

Portway's September Newsletter

hello
September

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

Maureen, Gillian, John, June, Madge

A very happy Birthday!



Quote of the Month

“When you are reluctant to change, think of the beauty of autumn” - V V Brown



September

Activities

1st - ball games/memory games/book club

2nd - board games/jigsaws

3rd - arts and crafts wildlife day

4th - music therapy/ book club

7th - one to one / movie afternoon

8th - memory games/book club

9th - hair dresser

10th - arts and crafts patriots day

11th - hot cross buns day / book club

14th - nail care / movie afternoon

15th - ball games /book club

16th - play dough day / board games

17th - activity sheets/ crafts

18th - music therapy / book club

21st - one to one/ movie afternoon

22nd - memory games/ book club

23rd - hair dresser/ keep fit

24th - activity sheets/arts and crafts

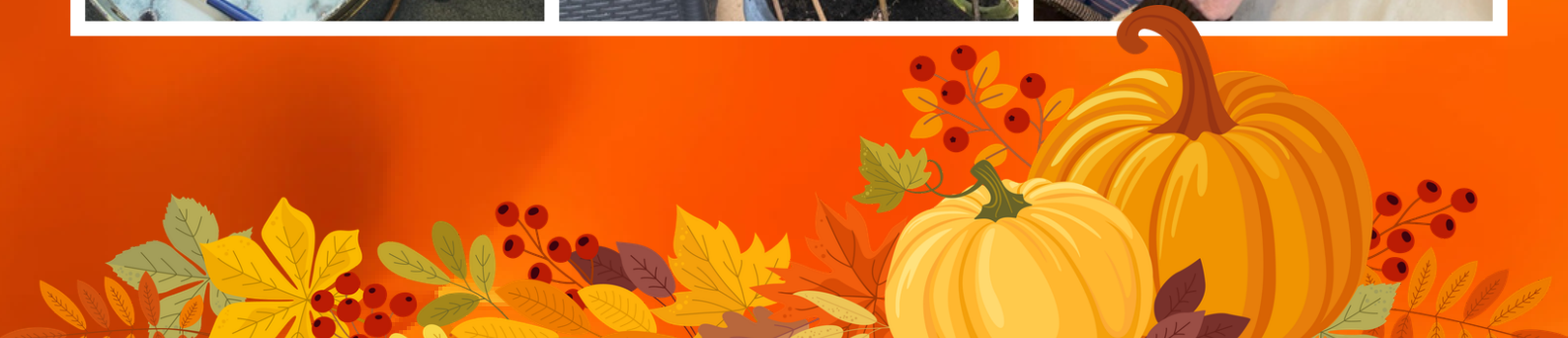
25th - music therapy/book club

28th - nail care/ movie afternoon

29th - ball games /book club

30th - board games/cards/jigsaws

Last month's 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.

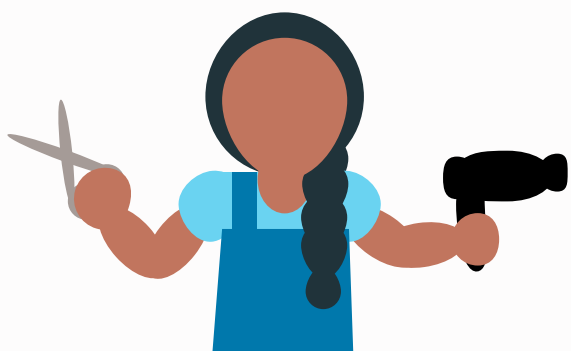
She will also soon be involved in the home's
interview process, helping to ensure residents
have a voice.

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 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](https://carehomes.co.uk)

 carehome.co.uk



 **PORTWAY HOUSE**
Providing Excellence In Care

