

Portway's August Summer Newsletter

hello AUGUST

Welcome!

**A warm welcome to all
new staff, Resident's
and Relative's!**

**We hope you will be happy here
at Portway House!**

**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.



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.

SIGN IN



Birthday Celebrations

Jeannie, Margaret, Mick, Jillian, John, George, Dadda

A very happy Birthday!



Quote of the Month

"August is the border between summer and autumn; it is the most beautiful month I know -
Colette





SUMMER FETE SUCCESS



Residents, families, friends and the local community saddled up for a fun filled Cow Boy themed summer fete, with entertainment, activities and plenty of frontier fun for everyone. Well done to all involved and thank you for attending

August Activities



Monday 10th - one to one/movie afternoon

Tuesday 11th - memory games/ book club

Wednesday 12th - Hair dresser

Thursday 13th - activity sheets/arts&crafts

Friday 14th - music therapy / book club

Monday 17th - nail care/ movie afternoon

Tuesday 18th - ball games/book club

Wednesday 19th - jigsaw/board games

Thursday 20th - arts & crafts

Friday 21st - music therapy/ book club

Monday 24th - one to one/ movie afternoon

Tuesday 25th - quiz/ book club

Wednesday 26th - hair dresser/ nails

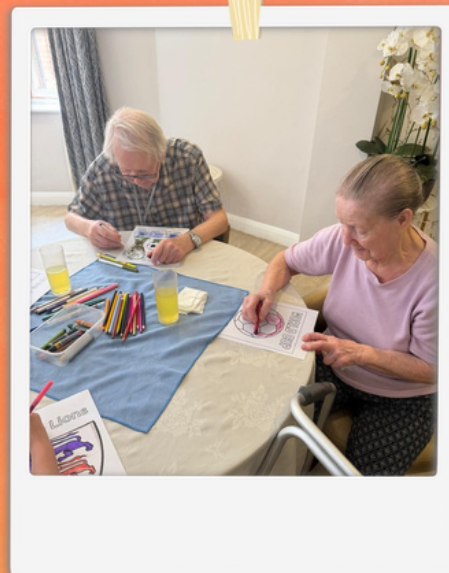
Thursday 27th - arts & crafts

Friday 28th - music therapy/ book club

Monday 31st - Nail care/ movie afternoon



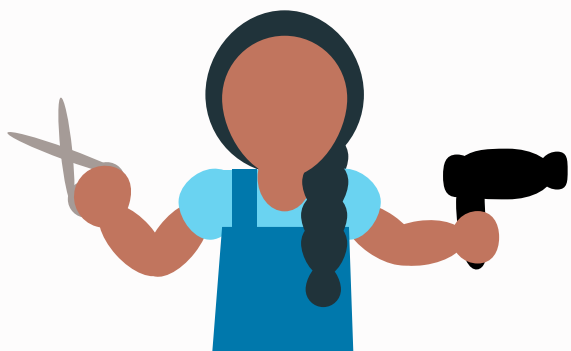
Last month's activities



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



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
City gate, Gallowgate, Newcastle upon Tyne, NE1 4PA
TEL: 03000 616161

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, B693DE
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

Review



Leave us a review at
[Carehomes.co.uk](https://carehomes.co.uk)

 carehome.co.uk



 **PORTWAY HOUSE**
Providing Excellence In Care

