Portway's November Newsletter

NOVEMBER

Welcome!

A warm welcome to all new staff, Residents and Relatives!
We hope you will be happy here at Portway House!

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



Managers 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

Margaret, Tej

A very happy Birthday!



Quote of the Month

"It looked like the world was covered in cobbler crust of brown sugar and cinnamon"

- Sarah Addison Allen



November Activities

Monday 2nd - nail care/movie

Tuesday 3rd - memory games/book club

Wednesday 4th - hair dresser

Thursday 5th - activity and colouring sheets

Friday 6th- music therapy/ book club

Monday 9th - one to one / movie

Tuesday 10th - memory games/quiz/book club

Wednesday 11th - remembrance day

Thursday 12th - colouring/ chair yoga

Friday 13th - music therapy/ book club

Wednesday 18th - hair dresser

Thursday 19th - arts & crafts

Friday 20th - music therapy / book club

Monday 23rd - nail care / movie

Tuesday 24th - memory games/chair yoga

Wednesday 25th - board games/ book club

Thursday 26th - activity and colouring sheets

Friday 27th - music therapy / book club

Monday 30th - Nail care/ movie



October activities





















New Portway House's Resident Representative



We are pleased to introduce Barbara Smith, Portway House's Resident Representative.

Barbara will support residents in ensuring their needs, wishes and views are heard, bringing their feedback to Residents' and Relatives' Meetings.

She will also soon be involved in the home's interview process, helping to ensure residents have a voice.

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:

Ladies

- Cut and Blow dry £24
- Wash and Blow dry £16
- Dry cut £16
- Full colour £42
- Perm £44



Men's

- Dry cut - £14
- For beard trim & eyebrows additional £1

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 requires 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 this 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 with 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 foundation
Advice Support & Information
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 OTT

POhWER
Voices Heard • Lives Empowered

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



PORTWAY HOUSE
Providing Excellence In Care