

May

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.

NATIONAL NURSES DAY



May 6



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

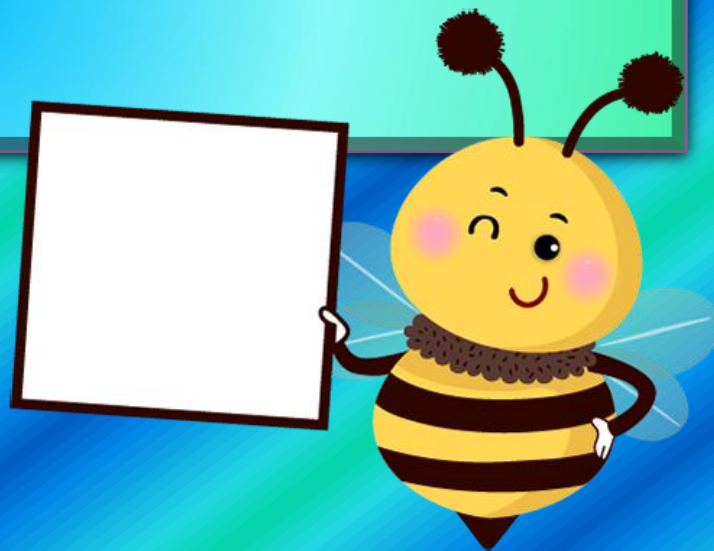
Portway House would like to wish,

Lee, Dave, Bryan, Rita, Audrey, Jane, Nen, Ron, Raj, Icilda and Josephine

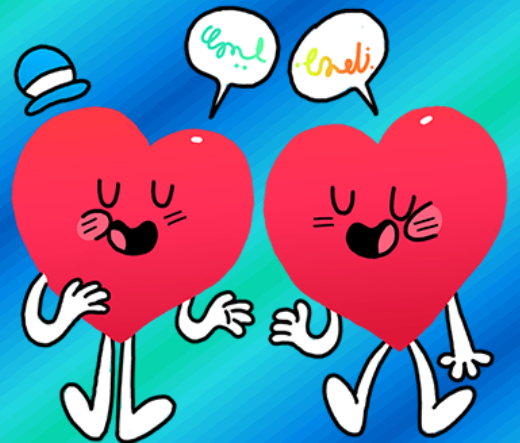
A very happy Birthday!

Quote of the Month

“May is a bridge between winter and summer”



A fun Filled April within Portway House!



Well what a cracking Easter we had here at Portway with lots of chocolate, crafting, chomping and celebrating with friends, family and staff. We hope you had a lovely time too 🍫. Activities included but were not limited to:

- **Easter themed arts and crafts**
- **Movie afternoons**
- **Gardening**
- **Board games**

And much more!



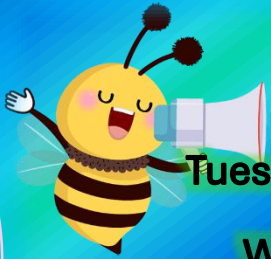
We have some lovely things coming up within Portway House that we are very excitedly planning!

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

May Activities



Tuesday 6th – thank you messages for nurses day/book club

Wednesday 7th – board games/jigsaw/cards/dominos

Thursday 8th – national tourism day/arts and crafts

Friday 9th – music therapy/one to one/ book club

Monday 11th – nail care/ movie afternoon

Tuesday 12th – alphabetic magnetic day activity/book club

Wednesday 13th – hair dresser / memory games

Thursday 14th – endangered species day/arts and crafts

Friday 15th – music therapy/memory board/ book club

Monday 18th – one to one/ movie afternoon

Tuesday 19th - ball games/quiz/book club

Wednesday 20th – keep fit / games

Thursday 21st – arts and crafts/ activity sheets

Friday 22nd – music therapy / book club

Monday 25th – nail care/ baking club

Tuesday 26th – gardening/ book club

Wednesday 27th – hair dresser/ memory boards

Friday 29th – music therapy / book club



Re Introduction of Staff Member

Hello everyone! My name is Clare and I am the head chef within Portway House! I have been working for the company since 2020 and have always loved my passion for cooking and baking. In 2025 I have won the Regional Chef Awards from the Great British Care Awards and became a finalist in the National Chef award from the Great British Care Awards.

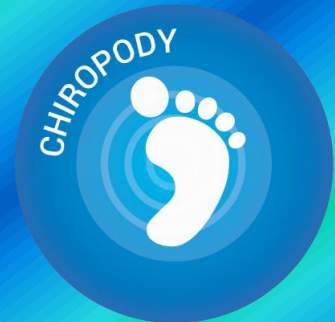


Foot health clinic & Hairdresser

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

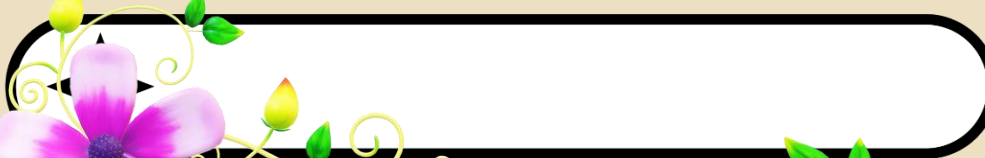


**JAN 06
2:00 PM**

**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



PORTWAY HOUSE
Providing Excellence In Care

