



March Newsletter

Welcome

A warm welcome to our new staff and service users. We hope you will be happy here at Portway House.

SECURITY NOTICE

We have CCTV in use in our Communal areas for safety and security.



Managers Surgeries

We are pleased to notify you that Faye, the home manager will be available for home manager surgeries. This gives you the opportunity to discuss any aspects of care or concerns you may have.

Surgery Times: Every Wednesday

Between 11:30 – 12:30 hours.

Appointments can be made via our reception - 01217400738

Personal Allowance Accounts

We can hold an account for residents personal allowance at Portway House, this includes:

- Chiropodist (every 6-8 weeks)
- Hairdresser (every other Wednesday)
- Taxi's
- Small items from shops/toiletries
- Opticians

If you wish to leave money for your relative, please speak to Macy at reception.

Please note that both Chiropodist and Hairdresser are not employed by Portway House, so if there isn't any funds in the account we are unable to put them on the list.



Visitor Guidelines

Visits no longer need to be booked via a booking system.

On arrival you must check in via our e-reception book, self check-in is also available by scanning the QR code on the e-reception book in reception.

Birthday Celebrations

Portway House would like to wish,
Fredrick Haynes, Sara Tranter, Alan Horton

A Very Happy Birthday 

Quote Of The Month

“In winter, I plot and plan in spring, I move”

- Henry Rollins

March Activities

Monday 3rd March – world wildlife day

Watching wildlife documentary

Tuesday 4th March – Exercise session with Tom

Wednesday 5th March – hairdresser and pancake day

Thursday 6th March - world book day

Reading books to and with residents

Tuesday 12th March- St Patrick's day word search and gentle exercises

Wednesday 13th March – arts and crafts

Thursday 14th March- national crisp day / tasting session

Monday 18th March – one to ones / movie afternoon

Tuesday 19th March- Pampering

Wednesday 20th March – hairdresser day

Thursday 21st March – comic relief day

Tuesday 26th March – gentle exercises / memory games

Wednesday 27th March – world theatre day / musicals

Thursday 28th March – Easter crafts



Introduction Of Staff Member

We would like to wish a Warm Welcome to all our New Starters who have come into Portway House. We can not wait to get to know every single one of you and see you shine in 2025!

Chiropodist & Hairdresser

Our private Chiropodist has increased prices. The new fee for Chiropodist is £20 and £25 for both hands and toes. Please contact Macy If you have any questions.

Our private hairdresser has increased prices, all services have had an increase of £2 apart from a perm and colour which has increased by £4.

Thank you.

Relatives Meetings 2025

Please see dates below for our relatives meetings in 2025,

April 11th 18:00

July 18th 18:00

October 17th 18:00

Please ask at reception if you would like a copy of the minutes

Complaints and Messages

If you feel the concerns require addressing as a complaint, please ask to see the senior care on duty or contact the manager, Mrs Faye Gailey, via email:

admin@portwayhouse.co.uk who will be pleased to discuss your concern and advise how they will be addressed.

Mrs Faye Gailey
Portway House, Newbury Lane, Oldbury, West Midlands, B69 1HF
TEL- 0121 740 0738

If you are not satisfied with the responses of the manager and staff or do not feel you are able to approach them for any reason, please write to: -

Mrs Amrit Sumal, Responsible Person, Superior Care (Midlands) Ltd
Portway House, Newbury Lane, Oldbury, West Midlands, B69 1HF
TEL- 0121 740 0738

Please rest assured that all concerns and complaints brought to our attention will be treated with the highest degree of confidentiality and respect, and will be addressed and responded to as soon as possible. You will receive a written acknowledgement by return (two working days), and a full response within 21 days.

Should these lines of action not prove satisfactory to you, or you do not feel able to approach us directly, you will have the right to make a formal complaint to the statutory regulatory body as follows:

Care Quality Commission
Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA
TEL- 03000616161

You may also wish to bring any concerns to attention of social services as follows

Sandwell Metropolitan Borough Council Social Services

Sandwell M.B.C, Customer Focus Team,
Sandwell Council House, Freeth Street
Oldbury, B69 3DE
TEL- 08453597510





Fixxon provides a dignified, comfortable, durable and quick alternative to labelling all clothing and underwear, regardless of material or colour.

Our buttons will not fade or detach in the laundry but are easily removed using the remover tool provided. The buttons have an unlimited amount of re-use; you can remove and reattach the buttons to other items of clothing as much as you like.

As a home we find this system works well to reduce the amount of lost property and have been trialling it for the last few months and it has **significantly reduced the number of items going missing.**

We are advising everyone to use this system, to purchase the buttons it will be a charge of.

-  24 buttons -£15.35 including delivery.
-  48 buttons -£26.00 including delivery.



LGBT Advice Support & Information
foundation **0345 3 30 30 30**

Tel: 0345 3 30 30 30

Email: info@lgbt.foundation

Registered Address: St George's
House,
215-219 Chester Road
Manchester,
M15 4JE

Postal Address: LGBT
Foundation,
PO Box 5577, Manchester,
M61 0TT



Call us on **0300 456 2370**
(charged at your standard network rate)



Text: send the word 'pohwer' with your name and number to 81025
Email: pohwer@pohwer.net
Skype: pohwer.advocacy
Fax: 0300 456 2365
Post: PO Box 17943, Birmingham, B9 9PB

Leave us a review at
Carehomes.co.uk

