

HAPPY EASTER!

GOODNESS TO YOU



A warm welcome to all new staff, Resident's and Relative's! We hope you will be happy here at Portway house!

Security Notice!
We have CCTV in use in Communal Area's for safety and Security.



Manager's Surgeries
We are please 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 11:30AM and 12:30PM
Appointments can be made via our reception phone line: 0121 740 0738

Personal Allowance Accounts
We can hold an account for residents personal allowance at Portway House, This includes

- Foot health clinic (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 the foot health clinic and hairdressers are not employed by Portway House so if there is not any funds in the account we are unable to put them on the list.





— APRIL 07 —
**WORLD
HEALTH
DAY**—

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 tablet.



Birthday Celebrations

Portway House would like to wish,
John E, Sheila W, and Sheila H

A very happy Birthday!



Quote of the Month

“April is a promise that May is bound to keep, and we know it”

A fun Filled March within Portway House!



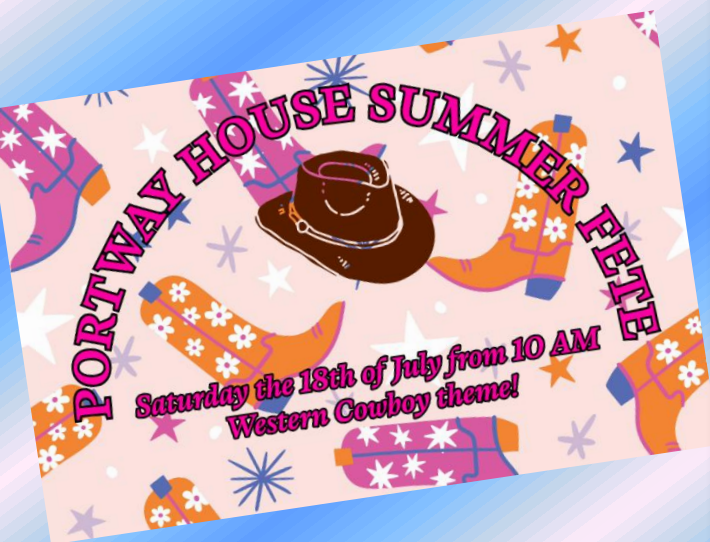
*Joyfull Activities
within Portway*



With the lighter mornings and evenings, rising temperatures, more sunshine and the buds on the trees just starting to pop 🌸, we celebrated the start of Spring and Saint David's Day with some beautiful crafting.

Well done to everyone who participated, we now have some beautiful artwork to show off.

**#crafting #portwayhouse
#CareHomeActivities**



We have some lovely things coming up within Portway House that we are very excitedly planning!

One of these things is our Summer Fete!

Megan and Faye have been working hard to get everything sorted and we are excited to tell you that...

Saturday 18th July from 10AM we are holding our Western Cowboy themed Summer Fete! Stalls available for £10 if anybody interested

April Activities



Wednesday 1st – hairdresser

Thursday 2nd – arts & crafts /activity sheets

Friday 3rd – music therapy/book club

Monday 6th – nail care/movie afternoon

Tuesday 7th – ball games/exercise/games on tablet

Wednesday 8th – zoo lover day documentary/games

Thursday 9th – Winston Churchill day / arts & crafts

Friday 10th- memory boards / book club

Monday 13th – one to ones/ movie afternoon

Tuesday 14th – gardening / memory games/ ball games

Wednesday 15th – hairdresser

Thursday 16th- get residents folding for
national laundry day/ crafts/pj's to work day

Friday 17th – music therapy/nails/book club

Monday 20th – one to ones / movie afternoon

Tuesday 21st - jigsaw/memory games/ wordsearch

Wednesday 22nd – board games/earth day/keep fit

Thursday 23rd – picnic day / arts & crafts

Friday 24th music therapy / book club

Monday 27th – nail care / baking club

Tuesday 28th – cards/dominos/exercise/games

Wednesday 29th – hairdresser/memory boards

Thursday 30th – activity sheets/ arts & crafts



Introduction of Staff Member

Hello, my name is Samantha! I am the head of housekeeping within Portway House. I adore my job and love the interaction that I have with the residents daily.

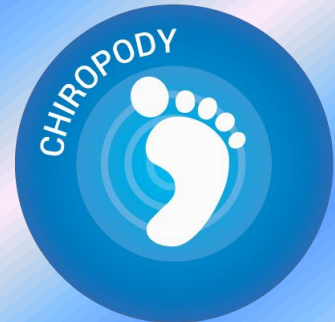


Foot health clinic & Hairdresser

Our private foot health clinic services are £20 for feet and £25 pound for both hand and feet.

Our hair dressing services are as follows:

- Cut and Blow dry £22
- Wash and Blow dry £14
- Dry cut £14
- Colour and set £40
- Perm £40



Please see below our Relative meeting's for 2026!

RELATIVE'S MEETING



JAN 06
2:00 PM

APR 14
2:00 PM

JUL 07
3:00 PM

OCT 06
3:00 PM





Complaints and Message

If you feel the concern require addressing as a complaint, please ask to see the senior carer on duty or contact the manager, Mrs Faye Gailey, via email: manager@portwayhouse.co.uk who will be please 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

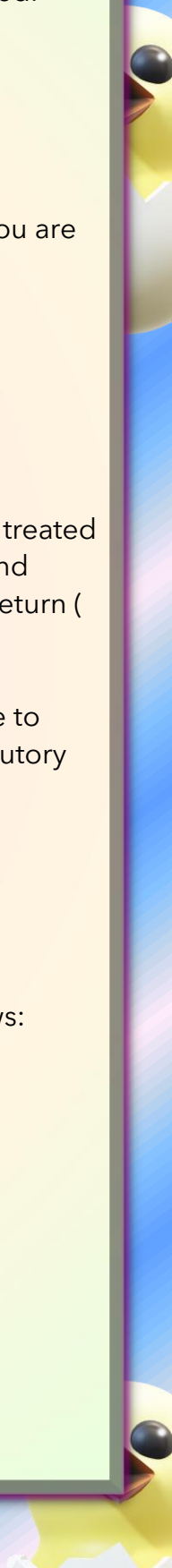
Please rest assured that all concerns and complaints brought to our attention will be treated with the highest degree of confidentiality and respect, and will be addressed and responded to as soon as possible. You will receive a written acknowledgement by return (two working days), and a full response with 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 M.B.C, Customer Focus team,
Sandwell Council House, Freeth street
Oldbury, B69 3DE
TEL - 08453597510





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

