

Dementia Care
Residential Care
Day and respite Care

SERVICE GUIDE

Manager: JOANNE NOLAN



Cadoc Place
Danescourt
Cardiff
CF5 2QN
Tel: 02920 55 22 45
Fax: 02920 56 49 56

www.danesbrook.com
admin@danbrook.com

Welcome to the relaxed and happy lifestyle of Danesbrook House.

We provide first-class 24-hour residential care alongside expert care for dementia. Our team of highly-qualified and attentive health care staff focus on the individual needs of our residents and tailor an appropriate care plan. Our dedication can be seen across the board - in our cooking, hospitality, the organised activities and the atmosphere which is happy and cosy.

Care Services

- ☒ Personal Care Plan
- ☒ Personal Key Worker
- ☒ Continue with your own GP.
- ☒ District Nurse Visits
- ☒ Optician Visits
- ☒ Chiropody Service

Room Facilities

- ☒ Many rooms with en-suite facilities
- ☒ Personal possessions welcomed.
- ☒ Private telephone line available
- ☒ TV point
- ☒ Excellent Housekeeping

Activities & Entertainment

- ☒ Ongoing and daily activities
- ☒ Regular external entertainment
- ☒ Local school attends regularly
- ☒ Religious services available
- ☒ Books and CDs available
- ☒ Wii and other games available

Dementia care and day care

- ☒ Expert Dementia care available
- ☒ Day care available
- ☒ Staff trained in dementia needs.
- ☒ Ongoing dementia needs looked after
- ☒ Catered daily activities

Garden

- ☒ Beautiful Landscaped Garden
- ☒ Benches provide sitting areas
- ☒ Gazebo and chairs in summer
- ☒ Path for walking
- ☒ Areas where plants grown
- ☒ Secure Garden

Dining Facilities

- ☒ Separate dining rooms
- ☒ Daily change of menu
- ☒ Special diets catered for
- ☒ Room service available
- ☒ Beverages available throughout the day
- ☒ Visitors welcome to join residents

Facilities

- ☒ Purpose-built accommodation
- ☒ TV lounges
- ☒ Sun lounge
- ☒ Specially equipped bathrooms
- ☒ Specially equipped Wet room
- ☒ Full lift

Safety and Specialist Features

- ☒ 24-hour nurse call system
- ☒ Smoke Detectors
- ☒ Thermostatic radiators
- ☒ Wheelchair access
- ☒ In house laundry
- ☒ CCTV and monitored doors

***Visitors are always welcome at
our care home . . .***

*Please contact us to arrange a
visit.*

Tel: 02920 55 22 45

We think you'll find we're ideally suited to meet your needs now and in the future.

Feel free to visit and see for yourself what we have to offer.

Please call us for more information and/or our brochure



Danesbrook House
CARE HOME

SERVICE USERS GUIDE



CONTACT DETAILS

The home

Danesbrook House
Cadoc Place,
CARDIFF,
CF5 2QN
Tel: 02920 55 22 45

Registered Manager & RI

Joanne Nolan

E-mail: admin@danbrook.com

WEB site: www.danbrook.com

Owning Company

Capital Care Homes Ltd
Cadoc Place,
CARDIFF,
CF5 2QN
Tel: 02920 55 22 45

Directors

Jayesh Mehta, Shweta Mehta,
Joanne Nolan

This service user guide is reviewed regularly and may be changed to meet new legislation or changes made in the home or in the client group.

Last updated: - 15/09/2024

SUMMARY

Danesbrook House is a 25-bed residential care home set in a quiet cul-de-sac. The property and rooms are built over two floors with a 5-person passenger shaft lift leading from the ground floor to the first.

On the ground floor we have 16 single bedrooms, fourteen of which have en-suite facilities, two Lounges for use when residents do not wish to sit in their own room, Dining Room, Kitchen and a bathroom with an electrically powered hoist Bath Hoist and a walk in fully fitted wet room.

On the first floor there are 9 single bedrooms, 8 of which have en-suite facilities, a bathroom with an electrically powered hoist Bath Hoist. We also have a separate fully fitted walk in shower room.

At the rear is a large landscaped secure enclosed garden with a walking track for the resident's use.

The two lounges are the Television Lounge that is situated towards the back of the house overlooking the rear garden, and the new lounge that is situated in the new extension and contains a television. All lounges are for shared use. All lounges have comfortable day chairs and are well furnished, comfortable, and pleasant.

The Dining Room interconnects with the main lounge and overlooks the rear garden with plenty of chairs and tables directly connected to the Kitchen.

It is our aim to provide an excellent service for those who because of their age or state of health need assistance to look after themselves.

We seek to provide a quality of life such that it is our hope that new resident view and find their arrival as a beneficial and positive choice. This suits our mixed registration for residents with dementia or old age needs.

Emphasis is placed on encouraging residents to manage their own lives, whilst enabling them to maintain their self-esteem, individuality, privacy, mobility, dignity, and independence as far as it is possible.

The environment of the home is one of a supportive nature whereby residents are encouraged to maintain their independence, as much as they are able, providing them with assistance where needed or else the means for them to undertake those tasks themselves whenever they are able to; this may of necessity result in a degree

of risk. Nevertheless, suitable care and attention will be provided whenever necessary.

The best measure of checking that we are achieving these objectives is by asking our residents and their families whether or not we are doing so. To this end each year we circulate a questionnaire to each resident and members of their families together with Health Care professionals who visit the Home on a regular basis to establish their views and opinions. Any concerns raised will be addressed. A director of Danesbrook House carries out regular Quality assurance reviews.

Although our annual Questionnaire will be used to identify any needs or changes required by our residents, this will not be the only vehicle in order to identify these requirements. Each member of staff is responsible for bringing any changes required to the management teams notice at any time throughout the year. It is the management team's responsibility to address these requirements and respond to them in whatever way they can. Where it is not possible to make a change, this fact will be discussed with the resident. For those residents who do not have family members visiting on a regular basis and have a need for an advocate we will put them in touch with the relevant agencies. Similarly, any residents who do have family members visiting regularly will be offered the same service should they so wish.

The Home is owned by Capital Care Homes Ltd. The Directors of this UK registered company are Mr Jayesh Mehta & Mrs Shweta Mehta. The directors are responsible for the Home and its administration. Jayesh is a Chartered accountant with an office in London.

The Home is managed by Joanne Nolan who has worked in this industry for over 30 years. Joanne became Deputy Manager at the home in 1995 and became Home Manager on the 22nd of January 2011. Joanne holds the Registered Managers Award and has an NVQ 3 in Social Care. Joanne is also experienced in Dementia care. She is responsible for the care of our residents, and the well being of the Care, domestic and other staff.

Our Deputy Manager holds an NVQ 3 in Social Care and QCF 5 in Leadership and Management, Advanced practice.

All staff employed by the company are carefully selected and stringent checks are made by obtaining references, DBS (Police Checks) and POVA (Protection of Vulnerable Adults register).

Our Team Leaders all Hold NVQ3 in Social Care and are encouraged to complete further training, to enhance their skills.

Domestic staff, includes a part time gardener two part time maintenance men, Cleaners & Cooks.

The Head cook has obtained NVQ2 in Catering All other catering staff have the relevant qualifications required for the position.

We have qualified experienced contractors on call to deal with any repairs required.

All statutory maintenance regulations are complied with registered bodies.

We have 25 bedrooms all of which are for single occupancy. Regrettably it is not possible to accommodate dogs or cats although it may be possible for a resident to have a small fish tank or caged bird in their room (Subject to risk assessment and needs assessment).

Should it be necessary to go to Hospital or see your G.P. and you wish to be accompanied we generally look to residents to arrange for a family member or friend to accompany them. It is generally not possible for staff to do so, without leaving the Home understaffed. If required additional staff can be retained for escort duties and residents will be asked to cover the cost of the extra staff required. At present the rate charged for this service is £12.00 per hour. If our own staff are not available, then Bank Staff will be recruited, and their pay rates may vary and are more expensive. In this instance the rates payable will be charged.

In so far as we are able our residents can expect to choose the gender of the Care Assistant providing their Care. However, our ability to do so may take time (e.g. for appropriate vacancies to arise and recruitment of new staff) and will need to take account of other resident's wishes.

We are not able to provide any nursing care, other than that provided by the District Nurses who visit the Home periodically or at the request of the G.P.

We do **not** take emergency admissions.

Each Service User will have a plan of care designed to meet all their individual care and social needs. A member of staff will prepare this with you and anyone you may wish to involve. Your Care plan will be reviewed and updated to meet your changing needs at least once a month.

All records are confidential and will only be seen by authorised people eg. Doctors, nurses etc. Consent to this will be discussed at admission.

FACILITIES & SERVICES

Social activities.

Activities are developed and aimed at individual & person-centred needs. We encourage group activities with all residents.

Activities are provided for residents with or without dementia and residents who enjoy the company of both groups. Activities include Daily newspapers, Exercises, Television, Quizzes, Wii computer games console, musical instruments, sing along and we also have entertainment from outside entertainers whenever possible.

We encourage school children and other volunteers to visit, all under proper supervision. All volunteers are vetted exactly the same as permanent staff.

We actively encourage relatives and friends to join us in all social activities arranged at the home.

Monthly residents' meetings are held on the first Wednesday of every month, families can attend if residents so wish.

There are no set visiting hours, but we ask visitors to avoid mealtimes, as this can be disruptive to other residents, who live at the home.

Residents have the right to refuse to see any visitor at any time and the home will respect and support this wish.

Meals are provided either in our Dining Room or in the resident's own room.

Breakfast is generally served in the resident's own room unless they wish to take it in the Dining Room.

Midday and evening meals are generally served in the Dining Room unless the resident particularly wishes to take it in their own room (although in all probability it will not be possible to serve it at the same time as the meals are being served in the Dining Room). The midday meal is served at 12.30pm.

The evening meal is served at 5pm.

Our dining room is specifically designed to meet the needs of residents with and without Dementia and there are suitable numbers of staff to supervise all mealtimes.

Refreshments are available throughout the day as requested and also served approximately at 10.30am, 1pm, 3pm, 5pm & 7.30pm, and when the resident retires. All visitors are offered refreshments

on their arrival. For those visitors who have either travelled some way or who are staying for much of the day a meal is offered.

New residents are encouraged to keep their own G.P. provided the G.P. is willing to cover the area. There are various surgeries who service our home subject to their availability on admission.

Some residents make their own arrangements to visit an Optician. Others make use of the Domiciliary Optician who calls once a year. Free eye tests are provided for those 60 and over. Spectacles are provided free of charge to those on Income Support.

Various Hairdressers visit the Home regularly to provide anybody who requires a haircut, a set or perm. Hairdressing fees are payable by the resident direct to the hairdresser or billed to families once a month.

Residents may choose a private or NHS Chiropodist as required. A Private chiropodist visits the home every six weeks and fees are payable directly to her. Domiciliary National Health Service chiropody visits are only available for residents who are unable to attend outside clinics due to poor mobility or other specific reasons.

In the hallway we provide a telephone for residents' use. We also have a cordless telephone that can be taken to residents' rooms to ensure privacy. Many residents chose to install their own telephone facilities in their rooms, fees are payable by the resident.

The Home is well positioned for the local shops, including a Post Office, a Newsagent and Supermarket. Staff are available to either escort residents to these shops or obtain incidentals from other shops in the locality. Whilst the Home takes a Daily Newspaper, residents may order their own paper for delivery from the local Newsagent.

The Home's laundry includes an industrial Washing Machine, which enables us to wash the bulk of the resident's clothes. This does not include Dry Cleaning, which is left to the resident to arrange with their family.

FIRE PROCEDURE

On discovering a fire, Staff will

Sound the fire alarm.

DIAL 999 and ask for the fire service.

Locate area of fire from main indicator panel

Evacuate residents away from the area of fire to a place of safety/refuge.

Put out fire only if safe to do so using the correct fire extinguisher.

Close all doors after you.

Check all residents and staff are accounted for.

Residents and visitors unless in immediate danger, sit and wait for a member of staff to arrive. The member of staff will escort you to a place of refuge.

PLACES OF REFUGE

TV lounge,
Sun lounge,
New Lounge,
Front drive,
Back Garden,
Or any area deemed safe away from the fire.

DANESBROOK HOUSE

APPENDIX 2

Complaints:

In the event of any concern or complaint this should be raised initially with the Manager within one month of the incident occurring.

Should the complaint concern the Manager, or should it not be possible to resolve the complaint satisfactorily the matter should then be raised with either of the Proprietors.

In either case the complainant should expect a response within one week of the complaint being made.

A Complaints Form is available (at the front entrance) should it be desired to confirm the complaint in writing.

Should it not be possible to resolve the complaint satisfactorily the Care & Social Standards Inspectorate for Wales should be informed in writing of the complaint at:

CIW

Welsh Government Buildings
Rhud Y Car Business Park
Merthyr Tydfil
CF48 1UZ
Tel 0300 7900 126

In the event of any dissatisfaction as to the way in which the complaint has been handled (e.g., unjustifiable delay, incompetence or not following the proper procedures and rules) the Local Ombudsman for Wales may be contacted at:

Derwen House,
Court Road,
Bridgend,
CF31 1BN.

DANESBROOK HOUSE

APPENDIX 3: Copy of last Inspection Report, which can also be seen on the CIW Web Site.

APPENDIX 4: Copy of last Quality Review Report

Care Inspectorate Wales
Welsh Government buildings
Rhyd Y Car Business Park
Merthyr Tydfil
CF48 1UZ

Telephone Number: - 0300 7900 126

THIS IS TO CERTIFY THAT

Danesbrook House

HAS A CAREHOME.CO.UK
REVIEW SCORE OF



August 2025

Maximum Review Score is 10, and the
Score was calculated from 23 Reviews made
by residents or family/friends of residents.

Please take a moment to Review Us
Scan the QR code or visit
carehome.co.uk/submitreview



ACTIVITIES SCHEDULE w/c _____

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
AM	AM	AM	AM	AM	AM	AM
<i>Its Quiz time!</i> Let's get those minds working	<i>Fabulously Fit!</i> Time to stretch the weekend away with our chair Pilates and resistance bands.	<i>Mid-week pampering</i> Hands, nails, and hair One to ones.	<i>You won't get board!</i> Board games, cards and dominoes.	<i>Exercise Time</i> Target games, ready, aim, fire!	<i>Can you piece it together?</i> Jig saws, Puzzles and games.	<i>Feels like Sunday morning!</i>
PM	PM	PM	PM	PM	PM	PM
<i>Fun with music</i> Sing along and play some of the classics with our array of instruments.	<i>Who's going to knock 'em all down?</i> Bowling/Skittles Or Arts & Crafts.	<i>Time to Relax</i> Chilled music One to ones.	<i>Entertainment time</i> Or Eyes down, Dabbers in hand, it's BINGO time!	<i>Baking with Betty!</i> What delights will be made today?	<i>Therapeutic relaxation</i> Colouring, painting, music or tv.	<i>Movie Mania!</i> Enjoy an old classic or two in the TV lounge.



Quarterly Newsletter

January-March 2025

From Owls to Daffodils: A Joyful Start to 2025 at Danesbrook

Hello and welcome to the first quarterly Danesbrook House newsletter of 2025!

Everyone at Danesbrook House is excited to welcome Spring and the warmer, brighter days.

Whatever the weather outside, one thing never changes: our commitment to delivering thoughtful, high-quality dementia care in a place that feels like home. A warm, friendly, and safe environment isn't just our goal; it's the centre of everything we do.

You'll see it in the smiles during a sing-along, in the quiet joy of planting something new, in the comfort of a familiar face, or in a freshly refurbished dining room.

Activities play a huge part in our residents' well-being, helping to keep minds engaged, bodies active, and spirits high. It's our daily joy to support their independence and create moments that promote mental sharpness, physical agility, and emotional connection.

This newsletter shares a glimpse of what we've been up to and what we have to look forward to.

Best wishes

*Joanne,
Manager, Danesbrook House*



Planting Hope and Spinning Joy

We welcomed the new year with fresh beginnings. Everyone spent a lovely afternoon planting spring bulbs and reminiscing about gardens from years gone by. It was a pleasure to hear residents share fond memories of their gardens and time spent outdoors.



Dancing in 2025 like it's '75

To brighten a quiet January afternoon, we held a lively dance session in the lounge. With familiar tunes playing and plenty of smiles all around, it was a wonderful way to lift everyone's spirits and share in the joy of movement.



Feathers, Friendship & Fitness

Louis Loo the Owl made a grand entrance. Majestic, mysterious, and surprisingly quiet. Our lovely residents enjoyed caring for the special visitor in the afternoon (and yes, we took more photos than we probably needed).



Let's Move It!

We also had a visit from Rise Cardiff, Newport, and Bridgend's fitness team, who turned our afternoon into an enjoyable fitness session. We played seated skiing, skating, and even a spot of ice hockey, all from the comfort of our armchairs. It was a creative and fun way to keep everyone moving and smiling. The photos from the session capture the energy and laughter perfectly.



Contact Details:

+44 29 2055 2245

Cadoc Pl, Cardiff CF5 2QN, United Kingdom



St David's Day: Daffodils and Dragons

St David's Day was a full-on celebration at Danesbrook House — leeks, dragons, daffodils, and plenty of Welsh pride! The home was filled with laughter, music, and song as we honoured this special day.

Residents enjoyed a wonderful Welsh-themed concert with a mother-daughter duo, Family Music Haven. We also baked homemade Welsh cakes on the bakestone, filling the air with delicious, nostalgic aromas. To complete the celebration, every resident and staff member proudly wore a daffodil throughout the day



New Artwork, New Furniture

We renovated our dining room, introducing new furniture, vibrant artwork, and a more modern, welcoming atmosphere. It's made mealtimes feel even more comfortable and inviting. Residents have warmly welcomed the change.



New furniture, New look

A Gorgeous Refresh

The spring bulbs we planted earlier in the year are now beginning to bloom, bringing a vibrant splash of colour to our garden spaces. Residents have been enjoying every moment outdoors, taking in the fresh air and admiring the blossoms. Many have expressed how much they appreciate the peaceful beauty of the garden, which has become a favourite spot for relaxation and gentle walks.



A gorgeous refresh



A Warm Welcome Back: Sharon Stephens

In January, we welcomed back a familiar face. Sharon Stephens rejoined our care team! She brings a whole lot of heart, and the residents are thrilled to have her back. (So are we!)



She's back! Sharon returns to the team

With Thanks to Our Joy-Bringers

A heartfelt thank you to the wonderful entertainers who joined us this season: Hiroko, Kiddleydivey, Exercise in Care, and Family Music Haven.

You brought music, movement, and joy into our home. We do hope you'll return soon. The kettle will be on and the applause ready.

Until Next Time...

Thank you, as always, for being part of this journey with us. Whether you're a family member, a friend, or just someone who believes in the power of community, we're grateful for you.

With warmth, kindness, and daffodils in bloom,
The Danesbrook Team 🌷



DANESBROOK HOUSE RESIDENTIAL HOME

	MAIN MEAL	DESSERT	TEA
MONDAY	SAUSAGES/FAGGOTS CREAMED POTATOES PEAS & GREEN BEANS	APRICOT CRUMBLE & CUSTARD	CHEESE & POTATO PIE / VARIOUS SANDWICHES ARCTIC ROLL
TUESDAY	STEAK PIE CREAMED POTS BROCCOLI/MIXED VEG	SPONGE & CREAM	JACKET POTATOES AND VARIOUS FILLINGS/ VARIOUS SANDWICHES PEACHES AND CREAM
WEDNESDAY	ROAST PORK APPLE SAUCE ROAST & BOILED POTATOES SPROUTS & SWEDE	FRUIT TRIFLE	SCAMPI AND CHIPS/VARIOUS SANDWICHES ANGEL DELIGHT
THURSDAY	GAMMON CREAMED POTS/CHIPS PEAS/TOMATOES PARSLEY SAUCE	EGG CUSTARD	CHICKEN STEW AND ROLLS/ VARIOUS SANDWICHES YOGHURT
FRIDAY	SHEPHERDS PIE / SPAG BOL CREAMED POTATOES CARROTS & CAULIFLOWER	MERINGUE NESTS	BACON, HASHBROWNS, BEANS, EGG, BREAD AND BUTTER/VARIOUS SANDWICHES CUSTARD SLICES
SATURDAY	FISH NEW POTATOES PEAS & SALAD	APPLE TART & ICE CREAM	CHEESE ON TOAST/ VARIOUS SANDWICHES KNICKERBOCKER GLORIES
SUNDAY	ROAST CHICKEN ROAST/BOILED POTS CABBAGE/CARROTS STUFFING	CHEESECAKE	SALMON / PRAWN/TUNA SANDWICHES CAKE

DIABETICS: DIABETIC ICE CREAM-FRESH FRUIT, TINNED FRUIT IN NATURAL JUICE, CHEESE & BISCUITS, PUDDINGS WITH SUGAR SUBSTITUTE, DIABETIC YOGURT, SUGAR FREE DELIGHT





Danesbrook House CARE HOME

Cadoc Place, Cardiff, CF5 2QN
Tel: 029 2055 2245
Email: admin@danbrook.com

Room Rates **2025-26**

Ground and First floor non-en-suite £1300 + needs assessment.

Ground and First floor en-suite £1400 + needs assessment.

Ground floor shower rooms £1475 + needs assessment.

Additional charges on needs assessment basis –

Low £30,

Medium £50,

High £80

Day Care Rates 2025-26

Half day £40

Full Day £70

With Compliments
Joanne Nolan
Manager



Danesbrook House
CARE HOME

Cadoc Place, Cardiff, CF5 2QN
Tel: 029 2055 2245

RESIDENTS WAITING LIST APPLICATION FORM

Please return to the Manager as soon as possible if you wish to be placed on the waiting list for future vacancies.

Date:

Prospective Residents Name:

DOB:

Male/Female

Address:

Contact name/ relationship:

Contact address:

Contact telephone number:

Contact Email:

Mobility:

Any diagnosis of Dementia?

Short Term Memory problems?

Confusion:

Incontinence:

Medication:

Previous Medical History:

GP Surgery:

Room required. Ground/ first floor/ensuite.

Any further relevant information please add on next page.

Name of person completing the form. (Block Capitals please)

Name.....

Signature.....