



Swn-y-Môr Care Centre
Scarlet Avenue,
Aberavon Beach,
Port Talbot, SA12 7PH

Welcome

Sitting right on the coastline just west of Port Talbot's town centre, Sŵn-y-Môr offers residential and nursing care for the elderly, as well as disabled members of the community as young as 40. Our staff and management are experienced, well-trained, friendly and courteous, and they know how to provide care of the highest quality. We treat all residents with dignity and respect.

Sŵn-y-Môr has wonderful gardens & ample lawns, but its most stunning aspect is the beach which is right on the doorstep. Rain or shine Swansea Bay renders impressive views and the surrounding hills are no less beautiful. The home opened in 2004 and the spacious interior has a homely, friendly atmosphere. Residents enjoy our vibrant communal spaces, and also the privacy and comfort of their own bedrooms. Individual care and the personal touch are important to us and people from all cultural, religious and ethnic backgrounds are welcome. From care plans to the daily menu, and from activities in the home to the décor, we listen to the wishes and requirements of all our residents.

Our home offers a safe and secure environment, and all our residents are given assistance and support wherever and whenever it is needed. There is wheelchair access throughout the home and Sŵn-y-Môr is highly regarded in the local community. Our ongoing links with nearby churches, schools, sports clubs and societies help make the home special and the community plays a huge role in life here.

We welcome visits from friends and family and encourage input in helping make decisions around the home, in addition to the individual care we provide. There are plenty of opportunities for participation in our extensive activities programme and to continue supporting and caring for loved ones while they are with us.







Accommodation, Care & Facilities

With units called Osprey, Sandpiper, Oyster Catcher and Heron, the seaside theme runs through Sŵn-y-Môr. We have 76 beds and our staff provide residential and nursing care for elderly people, and physically disabled residents from the age of 40. We have a minimum of three nurses in the home at all times, alongside senior carers and care assistants.

Each of our spacious bedrooms comes furnished and has its own window view, en suite toilet and wash basin. There are six lounges throughout the home, and each has its own unique atmosphere. For example the organ is in one room, so that is where all our music events take place, whilst another room we have turned into a sports lounge with a pool table and darts. There's also a homely lounge with three piece suites, lamps and fireplaces.

We have four dining areas in different parts of the home, and we find that residents are more comfortable in smaller, more intimate dining rooms. There are bathrooms for our more independent residents and ones with all the equipment required for assisted washing. Staff help residents with their mobility both inside and outside the home.

“At Sŵn-y-Môr we are passionate about what we do and aim to provide the highest possible standard of care”

At Sŵn-y-Môr we are passionate about what we do and aim to provide the highest possible standards of care. Our team consists of registered nurses, senior carers and care assistants who are trained to meet the needs of frail, elderly and disabled people. The excellent chef and kitchen staff cook up delicious and nutritious meals on a daily basis, taking into account the dietary requirements of each resident. Meanwhile the housekeeping, domestic and laundry teams ensure every inch of the home is clean and hygienic. The building is maintained and kept secure by the maintenance staff, who can also help residents change the décor of their rooms. Our activities coordinators plan

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a whole range of fun sessions inside the home, in addition to excursions outside of the home, to ensure that residents live life as fully as they are able.

And our managers make sure professional standards are met – and exceeded – while keeping a close eye on everybody’s wellbeing. Staff training takes place on an ongoing basis, with nurses and carers regularly completing their update courses according to national guidelines.

Teamwork is what underpins our approach. Everyone works together as a team, and alongside external professionals such as doctors and district nurses, to ensure that the needs of each individual resident are met. We are committed to protecting the rights of every resident in our care, ensuring their dignity, privacy and choices are respected.

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Eating, Activities & Entertainment

No matter how young or old you are, food is one of life's great pleasures. We make sure that residents at Sŵn-y-Môr eat meals that are nutritious, delicious and enjoyable.

Cooked and continental breakfasts are offered each morning, alongside cereals, toast and fruit. At lunchtime there's a hot meal, and a selection of lighter options such as soup, sandwiches and salads. Mid morning and afternoon teas are served every day, offering a selection of drinks as well as biscuits, cakes and healthy fruit. There is also an evening snack around nine o'clock.

Our residents prefer to have their main meal in the evening and there are always two dinner choices on the menu. The options change over a 28-day cycle. With input from our residents we update the menu to include their favourites – usually solid, home-style cooking or local classics such as Faggots and peas or Welsh cawl. If a resident does not want what is on the menu, alternatives such as jacket potatoes, omelettes, soups and other dishes are always available.

Our kitchen takes into account the specific dietary requirements of each resident. These might be down to a condition or allergy such as diabetes or wheat intolerance, they might be due to culture or religion, or purely based on an individual's tastes. We go the extra mile for people who have to eat puréed food by using moulds so that each portion look like the original food from which it's made – pork chops, carrots, broccoli and more. Mealtimes present the opportunity to socialise, however anyone who wants to eat in the privacy of their room is free to do so.

Residents are encouraged to continue their hobbies and interests when they move to Sŵn-y-Môr. Our dedicated activities coordinators lead a variety of social and recreational sessions both for fun and for wellbeing. There are light keep fit sessions, and a whole range of art and craft activities from card making to knitting. Visiting entertainers, quiz sessions, bingo, skittles and discussion groups are all popular, in particular the local choirs which frequently come to sing.



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Sŵn-y-Môr has an excellent garden right on the seafront which is ideal for those who like to sit outdoors. We have an active gardening club, giving everyone with green thumbs the opportunity to cultivate their favourite flowers and shrubs. What is grown in the garden is used by the chef in the kitchen.

We have our own minibus and run a broad array of trips. These might be simple excursions, like shopping trips or pub lunches, but we also go to some of the best attractions in South Wales such as the Big Pit Mining Museum, St Fagans, Penderyn Whiskey Distillery and the Millennium Stadium to watch international rugby. We even take residents to a local facility which offers special disabled push bikes – even those normally in a wheelchair can get on and ride around the track.

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At the Heart of the Community

Sŵn-y-Môr has an open door policy meaning our residents are free to come and go as they please. Some of them go out into the community to see their families and carry on participating in clubs and societies they were part of before moving to Sŵn-y-Môr. The home plays an important role in the local community and is among the best facilities offering residential and nursing care to elderly and disabled people in the Port Talbot area.

We are not seen as a care home, we are considered to be part of the neighbourhood. There are close ties with local schools, with pupils coming in to entertain, with singing, plays and music performances, particularly at Christmas and Easter. School children who come to the home can discuss topics from the past, such as World War II, with our residents. Sŵn-y-Môr is visited by three male voice choirs and the Operatic School Wales. Some of our residents were, or continue to be, members of those choirs.

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Nearby churches are in regular contact, and all faiths are respected. Church of Wales and Apostolic services are held monthly in the home for members of most faiths. Relevant ministers and priests of other religions are invited to visit according to the individual needs of any resident.

The local community supports us with fundraising, purchasing tickets for our garden parties and raffles, and joining in festivities at the home. We are close to the local shops, GP practices and pharmacies, and GPs and nurses visit patients in the home on a daily basis.

Sŵn-y-Môr Care Centre is part of a national initiative called My Home Life Wales which aims to raise awareness about care homes and the challenges we face. We have participated in a pilot project with seven other care homes, sharing information



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with them and promoting better communication between care homes, residents, relatives, charities and local authorities.

Residents of our home took part in the film *The Gospel of Us*, directed by Dave McKean and starring Michael Sheen. This reinterpretation of *The Passion* was filmed all around Port Talbot over a three day period and the beginning of the movie was shot on the beach just outside Sŵn-y-Môr. The National Theatre of Wales gave our residents lessons for eight weeks and they were filmed doing a dawn dance as the sun came up and one of our residents had a special role singing for the start of the film. We had the stars and the crew join us for breakfast, and once the film was complete, they all attended the post production party.

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Friends & Loved Ones

We encourage relatives and friends of people living at Swn-y-Môr to play as full a role as possible in the life of the home. Family and friends can visit at anytime, day or night. Residents can leave the home to spend time with their families whenever they want, and we invite family members to join us on our excursions if they want to come.

Theme nights and celebrations in the home are also a fantastic opportunity for family to share in life here at Sŵn-y-Môr. Every month we have a worldwide food evening focusing on a specific country – Chinese, Italian, French and so forth. Relatives are welcome to join us for these events, along with our coffee mornings, summer barbeques, garden parties and more. There are also many opportunities for friends and family to volunteer at the home by helping run activities. Relatives of Sŵn-y-Môr residents are very supportive, giving their time, helping with fundraising, and making donations to the home and its gardens.

Our manager has an open door policy and is always willing to discuss issues about the home with residents, their relatives and members of staff. Relatives meetings are held every two months. They provide us with the opportunity to share news about Sŵn-y-Môr with relatives, and to listen to their opinions about matters concerning the home.

Relatives can also play an important role in the care being provided. Arrangements can be made for anyone who wishes to eat with their loved one. Some relatives want to help with the care that their loved one receives and if this is the case we welcome their involvement. When care plans (see p23) are reviewed and changed, residents can have whomever they wish present and this often involves family members and, where relevant, social workers. We encourage close relatives to take the greatest interest in care plans and their development.









Individual Care

Providing individual care is one of our core values here at Sŵn-y-Môr. The personal requirements, preferences and wishes of our residents guide us in everything we do and because of this Sŵn-y-Môr has a truly homely and comfortable atmosphere.

From rising in the morning to retiring at night, residents make their own choices throughout the day. What is eaten at mealtimes, whether residents join in or opt for privacy, what is shown on the TV and all the activities available, everything is based on the wishes of everyone living in the home.

Residents are encouraged to personalise their rooms by bringing with them their favourite pictures, ornaments, keepsakes and furniture. Everyone can have the door to their room painted a colour of their choosing and can decorate it as they please. Electrical equipment such as televisions, radios, CD players and computers can be brought to the home, and privately paid telephone and broadband lines can be installed. If a resident wishes, we can also help personalise the décor of their room – within reason.

Everyone who lives at Sŵn-y-Môr has a dedicated carer called a key worker. This member of our team will pay special attention to a resident's personal needs and wishes, helping them settle in the home and supporting them in a variety of ways. From helping to remember relatives' birthdays through ensuring residents get the meals they want, and on to assisting with medical issues, key workers are a vital part of individual care.

Everyone has a care plan which is developed with the resident, their family members, our staff and input from social services where relevant. This begins with an assessment before entering the home and continues after arrival. Any physical ailments or medical conditions are key elements in a care plan, but the personality of the individual is also very important. Learning about each resident's life experiences, family, career, hobbies, interests, friendships and beliefs helps us provide more personal care.





The people living here are involved in the choices made all around Sŵn-y-Môr. They help decide how communal areas are decorated and used, and what grows in the gardens. We regularly update the menus, adding favourite dishes and removing unpopular ones as tastes change. The activities we do in the home are entirely dependent on what residents want to do. Sŵn-y-Môr has its own pampering salon so that residents can have their hair cut and styled. Alternatively, they can choose to visit their hairdresser or barber of choice in Port Talbot or Swansea. We can call in opticians, dentists, chiropodists, physiotherapists, reflexologists and a range of other services as and when individual residents require them.

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In Summary

Type of service:	Care Home with Nursing
Registered organisation that provides care:	Handsale Limited
Registration:	Registered to accommodate a maximum of 76 service users
Total Staff:	88
Activities Coordinators:	3
En suite bedrooms:	76 rooms
Residential care:	20 rooms
Nursing care:	56 rooms
Total bath/shower rooms:	8
Assisted bath/shower rooms:	8
Lounges/recreation rooms:	6
Quiet Rooms:	6
Dining areas:	4
Hair & Beauty salon:	Yes
Gardens:	Yes
Sensory Garden with secure access:	Yes
Visitor parking:	Yes
Lift access to all floors:	Yes
Wheelchair access:	Yes
Mini bus service:	Yes
Pets allowed:	Yes
Visiting GP	Yes
Visiting Chiropodist:	Yes
Visiting Dentist:	Yes
Visiting Optician:	Yes

About Handsale

Founded in 1988, Handsale has over 24 years experience in healthcare and currently operates eight care homes, all of which are located in the United Kingdom. Starting as a family business all those years ago, our core values have not changed to this day – we believe that everyone has the right to dignity, respect and choice. Handsale promises the highest quality individual care.

Each Handsale care home is exactly that – a home. They are all situated in carefully chosen areas where our residents can continue to lead fulfilling lives while feeling confident and secure. All of our homes are run with an ethos based on quality, trust and support. We pride ourselves on being an integral part of each of the communities we serve.

Clear, honest and easy communication is important to us in all our dealings. Our fully-trained professional staff play a crucial part in this. We currently employ around 600 people, all of whom provide our residents with the friendly, personal and compassionate care they deserve, whilst also providing an environment in which both residents and their families feel safe, secure and happy.

Our managers are all experienced, skilled and caring. Each of them has an open door policy should you have any questions or require further information. But most importantly, we promise we will never let our standards slip. Here at Handsale we will never waver from our core values and will continue striving for better. That's what we'd want for our own loved ones, and it's no less than you should expect.

