

# Annual Return 2022/2023

## Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Rebba Care Ltd	
The provider was registered on:	11/07/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Beach Court Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	11/07/2018
	Responsible Individual(s)	Elin Reeve
	Manager(s)	Rachael Hannaby
	Maximum number of places	32
	Service Conditions	There are no conditions associated to this service

## Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	We currently use on line training through Care Skills academy. We are looking to have face to face training in the near future and the newly appointed RM is a Professional and holds a Train the Trainer cert. She has enrolled on advanced training courses to be able to deliver in house training making it more person centred out come based
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We currently use Indeed as a recruitment source. We shortlist applicants and arrange interviews with the RM and a senior staff member at Beach Court

## Service Profile

### Service Details

Name of Service	Beach Court Care Home
Telephone Number	01745854198
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

## Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	30
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Fees Charged

The minimum weekly fee payable during the last financial year?	700
The maximum weekly fee payable during the last financial year?	750.00

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Beach Court have email and phone access to all residents family and representatives. Residents are informed of any appointments, medication changes etc as required directly from either the RM or senior staff. Family members are normally contacted via email to enable us to have a paper trail

Service Environment

How many bedrooms at the service are single rooms?	28
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	16
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	We have 2 outside areas that are accessible to the residents. Both areas are gated with key codes to exit/ access the premises for the residents safety.
Provide details of any other facilities to which the residents have access	Beach Court have a wheelchair accessible Mini Bus and registered drivers to gain access to the community for days/trips out. We also have access to the local Beach, cafe and restaurants.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Beach Court promote Person centred outcome based care plans and risk assessments. We ensure that the care plans are from the residents perspective and talk with the resident their families and others to capture as much information as possible to ensure that we meet the needs of the resident.</p> <p>When Care plans are reviewed we encourage the resident to sit with a member of the management team and go through the care plan and outcomes with them to ensure that they are involved and have a say in their care and support.</p> <p>We have the Quality Assurance questionnaires that are completed by the resident, family members and others and we comprise an action plan based on the results to see what's working and what's not working.</p> <p>As an RI, on my visits, I will sit and talk to the residents and ask if they are happy with the level of care and support offered by the staff and if they feel valued.</p> <p>The RM and management team work closely with the staff team and residents to ensure that the needs are being met and independence is promoted.</p> <p>When we have reviews with the social worker and family, we ensure that the resident is involved and is the focus of the review.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Beach court have a medication lead who holds a senior position. Their responsibility is to ensure that the medication is ordered, delivered, audited and administered. Staff work in a person centred way and are aware of any changes in presentation with the residents. Concerns are reported to the management team and the appropriate medical or mental health professionals are called to visit the home the same day as applicable.</p> <p>District nurses visit daily to undertake medical practice which could involve insulin injections, pressure areas, dressings etc. They are also involved with end of life residents.</p> <p>Beach Court have some residents registered with Glan Traeth community mental health and they are supportive with managing any concerns that we report with a residents change of behaviors or presentation.</p> <p>A chiropodist visits the home every 6 weeks and Specsavers visit the home annually to complete eye tests and provide glasses where required.</p> <p>Residents at the home have person centred Risk assessment to minimise and reduce risks and these are updated 3 monthly or sooner as required.</p> <p>PEEPS are completed every 3 months or sooner of the residents needs change that would affect the safe evacuation in the event of a fire.</p> <p>Health and safety in the home is a high priority and staff ensure that areas are clear, clean and risks are reduced.</p> <p>Medication changes are documented and trained staff administer medication to the residents.</p> <p>Beach Court have 2 communal areas and residents integrate with each other during the day. Staff will undertake activities with the residents and we arrange themed days.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Beach Court comply with safe recruitment and ensure all staff have a DBS and references on file. Staff are registered with social Care Wales.</p> <p>Staff receive Safeguarding training and we have provided an App with Beach Court Policies and Procedures and there are paper copies in the office for staff to access.</p> <p>Risk assessments are in place for each resident and included in Health and safety practice with Manual handling included.</p> <p>Personal Care is undertaken promoting dignity and respect and we ensure that the resident is covered with a towel when undertaking personal care and showering etc.</p> <p>Any concerns to a residents wellbeing is reported and documented at once and the correct support is offered.</p> <p>Staff are aware of the whistle blowing policy and how to action suspected neglect or abuse.</p> <p>Beach Court are introducing "Resident Guardians" that act in the best interest of the resident.</p> <p>Their role will be to ensure that each resident receives the quality care and support that they deserve and to be the voice of the resident.</p> <p>Some of the residents residing at Beach Court have an advocate and we promote an open door policy in where residents, staff and visitors can access the Manager at any time.</p> <p>We promote an open and transparent ethos in which we work together and support the staff team to understand their role and feel supported.</p> <p>Residents have DOLS in place as we are an closed door home and some of our residents have their liberties restricted to keep them safe.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Beach Court will assess potential people coming into the service based on Social Services Care plans, meeting with the resident and families where possible and talking to other professionals involved in the care and treatment of the resident.</p> <p>We have a 12 week assessment period in which we work with the resident to monitor and assess their needs, wants, likes and dislikes. In some cases, residents will come into the service for a respite period for a week or 2 weeks. This gives the resident the choice to decide whether they want to live here.</p> <p>The daily notes are completed and include outcomes. We are an EMI home and the outcome depends on the resident that day.</p> <p>We ensure that outcomes set for that month are achievable and realistic to promote outcomes that benefit the resident.</p> <p>We promote independence as much as possible and work in a "do with not do for" as much as possible depending in the need of the person.</p> <p>We have had residents that we have not been able to meet their needs due to the fact that their behaviors impact on the other residents and intervention from other professionals has not been affective.</p> <p>We recognise that it is in the best interest of the person to move to nursing placement and we work closely with Social Services and others to action this.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>27</p>

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	27
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	8
Health & Safety	24
Equality, Diversity & Human Rights	19
Infection, prevention & control	24
Manual Handling	27
Safeguarding	24
Medicine management	6
Dementia	0
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	1st aid training
<p>Contractual Arrangements</p>	
No. of permanent staff	27
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	26
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	13
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	8
Deputy service manager	
Does your service structure include roles of this type?	No

Other supervisory staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No

Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	15
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	11
Health & Safety	12
Equality, Diversity & Human Rights	9
Infection, prevention & control	12
Manual Handling	12
Safeguarding	12
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	15
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	15
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Daily staffing 8am-2pm there are 6 care staff on shift Daily staffing 2pm-8pm there are 5 care staff on shift 8pm-8am there are 3 awake night carer staff on shift
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
No. of staff working towards the required/recommended qualification	8
<b>Domestic staff</b>	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
<b>Filled and vacant posts</b>	
No. of staff in post	2
No. of posts vacant	1
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<b>Contractual Arrangements</b>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2



No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	0
Safeguarding	4
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	2
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	3

No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Laundry Assistants
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0