



Beach Court Care Home



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



01745854198

The inspection visits for this service took place between 12/08/2026 and 13/08/2026

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 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

Good

Summary:

Beach Court is located in a quiet location of Prestatyn opposite the beach and within easy access of local shops and amenities. It is a homely, family-run service which provides a calm and welcoming environment where people can enjoy their daily lives.

People's wellbeing is promoted effectively, as the service is committed to supporting individuals to maximise their independence, develop daily living skills, and participate in meaningful activities. Staff encourage people to remain as independent as possible and provide opportunities for them to engage in activities and experiences which reflect their interests, preferences, and goals.

Care and support arrangements are of a good standard. Care documentation is detailed, regularly reviewed, and person-centred, providing staff with clear guidance on how to meet people's individual needs and preferences. People have choice and control over their daily lives and are supported to make decisions about what they want to do, enabling them to prioritise the things that matter most to them and achieve positive outcomes.

The home is well maintained, providing a comfortable and welcoming environment. People benefit

from ongoing investment in the premises, including regular environmental improvements and upgrades enhancing quality of life and supporting individual needs. The provider and manager demonstrate a clear commitment to creating and maintaining a dementia-friendly environment.

The service benefits from trusted leaders and managers who promote and maintain good standards of practice. There is a strong, shared culture within the home, with staff demonstrating common values and a commitment to providing high-quality, person-centred care. The Responsible Individual (RI) provides effective oversight of the home and actively monitors the quality of care and support delivered.

Findings:



Well-being

Good

The service is delivering the aims and objectives set out in its Statement of Purpose. People live in a supportive and continually adapting home environment where they feel safe, happy, and comfortable. Staff recognise the importance of promoting independence and providing care and support to meet people's individual needs. People can participate in a range of activities, including planting flowers in garden boxes, bingo, arts and crafts, and movie days. They also enjoy visits from external entertainers. People benefit from regular walks to the beach and outings in the home's minibus, including trips to garden centres and other local attractions. Theme days and public holidays are celebrated within the home, and staff make every effort to ensure people are actively involved in these occasions.

People receive good-quality care and support which promotes their health, wellbeing, and overall quality of life. Interactions between staff and residents are warm and compassionate, helping people feel valued and at ease. Medicines are managed safely, and effective infection prevention and control practices help reduce risks as far as possible. They have access to the healthcare services they need and are supported to maintain a balanced and nutritious diet that meets their individual requirements. Mealtimes are relaxed and pleasant occasions, with care staff preserving people's dignity and providing encouragement, reassurance, and assistance when required. Accidents and incidents are responded to appropriately, with records completed accurately and reviewed by the manager each month to identify trends, monitor outcomes, and support continuous improvement.

Relationships within the service contribute to a warm, homely atmosphere and a positive working culture. People benefit from meaningful and engaging interactions with care staff, who know them well and take time to provide support in a caring and respectful manner. Staff make a genuine effort to celebrate important occasions, including residents' birthdays, and encourage families to be actively involved in home life. Managers are committed to staff development and wellbeing, providing ongoing guidance, support, and opportunities for learning to help staff deliver high-quality care and support.

The service promotes and upholds people's rights, ensuring they are treated with dignity, respect, and compassion. Care staff communicate effectively with people, supporting them to express their views, make informed decisions, and exercise choice and control in their everyday lives. Management responds appropriately to concerns regarding people's welfare and follow the Wales Safeguarding Procedures to help protect individuals from abuse, neglect, and harm. Staff are up to date with safeguarding training and demonstrated a good understanding of their responsibilities.



Care & Support

Good

The service consistently provides a good standard of care and support, enabling people to achieve their personal goals and outcomes. People are actively involved in developing their personal plans, which clearly detail their individual aspirations and the support required to achieve them. Records demonstrate care staff closely monitor people's daily activities and emotional well-being, ensuring support is responsive to their changing needs. Staff promote healthy and independent lifestyles by encouraging people to remain active and maintain a balanced diet. Personal plans are supported by comprehensive and relevant risk assessments, which provide clear guidance to staff on how to support people safely and effectively. The service promotes Welsh culture and heritage through the celebration of Welsh traditions and events.

People experience exceptional continuity of care and support. The service benefits from a stable and dedicated staff team who have a thorough understanding of people's individual needs, routines and preferences. This enables staff to build positive relationships, communicate effectively and recognise when people may require additional support. Staff actively support people to attend healthcare appointments and follow advice from health professionals, helping to promote positive health outcomes. The service has also developed strong and effective working relationships with multidisciplinary care teams, ensuring people receive timely access to specialist advice and interventions when required. They have enrolled on the 'Everlasting Smile' programme which helps maintain people's oral health.

Medication is managed safely and effectively. Staff maintain accurate and comprehensive records, demonstrating people consistently receive prescribed medicines as intended. Clear protocols are in place for the administration of 'as required' medicines, and records show these are followed appropriately. We observed medicines being stored securely and at suitable temperatures to maintain their effectiveness. The service has a designated member of staff responsible for overseeing medication management and promoting good practice. Robust monitoring systems are in place, including stock checks and regular audits, which support the safe administration of medicines and enable any discrepancies or concerns to be identified and addressed promptly.

The service minimises infection risks by promoting high standards of hygiene and infection prevention and control. Staff follow comprehensive daily cleaning schedules, helping to maintain a clean and safe living environment. Bathrooms are regularly checked throughout the day to ensure they remain clean and well stocked. Communal areas are clean, tidy and well maintained. The service maintains a good supply of personal protective equipment, which is readily available to staff when required. Staff receive training in infection prevention and control and demonstrate a good understanding of their responsibilities. Regular audits are completed to monitor standards, identify any areas for improvement and ensure infection control practices remain effective.



Environment

Good

The home is located opposite the beach close to public transport links, allowing people easy access to the wider community. We saw people spending time outdoors, as desired. The home has a secure enclosed area which people use to relax, smoke or carry out some gardening. There are plans in place to refurbish this area once the new extension is complete.

People have meaningful opportunities to influence environmental changes within the home. They are regularly consulted about the décor and furnishings in both private and communal areas, helping to ensure they feel comfortable, valued and at home in their surroundings. The manager has undertaken extensive research into dementia-friendly design and has carefully considered the use of colour throughout the home to support people living with dementia. For example, toilet doors have been painted yellow to make them easier to identify, residents' bedroom doors follow a consistent colour theme, and the kitchen door has been painted red to aid recognition. Areas that people are discouraged from entering have been painted to blend with the surrounding walls, reducing confusion and supporting safe navigation of the environment.

Bedrooms continue to be redecorated and refreshed as required to maintain a pleasant and homely atmosphere. Two bedrooms have recently been fully refurbished with new furniture, demonstrating the service's ongoing commitment to enhancing people's living environment. Beach Court is currently undergoing an extension, representing a substantial investment in the future of the home and its ability to meet people's needs. The service has also invested in a range of new equipment and resources to improve people's comfort, safety and well-being. Recent purchases include hoist weighing scales, new trolleys, commodes, a shower chair, kitchen crockery, a television for the far lounge and additional bedroom furniture. Furthermore, several Queen Anne style chairs have been re-upholstered for residents' bedrooms, with plans in place to complete the remaining chairs in due course. The service is also in the process of replacing dining tables, dining chairs and side tables, ensuring the environment remains comfortable, attractive and fit for purpose.

The building is safe, secure and well maintained. Visitors are unable to access the home without staff authorisation and are required to sign a visitors' book on arrival, helping to ensure effective monitoring of all individuals entering and leaving the premises. Regular health and safety checks are undertaken by the maintenance person, who promptly addresses any maintenance issues and arranges repairs as required. Records confirm essential utilities and equipment are serviced, tested and inspected within recommended timescales. Routine fire safety checks are also completed, and regular fire drills are conducted to ensure staff and people living at the home are familiar with emergency procedures and can respond appropriately in the event of an incident.



Leadership & Management

Good

The smooth and effective running of the home contributes significantly to a positive, welcoming and harmonious environment for people living there. Managers have developed strong, trusting relationships with people, staff and external professionals, creating a culture of openness, respect and collaboration. Well-organised administrative systems are in place, enabling information to be accessed efficiently and supporting effective decision-making. Staff meetings are held providing valuable opportunities to share information, discuss people's experiences and reflect on ways to further improve outcomes. Managers also ensure issues, suggestions and requests raised during residents' meetings are discussed with staff, demonstrating a genuine commitment to listening and responding to people's views.

The RI maintains effective oversight of the service and works closely with managers to drive continuous improvement and sustain high standards of care and support. Robust quality assurance processes, including regular audits and monitoring activities, provide clear evidence that the service is consistently operating at an outstanding level and achieving good outcomes for people.

The service has comprehensive systems in place to recruit, train and support staff. Throughout the inspection, we observed staff being readily available to provide timely support and meaningful engagement with people. Staff describe their learning and development opportunities as excellent and complete a wide range of mandatory and specialist training in accordance with the home's Statement of Purpose. Managers actively support staff to complete training promptly, resulting in very high compliance rates. Staff are also encouraged to participate in additional development opportunities, including the Dementia Virtual Tour, which helps to enhance their understanding of the lived experience of people living with dementia and Dementia Friends have provided further training to the staff.

The management team has further strengthened the home's training provision by achieving 'train the trainer' competency in catheter care, stoma care and medication administration. Managers have also undertaken additional professional development, including RISCA training ensuring they have the knowledge and skills to support best practice across the service.

Records demonstrate staff receive regular supervision throughout their probationary period and at least quarterly thereafter. Staff also participate in meaningful annual appraisals, which provide opportunities to reflect on their practice, identify development needs and support their continued professional growth. These arrangements help ensure staff remain competent, confident and well equipped to provide high-quality care and support.

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.

CIW has no areas for improvement identified following this inspection.

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

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