

Visit to Belmont Residential Care Home

Llais Gwent Region recently visited Belmont Residential House to speak with residents about their experiences with health and social care. The visit provided a valuable opportunity to listen to residents' voices, understand their views, and gather feedback.

What People Told Us:

A wide variety of activities are available for residents to enjoy. Participation is optional, and for those who prefer a quieter environment to read, or watch TV, a dedicated room is available to accommodate this.

"We love the activities here. It keeps us busy and our minds active"

Residents spoke very highly of the staff at Belmont House, describing them as respectful, attentive, and approachable. They reported feeling safe, listened to, and well cared for.

Residents also shared they feel comfortable approaching the owner, or Manager with any concerns.

"Nobody can say a bad word about them – they're wonderful"

Overall, residents expressed satisfaction with the food provided. The home operates a four-week rotating menu offering a variety of options.



"Top Quality" " We're very lucky to have two amazing cooks"

Residents can book NHS appointments either independently or with support from staff.

"My family don't have to worry about me anymore, I'm safe and I'm looked after"

"I couldn't wish for a better place to live"

In Conclusion:

Belmont House provides a warm and engaging environment with a variety of optional activities for residents. NHS and social care services are easily accessible, either independently or with staff support.

Staff are consistently praised for being respectful, attentive, and approachable, helping residents feel safe, heard, and well cared for. Manager Joanne's open door policy encourages trust and open communication.

The food is highly rated, with a four-week rotating menu and two well-regarded cooks. Residents expressed complete satisfaction with their care and had no suggestions for improvement.

The strong rapport between staff and residents contributes to the home's homely atmosphere and high standard of care.

