

October

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.

A decorative header featuring a black bat with orange eyes in the center, surrounded by black stars and orange, purple, and pink dots.

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.

Three balloons in blue, orange, and red with black strings.

SIGN IN

A white hand cursor icon pointing towards the 'SIGN IN' button.

Birthday Celebrations

Rosemary, Raymond, Bob, Jon, Ben, Thomas, Gaurav

A very happy Birthday!

A large orange quotation mark on the left side of the quote section.

Quote of the Month

"October, crisp, misty,
golden October, when
the light is sweet and
heavy" - **Angela Carter**





October

Activities

Thursday 1st - autumn crafts/activity sheets

Friday 2nd - music therapy/book club

Monday 5th - nail care/movie afternoon

Tuesday 6th - memory games/quiz/book club

Wednesday 7th - hair dresser

Thursday 8th - activity sheets/ chair yoga

Monday 12th - one to ones/movie afternoon

Tuesday 13th - memory games/book club

Wednesday 14th - ball games/baking club

Thursday 15th - arts & crafts/activity sheets

Friday 16th - music therapy/singing melodies

Monday 19th - nail care/movie afternoon

Tuesday 20th - quiz/memory games/book club

Wednesday 21st - hair dresser/keep fit

Thursday 22nd - Halloween arts & crafts

Friday 23rd - music therapy/book club

Monday 26th - one to ones/halloween movie

Tuesday 27th - memory games/book club

Wednesday 28th - ball games/board

games/jigsaws

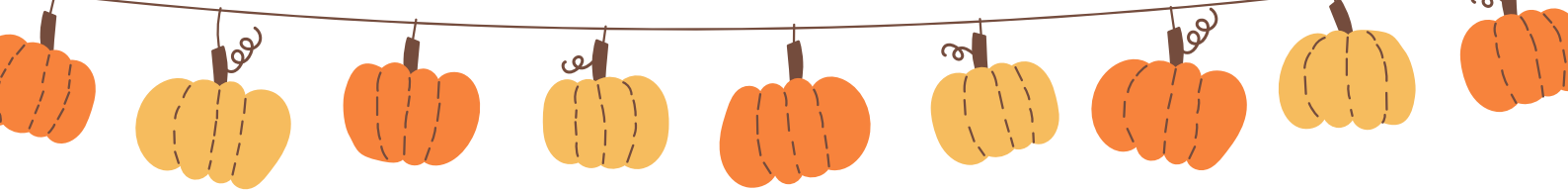
Thursday 29th - arts & crafts/activity sheets

Friday 30th - music therapy/halloween party



September 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:



- 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 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 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

