



Heol Don Care Home

Whitchurch, Cardiff



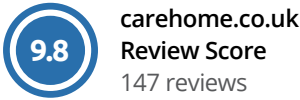
Heol Don Care Home

Heol Don offers a warm welcome to anyone needing residential, nursing or residential dementia care. With an emphasis on individual choice, it's a lovely place to come for a short stay or to begin life's next chapter. We are within easy reach of Cardiff's city centre and the bay area. Also close by are Llandaff Cathedral as well as the botanical gardens and boating lake of Roath Park Lake.

We're here to help
029 2000 6976

bupa.co.uk/heol-don

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



Scored out of 10 from independent reviews left by relatives, friends and residents on carehome.co.uk over the past two years (correct at the time of going to print).

Bupa is a multi award-winning care home provider:
UK Employee Experience Awards 2023 – Best Employee Engagement
UK Employee Experience Awards 2023 – Best Engagement Team
carehome.co.uk Care Home Group Awards – Top 20 Care Home Group 2026



At a glance

What type of care do we offer?

- Nursing
- Residential
- Residential dementia
- Short stay
- Convalescence
- Palliative
- Parkinson's

How might your care be funded?

- You could pay for your own care
- Your local authority might pay
- You could top up any payments made by your local authority
- Your family or friends might pay for your care

What might it cost?

The amount you pay will depend on the room you choose, how much care you need, and how specialised it needs to be. Our prices are competitive with local care homes.

We can help you work out what funding could be available.

Let's have a look around

Our modern, purpose-built care home is designed to meet a wide range of needs. With personalised care and services that support health, wellbeing and daily life, Heol Don offers a safe, comfortable place where residents feel truly at home.



Enjoy the outdoors

Outside, residents can connect with nature by tending to the flowers and plants in the garden and greenhouse. Grandchildren and younger visitors can also enjoy our children's play area.



Love the indoors

There are plenty of areas to unwind or spend time with visiting family. We have several spacious lounges and dining facilities, a dedicated activities room, an onsite cinema room and a hair and beauty salon.



Find time for yourself

How you spend your time is up to you. Whenever you want some quiet time, you can relax in your room or enjoy the many peaceful spaces around our home.



Make it your own

Bring your personal items

We know how important your treasured keepsakes are, so you're welcome to bring things from home that make you smile.

Room plan

There are 78 bedrooms at Heol Don. The typical room size is deluxe with an en suite wet room. Many rooms have garden views, with some having a patio terrace.

Deluxe room

You can expect an en suite wet room from a typical room.



What's included?

-  24/7 **residential, nursing and residential dementia care**
-  Personal and medical care
-  A variety of daily activities
-  Freshly prepared homemade meals
-  A choice of comfy bedrooms
-  Beautifully kept home and gardens
-  Daily housekeeping and laundry
-  Dedicated to a sustainable future

Your care

We're here to help with your care needs and we'll develop your care plan together. We understand how important it is for your family to keep up to date with your care, especially when they can't always visit in person. Bluea Family is our online portal designed to give families secure, timely access to updates about your care including meals, daily routine and wellbeing activities.



The care types we offer are:

Residential

If you're looking for support with day-to-day life, our residential care services offer peace of mind. Trained staff will prepare delicious meals for you, do the cleaning, and even help you with personal care.

Nursing care

Our trained nurses are available for you around-the-clock. This is particularly helpful and reassuring if you have a condition that requires regular medical attention.

Dementia care

If you're living with dementia, our specialists can help you lead a better quality of life. With the help of your family, we'll build a picture of your life story and preferences. This means you'll receive more personalised care to help you feel comfortable and secure every day.

Convalescence

Convalescent care is temporary care that provides extra support if you're recovering from an operation or illness. Our welcoming care homes offer a range of treatment and support according to your needs. During your recovery with us, we'll provide delicious meals, do your laundry and help with your personal care.

Respite and short stay

Anyone can come for a short stay. It could be to provide respite for you and your carer, or to help you try out what it's like to live here before moving in long-term.

Palliative care

We offer dedicated support and care to help make the end of life as comfortable as possible. This includes around-the-clock care in a calming environment.



Services include:

-  visits from a GP
-  support with external health related appointments*
-  specialist nurses where needed.

Plus, for an additional cost:

-  hairdressing
-  chiropody
-  manicure

-  physiotherapy
-  daily newspapers

You won't need to keep any cash with you. We'll set up a personal account and you can top it up when needed.

*We can arrange this for you. You'll just need to pay for your transport.

Good food is important to all of us

A great food and dining experience can be the highlight of everyone’s day. Mealtimes are a chance for our residents to get together and chat over varied and tasty dishes, freshly cooked by our in-home chefs.



Meal times

In our home, meal times are very social. Family and friends are welcome to enjoy a meal with you, or if you prefer to eat some meals in your own room, we’ll happily serve the food to you there.

As well as a selection of dishes for breakfast, lunch and dinner, we prepare fresh bakes every day to enjoy with your morning coffee and afternoon tea.

For the days when you fancy something light, our Something Simple menu is ideal. And if you get peckish later on, you can take your pick from the Night Bite menu.



Food to look forward to

Our Menu Collection means you can choose from a range of tasty dishes, freshly prepared and tailored to your own preferences.

When you move in, the chef will talk to you about your likes and dislikes, and you can relax knowing any dietary needs will be catered for.



Issued November 2024



Celebrations and events

Food is an important part of any celebration, and it’s no different in our home. For our parties and events, the chefs create wonderful celebration buffets and sweet treats to enjoy alongside music and entertainers.

We have a private dining area where families can host private events such as birthday parties. We’ll just need to know in advance. Plus, we can arrange catering for an additional fee.



Do the things you love

Meals aren’t the only social occasions in our homes. Activities are at the heart of life here, and we encourage all kinds of indoor and outdoor interests.

All kinds of activities

Our activity co-ordinators organise fun things to do:

- Arts and crafts
 - Evening activities
 - Visiting entertainers
 - Welsh-speaking activities
 - Bingo and quizzes
 - Animal visits
 - Flower arranging
 - Seated exercise
 - Day trips
- If you prefer, we can also bring activities to your bedside.

Our community

Our community: We have great links with our local community. We'll help you to stay in touch with your own circles of friends and interests, and you'll be able to join in with what's going on locally.

Part of local life

We get together whenever we can – for things like Summer and Christmas fairs, garden parties and charity events.

Community events and celebrations

Whether it's celebrating holidays, such as Easter, or a royal occasion, we'll organise a get-together so you can join in and be part of it all.

Multifaith support

If faith is important to you, it's important to us. We can help you to attend your local worship centre or you can attend our regular church services here at the Heol Don



Follow us on Facebook and get a sense of who we are and what life is like here.



Use your phone's camera to scan the QR code and visit our Facebook page.



What people say about our care homes

We listen carefully to all the feedback we get from our residents and their families. This helps to ensure we’re providing the care, support and services you need for a happy and comfortable stay with us.

99% of residents feel safe and secure*

99% of residents say they are treated with dignity and respect*

99% of residents say ‘I am well cared for’*

“ Cannot speak highly enough about the staff at Heol Don - the care team are fabulous and are so patient and accommodating. The entertainment team are super and really engage the residents. There is a real community feel.

The facilities are top class which really make it feel like a ‘home’.”

Son of resident, January 2026
Source: carehome.co.uk

“ My mother has only been in Heol Don Care Home for 3 weeks, and in that time, I cannot fault her care and support; nothing is too much trouble. She has a lovely room with French doors overlooking the gardens. The food and activities are excellent.”

Daughter of resident, March 2026
Source: carehome.co.uk

“ The care staff and management of the home have been excellent. Our mum has been treated with dignity and respect and has settled into the home really well. Her room is always spotlessly clean, and she looks clean, happy and well cared for.”

Daughter of resident, December 2025
Source: carehome.co.uk



*2025 Net Promoter Score (NPS) from 9,022 Bupa resident and relative responses across all care homes.

Your next steps

Considering care options and choosing a care home can seem quite daunting, and it can be hard to know what the next step is.

Our friendly customer care team advisers can help take you through the process of finding the right care and home. They offer help and advice, and you'll have your own named adviser you can come back to at any stage. It's free advice and we're available six days a week.

We also have trusted advice guides available. If you'd like more information, please visit bupa.co.uk/care-services/care-home-advice to download a guide.



“ The customer service adviser was extremely helpful. She gave me a great deal of information and allowed me as much time as I needed to ensure I had the fullest possible picture of the care home.”

**Wife of resident,
November 2025**
Source: NPS enquiry feedback

“ The adviser took a real interest in my mother-in-law and her needs as an individual. She was able to answer all my questions and provide assurances.”

**Daughter-in-law of resident,
November 2025**
Source: NPS enquiry feedback

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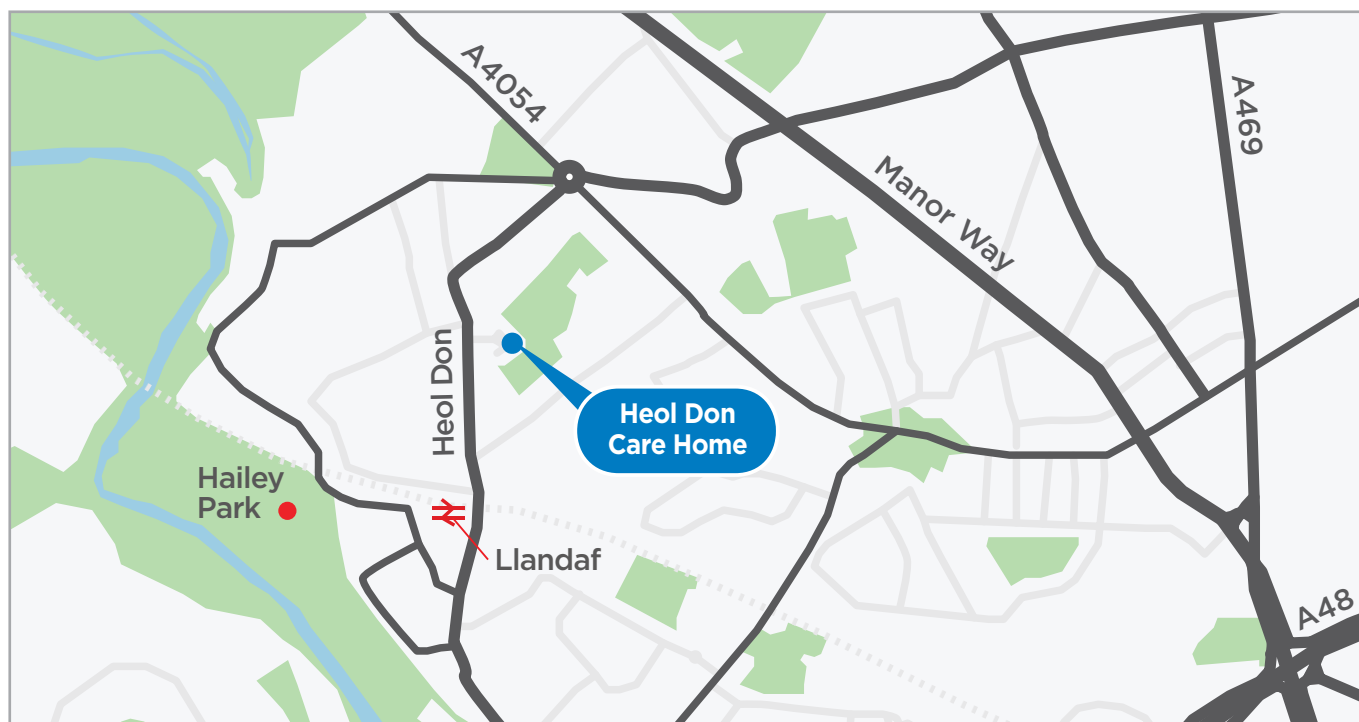
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**We look forward
to meeting you,
and showing you
how we'll care for
you at our home.**

Visiting us

If you've never been here, why not arrange 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

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Heol Don Care Home

Heol Don, Whitchurch, Cardiff, CF14 2AU

Directions

what3words

You can download the free what3words app, which precisely pinpoints any location on Earth. Then just enter these three words to find exactly where we are: **slide.rates.jumpy**

We're dedicated to a more sustainable future

With 100% renewable energy, electric kitchens, carbon-cutting technology, and our first net-zero care home. This message is also printed on recyclable paper. Together, we're creating a healthier community.

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