

Care Service User Guide

Picton Court

Porthcawl, Bridgend



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

Welcome

Picton Court Care Home is tucked away in lovely, spacious grounds with beautiful views of the coast and countryside in Porthcawl, near Bridgend in south Wales.

Our home is for people over 55, and everything we do is focused on helping our residents live well, with comfort, dignity and joy, no matter their needs or abilities.

We have a fantastic team of friendly, specially-trained colleagues who provide personalised care and support, whether that's residential care or more specialist support for those living with physical or mental disabilities, including dementia.

Life at Picton Court is all about creating a warm, welcoming environment where everyone feels at home. From daily activities and delicious home-cooked meals to simply having a chat over a cup of tea, we want our residents to feel part of a close-knit community, with the freedom to be as independent or as supported as they wish.

“For me, working in care is one of the most rewarding things you can do.”

Shajitha Augustine, Home Manager

“I’m Shajitha, the home manager at Picton Court. I’ve been part of the Hafod family since 2008 and joined the team at Picton Court in 2013. I started my journey in care after completing my nursing degree back in 1998 in India, and I’ve loved every step of the way.

“I’m so proud to work alongside such an amazing, caring team at Picton Court. We’re all here to make sure our residents feel safe, supported and truly at home, and we’re so happy to welcome you.”



Welcome to Picton Court

Picton Court is set in spacious, attractive grounds with stunning coastal and countryside views in Porthcawl, near Bridgend, south Wales. We provide tailored care for people over 55, including specialist support for those living with dementia, all within a warm and friendly environment where residents can be as independent or supported as they wish.

Just a stone's throw from Porthcawl town centre and its famous seafront, we're close to local attractions like Kenfig Nature Reserve and the historic Prince of Wales pub. Residents are encouraged to enjoy everything the area has to offer, from cafés and shops to scenic walks.

Life at Picton Court is vibrant and engaging, with regular activities and day trips shaped around our residents' interests, whether it's visiting the beach, enjoying music sessions or taking part in community events.

We'd love to welcome you to Picton Court, 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



Reminiscence room



3 lounges



3 floors



Beauty salon



Quiet lounge



Beautiful gardens



76 bedrooms

Get to know us

Key colleagues who will be supporting the individual.



Shajitha Augustine
Home Manager



Celine Varghese
Deputy Manager



Tania Thompson
Clinical Lead



Vivienne Patten
Clinical Lead



Hazel Lockwood-Jones
Unit Coordinator



Mandy Williams
Receptionist



Judith Fabin
Receptionist



Kathryn Akkad
Receptionist



Tracy Slaughter
Business Support
Administrator



Brian Jones
Maintenance
Person

Get to know us

Key colleagues who will be supporting the individual.



Susan Cheesborough
Wellbeing
Coordinator



Rachel Hayward
Wellbeing
Coordinator



Lana Burke
Wellbeing
Coordinator



Reginald Inniss
Chef

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.



Shajitha Augustine
Care Home Manager of the Year



Sarah Prescott
Nurse Assistant of the Year



Tinisha Pintcher
Senior Carer & Newly Qualified Nurse



Hazel Lockwood-Jones
Team Leader of the Year



Victoria Gowdy
Laundry Team Member of the Year

Other winners:

Sophie Hamnett
Nurse of the Year

Chantelle Jones
Newly Qualified Nurse

Chloe Rees
Newly Qualified Nurse

Kathryn Morgan
Long Service Award



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 Picton Court, we will achieve this by ensuring:



A well-maintained, welcoming, and homely environment.



Strong connections with the Porthcawl 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 Picton Court 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

Picton Court has 76 bedrooms, including 42 nursing places, 21 residential places, and 13 for those needing Elderly Mentally Infirm (EMI) care. Each room is unique, bright, and generously sized, with en-suite facilities, a TV, telephone point, and fitted wardrobes with matching furniture.

Residents are encouraged to personalise their rooms with their own belongings, creating a space that feels truly theirs. The home is tastefully decorated, providing a warm and welcoming environment for all.



Our care home

Our lounges

We have lots of break-out spaces where residents can relax and enjoy their favourite hobbies, or catch up over a cup of tea. These spaces are perfect for spending quality time with both new friends and family, making every moment feel special.

Our three communal lounges are warm and welcoming, and they double up as function rooms for all kinds of fun and engaging activities. Whether it's a creative workshop, or a social gathering, our Wellbeing Coordinators regularly arrange exciting sessions to keep everyone entertained and connected.



Our care home

Our dining

We have a fantastic on-site kitchen where our talented chefs prepare three home-cooked meals every day, with plenty of tasty options at each mealtime. Our friendly kitchen team can also accommodate any special diets or personal preferences to make sure everyone's needs are met.

Most residents enjoy their meals in one of our three dining rooms, but if you'd prefer some quiet time, you're welcome to have your meals in the comfort of your own room, whichever you feel most comfortable with!



Our care home

Our bathrooms

We make sure that all our residents feel comfortable and well looked after. For those who need extra support, we have specialist assisted rise-and-fall baths to make bath time easier and more enjoyable.

Many of our rooms come with en-suite bathrooms for added privacy, and the rest are equipped with a toilet and wash basin.

We want everyone to feel at ease and have the facilities they need right at their fingertips.



Our care home

Our outdoor spaces

Picton Court is set in nearly three acres of beautiful sunlit grounds, offering stunning views over the Royal Porthcawl Golf Course and the Bristol Channel. Our accessible garden and patio areas provide the perfect spots for residents to enjoy outdoor activities like gardening, flower arranging, or simply relaxing in the fresh air.

It's a wonderful way to spend time outdoors, and with everything just a short distance from their rooms, it's easy for everyone to enjoy a little peace and nature whenever they like.



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 Picton Court is the right fit.

If Picton Court 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.



“My mother has been in Picton Court for just over one year. On all my visits I have found the colleagues to be professional, efficient in the daily tasks they carry out and most of all treat the residents with respect.

I would highly recommend Picton Court to anyone looking for a first class care home.”

Resident's relative

Activities and wellbeing

Activities, including support to access community services and activities.

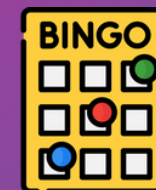
We offer a wide range of engaging activities designed to bring joy, connection, and enrichment to our residents' daily lives. From pottery and arts and crafts, which encourage creativity and self-expression, to board games, skittles, bingo, and Jenga, which promote cognitive stimulation, coordination,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

Porthcawl Medical Centre



Dentist

Bridgend Community Dentist



Opticians

Specsavers



Pharmacist

Porthcawl Pharmacy



Chiropodist

Porthcawl Podiatry and Foot Care



Hospital visits

Princess of Wales Hospital



Transport

Driven Taxis Porthcawl



Advocacy Services

Provided at the resident's request

We also have Ellen John our hairdresser in every Monday, Tuesday and Wednesday.



"The team are really hardworking and lovely to my mum."

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 dedicated wellbeing coordinators on-site Monday to Friday who organise 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.



“As soon as you enter Picton Court you are given a warm welcome from all the team. As my mother needs 24 hour nursing care, this is given with dignity and sincerity.”

Resident's relative

Digital support

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

At Picton Court, 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 Picton Court 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:



Shajitha Augustine

Home Manager

shajitha.augustine@hafod.org.uk



Celine Varghese

Deputy Manager

celine.varghese@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.

Bridgend County Borough Council

Bridgend County Borough Council is the governing body for Bridgend, one of the principal areas of Wales.

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

- Address: Complaints Team, Social Services and Wellbeing Directorate, Level Two, Civic Offices, Bridgend, CF31 4WB
- Phone: 01656 642253
- Email: SocialServicesComplaints@bridgend.gov.uk
- Website: <https://www.bridgend.gov.uk/council/customer-services/concerns-and-formal-complaints/>

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/>

Cyngor Bwrdeistref Sirol



**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 Picton Court, 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.

Picton Court 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 Picton Court 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.

Shajitha Augustine

Home Manager at Picton Court

01656 789720

picton@hafod.org.uk

Picton Court Care Home
200 West Road, Nottage,
Porthcawl, CF36 3RT



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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