

Care Service User Guide

Brocastle Manor

Brocastle, Bridgend



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

Welcome

Brocastle Manor is a bright, modern care home for people over 55, tucked away in peaceful surroundings near Bridgend. Our home has been purpose-built to offer comfort, safety and a real sense of community, with spacious bedrooms, welcoming shared areas, and lovely outdoor spaces to enjoy.

Whether someone needs a little extra help with day-to-day tasks or more specialist support for physical or mental health needs, including dementia, our caring and experienced colleagues are here 24/7. We take the time to really get to know each resident, so we can provide personalised care that suits their unique needs and preferences.

We've created a happy, friendly environment where everyone is treated with dignity and respect. Residents are free to enjoy life at their own pace, whether that means joining in with activities, spending time with friends and family, or simply relaxing in their own space. We're proud to be a home where people can feel truly comfortable and cared for.

“Brocastle Manor has a warm, welcoming feel, something that’s made possible by our dedicated colleagues, families and residents.”

Linda Jenkins, Care Home Manager

“My name is Linda, and I’ve been the home manager at Brocastle Manor since April 2022. I began my career in care 37 years ago, and joined Hafod in 2008 as a residential care coordinator in Cardiff.

“My passion for providing person-centred care was inspired by caring for my own parents, and I’m committed to ensuring every resident is treated with dignity, respect and compassion.”



Welcome to Brocastle Manor

Set in beautiful countryside between Bridgend and Cowbridge, and just minutes from the M4, Brocastle Manor offers high-quality nursing and dementia care in a peaceful and welcoming setting. Opened in 2008, our modern, purpose-built home provides 24-hour personalised care for up to 80 residents, each with their own spacious en-suite room. Residents can enjoy a choice of cosy lounges, dining areas, a garden room, and a dedicated activities space.

Our experienced and caring team are here day and night to support residents to live as independently and comfortably as possible. We take time to understand each person's needs and preferences, delivering care with dignity, respect and compassion.

Brocastle Manor is more than just a care home, it's a place to feel safe, supported and truly at home.

We'd love to welcome you to Brocastle Manor, 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



Tea
rooms



5 lounges



2 floors
(and a lift)



Beauty salon



Quiet lounge



Beautiful
gardens



80 bedrooms

Get to know us

Key colleagues who will be supporting the individual.



Linda Jenkins
Home Manager



Amanda Davis
Deputy Manager



Olimpia Hojda
Clinical Lead



Beverley Beames
Receptionist



Ceri Powell
Wellbeing
Coordinator



Deborah Dicks
Wellbeing
Coordinator



David Pearce
Maintenance
Person



Micheal Casey
Chef



Yestyn Crockford
Cook

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.



Olimpia Hodja
Clinical Lead of the Year



Kelly Davies
Nurse Assistant of the Year



Janet Simmonds
Long Service Award - 25 Years +



Ceri Powell
Long Service Award - 25 Years +



Group photo of our
Newly Qualified Nurse Assistants

Other winners:

Cerys Somers
Nurse of the Year

Bhavansa Doddi
Newly Qualified Nurse Assistant

Zoe Stott
Newly Qualified Nurse Assistant

Shan Williams
Newly Qualified Nurse Assistant

Caitlin Hennessey-Martin
Newly Qualified Nurse Assistant

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 Brocastle Manor, we will achieve this by ensuring:



A well-maintained, welcoming, and homely environment.



Strong connections with the Bridgend 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 Brocastle Manor 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

At Brocastle Manor, we have 80 bright and generously sized bedrooms, each designed to be a cosy space for residents to call their own.

Every room is furnished to a high standard, with a private en-suite bathroom, digital TV, FM radio and telephone points for comfort and convenience.

We encourage residents to bring along personal possessions, from favourite photos to cherished keepsakes, so their rooms truly feel like home.



Our care home

Our lounges

Our lounges are bright, comfortable spaces where residents can relax, chat with friends or enjoy a favourite activity.

Each lounge is furnished to a high standard, creating a homely and welcoming atmosphere. Hearing loops are fitted in all of our lounges to ensure everyone can fully enjoy conversations, entertainment and group activities.

Whether it's watching a film, joining in with games, or simply sitting back with a cup of tea, our lounges are the heart of the home.



Our care home

Our dining

Mealtimes are a real highlight of the day. Our wonderful chefs whip up three tasty home-made meals every day in our own kitchen, with plenty of choice at every sitting.

Whether it's a hearty favourite or something lighter, there's always something to enjoy.

Meals are usually served in our cosy dining rooms, where there's lots of chatter and laughter. We're also more than happy to cater for any special diets or personal preferences, everyone's welcome at the table.



Our care home

Our bathrooms

At Brocastle Manor, bathing is all about comfort and relaxation.

Every bedroom has its own private en-suite for everyday convenience, and throughout the home we also have specialist assisted rise-and-fall baths for those who need a little extra support.

These are placed in easy-to-reach locations and our friendly team is always nearby to help.



Our care home

Our outdoor spaces

We're lucky to be surrounded by 14 acres of beautiful grounds, perfect for enjoying the peace and fresh air of the countryside.

Our secure gardens, patios areas, and gentle nature trails are lovely spots to relax, catch up with friends, or simply listen to the birds. There are plenty of opportunities for gardening and outdoor activities and with everything fully accessible, everyone can enjoy the sunshine and the calming benefits of being outside.



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 and what truly matters to them. We also assess their level of support needs to determine if Brocastle Manor is the right fit.

If Brocastle Manor 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 dad is well cared for and the carers are very patient and understanding with him. He is treated with kindness and respect.”

Resident's relative

Activities and wellbeing

Activities, including support to access community services and activities.

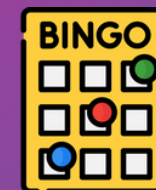
We offer a wide range of engaging activities designed to bring joy, connection, and enrichment to our residents' daily lives. From pottery and arts and crafts, which encourage creativity and self-expression, to board games, skittles, bingo, and Jenga, which promote cognitive stimulation, coordination,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

Various GP surgeries in the area



Dentist

Bridgend community dentist



Opticians

Specsavers home visits and Vision Call



Pharmacist

Boots Bridgend



Chiropodist

John Williams, Bridgend



Hospital visits

Princess of Wales Hospital



Transport

Provided at the resident's request



Advocacy services

Provided at the resident's request

We also have Ericka Blackman our hairdresser who visits weekly



"The home is safe, warm and really clean. I am very happy with my mum's care. Thank you."

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 who organise activities, Monday to Friday.

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 our team.

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.



“It is a relief that he is in a safe, supportive, and caring environment and we are very happy with the care he is being given by everyone at Brocastle Manor.”

Resident's relative

Digital support

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

At Brocastle Manor, we have access to an iPad and limited Wi-Fi throughout the building. We're currently awaiting an upgraded connection for better connectivity.

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 Brocastle Manor 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:



Linda Jenkins

Home Manager

linda.jenkins@hafod.org.uk



Amanda Davis

Deputy Manager

amanda.davis@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 advocates 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 Brocastle Manor, 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.

Brocastle Manor 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 Brocastle Manor 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 our 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.

Linda Jenkins

Home Manager at Brocastle Manor

01656 679120

brocastle@hafod.org.uk

Brocastle Manor Care Home
Brocastle Estate, Ewenny,
Bridgend, CF35 5AU



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,
Cophorne Way, Culverhouse
Cross, Cardiff CF5 6ES

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





Hafod

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