

Care Service User Guide

# Tŷ Penrhos

*Castlegate, Caerphilly*



# Contents

03	Welcome to Tŷ Penrhos
06	Get to know us
11	We are Hafod
13	Our care home
18	Arrangements for welcoming and support
19	Activities and wellbeing
20	Who we use
21	Your voice
22	Your home
23	Digital support
24	Communication
25	Compliments and complaints
28	Health and safety
28	Fees, terms and conditions
29	Next steps and contact us



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

# Welcome

Tŷ Penrhos is a modern, purpose-built home offering specialist residential and nursing dementia care, along with dedicated support for adults with physical disabilities.

Located in the Castlegate area of Caerphilly, our home is part of a vibrant and accessible community, with shops, cafés and green spaces nearby for residents and their families to enjoy.

Designed to the highest standards, Tŷ Penrhos incorporates the latest thinking in dementia-friendly environments, ensuring comfort, safety and independence for all who live here.

Our five welcoming communities provide smaller, homely wings within a safe modern setting, helping residents feel at ease and supported by a consistent, caring team.

At Tŷ Penrhos, every detail, from our tailored activities to our freshly prepared meals, has been carefully planned to create a place where residents feel valued, supported, and at home.

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**“Together, we work hard to ensure every resident feels safe, supported and truly at home.”**

Karen Davis, Care Home Manager

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“I’m Karen, the home manager at Tŷ Penrhos. I joined Hafod in 2016 and became home manager in 2022. Before that, I spent over 33 years working in the NHS in both clinical and managerial roles, as well as gaining experience in social care as a clinical nurse manager and deputy manager.

“I also hold a diploma in palliative care and management, and I’m registered with both the Nursing and Midwifery Council and Social Care Wales.”



# Welcome to Tŷ Penrhos

Our location offers the best of both worlds: a peaceful and modern home environment with the convenience of local shops, cafés, and green spaces just a short stroll away. Families and friends can enjoy visiting in a safe, welcoming setting that's easy to reach.

Here at Tŷ Penrhos, we provide specialist residential and nursing dementia care, as well as support for adults with physical disabilities. Our home is designed to promote independence, dignity, and comfort, with five warm, homely communities each offering their own living spaces, dining areas, and gardens.

Whether it's enjoying a home-cooked meal, joining in with activities, or relaxing in our bright and comfortable lounges, our residents are supported to live life their way.

We're proud to be part of the Caerphilly community and even prouder to welcome you to the Tŷ Penrhos family.

**We'd love to welcome you to Tŷ Penrhos, where care, comfort, and community come together. We have:**



Friendly colleagues who are happy to help



Specialists in caring for a variety of people



Themed days and daily activities

Facilities available as part of the service:



Hoist assisted baths



The Street



9 lounges



4 floors



Family room



Quiet lounge



Beautiful gardens



83 bedrooms

# You're in safe hands

At Tŷ Penrhos, we specialise in caring for people with a wide range of conditions, including:

- **Dementia**
- **Huntington's chorea**
- **Multiple sclerosis**
- **Cerebral palsy**
- **Acquired brain injury**
- **Neurological disorders**
- **Tracheotomies**
- **Peg feeding tubes**
- **Naso-gastric tubes**
- **Urethral and supra-pubic catheters**
- **Mental health**
- **Learning disabilities**

We are committed to providing high-quality residential, dementia and end-of-life care, as well as supporting young adults with complex needs. Our care is delivered 24/7 by a dedicated, fully qualified and friendly team, who continuously update their training to stay in line with the latest research and legislation.

Every resident's care is personalised to meet their individual needs. When someone joins Tŷ Penrhos, we carry out a thorough assessment to ensure their current needs are understood and supported. Throughout their stay, we monitor progress closely and adjust care levels whenever needed.

Above all, we genuinely care about our residents and strive to ensure they are happy, comfortable and supported to live life to the fullest.



# Get to know us

Key colleagues who will be supporting the individual.



*Karen Davis*  
Home Manager



*Karen Johns*  
Deputy Manager



*Kathryn Gunter*  
Clinical Lead



*Alison Landrygan*  
Clinical Lead



*Karen Irvine*  
Domestic  
Team Lead



*Laura Richards*  
Wellbeing  
Coordinator



*Lisa Harris*  
Wellbeing  
Coordinator



*Maureen Onyeka*  
Wellbeing  
Coordinator

# Get to know us

Key colleagues who will be supporting the individual.



*Linda Day*  
Receptionist



*Katie Jones*  
Receptionist



*Andrew Johns*  
Maintenance



*Kerry Taylor*  
Business Support  
Administrator



# 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.



**Linda Day**  
Receptionist of the Year



**Karen Irvine**  
Domestic Team Member of the Year - Gold



**Samantha Hillman**  
Nurse Assistant of the Year



**Ceri Cole**  
Nurse of the Year

**Other winners:**  
**Karen Johns**  
Deputy Manager of the Year  
**Kathryn Gunter**  
Clinical Lead of the Year  
**Jamie Johns**  
Domestic Team Member of the Year - Bronze



# Get to know us

Our Care colleagues wear different colored 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 Tŷ Penrhos, we will achieve this by ensuring:



A well-maintained, welcoming, and homely environment.



Strong connections with the Caerphilly 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 Tŷ Penrhos 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 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*

Our 83 bedrooms, across five welcoming communities, are bright, airy, and comfortably spacious.

Designed with safety and familiarity in mind, each room supports orientation through thoughtful use of colour, light and furnishings.

All bedrooms have a private en-suite with a sink, toilet, and walk-in shower or wet room. Residents are encouraged to bring personal belongings to make their room truly feel like home.



# Our care home

## *Our lounges*

At Tŷ Penrhos, residents have plenty of communal spaces to enjoy every day.

Whether it's taking part in hobbies, having a chat over a cup of tea or spending quality time with friends and family, there's always a welcoming space to do so.

With five cosy lounges throughout the home, residents can relax, socialise or simply unwind in comfort, creating a real sense of community and belonging. We also have three tea and coffee facilities around the home.



# Our care home

## *Our dining*

At Tŷ Penrhos, mealtimes are a special part of the day. Our chefs prepare three delicious, home-cooked meals in our on-site kitchen, catering to individual tastes and dietary needs.

Residents enjoy their meals in bright, welcoming dining rooms. To make this time even more meaningful, each unit has a protected mealtime hour so everyone can relax and enjoy their food without interruption.

Every Wednesday we also host a friendly breakfast club, bringing neighbours together over good food and conversation.



# Our care home

## *Our bathrooms*

At Tŷ Penrhos, 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.

All 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*

At Tŷ Penrhos, our private gardens are a true haven for residents. Filled with sunlight, they're perfect for a gentle stroll, pottering in the flowerbeds, or enjoying a cup of tea and a chat with friends.

We also have four beautiful balconies, giving residents the chance to enjoy fresh air and lovely views without leaving home.

Together, our gardens and balconies create welcoming outdoor spaces where everyone can feel safe, comfortable and completely at ease.



# 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 Tŷ Penrhos is the right fit.

If Tŷ Penrhos 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, who is now 104 years old, has been in Tŷ Penrhos since she was 101 years old. On my frequent visits I have found the team to be friendly and efficient and have a very caring attitude to the residents. My mother is happy at Tŷ Penrhos. I would recommend the home to any family looking for a good home for an elderly loved one”.

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:



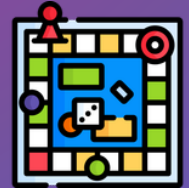
Singing



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

Nantgarrow Surgery



## Dentist

Community Dentist



## Opticians

Specsavers



## Pharmacist

Boots



## Chiropodist

Luv Yr Feet Limited



## Hospital visits

Ysbyty Ystrad Fawr  
The Grange  
University Hospital



## Transport

Our minibus for day trips



## Advocacy Services

Provided at the resident's request

**We also have Angela McCann our hairdresser who visits on a set day or can be requested.**



“As soon as you enter Tŷ Penrhos you are given a warm welcome from all colleagues.”

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.



“Residents are treated as individuals with a clear care plan to follow. The home is peaceful, indicating everyone is comfortable. All colleagues including laundry and cleaning colleagues are friendly, polite and considerate to residents.”

Resident's relative

# Digital support

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

At Tŷ Penrhos, 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 Tŷ Penrhos 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:



*Karen Davis*

Home Manager

[karen.davis@hafod.org.uk](mailto:karen.davis@hafod.org.uk)



*Karen Johns*

Deputy Manager

[karen.johns@hafod.org.uk](mailto:karen.johns@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](mailto:marc.pullen-james@hafod.org.uk)



*Joni Castle-Canavan*

**Operations Manager**

[joni.castle-canavan@hafod.org.uk](mailto: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

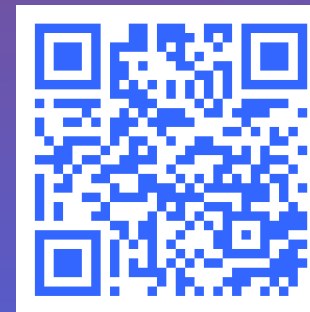
Our goal is to ensure a fair outcome and improve our services based on your feedback.

## 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](mailto: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](mailto:ciw@gov.wales)
- Website: <https://www.careinspectorate.wales/contact-us>



**Ombudsman  
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.

## Caerphilly County Borough Council

Caerphilly County Borough Council is the governing body for Caerphilly, one of the Principle areas of Wales.

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

- Address: Caerphilly County Borough Council FAO Corporate Complaints Admin, Penallta House Ystrad Mynach Hengoed CF82 7PG.
- Phone: 01443 864221
- Email: [sscomplaintsandinformation@caerphilly.gov.uk](mailto:sscomplaintsandinformation@caerphilly.gov.uk)
- Website: <https://www.caerphilly.gov.uk/my-council/complaints-and-feedback/service-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](mailto: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 Tŷ Penrhos, 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.

Tŷ Penrhos 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 Tŷ Penrhos 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.

*Karen Davis*

Home Manager at Tŷ Penrhos

029 2085 4340

[typenrhos@hafod.org.uk](mailto:typenrhos@hafod.org.uk)

Tŷ Penrhos Care Home  
2 Beddau Way, Castlegate,  
Caerphilly, CF83 2AX



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,  
Cophthorne Way, Culverhouse  
Cross, Cardiff CF5 6ES

0800 024 8968  
[hafodcare.enquiries@hafod.org.uk](mailto:hafodcare.enquiries@hafod.org.uk)





# Hafod

[www.hafod.org.uk](http://www.hafod.org.uk)

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