

A guide to care homes in Newport



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The council recognises that the choice to move into a care home is a big step. This directory provides information to help you make a decision on your choice of care home. It provides details on the types of home that are available, including the category of care, and also provides other sources of information and organisations that may help you.

The council also supports residents in care homes outside Newport. Details of care homes in other areas are available from the relevant local authorities or from your care manager/social worker.



Choosing the right care home

Some care homes in Newport are run by Newport City Council but the majority are run by private organisations. All care homes in Wales are inspected by Care Social Services Inspectorate Wales (CSSIW).

You can view a home's latest inspection report on the CSSIW website (www.cssiw.org.uk).

The Good Care Guide (www.goodcareguide.co.uk) provides reviews from members of the public on individual care homes.

Further useful contact information can be found at the back of this document.

All residential and nursing homes will have a statement of purpose which explains what they do. They also have an annual report which reviews their performance over the past 12 months. These are available directly from each care home.

All residential and nursing homes have a complaints procedure, however it is best to discuss problems that you may experience with the home's manager.

If you are unhappy with the result of your complaint please contact the council on **01633 656 656** or email **info@newport.gov.uk**.

All care homes are regularly monitored by Newport City Council to ensure that they meet the necessary requirements to keep residents safe and provide a quality service. The council encourages feedback on the service received within both council-managed and private care homes.

Category of care

There are nine different types of care available which are delivered in a residential/care home environment. These are detailed below:

1. Residential care
2. Dementia residential care
3. Nursing care
4. Dementia nursing care
5. Respite care
6. Intermediate / Reablement care
7. Supported living
8. Extra care housing
9. Support at home (domiciliary care support)

The choice of care home will depend on the category of care required. Some care homes will offer one category of care, whilst other homes can offer numerous categories of care and other services. The category of care maybe determined by social worker or a member of staff from the health board. The home may need to apply for variations to their registration; this may be due a person's age or due to the category of care.

Needs

The care home will need to be able to prove that they can meet the needs of residents. A representative from the care home will need to undertake an assessment of these needs. Following this assessment the care home will be able to make a decision on whether they can offer you a place at the home.

A representative from the care home will also undertake an assessment when offering respite or shorter stays within a care home environment. Your preferred care home may have a waiting list before a place can be offered. It is recommended that you ask a representative of the home during the assessment period.

Cost

The cost of the placement may affect the choice of care home, whether this is dependent on the outcome of your financial assessment carried out by the council, or if you are funding the placement through a private arrangement. Further information on funding options can be found below.

Facilities

Each care home will have various facilities and residents will have different needs. Newly built homes may have access to more facilities; however, this may impact on the cost of the placement.

Funding care

A placement in a care home can be funded in a number of ways. These are detailed below:

1. Newport City Council

A social worker from the council would assess an individual to identify whether they need a care home placement. An individual will have a care plan which will state the type of home that is required to meet the needs of the person. A social worker will arrange for a financial assessment to be undertaken to determine how the placement will be funded. The individual will be monitored by the social worker to ensure the placement is meeting their needs and to ensure the appropriate care is being provided.

2. Local health board

If you have a primary health need, your placement will be funded by the Aneurin Bevan University Health Board (ABUHB) through Continuing Health Care (CHC). In these circumstances an assessment will have been undertaken by a member of staff from the health board.

3. Private funding

A social worker will assess the needs of anyone thinking of living in a care home and listen to their views. This can be arranged even if you are paying for your own care. A social worker can be contacted in these circumstances (contact information is provided at the back of this directory).

It is important that care homes provide a full breakdown of costs. There may be additional services that the care homes are able to offer however, the home will need to make it clear if there are additional costs and how this will be paid for (these additional costs may be referred to as **third party payments** or **top ups**).

The council will be able to offer advice in relation to additional costs and can be contacted to discuss if required. For example, where the local authority is responsible for making a placement, an additional cost may be applicable if an individual chooses to move to a more expensive placement, despite a more affordable placement being available at another home at that time. The individual / family will need to make arrangements to pay the difference in the cost of the placement. The social worker responsible for organising the placement will be able to discuss this in more detail.

Your financial circumstances and costs of the proposed housing may affect your choice of accommodation.

In some circumstances individuals may lack the capacity to make a decision regarding the choice of care homes. The Mental Capacity Act 2005 (applicable in Wales and England) is able to provide assistance with this. Social workers are able to provide further advice regarding when these circumstances may apply.

This legislation covers important decision-making relating to an individual's property, financial affairs, and health and social care.

Other considerations

Where possible, it is important for you or a friend or relative to visit the care home. Take the opportunity to speak to staff, other residents and relatives within the home. This will give you an impression of the home and an opportunity to ask any questions that you may have.

The Service User Guide (issued by the home) will provide information on the services available in the care home. The CSSIW inspection report will give you information about the performance of the home and the good care home guide (www.goodcareguide.co.uk) also provides a source of information and feedback care homes have received.

You may also want to think about the size and location of the care home, whether this is near relatives and friends, shops and other community services.

Range of accommodation options

Residential care

This type of care and support is for people who have had an assessment of their needs and it has been decided that support is best provided in a care home environment with 24 hour support. People who live in residential care homes do not have any additional health needs requiring nursing support.

All care homes are registered with the CSSIW and are regularly inspected.

Some care homes can provide a range of services and therefore could accommodate a changing care needs. An assessment will be carried out involving a number of professionals including social workers, doctors, nurses, hospital specialists and occupational therapists. The care home will also be required to undertake assessments to ensure they can meet the needs of the individual.

If you do not want an assessment, you are able to organise this yourself. If this is the case the home will still be required to undertake an assessment of your needs.

Dementia residential care

This type of accommodation is for people who have had an assessment of their needs for residential care, but who are living with a form of moderate dementia or other forms of mental illness.

Care staff in residential homes may have specialist training in dementia care and therefore, individual needs in some circumstances, can be met in a residential care rather than a specialised residential home. The home may refer to a dedicated dementia community for an EMI (elderly and mentally infirm) residential placement.

Nursing care

This type of accommodation is for people who have had an assessment of their needs for care and support. These people require more intensive physical support on a daily basis and funded nursing care.

The homes in this category of care are expected to have fully qualified nursing staff and dedicated nursing equipment, such as specialist beds and assisted bathrooms.

Dementia nursing care

This type of accommodation is for people who have had an assessment of their needs for care and support and who require more physical support, as well as living with a form of dementia or other mental illness.

This type of service is also expected to have a proportion of qualified nursing staff with specialist dementia training. A nursing placement will be required when a person health's needs are greater than their social care needs. This placement may be referred to by the home as an EMI (elderly and mentally infirm) nursing placement.

Respite care

Respite care is typically offered in a care home setting for a short period of time or whilst an unpaid carer is on holiday.

Respite stay can be from a few days to a few weeks. This can be assessed by a social worker or funded privately. The care home is still required to undertake an assessment to ensure they can meet individual's needs.

Intermediate care / Reablement care

Intermediate care or Reablement care is generally provided to support someone for a short period (typically six weeks) after a hospital stay, or to avoid a hospital admission. The purpose of this service is to rehabilitate someone so that they can return home independently or with a level of home care support. This service is normally offered in a care setting with services including physiotherapy or occupational therapy.

Supported living

Supported living schemes are usually for people with learning disabilities or mental health problems, allowing them to remain independent with their own home but with support workers available if needed.

Extra care housing

Extra care housing (sometimes called assisted care or assisted living) allows people to retain their independence while knowing care is on hand if needed.

Support at home (domiciliary care support)

This is care provided to people in their own home enabling them to be as independent as possible.

Useful questions to ask care homes

Services and general questions

- What services are available?
- Are hairdressing services included?
- Does the home cater for religious or cultural needs?
- Can you access shopping or transport facilities?
- Is there accommodation for couples?
- Will my GP change?
- Are there smoking facilities?
- Do I need any insurance for my belongings?

Meals and nutrition

- Are there plenty of choices on the menu?
- Are different diets catered for?
- Are meal times flexible?
- Can I eat meals in my room?
- Can I help with making my own meals?
- Are there facilities for making snacks and beverages?

Activities and participation

- Is there an activities programme in place? What are they?
- How often do activities take place?
- Can the home provide social activities to meet my requirements?
- Is there a residents / relatives meeting held and how frequently do they take place?
- Are visitors welcome at all times?
- Can I decorate my room in the way I choose?
- Can I bring my own furniture?

USEFUL ADDRESS AND TELEPHONE NUMBERS

Newport City Council (including complaints)

Social Services
Civic Centre
Newport
NP20 4UR

Tel: 01633 656 656

Email: commissioning.team@newport.gov.uk

Web: www.newport.gov.uk/socialcare

Newport City Council

All enquiries:

Information Station
Old Station Building
Queensway
Newport
NP20 4AX

Tel: 01633 656 656

Web: www.newport.gov.uk/socialcare

Email: swh.complaints@newport.gov.uk

The Care and Social Services Inspectorate for Wales (South East Region)

Tel: 0300 7900126

Web: www.cssiw.org.uk

Information, advice and advocacy

Contact **Reach** on 01633 744592 if you would like to speak to someone who can act on your behalf to help address any queries or issues you may have. Reach can also help provide information and advice about moving into a care home.

DETAILS OF CARE HOMES IN NEWPORT

Please note a number of care homes may provide residential and nursing care placements. Details below maybe subject to change.

Residential care

ASHTON PARK RESIDENTIAL HOME

36-37 Waterloo Road
Newport
NP20 4FP

 01633 262723

 ashtonparkcarehome@gmail.com

Manager: Helen Hughes

Total no of beds: 18

Beds offered:

General respite; residential; dementia (dependent on assessment)

ARIA CARE

147 Bryn Bevan
Newport. NP20 6QN

 01633 857715

 info@ariacarehome.com

Manager: Nasik Al-Mufti

Total no of beds: 28

Beds offered: Dementia residential

BLAEN – Y PANT HOUSE

Blaen-y Pant Crescent
Newport
NP20 5PX

 01633 855548

Fax: 01633 820920

 blaen-y-pant.house@newport.gov.uk

Managers: Sian Nicholls / Scott Hereford

Total no. of beds: 35

Beds offered: Dementia residential (14); Residential (21); Respite

BRYN IFOR LODGE CARE HOME

Newport Road
Castleton
Newport
CF3 2UQ

 01633 681759

 www.barchester.com

Manager: Helen Randell

Total no. of beds: 80

Beds offered: Nursing; Residential; Dementia care; Respite / Short stay

ELEANOR HODSON HOUSE

Lodge Road
Caerleon
Newport. NP18 3QZ

 01633 430994

Fax: 01633 430998

 bridget@abbeyfieldsw.co.uk

 www.abbeyfieldinwales.com

Manager: Bridget Pickin

Total no. of beds: 32

Beds offered: Residential (6); Nursing (26)

FLORENCE JUSTICE CHRISTIAN RESIDENTIAL HOME

19 Stow Park Circle
Newport
NP20 4HF

 01633 221800

Fax: 01633 221800

 florencejusticecarehome@yahoo.co.uk

Manager: Jane Thomas

Total no. of beds: 27

Beds offered: Residential (27); Respite & Reablement

GLENMORE RESIDENTIAL HOME

188/190 Stow Hill
Newport
NP20 4HB

☎ 01633 258601

✉ glenmore@hotmail.co.uk

Manager: Mrs B Danhawoor

Total no. of beds: 22

Beds offered: Residential (including 5 dementia)

MAYFIELDS RESIDENTIAL HOME

41 Llanthewy Road
Newport
NP20 4JZ

☎ 01633 215050

Fax: 01633 215050

✉ mayfields@gmx.com

Manager: Esther Gough or Mrs Pell

Total no of beds: 21

Beds offered: General respite; Residential (including Dementia)

PARKLANDS RESIDENTIAL HOME

Blackett Avenue
Malpas
Newport. NP20 6NH

☎ 01633 821249

✉ parklands@newport.gov.uk

Manager: Sian Nicholls

Total no of beds: 26

Beds offered: Residential (16); Reablement / Intermediate Care (10);
Respite Assessments undertaken in relation to dementia

SPRING GARDENS RESOURCE CENTRE

Belle Vue Terrace (Off Mendalgief Road)
Newport
NP20 2LB

 01633 222768

 spring.gardens@newport.gov.uk

Manager: Matthew Thomas

Total no. of beds: 34

Beds offered: Dementia residential; Dementia respite; Residential & respite

THE OAKS RESIDENTIAL HOME

Great Oaks Park
Off Cefn Road
Rogerstone
Newport. NP10 9FX

 01633 893665

Fax: 01633 893665

 sally@theoaksresidentialhome.com

 www.theoaksresidentialhome.com

Total no. of beds: 34

Beds offered: Residential (30)

TREGWILYM LODGE NURSING AND RESIDENTIAL HOME

146/150 Tregwilym Lodge
Rogerstone
Newport
NP10 9YJ

 01633 896100

 enquiries@tregwilymlodge.co.uk

Manager: Marisa Crossley

Beds offered: Dementia residential (31); Dementia nursing (38)

WILLOW HOUSE

21 Stow Park Circle
Newport
NP20 4HF

 01633 245838

Fax: 01633 243079

 willowhouse@summerhillgroup.co.uk

Manager: Sue Chivers

Beds offered: Residential (13); Dementia Residential (7)

Nursing care

CAERLEON HOUSE NURSING HOME

Goldcroft Common
Caerleon
Newport. NP18 1BE

 01633 423535

Fax: 01633 423468

 caerleohnh@gmail.com

Manager: Margaret Conlin

Total no. of beds: 54

Beds offered: Nursing; Palliative care; General respite

CAPEL GRANGE NURSING HOME

Capel Crescent
Newport
NP20 2FG

 01633 258910

Fax: 01633 211747

 Abigail.katsande@linc-cymru.co.uk

 www.linc-cymru.co.uk

Manager: Abigail Katsande or Edgar Bautista

Total no. of beds: 72

Beds offered: Nursing (44); Dementia nursing (28)

CLAREMONT COURT CARE HOME

56 Pillmawr Road
Malpas
NP20 6WG

 01633 854813

Fax: 01633 855163

 claremontcourtnh@gmail.com

Manager: Mary Mowat

Total no. of beds: 36

Beds offered: Dementia nursing (36)

DANYGRAIG NURSING HOME

Quantock Drive
Chepstow Road
Newport
NP19 9DF

 01633 282316

Manager: George Masih

Total no. of beds: 49

Beds offered: Nursing; Palliative care; Residential care

ELEANOR HODSON HOUSE

Lodge Road
Caerleon
Newport
NP18 3QZ

 01633 430994

Fax: 01633 430998

 bridget@abbeyfieldsw.co.uk

 www.abbeyfieldinwales.com

Manager: Bridget Pickin

Total no. of beds: 32

Beds offered: Residential (6); Nursing (26)

MILLHEATH NURSING HOME AND THE RETREAT

Parret Road,
Bettws,
Newport. NP20 7DQ

 08714232601

Fax: 01633 821864

 millheath@summerhillgroup.co.uk

 www.summerhillgroup.co.uk

Manager: Rowena Martin

Total no. of beds: 27

Beds offered: Nursing (27)

PENTWYN HOUSE NURSING HOME

166 Marshfield Road
Marshfield
CF3 2TU

 01633 680217

Fax: 01633 681630

 care@pentwyncare.co.uk

 www.pentwyncare.co.uk

Manager: Mahesh Patel

Total Number of Beds: 43

Beds offered; Nursing (39); Residential (4); General respite

STOW PARK NURSING HOME

Abbeyfield Nursing Home
Stow Park Avenue
Newport. NP20 4FN

 01633 212262

Fax: 01633 244186

 stowpark@abbeyfieldssw.co.uk

 www.abbeyfieldinwales.com

Manager: Dawn Harris

Beds offered: Dementia nursing (31)

SUMMERHILL NURSING HOME

34 Summerhill Avenue
Newport
NP19 8FP

☎ 08714 232602

✉ info@sumerhillgroup.co.uk

Manager: Rowena Martin

Beds offered: Nursing (27)

THE FIELDS CARE HOME

29 Fields Road
Newport
NP20 4PJ

☎ 01633 265523

Fax: 01633 213799

✉ lalthefields@aol.com

Manager: Shiby James

Beds offered: Nursing (34)

TREGWILYM LODGE NURSING AND RESIDENTIAL HOME

146/150 Tregwilym Lodge
Rogerstone
Newport
NP10 9YJ

☎ 01633 896100

✉ enquiries@tregwilymlodge.co.uk

Manager: Marisa Crossley

Beds offered: Dementia residential (31); Dementia nursing (38)



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