



April Newsletter 2026

Welcome

We would like to start by welcoming our new staff and service users. We hope you will be very happy here at Newbury Manor.

Welcome to the team!



SECURITY NOTICE



We have CCTV in use in our communal areas for safety and security.

Managers Surgeries

We are pleased to notify you that Kam, the Manager will be available for Home Manager Surgeries. This is an opportunity for you to discuss any aspects of care or any concerns you may have.

Surgery Times: Every Wednesday between 11.30 – 12.30 hours.

Appointments can be made via our reception.

Please contact reception on –
0121 532 1632



Personal Allowance Accounts

We can hold an account for resident's personal allowance at Newbury Manor this includes:

- . Chiropodist – Every 5-6 weeks
- . Hairdresser – Every Other Thursday
- . Taxis
- . Small items from shops
- . Toiletries

If you wish to leave money for your relative, please speak to Milly who accepts cash.

Please note that the Chiropodist and Hairdresser are not employed by Newbury Manor so if there is no money in their account, we are not able to put them on the list.





Visitor Guidelines



Visits no longer need to be booked via a booking system.

Each resident can have as many visitors and visits as they wish but no more than two visitors at any one time. Requests can also be made in advance to use the red lounge for visits or celebrations. On arrival you must check in via our e-reception book, self-check-in on your mobile phone is also available by scanning the QR code on the e-reception book in reception.



Birthday Celebrations

Newbury Manor would like to wish,

Joseph, Iris, Anette, Nancy and William

A Very Happy Birthday



Quote of the month:

"If April showers should come your way, they bring the flowers that bloom in May." – Buddy de Sylva

Relative and Residents Meetings 2026

Please see dates below for our Relatives Meetings in 2026. Tea, coffee, and cakes will be served and held in the red lounge.



Thursday 28th May 2026 at 18.00hrs

Friday 28th August 2026 at 14.00hrs

Thursday 26th November 2026 at 18.00hrs



Introduction of Staff Member



Welcome, hi my name is Gursimran!

I am a Care Assistant employed at Newbury Manor Care Home. I commenced my journey with Newbury Manor Care Home in July 2023.

I am qualified in NVQ Health and Social Care Level 2.

I love my job here at Newbury Manor because everyday is different and rewarding in its own way. It feels good knowing I can make someone's day a little easier.



ITV News



We recently welcomed into our home one of four humanoid robots' 'Ria' in the world!

Ria is an AI robot designed to interact with all in relation to dementia friendly, conversations and can speak many languages.

Ria was brilliant, as were our residents who asked questions.

Well, done to all involved!

For more information about 'Ria' please click on the link below:

<https://machanirobotics.com/eldercare.html>



Happy Easter

APRIL ACTIVITIES

Sunday 5th April 2026

Easter Sunday – Church Service morning and delivering Easter Eggs!

Tuesday 7th April 2026

World Health Day – Gentle exercise morning and afternoon tea party with healthy snacks, socialising and music therapy.

Saturday 11th April 2026

National Pet Day – Discussions about childhood pets and sharing photographs of pets.

Tuesday 21st April 2026

102nd Birthday – Celebrations for our dear resident Nancy's 102nd Birthday!

Thursday 23rd April 2026

St George's Day – English themed lunch, St George's themed quiz, music by English artists.

Tuesday 28th April 2026

National Gardening Week – Decorating plant pots, planting seeds for organic vegetables.

Thursday 30th April 2026

International Jazz Day – Discussions, listening to music from various jazz artists.



A look back on March



Care Workers Charity

We are pleased to announce that we are proud supporters of the Care Workers Charity. This is a charity for all our staff; it offers support in mental health and welfare along with financial support.

The Care Workers' Charity is dedicated to supporting the social care workforce, those providing care and support to the million people drawing on social care. During the COVID-19 pandemic, the "Clap for Carers" campaign brought the contributions of care workers into the national spotlight. We believe that care workers deserve recognition, support, and advocacy for the vital work they do every day. Our mission revolves around three key pillars: crisis support, mental health initiatives, and advocacy for fair treatment, pay, and recognition.

Supporting



the
care
workers'
charity



Exercise

If you don't move it, you lose it, that's the motto for us at Newbury Manor and physical activity, no matter how small is hugely important for all of us.

Thanks to Tom our fitness instructor who came in this week and made our movement class hugely enjoyable for all.

Easter

We would like to extend our sincere thanks to Metsec in Oldbury for their incredibly generous donation of 60 Easter eggs. Their kindness has brought real joy to our residents and helped make this Easter a truly special and memorable occasion for everyone involved. Acts of generosity like this make a meaningful difference in our community, and we are very grateful for their continued support.





Fixxon provides a dignified, comfortable, durable and quick alternative to labelling all clothing and underwear, regardless of material or colour.

Our buttons will not fade or detach in the laundry but are easily removed using the remover tool provided. The buttons have an unlimited amount of re-use; you can remove and reattach the buttons to other items of clothing as much as you like.

As a home we find this system works well to reduce the amount of lost property and have been trialling it for the last few months and it has **significantly reduced the number of items going missing.**

We are advising everyone to use this system; to purchase the buttons it will be a charge of.

+ 24 buttons -£15.35 including delivery.

+ 48 buttons -£26.00 including delivery.

Buttons can be ordered online at
<https://fixxon.co.uk/product/clothes-labels/>

If you require any more information, please speak to Milly, who will be able to assist.

Complaints and Messages

If you feel the concerns require addressing as a complaint, please ask to see the senior care on duty or contact the manager, Mrs Kam Kaur, via email: manager@newburymanorhome.co.uk who will be pleased to discuss your concern and advise how they will be addressed.

Mrs Kam Kaur
Newbury Manor Care Home, Newbury Lane, Oldbury, West
Midlands, B69 1HE
TEL- 0121 532 1632

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
Newbury Manor Care Home, Newbury Lane, Oldbury, West
Midlands, B69 1HE
TEL- 0121 532 1632

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 within 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 Metropolitan Borough Council Social Services

Sandwell M.B.C, Customer Focus Team,
Sandwell Council House, Freeth Street
Oldbury, B69 3DE
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 0TT



POhWER
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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

 carehome.co.uk

