

Care Service User Guide

Cwmbran House

Pontnewydd, Cwmbran



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“Home is not just a place, it’s a feeling of comfort, belonging, and warmth.”

Welcome

Nestled alongside the peaceful Monmouthshire and Brecon Canal in Pontnewydd, Cwmbran House is a purpose-built, single-storey care home for people over 65. With 56 cosy bedrooms spread across three communities, there's plenty of space to feel relaxed, safe and truly at home.

Life at Cwmbran House is all about enjoying each day, whatever your needs or abilities. Our kind and experienced team offers tailored support, whether that's residential care or more specialist help for those living with physical or mental disabilities, including dementia. We take the time to get to know each resident, so we can provide care that's as personal as it is professional.

What really makes Cwmbran House special is our friendly, welcoming atmosphere. It's a happy place, full of warmth, laughter and kindness, where residents are supported to be as independent or as involved as they choose. This is your home, and we're here to make sure it feels just like that.

"I'm really passionate about what I do and love building strong relationships with the people who live and work here."

Lynne Woodrow, Care Home Manager

"I'm Lynne and I've been working in care since 2007. I started out as a care assistant and have worked my way up to home manager, looking after both nursing and residential homes across south Wales. Along the way, I've gained QCF Levels 2, 3 and 5 in Leadership for Health and Social Care.

"Cwmbran House is a special place, and I'm proud to be part of such a kind and caring team."



Welcome to Cwmbran House

Cwmbran House is a purpose-built, single-storey home offering 56 bedrooms across three communities, with dedicated spaces for both dementia care and general residential needs.

With five communal lounges, two dining areas, and four lovely garden spaces, there's always a place to relax, socialise, or enjoy outdoor activities. Most rooms feature a private en-suite wet room, and all have their own toilet and sink.

Our on-site kitchen serves three home-cooked meals a day, catering for all tastes and dietary needs. We also offer a daily activities programme with something for everyone, whether it's exercise classes, local outings, pet therapy or singing.

Families and friends are always welcome and encouraged to join in, making Cwmbran House a true community.

We'd love to welcome you to Cwmbran House, where care, comfort, and community come together. We have:



Friendly colleagues who are happy to help



Dementia and general needs facilities



Themed days and daily activities

Facilities available as part of the service:



Hoist assisted baths



Fun day trips



5 lounges



Ground floor



Beauty salon



Quiet lounge



Beautiful gardens



56 bedrooms

Get to know us

Key colleagues who will be supporting the individual.



Lynne Woodrow
Home Manager



Alex Antonescu
Clinical Deputy
Manager



Steph Richards
Team Lead



Emma Dash
Team Lead



Ellie Clarke
Receptionist



Denise Watkins
Wellbeing
Coordinator



Raymond Jones
Maintenance
Person



Joanne Strange
Business Support
Administrator



Michelle Lewis
Kitchen Team



Mary Whitcut
Kitchen Team

Get to know us

Our care management team

With over 50 years of combined experience, our dedicated care management team is here to support our residents, their families, and our colleagues throughout their journey at Hafod.



Marc Pullen-James

Director of Care & Responsible Individual

Marc has been with Hafod for over 20 years, starting as a Care Assistant and working in a range of roles including Home Manager and Regional Lead.

Marc is passionate about person-centred care and making sure people's voices are heard. He holds an MSc in Health and Public Service Management, an LLB with Business, and several care-related qualifications. Marc is also a panel member with Social Care Wales and sits on the Hafod Board.



Joni Castle-Canavan

Operations Manager

Joni manages our residential and nursing care home managers. Joni is focused on providing strong operational support, ensuring business sustainability, and maintaining regulatory compliance. With a clear mission to get the basics right, she is also deeply committed to connecting with customers to understand how Hafod can best invest for the future.

Award winning colleagues

Meet our winners of the Hafod Care Awards.



Michelle Lewis
Kitchen Team Member of the Year



Amanda Davies
Care Home Carer of the Year



Emma Dash
Team Leader of the Year



Alex Antonescu
Clinical Lead of the Year

Other winners:

Dawn Hall
Laundry Team Member of the Year

Janet Groves
Learner of the Year

Ann Chiles
Long Service Awards - 25 Years +

Melanie Gardner
Long Service Awards - 25 Years +

Elizabeth Slattery
Long Service Awards - 25 Years +

Adele Higgs
Long Service Awards - 25 Years +



Get to know us

Our Care colleagues wear different coloured uniforms, here's what they mean.



Navy blue
Clinical
Lead



Blue
Nurse



Purple
Nursing Assistant



Bottle green
Senior Care
colleagues



Jade green
Care
colleagues



Pink
Wellbeing
Coordinator



Burgundy
Domestic/Laundry
colleagues



Chef whites
Chef / Kitchen
colleagues



All colleagues will be wearing a Hafod lanyard.

Our Home Manager, Deputy Home Manager, Receptionist and Business Support Administrators all wear office wear.

We are Hafod

The ethos, culture and priorities of the regulated service including a summary of the statement of purpose.

At Hafod, our mission is simple: Get the basics right, connect with you, and invest for a better future.

We are dedicated to putting people at the heart of everything we do. Our approach is built on providing high-quality, personalised care in line with the Social Services and Well-being (Wales) Act 2014 and the Well-being of Future Generations (Wales) Act 2015. Our goal is to continuously enhance the wellbeing and quality of life of those who use our services.

At Cwmbran House, we will achieve this by ensuring:



A well-maintained, welcoming, and homely environment.



Strong connections with the Pontnewydd community.



A team of skilled, professional colleagues who embody the right values.



The wellbeing of residents and colleagues remains at the heart of everything we do.

Our colleagues are trained to support and maximise independence by:



Encouraging residents to personalise their rooms, making them feel truly at home.



Helping individuals feel part of the Cwmbran House community.



Providing tailored support to promote independence and self-confidence.

We are Hafod

The ethos, culture and priorities of the regulated service including a summary of the statement of purpose.

Living in a home that meets a person's individual needs is essential for wellbeing. To ensure this, we will:

- Develop tailor-made personal plans in collaboration with residents and their families, reviewing them every three months or as needed.
- Encourage pre-admission visits and trial stays, where appropriate, to help individuals feel comfortable before moving in

At Hafod, we are committed to creating a caring, inclusive, and empowering environment where every individual from colleagues and customers to residents, feels valued, respected, and at home.

We believe in celebrating differences, embracing individuality, and fostering spaces where people can truly be themselves. Everyone deserves to feel safe, supported, and empowered to thrive, and we know that inclusivity is the foundation of strong, positive communities.

We want to be clear: discrimination, offensive language, or any form of disrespect towards residents, customers, or colleagues will not be tolerated. Every interaction at Hafod should be rooted in kindness, respect, and inclusion. We all have a role to play in ensuring that Hafod remains a welcoming and supportive place for everyone.



Together, we can
continue building
a culture where
everyone belongs.

Our care home

Our bedrooms

We have 56 spacious bedrooms with en-suite facilities, spread across three communities. Two communities are designed for older residents with physical dependencies, each with a lounge, dining area, and kitchen. The third community is dementia-friendly, featuring a small kitchen and dining areas near the bedrooms.

All bedrooms are bright, comfortable, and generously sized, and we encourage residents to bring personal items to make their space feel like home.



Our care home

Our lounges

We have five welcoming lounges, providing plenty of space for residents to relax and unwind.

Our home also offers a variety of break-out areas where residents can engage in hobbies, enjoy a cup of tea, and spend quality time with both friends and family.

We believe in the power of connection, and we're dedicated to ensuring that every resident feels surrounded by people who enjoy their company and are always happy to chat.



Our care home

Our dining

Our talented chefs prepare three delicious homemade meals each day in our on-site kitchen.

With plenty of options at every mealtime, from hearty hot dishes to fresh salads and snacks, there's always something to enjoy.

Our friendly culinary team is happy to cater to any specialist diets or personal preferences. And, for a small charge, residents can invite their family to share a meal with them too.



Our care home

Our bathrooms

Most of our bedrooms come with a private en-suite wet room, and all rooms have their own en-suite toilet and sink, providing residents with comfort and privacy.

We understand that everyone's needs are different, which is why each bathroom is equipped with bath hoists to offer extra support for those who need it. This ensures a safer, more comfortable, and more enjoyable bathing experience, giving our residents the independence they deserve while having peace of mind that help is always available if needed.



Our care home

Our outdoor spaces

We're lucky to have three lovely private garden areas, along with beautiful sensory gardens and a path that circles the home.

Our residents can enjoy plenty of time outdoors, whether it's relaxing in the fresh air, doing a bit of gardening, or simply taking in the sights and sounds of nature.

Everyone can enjoy these peaceful spaces without having to go far from their room.



Arrangements for welcoming and support

When we receive an enquiry about admission, our team takes a personal approach by visiting, offering support, and completing an assessment. This helps us understand an individual's life history, goals, and what truly matters to them. We also assess their level of support needs to determine if Cwmbran House is the right fit.

If Cwmbran House is chosen, our team is here every step of the way, making the admission process as smooth as possible. We'll do everything we can to help the individual settle in, feel comfortable, and truly feel at home.



"This care home is beautiful...the colleagues are amazing and so helpful and friendly. Everywhere you walk it smells beautiful and the care is second to none. I feel happy and safe my grandma will be looked after with the best care. Thank you all so much for your hard work!"

Resident's relative

Activities and wellbeing

Activities, including support to access community services and activities.

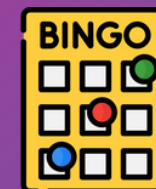
We offer a wide range of engaging activities designed to bring joy, connection, and enrichment to our residents' daily lives. From pottery and arts and crafts, which encourage creativity and self-expression, to board games, skittles, bingo, and Jenga, which promote cognitive stimulation, coordination, and social interaction, there's something for everyone to enjoy.

Instruments and singing sessions bring a sense of nostalgia and wellbeing, boosting mood and creating shared moments of happiness. These activities not only provide entertainment but also support mental, emotional, and physical wellbeing, helping residents stay active, engaged, and connected with one another in a warm, welcoming environment.

Activities include:



Singing



Bingo



Skittles



Board games



Arts & crafts



Pottery



Church service



Coffee morning



Who we use

Access to, and support to access, relevant advocacy services and other agencies or services, such as primary healthcare services.



Local GP

Abersychan
Surgery



Dentist

Cwmbran
Community
Dentist



Opticians

Specsavers



Pharmacist

Boots



Chiropodist

Swansea
Podiatry



Hospital visits

The Grange
University
Hospital



Transport

Provided at the
resident's request



**Advocacy
Services**

Provided at the
resident's request

We also have Danielle, our hairdresser, who visits Tuesday.



“Mum has dementia and has the space to walk around as the corridors are long which gives her freedom and a certain amount of independence.”

Resident's relative

Your voice

The opportunities and mechanisms for the involvement of families, carers and the community.

We warmly welcome input from anyone involved in a resident's life, as their knowledge helps us provide truly person-centred care. There are no restricted visiting times, we encourage loved ones to visit, share meals together, and be part of daily life. We're also proud to be involved with the local church and schools, and we have a dedicated wellbeing coordinator on-site Monday to Friday who organises activities.

We understand that the care we provide is just one part of a resident's wider support network. That's why we're committed to working closely with family, friends, and representatives chosen by the resident. We believe everyone should have the opportunity to maintain meaningful relationships in a way that suits them. Whenever a resident wishes, we welcome loved ones to be involved in their care and support.

To us, family, friends, and representatives are partners in care. While the resident's needs and wishes always come first, we truly value and encourage their involvement. Our team is always here to listen, support, and ensure that every interaction is met with warmth, respect, and kindness.

How individuals can access their own records

All personal information is securely stored in our digital care planning system. Individuals receiving our service can access their own information by speaking with the team on-site.

Authorised individuals can request access to a loved one's data through the leadership team.

Arrangements for contributing views and participation in the running of the service:



Resident meetings



Family meetings



Three monthly reviews of individual personal plans



Our manager has an open-door policy

Your home

Policy on accommodating personal preferences, e.g. pets, furniture etc.

Residents are encouraged to make their rooms feel like home by personalising them with meaningful items. As room sizes vary, we carry out individual assessments to ensure safe access and movement.

Hafod also has a pet policy in place, which you can find on our website.

Recent report

How to access the most recent inspection report completed by the service regulator.

The Care Inspectorate Wales (CIW) is the independent regulator for social care in Wales. They conduct inspections of social care services and publish reports that are available to the public. You can find the latest inspection report for your Hafod service online at: <https://careinspectorate.wales/service-directory>

A copy is also displayed within the home, or you can request one from any of our colleagues.



“Dad took a while to settle in but he has now been here for several months and is very happy. The team are kind, courteous and always helpful. The food/restaurant is first class.”

Resident's relative

Digital support

Access to, and support to access, relevant digital communication devices and/or assistive technology

At Cwmbran House, we have access to an iPad and limited Wi-Fi throughout the building.

Availability of, and support to access, telephone, WIFI, internet

Danielle, our digital adoption & skills lead, is passionate about helping people get online and feel confident using technology. She also runs our Digital Heroes group, a team of colleagues across Hafod who support customers, residents, and fellow colleagues with digital skills. Our wellbeing coordinators at Cwmbran House are also Digital Heroes, ready to offer support whenever needed.

Danielle also leads Hafod's involvement in Get Online Week, a national initiative promoting digital inclusion. Last year, we connected all our care homes with a Hafod-wide virtual bingo event, bringing residents together in a fun and interactive way.

Looking ahead, we're exploring the idea of digital volunteers in our care homes to support digital storytelling, helping residents share their stories and experiences in new and creative ways.

"I love supporting people using technology and seeing their confidence and digital skills grow."

"Watching that moment when something 'clicks', or seeing the joy they are getting from engaging with tech is incredibly rewarding."

"Technology should empower, not intimidate."

Danielle Roberts
Digital Adoption & Skills Lead



Communication

Communication during office hours

Our trained colleagues in each service are here to share any updates or changes that may affect the wellbeing of the people we support. If someone is able to make their own decisions, we'll always respect their wishes about who we contact. For more serious events, the service's management team will take the lead and keep everyone informed throughout. If you have any questions or feel unsure, please speak to:



Lynne Woodrow

Home Manager

lynne.woodrow@hafod.org.uk



Alex Antonescu

Clinical Deputy Manager

alex.antonescu@hafod.org.uk

Communication during out of hours and public holidays

We continue to provide support outside of normal hours through our on-call system, led by experienced Social Care Leaders. While they may not be from the service directly, they're there to guide and advise. Services will follow our usual communication and escalation steps, and any concerns raised by service users, families or representatives will be acknowledged within five working days.

On-call colleagues may not be from the specific Care Service, but they will be able to support and guide with any urgent matters.

If you need further support, please get in contact with:



Marc Pullen-James

Director of Care

marc.pullen-james@hafod.org.uk



Joni Castle-Canavan

Operations Manager

joni.castle-canavan@hafod.org.uk

Compliments and complaints

The complaints procedure and how to make a complaint.

Most complaints can be resolved quickly by any of our colleagues, such as directly with our care home manager or our Customer Experience team.

However, if your complaint is more complex, it will be handled through Hafod's formal complaints process. A relevant colleague will investigate your concern, and we may contact you if we need further information. You will receive a full response within 20 working days.

What happens if my complaint is upheld?

We will work with you to find a fair resolution based on the seriousness of your complaint. This could include:



A written apology



A change in our procedures



Providing the service you need



In some cases, compensation

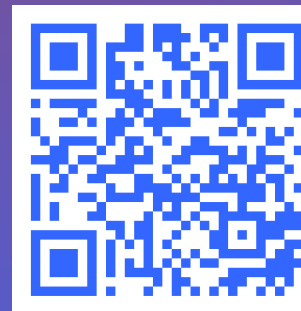
Our goal is to ensure a fair outcome and improve our services based on your feedback.

Want to make a compliment?

We love hearing your feedback. Your compliments and suggestions help us celebrate what we're doing well and continue improving our services.

If you've had a great experience with our colleagues or service, we'd love to hear about it.

You can speak directly to the home manager or if you are able to, you can use our form on our website: <https://bit.ly/hafod-care-feedback>



See our reviews at:

 **carehome.co.uk**

Taking your complaint further

If you wish to escalate your complaint, you can contact the Public Services Ombudsman for Wales or Care Inspectorate Wales.

Public Services Ombudsman for Wales

The Public Services Ombudsman is an independent authority with legal powers to investigate complaints about public services and independent care providers in Wales.

You can contact the Ombudsman via phone, post, email or online:

- Address: 1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ
- Phone: 0300 790 0203
- Email: ask@ombudsman-wales.org.uk
- Website: <https://www.ombudsman.wales/contactus/>

Care Inspectorate Wales

Care Inspectorate Wales is responsible for registering, inspecting, and ensuring the quality and safety of care services to promote wellbeing across Wales.

You can contact them via phone, post, email or online:

- Address: Welsh Government Office, Rhydycar Business Park, Merthyr Tydfil, CF48 1UZ
- Phone: 0300 7900 126
- Email: ciw@gov.wales
- Website: <https://www.careinspectorate.wales/contact-us>



**Ombwdsmon
Ombudsman**
Cymru • Wales



**Arolygiaeth Gofal
Cymru**
Care Inspectorate
Wales

Taking your complaint further

If you wish to escalate your complaint, you can contact the Public Services Ombudsman for Wales or Care Inspectorate Wales.

Torfaen County Borough Council

Torfaen County Borough Council is the governing body for Torfaen, one of the Principal Areas of Wales.

You can contact the council via phone, post, email or online:

- Address: Complaints & FOI Manager, Torfaen County Borough Council, Civic Centre, Pontypool, Torfaen, NP4 6YB
- Phone: 01495 742 164
- Email: corporatecomplaints@torfaen.gov.uk
- Website: <https://www.torfaen.gov.uk/en/AboutTheCouncil/Complaints/Social-Services-Complaints/Complaining-about-your-social-care-services.aspx>

Older People's Commissioner for Wales

The Older People's Commissioner for Wales acts as an independent voice and advocate for older people, working to protect their rights and wellbeing.

You can contact the Commissioner via phone, post, or email:

- Address: Cambrian Buildings, Mount Stuart Square, Butetown, Cardiff, CF10 5FL
- Phone: 03442 640 670
- Email: ask@olderpeoplewales.com
- Website: <https://olderpeople.wales/contact-us/>



**Comisiynydd
Pobl Hŷn
Cymru**
**Older People's
Commissioner
for Wales**

Health and safety

Information about health and safety including any fire safety and evacuation procedures.

In the event of a fire at Cwmbran House, individuals will be supported wherever they are. Residents in their rooms should remain there until assisted to a safe location by our team.

Visitors should gather in the main car park and await further instructions.

Cwmbran House has a comprehensive Emergency Evacuation Plan outlining the steps to follow if evacuation is needed. Additionally, each resident has a Personal Emergency Evacuation Plan, detailing the support and resources required to ensure their safe evacuation in an emergency.

Fees, terms and conditions

Our leadership team will discuss fees with you during both the pre-admission and admission stages.

Upon admission, every individual receives a Welcome Pack, which includes the contractual license, fee details, personal allowance information, and our complaints procedure.



Next steps

Do you want to know more?

If you'd like to learn more about Cwmbran House or explore the process of becoming a resident, we'd love to hear from you.

We understand that choosing care can feel overwhelming, so we're here to answer any questions you may have, including guidance on referrals and funding.

We warmly welcome potential residents and their families to visit us and experience the home firsthand. To ensure we can give you the best possible visit, please book in advance.

Contact us

Our home manager will be happy to help.

Lynne Woodrow

Home Manager at Cwmbran House

01633 838806

cwmbranhouse@hafod.org.uk

Cwmbran House Care Home
Five Locks Road, Pontnewydd,
Cwmbran, NP44 1AP



How to contact the Responsible Individual:

Marc Pullen-James is the Director of Care and the Responsible Individual (RI) and he can be contacted directly by post, email, and when available, by phone as below:

Hafod, St Hilary Court,
Copthorne Way, Culverhouse
Cross, Cardiff CF5 6ES

0800 024 8968
hafodcare.enquiries@hafod.org.uk





Hafod

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