person centred and there are infection prevention control and medication champions in place. There is currently no quality review reports available, however there was no negative impact on the care provided.

People are supported by enough staff, who are supervised, supported and recruited. Working rosters show a consistent number of staff on duty and staff told us this is sufficient most of the time. Staff meetings are held for care staff to share information and discuss any issues they may have. Handovers are also carried out and communication books are used to pass on important information between care staff. The manager has an open-door policy and is visible on the floor. The recruitment records we looked at contained the required information. This includes information regarding staff identification and employment history. When staff are newly appointed to their post, they receive an Enhanced Disclosure Barring Service (DBS) checks are undertaken and reviewed in line with regulations. All staff are registered with or working towards registration with Social Care Wales (SCW) the care workforce regulator.

We identified at the last inspection improvements were required in staff receiving training so that they have the necessary skills and knowledge to effectively carry out their care roles. It is acknowledged at this inspection some improvements are being made however, some staff training remains outstanding such as safeguarding, health and safety, falls awareness and first aid. The manager has provided reassurance that they are addressing this area. This is an area of improvement, and we expect the provider to take action in a timely manner.

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.

Area(s) for Improvement

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

	inspection	
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.	Not Achieved

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