



Beach Court Care Home



Beach Court Care Home, 35-39, Beach Road West, Prestatyn, LL19 7LL



01745854198

Date(s) of inspection visit(s): 14/08/2025

Service Information:

Operated by:	Rebba Care Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for mental health
Registered places:	32
Main language(s):	English
Promotion of Welsh language and culture:	The service provider makes an effort to promote the use of the Welsh language and culture, or is working towards a bilingual service.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Requires Improvement

Summary:

Beach Court is an established family run care home for up to thirty-two adults requiring support with personal care. The care home is situated close to the beach and local amenities in Prestatyn.

People's wellbeing, care and support is good because they receive good quality care and support from kind and attentive care staff. People enjoy the varied meals and entertainment on offer. They are supported by familiar staff who have a good understanding of their individual needs and preferences. These are set out within detailed risk assessments and personal plans.

The environment of the home is also rated as good. There is ongoing refurbishment of the home ensuring it is homely, dementia friendly and the provider ensures people's health and safety is maintained and promoted.

Leadership and management requires improvement as recruitment practices needs strengthening.

There are robust systems in training and supporting staff. Staff are motivated in their roles and work well as a team. Managers are approachable, driven and committed to making positive changes that will improve people's experiences. The Responsible Individual (RI) regularly assesses service standards and drives forward improvements.

Findings:



Well-being

Good

People's rights are upheld. Care staff communicate with people effectively to help them make everyday choices. People's preferences and routines are outlined within detailed personal plans and supported by care staff. This helps give people as much control over their day-to-day lives as possible. The RI observes and gathers feedback from people during formal visits. People can influence the care they receive and environmental changes. The service follows correct procedures to ensure people are not restricted unlawfully. Staff complete training in relation to the Mental Capacity Act and Deprivation of Liberty Safeguards.

People receive good continuity of care from a stable team of staff. Care staff actively promote people's health and well-being, ensuring they have access to the relevant specialist services. People maintain a suitable diet and consistently receive their prescribed medication. Care staff closely monitor people's mental well-being. Risk assessments and personal plans are up to date, detailed and easy for care staff to follow. Updates regarding people's health and well-being are communicated effectively amongst the staff team. People enjoy various activities, such as planting flowers in the garden boxes, foot spa and manicures, bowling, colour match parachute, walk to the beach and ice cream, bingo, arts and crafts and a movie day. We saw people thoroughly enjoyed and engaged in chair Pilates.

There are mostly systems in place to help keep people safe. The quality of the service is regularly monitored by the RI. The service has enough staff to ensure people receive the right level of care and attention. Care staff know how best to support people, and they have now completed a range of mandatory and specialist training, which includes safeguarding adults at risk. Some new staff are not always safely recruited but are supported by an open and responsive management team. The service has up to date policies and procedures to support safe practice. The environment is safe thereby minimising infection risks and keeping utilities and facilities safe.

People can relax in comfort in accommodation that is well furnished and presented. There are some personal touches to help people identify with their surroundings. People benefit from constant environmental upgrades. Some rooms have been completely renovated to a high standard and further upgrades are planned. Managers are passionate about and committed to increasing the sensory stimulation within the home and garden.



Care & Support

Good

People feel content in their home, where they have developed positive relationships with staff. The manager and care staff treat people with dignity and respect and recognise what is important to them. We heard much laughter and free-flowing conversation. Care staff anticipate when people need comfort or guidance and provide this in a sensitive, caring way. People choose where to spend their time and eat their meals, which care staff respect. Drinks are made available to people when spending time in both their own rooms and communal areas. People told us their meals are very nice and were enjoying a roast dinner, alternatives are available if they want them. We saw people enjoying visits from family and friends, whom staff gave a very warm welcome to.

The service promotes people's health and welfare. People have positive interactions with care staff and are happy with the service they receive. Records show medical and specialist services are involved in people's care, and care staff support people to attend their health appointments. The service involves people and/or their representatives in initial assessments and when developing and reviewing personal plans. Personal plans take account of people's particular health needs and how they might impact on their daily lives. Daily records confirm care staff support people as outlined within personal plans. People are supported to maintain a suitable, varied diet. The home's weekly menu includes hot and cold meals that are balanced and nutritious. People's weight and nutritional intake is monitored, in line with their personal plans. Incidents and accidents are recorded and dealt with appropriately. The service follows Deprivation of Liberty Safeguards procedures to ensure any restrictions are lawful and made in people's best interests. The service upholds people's rights by meeting the conditions attached to any restrictions.

Medicines are managed in a safe way and stored securely. Records confirm people consistently receive their prescribed medication. Senior staff carry out frequent stock checks to make sure medication counts are correct. Care staff ensure medicines are stored at suitable temperatures by carrying out daily temperature checks of storage areas. People's medication is reviewed by medical professionals. Records show care staff complete training and have their competency assessed before administering medication.



Environment

Good

People reside in spacious, homely accommodation that has facilities to support their activities of daily living. People have personalised their private rooms and are content relaxing or socialising with others in the communal lounge and dining areas. People have benefitted from upgraded bathing facilities with a walk-in bath. Managers are passionate about modernising and upgrading the environment further, so it better reflects people's tastes and lifestyles and is dementia friendly. There has been a significant financial investment in the upkeep of the property. New flooring has been laid in the lower ground floor. Bedrooms are being refurbished with new sinks. The colour scheme has been carefully considered throughout the home, with advice sought regarding suitable colours for people with dementia. Peoples bedroom doors are being painted different colours.

The environment is appropriately maintained. Managers can easily request repairs and upgrades, which the maintenance person completes in priority order. Managers carry out monthly health and safety audits to ensure the environment remains safe. Fire safety equipment is serviced within recommended timescales and staff carry out regular fire drills. Gas and electrical systems have also been inspected and deemed safe. There are suitable arrangements for storing chemicals. All areas of the home are immaculately clean, tidy, and fresh. We observed daily cleaning being undertaken and domestic staff take great pride in their work in ensuring the home is hygienic and care staff can refer to infection management policies when necessary.



Leadership & Management

Requires Improvement

The home has a strong leadership team consisting of a manager and deputy manager. The service has a clear policy for dealing with complaints. The RI oversees the running of the home effectively. Formal visits are carried out every three months, which inform six-monthly quality of care reviews. The RI sets actions to drive improvement based on people's experiences and the findings of internal audits. The service is being provided in line with its statement of purpose; a key document that explains what the service aims to provide and how.

The service has a stable team of staff. Rotas show people are supported by consistent numbers of staff, with absences covered by other team members. There are clear on-call arrangements, so staff can access support easily when needed. We found staff to be motivated in their roles, describing a positive culture within the service and strong teamwork ethic. Staff now complete a range of mandatory and specialist training. Managers have a clear system for tracking staff's completion of training, and compliance rates are high. Staff receive annual appraisals and supervision following their probationary period. All staff are registered with Social Care Wales.

The service needs to improve its staff recruitment process. We found a majority of staff personnel records to be organised and contain the required recruitment checks. However, two staff files did not have employment references from their last employer and one did not have a Disclosure and Barring Service check. While no immediate action is required, this is an area for improvement, and we expect the provider to take action. The manager assured us after the inspection this has now been addressed.

The provider invests in the service to improve people's experiences. People have benefitted from extensive home improvements. The manager told us further enhancements are planned, such an extension to the property.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
People must be protected by robust recruitment procedures which ensure they are cared for by a safe, suitable workforce.	14/08/25

CIW has not issued any Priority action notices following this inspection.

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