

Portway's July Summer Newsletter

Hello July

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

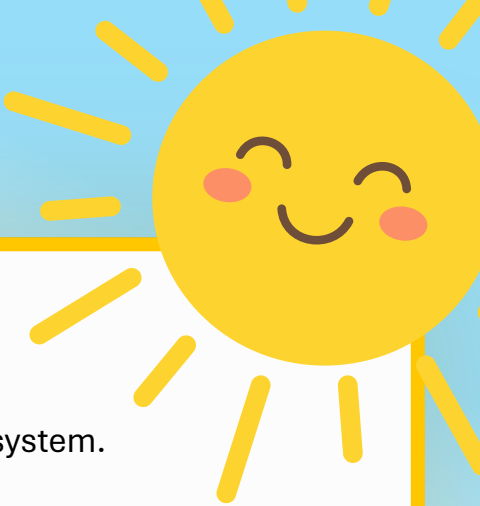
**Appointments can be made via our
reception phone line: 0121 740 0738**

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

Portway House would like to wish,
Surinder, Barbara, Anthony, Alan

A very happy Birthday!



Quote of the Month

" July is a blind date with summer "
-Hal borland





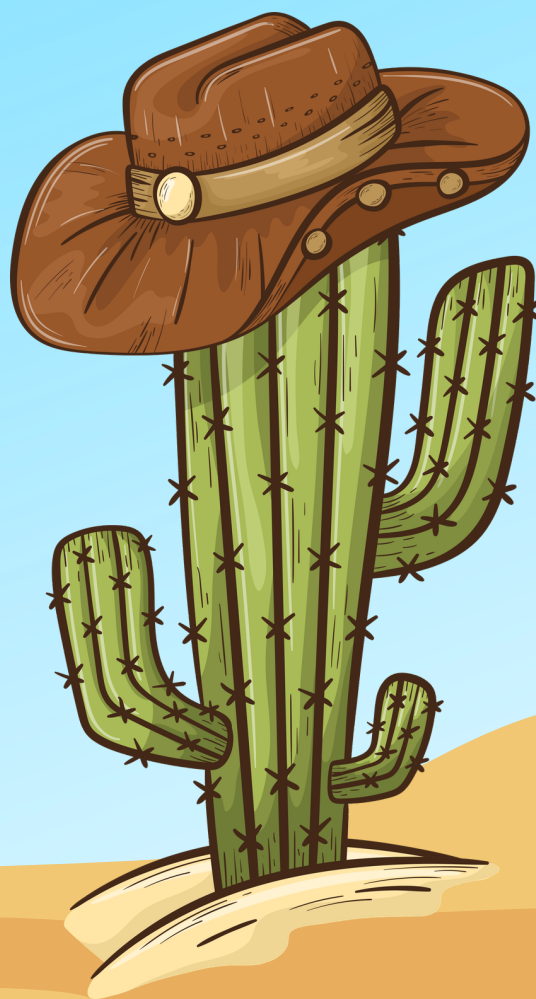
SUMMER FETE

*Dust off your boots and join us for our
Cowboy Themed Day*

*Come along and enjoy:
Delicious food, Refreshing drinks,
A variety of craft stalls, and
a great community atmosphere*



PORTWAY HOUSE
Providing Excellence In Care



SATURDAY 18TH JULY

starting at 10:00am

July Activities

Wednesday 1st - hair dresser

Thursday 2nd - arts&crafts/activity sheets

Friday 3rd - music therapy/ book club

Monday 6th - one to one/ movie afternoon

Tuesday 7th - gentle exercises/ memory games

Wednesday 8th - jigsaw/board games

Thursday 9th - arts & crafts/ activity sheets

Friday 10th - music therapy/ St Philips primary

Monday 13th - nail care/- movie afternoon

Tuesday 14th - memory games/book club

Wednesday 15th - hair dresser

Thursday 16th - therapeutic colouring/book club

Saturday 18th - summer fete

Monday 20th - one to one/movie afternoon

Tuesday 21st - memory games / book club

Wednesday 22nd - keep fit

Thursday 23rd - arts&crafts/activity sheets

Friday 24th- book club/music therapy

Monday 27th - nail care/movie

Tuesday 28th - wordsearches/book club

Wednesday 29th - hairdresser

Thursday 30th - arts & crafts



Introduction of new staff members

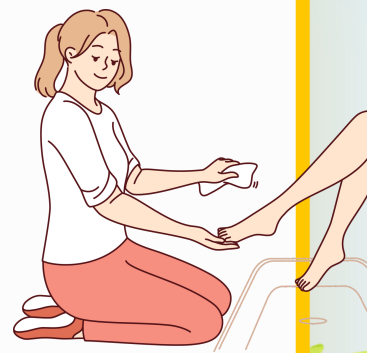
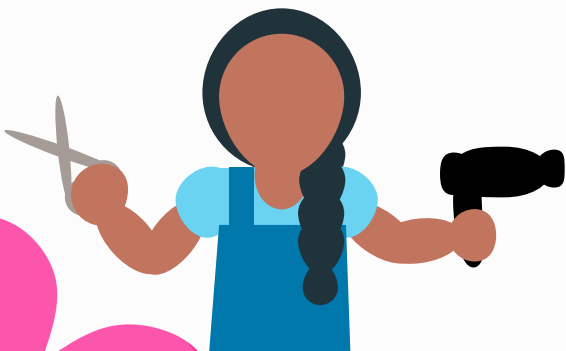
We are delighted to welcome Holly and Michael to our care team. We look forward to seeing them settle into their new roles and wish them every success as they begin their journey with us.

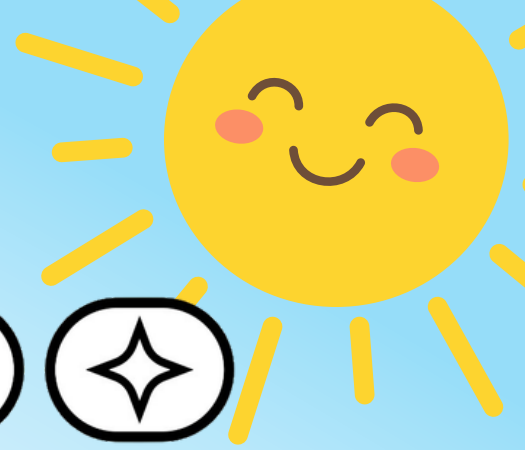
Foot health clinic & Hairdresser

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**

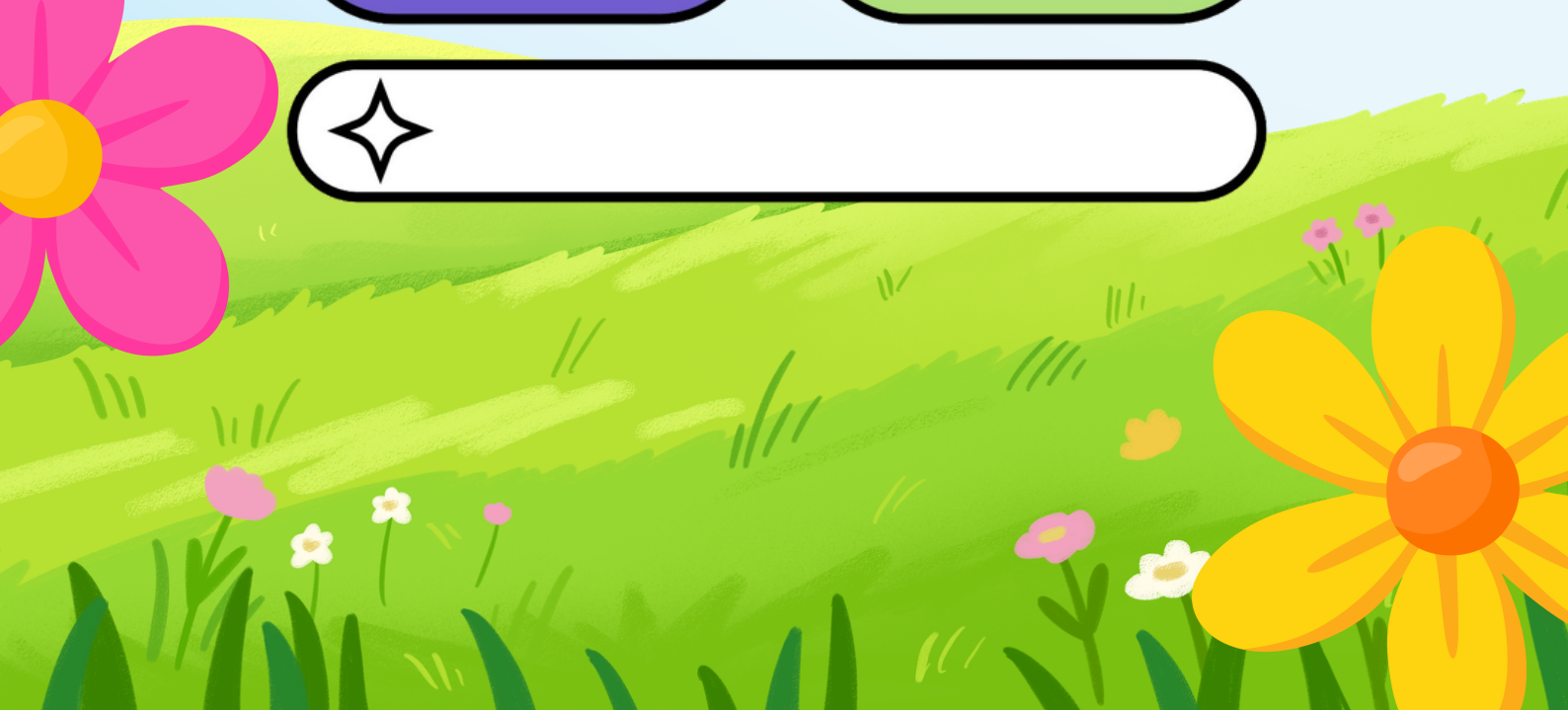
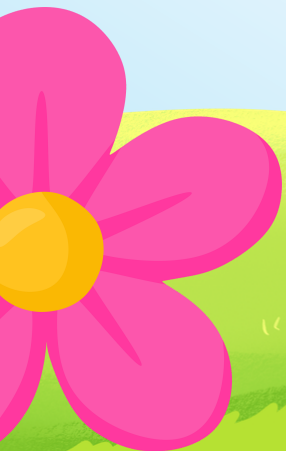
**APR 14
2:00 PM**



**JUL 07
3:00 PM**

**OCT 06
3:00 PM**

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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

 carehome.co.uk



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