



# Heol Don

Your local Bupa care home  
in Cardiff.





# A quiet leafy suburb

**Heol Don offers a warm welcome to those needing nursing, residential and dementia care.**

Close by are Llandaff Cathedral as well as the botanical gardens and boating lake of Roath Park Lake. Within easy reach are Cardiff's city centre and the bay area with its discovery centre and wetlands reserve.



## **Our care team**

At Heol Don, we're all highly trained in providing 24-hour tailored care. We get to know each resident personally, so we can make sure we get the balance between support and independence just right. This provides peace of mind for families and a safe and comfortable home for residents.



**“The service has been so friendly and she has been made to feel at home, with attentive care and great food. First-rate service and care are provided at all times by a great team.”**

**Friend of resident, June 2024**  
Source: [carehome.co.uk](https://carehome.co.uk)



# What we offer

We want everyone to feel at home here, that's why we make each room feel as inviting as possible. No matter how long residents are staying with us, they can enjoy our modern cinema, relax in a choice of lounges or visit our salon. All while receiving top quality care.

## Types of care

- Residential
- Nursing
- Residential Dementia
- Short stay
- Convalescence
- Palliative
- Parkinson's
- Huntington's

## Nursing care

Nurses are on duty at all times for residents in need of nursing care, which is particularly helpful if their condition requires regular medical attention.

## Dementia care

Our specialists can help residents with dementia to lead a better quality of life. With the help of their loved ones, we'll build a picture of their life story and their likes and dislikes. Then we can personalise their care and help them live the way they want to.



## Variety of comfortable bedrooms

We have 78 lovely rooms, and we try to arrange adjacent rooms for couples. Over half of our rooms have garden views and a quarter have a patio terrace. As standard, they all have:

- en suite WC with shower
- flat screen TV
- telephone point (bills payable)
- nurse call point

Residents are welcome to bring a favourite armchair for their room and to choose their own bedding.



## Services available to all

- GP visits within the home or at the practice
- Visits to a dentist
- Visits from district nurses
- Advice from a nutritionist
- Eye care from an optician
- Pet therapy
- Religious services
- Laundry and cleaning

**Plus, for an additional cost, residents can benefit from:**

- chiropody
- physiotherapy
- on-site hairdresser twice a week
- newspaper and magazine delivery



## Shared areas around the home

There are lots of places to relax, including our spacious beauty salon, five lounges, lovely gardens on every side, and several quiet areas. Wifi is available in every room, too.

Residents can curl up with a book in our library or watch a movie in our cinema. They can have a twirl at a tea dance or catch up with family over a coffee. The choice is always theirs.



## Speak to us about costs

Our fees vary depending on the care needed and the bedroom chosen. We'd be happy to run through costs and answer any questions.

## Call us for more information

# 029 2000 6976

Lines are open 8am to 6.30pm, Monday to Friday, 9am to 12.30pm Saturday. We may record or monitor our calls.



# Life at Heol Don

Heol Don is a very special place to be. There are always things to do, places to go, and new friends to be made – but quiet time is just as important. Meal times are enjoyable and residents are always welcome to ask for favourite dishes to be prepared.



## Activities

Throughout the week, our team of activity coordinators arrange entertainment and things to do, including for those who are less mobile. Residents can choose whether to join in with activities such as:

- arts and crafts, cookery and flower arranging
- poetry, quizzes and talks
- musical entertainment, tea dances and music therapy
- Sunday 'songs of praise' sessions
- visits from a local toddler group
- seated exercise sessions



Residents can continue to enjoy most of their existing hobbies at Heol Don. And they can always suggest something they'd like to try, as a group or in their room.



## Fresh, healthy food

We offer a wide range of tempting home-made dishes, which are so good that our chef was a NACC Care Chef of the Year finalist in 2018. We're also more than happy to cater to residents' special requests.

When they move in, we talk to each resident about their likes and dislikes and any special dietary needs.

## Meal times

Delicious meals can be enjoyed at any time of day in any of our three dining rooms, or in the comfort of the resident's own room.

## Celebrating special occasions

We have two private dining areas where families can host planned events such as birthday parties. For an additional fee, we'd be very happy to provide the catering for you.



Issued May 2023



## Visits from family and friends

Family and friends can pop by at any time for coffee or an activity. If you'll be having a meal with us, just give us a quick call in advance, and tell us about any dietary requirements. Then we can cook up something you'll really enjoy.



**"It's a joy to visit my relative who lives at Heol Don. You are made to feel so welcome from the minute you walk through the door. The home is very clean, and staff are friendly and attentive. Would highly recommend."**

**Daughter-in-law of resident,  
March 2024**

Source: carehome.co.uk





# Visiting Heol Don

**If you've never been here, why not come for a visit?**

You can meet the team and get a real feel for the atmosphere. We're less than two miles from junction 32 off the M4, or if you're coming by train we're just a short walk from Llandaff station.

**To arrange a visit or to find out more, call us on**

**029 2000 6976**

**[bupa.co.uk/heol-don](https://bupa.co.uk/heol-don)**

** BupaCareHomeHeolDon**

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## **Heol Don Care Home**

Heol Don, Whitchurch, Cardiff CF14 2AU

Regulated by the Care Inspectorate Wales (CIW)

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