

Mother's Day



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

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

Security Notice!

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



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.

HAPPY St. Patrick's DAY


THE OLD
FARMER'S ALMANAC



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,

Alan and Charles

A very happy Birthday!

Quote of the Month

“No winter lasts forever; no spring skips its turn”



A fun Filled February within Portway House!

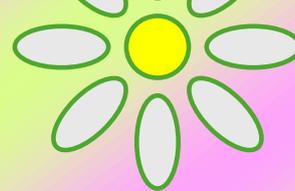
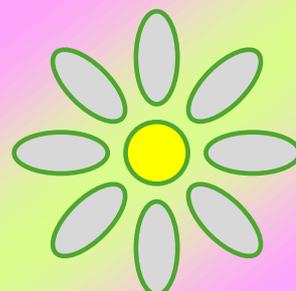


A great few motivational pictures from our Home and well done to Portway residents for their skills, enthusiasm and commitment after taking part in a whole range of amazing activities for the mind, body and soul...

We have also celebrated Valentine's Day with our lovely singer and a fantastic Valentine's Party.

The continuation of our cooking club and book club has been an amazing success and we look forward to our next sessions!

**Thanks all 🙏
#superiorcare #portwayhouse #activities**



**CARE DAY
2026**

Ruth Omagbli has been with us for five years and truly embodies what it means to be a carer. With a heart full of compassion, she found her calling in the profession after caring for her father who lived with dementia. That pastoral experience inspired her to bring joy and light into the lives of others here at Portway. She said: "I just enjoy enriching my residents' lives with a smile, laughter, singing and dancing. It's especially lovely when they ask me to sing for them."

Ruth works the night shift at Portway and while it differs from daytime care, it is never quiet. "Working nights is the norm for me as I've always done it," she explains. "I approach every shift with the same professionalism and commitment to provide the very best care I can. There are different needs at night...reassurance, a calming presence and sometimes simply being there for someone. I love my job and I love the company, but most of all I love looking after our residents. It's in my nature."



**Thank
You**

Every day, our staff show incredible dedication, compassion, and professionalism, and we're so proud of the whole team. Today, we'd like to give a special mention to Ruth, who consistently goes over and above in everything she does.

Ruth's kindness, attention to detail, and willingness to always take that extra step make a real difference to those we support and to her colleagues alike. She truly reflects the values we strive for in our service here at Portway.

That said, achievements like this don't happen in isolation. They're built on teamwork, mutual support, and a shared commitment to high-quality care, something every member of our team contributes to every single day.

Thank you, Ruth, and thank you to all our staff for the compassion, dedication, and heart you bring to your roles.

#TeamAppreciation #ProudOfOurTeam #portwayhouse

March Activities

Monday 2nd – one to one, nail care, movie afternoon

Tuesday 2nd – games on the tablet, throwing games, wildlife day

Wednesday 3rd

Monday 16th – St Patrick's day color, movie afternoon

Tuesday 17th – St Patrick's day, quiz, wordsearch, Irish music

Wednesday 18th - hair dresser

Thursday 19th – arts and crafts, activity sheets

Friday 20th – music therapy, book club

Monday 23rd- nail care, movie afternoon

Tuesday 24th – memory games, ball games, cards

Wednesday- flower arranging, keep fit

Thursday 26th – arts and crafts



Introduction of Staff Member

Portway House would like to wish a warm welcome to Kundoba on the Care Team and Martin our Maintenance operative! We hope to see you both settle in well within our lovely home!



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

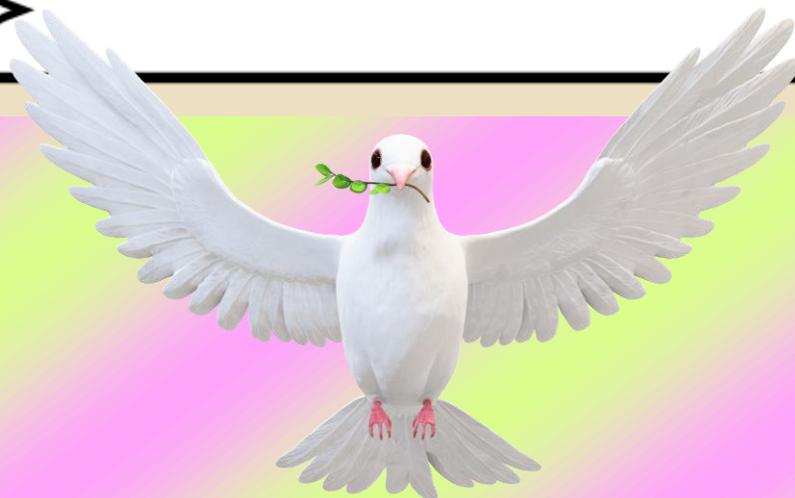


**JAN 06
2:00 PM**

**APR 07
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



POhWER
Voices Heard - Lives Empowered

Call us on **0300 456 2370**
(charged at your standard network rate)

[Twitter](#) [Facebook](#) [YouTube](#) [Instagram](#) [LinkedIn](#)

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

