



May 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!

Carla Smith – Activities Co-Ordinator



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,

Angela, David, Margaret, Irene and Christine

A Very Happy Birthday



Quote of the month:

"May is the perfect time to take a breath of fresh air and enjoy the beauty of spring." - Debasish Mridha

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 Carla!

I am an Activities Co-Ordinator employed at Newbury Manor Care Home. I commenced my journey with Newbury Manor Care Home in April 2026.

I love my role as an Activities Coordinator, bringing joy, laughter, and meaningful moments to our residents every day is so rewarding.

If any family members have ideas or know activities your loved one enjoys, I'd love to hear from you. Your input helps make each day more personal and special.



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



MAY ACTIVITIES

Friday 8th May 2026

VE Day – Indoor Street Party at 2pm including decorating union jack flags, dad's army comedy afternoon and traditional faggots and chips for tea!

Monday 11th May 2026

Mental Health Week – Chair based yoga sessions, Music therapy and relaxed group chats.

Tuesday 12th May 2026

International Nurses Day – Arts and crafts, creating thank you cards and a 'Thank you Nurses' board.

Wednesday 20th May 2026

National Bee Day – Planting bee friendly plants and tasting locally sourced honey from Sandwell Valley.

Thursday 21st May 2026


Tea Day – Tasting a variety of different herbal teas.

Thursday 28th May 2026

Therapy exercises – Tom from G-Fitness will be visiting at 11am to do therapy exercises

Friday 29th May 2026

National Biscuit Day – Tasting a different variety of biscuits and discussing our favourite biscuits.



Gardening Week



We're thrilled and thankful to Dobbie's Garden Centre for sending us some seeds all ready for the gardening week.



What a lovely day of flower arranging it's been last week, with homemade cheerio bird feeders too.



Thank you & Donations

To everyone at Newbury Manor
my dear Friends, take the liberty of calling you all friends as
after three years that's what I feel you are.
The time has come for me to leave N.M
and seek pastures new. When I came in Feb. 2023 I arrived
with my friend Patricia. She was terrified and I was
daunted by the whole process. As it turned out it was
the best and right thing to have done. Everyone was
so kind, caring, helpful and showed great patience.
When in June I fell just outside the dining
room whilst waiting, and broke my pelvis Kane offered me

...has gone on I have been able to share those
...and you have all be so kind and helpful with
huge support.
I have done my best for every member of staff, residents
and visitors and have received support care and patience
from you all.
To go into the dining room in the morning at
breakfast and see everyone is wonderful. A smile, a kind
word, what more could you ask.
My life motto has always been
"We're all in this life to help each other"
Do this and the returns are 100 fold.
I have always been here to listen to everyone

...supports me which at times I was really
for.
When I go out to church on a Sunday morning many of you
ask me to "Say me for me"
I have prayed for everyone in N.M every day since I came
in three years ago and I will continue to do so.
Please staff, remember, we are all grateful and appreciate all
you do for us. Your hard work, dedication, and the care you show
Without you we would all be lost. So a very big thank you
to you all.
I have ordered a Forsythia shrub which will be delivered to her
who will plant it when the beautiful yellow flowers come out in early
March remember it comes with much love and many, many thanks to you all.
So always be kind to each other.
With my love and God Bless you all.
Janet
Stone. April 2026

...here. For this I shall be for every grateful.
made such a difference. Those of you who were here
at that time know it was right for me and Patricia
A few things happened in 2024 from certain relatives
of ours which caused a lot of pain and hurt.
Patricia then died. This was an experience which I
was very privileged to be a part of. After that you
supported me through all the hurt. It was not the death
but the pain of events before.
You know who you are. Those of you who got me
through. When someone sees hurt in your eyes you know
then eye.

...I can.
When you retire and live in a place like this you
have time to help, time to listen and time to care.
You have all been wonderful. I have enjoyed welcoming
and supporting new staff from abroad, here for one year
without husbands and children. Then the excitement of the
reunion.
The pregnancies we have all followed and the great joy
of a new arrival.
The deaths of loved ones when a shoulder and a hug
is needed.
Laughing, crying, anxieties etc all need to be shared
together.
I hope I have been able to support you all, staff
residents, and residents families in the same way



We would like to extend our heartfelt thanks to Janet, a much-loved former resident of our care home, for her incredibly thoughtful donation.

Before leaving us, Janet kindly gifted a beautiful tree with vibrant yellow blooms, along with a touching message that truly reflects her warmth and generosity.

Her contribution will continue to bring joy to our garden and brighten the days of both residents and staff alike.

Janet will always remain a special part of our community, and we are so grateful for the kindness she has shown. We wish her all the very best in her next chapter.



Thank you & Donations

We would like to express our sincere gratitude to the family of Jack for their generous donation of £300 to our residents' fund.

Given in Jack's memory, this thoughtful contribution is accompanied by a heartfelt message that truly honours his life and connection to our home. Their kindness will directly support activities and experiences that bring comfort, enjoyment, and enrichment to our residents.

We are deeply thankful for this meaningful gesture and will remember Jack with warmth and respect.



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
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

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

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

