



August 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!

Saranjit Kaur – Care Assistant
Ifeyinwa Edith Alexander – Care Assistant
Richard Westwood – Kitchen Assistant
Lucy Chancellor – Domestic

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 Wednesday
- . 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,

Patricia

A Very Happy Birthday



Quote of the month:

"Enjoy the little things, for one day you may look back and realize they were the big things."

— Robert Brault

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.

If you wish for a copy of the meeting minutes, please speak to Milly in reception, who will be happy to help.



Friday 28th August 2026 at 14.00hrs

Thursday 26th November 2026 at 18.00hrs



Introduction of Staff Member



Welcome! My name is Richard.

I am a Kitchen Assistant at Newbury Manor Care Home, where I began working in July 2026. I hold a Level 3 Food Hygiene qualification and have been a Kitchen Assistant for over ten years.

I enjoy my job as a Kitchen Assistant because I like being busy in the kitchen and helping to prepare meals to a high standard. I enjoy keeping everything clean, organised, and running smoothly, and I take pride in knowing that my work helps the whole kitchen team deliver great food every day.



Staff Awards

Superior Care
Save the date
STAFF AWARDS
Nominations open!

Colleagues, friends and family will be able to nominate someone who deserves to be recognised. Nomination boxes will be available in reception at every home, or nominations can be emailed to info@superiorcareltd.co.uk

AWARD CATEGORIES

- ★ Kitchen Team Member of the Year ★
- ★ Wellbeing and Activities Team Member of the Year ★
- ★ Maintenance Team Member of the Year ★
- ★ Management Team Member of the Year (Clinical Team and Deputy Managers) ★
- ★ Nurse and Nursing Assistant of the Year ★
- ★ Senior Carer and Carer of the Year ★
- ★ Above and Beyond Award ★
- ★ Admin Team Member of the Year ★
- ★ Flourish Training Award ★
- ★ Housekeeping Team Member of the Year ★
- ★ Newcomer of the Year ★

6th November | 6pm until midnight
Location: The Waterfront Level Street, Brierley Hill, Dudley DY5 1UR

Staff, families, friends & suppliers

Our awards are back again for 2026 and we need your help.

Now located in our home are voting boxes, so if you want to shine a light on someone special, please do.

Forms and boxes can be easily located, and the categories can be seen on the graphics.

And to our valued staff members, save the date, look out your best dress or suit and we look forward to celebrating together later in the year!



AUGUST ACTIVITIES

Wednesday 5th August 2026

Pamper Day – A trip to the hairdresser salon!

Sunday 9th August 2026

Book Lovers Day – Discussions around our favourite books and reading afternoon!

Friday 14th August 2026

Afternoon Tea Week – Traditional Afternoon Tea afternoon from 2pm, tasting delicious scones and enjoying teas and coffees with a natter! All welcome!

Wednesday 19th August 2026

Cheese and wine evening – Tasting a variety of different cheeses and wines! From 6pm, all welcome!

Wednesday 26th August 2026

International Dog Day – A visit from our local therapy dog and discussions of childhood pets.

Thursday 27th August 2026

Seaside Day – Beach arts and crafts and sand art whilst enjoying tasty ice creams!

Summer Fete



Wow, what can we say! What a turnaround for our Summer Fete!

We raised more than £500 for our resident's fund and had over 100 people attended.



We would like to thank everyone who took the time to come along, from our Local Mayor to friends and families. Also, a very special thanks to our team. Without them this spectacular event wouldn't have been possible.

Nurse Assistant Course



Congratulations to our latest Flourish graduates!

Last month, we celebrated several of our amazing team members who have successfully completed our Nurse Assistants Course which is part of our internal Flourish Training Programme.

This is a fantastic accomplishment that reflects their dedication, hard work, and commitment to delivering outstanding care.

We're incredibly proud of their achievements and the passion they bring to their roles and continuous learning, every day.

Well done to everyone involved, we can't wait to see all that you'll achieve next!



A Look Back at July



A look back at July consists of giant snakes and ladders which has proved a big hit too which John won. The game provided such fun and entertainment that it's now a weekly fixture.

Suffice to say that puppet day was a real success! These funny little characters came to life to say hello and make our dear residents laugh.

In July, a regular face Coby made his second appearance with his adopted Newbury auntie and uncles. Coby a grandson of one of members of staff, will become a regular face so that our dear residents can watch and see him grow and change as the weeks go by!





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

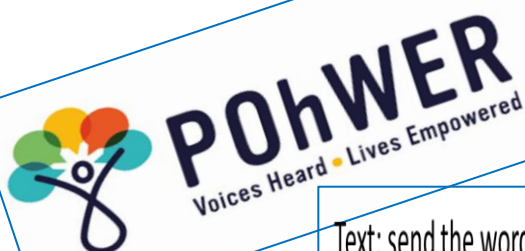
0345 3 30 30 30

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



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](https://www.skype.com/en/contacts/pohwer/advocacy)

Fax: 0300 456 2365

Post: PO Box 17943, Birmingham, B9 9PB

Leave us a review at
[Carehomes.co.uk](https://www.carehomes.co.uk)

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

