

Portway's Warm June Newsletter

Hello June

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.

WORLD BLOOD DONOR DAY June 14



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,

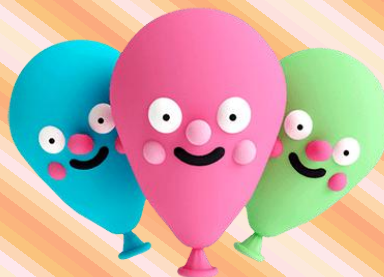
Barbara S

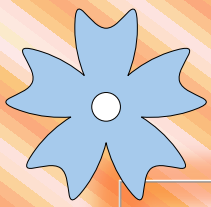
A very happy Birthday!

Quote of the Month

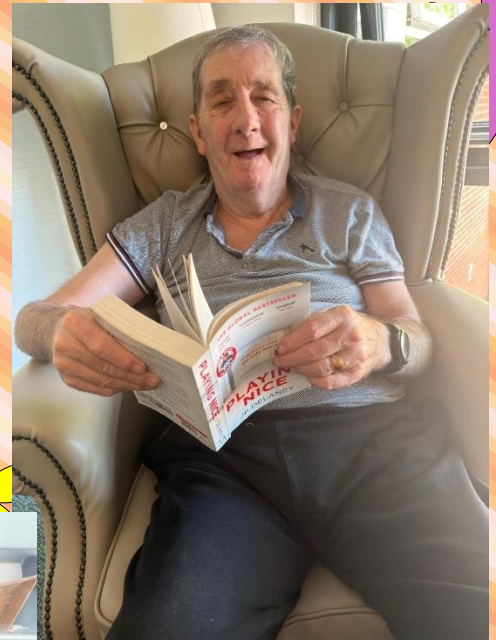
"June is the pearl of summer, shining with warmth and joy." -

L.M. Montgomery





A fun Filled May within Portway House!



For Care Home Open Week, we are doing something special each working day!

Monday we will be having Afternoon tea.

Tuesday we will have a Paint & Sip session.

Wednesday our Tom will be coming to do exercises with residents and families.

Thursday we will be having our Portway House Bongo Bingo!

Friday we will be finishing our week with a Picnic and a singer!

Friends and family are more than welcome to join us on this lovely week full of fun activities!

We also accept any donations for our care home open week! Any donations made will go directly into any activities for our residents. For any information about what we take as donations, please speak to Megan or Macy.



Thank you to our nurses, from all of us. Our dear residents thought of their own messages for this initiative ♥.

#InternationalNursesDay

June Activities

Monday 1st - Nail care/movie afternoon

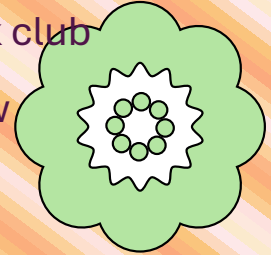


Tuesday 2nd – Memory games/ball games/book club

Wednesday 3rd – whiteboard games/jigsaw

Thursday 4th – arts&crafts/ board games

Friday 5th – music therapy/book club



Monday 8th – ocean day/one to one/baking

Tuesday 9th – electronic games/exercise/book club

Wednesday 10th – hair dresser

Thursday 11th – activity sheets/ arts &crafts

Friday 12th – one to one/book club

Monday 15th – nail care/afternoon tea

Tuesday 16th – memory games/sip and paint

Wednesday 17th – wordsearch/keep fit

Thursday 18th – colouring / bingo

Friday 19th – music therapy/ picnic with singer

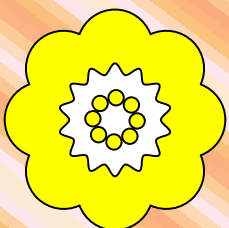
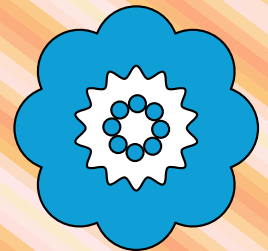
Monday 22nd – nail care / movie

Tuesday 23rd – exercise /book club

Wednesday 24th – hairdresser

Thursday 25th – beatles day / activity sheets

Friday 26th- music therapy / book club



Re Introduction of Staff **Member**

Hello everyone! My name is Megan and I am the Activity Co-ordinator / Wellbeing Co-ordinator within Portway House! I have been working for the company since 2022.

I love having the ability to ensure our residents have amazing activities going within the home and I enjoy the interaction I have with them just as much.

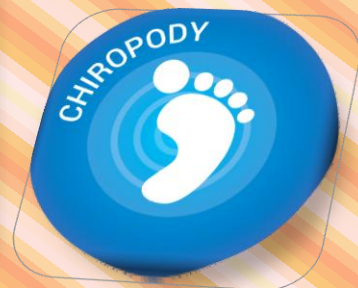


Foot health clinic & Hairdresser

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

