

NEWBURY MANOR



November 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!

Mark Stanford – Maintenance Operative
Saffiyah Shaheen – Care Assistant



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,

Gaynor

A Very Happy Birthday



Quote of the month:

"November is the month to remind us of the beauty of letting go, embracing change, and finding warmth in the simple things."

— **C. S. Lewis**

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.



Thursday 26th November 2026 at 18.00hrs

Introduction of Staff Member

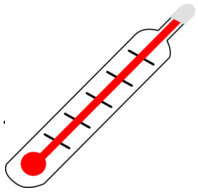


Welcome! My name is Mark.

I am the Maintenance Operative at Newbury Manor Care Home, where I began working in November 2026. I have 40 years' experience as an HRC Supervisor.

I hold qualifications in Fire Marshall, Level 4 Waste Management Operations and NVQ Level 3 in Recycling. I am hardworking, reliable and enjoy learning new skills. I take pride in my work and look forward to bringing my experience and knowledge into my new role.





Sickness

We are heading into cold and flu season!

Please be reminded if you are unwell, please consider visiting when you are better to help protect our residents.



Black County Radio

We had a special concert put on by Phil, who is the husband of June, one of our lovely ladies and Bill Spakemonn from Black Country Radio.

The residents and staff sang their hearts out and everyone had a lovely time raising money for Alzheimer’s Uk Limited.

NOVEMBER ACTIVITIES

Wednesday 11th November 2026

Remembrance Day – Please join us for a two-minute silence at 11am as we come together to remember and honour all those who lost their lives serving our country. We will remember them.

Thursday 12th November 2026

Exercise Class – Please join us at 11am as Tom from G-Fitness visits to lead a fun and enjoyable exercise class. Everyone is welcome!

Friday 13th November 2026

Kindness Day – Celebrating Kindness Day by giving thanks to our lovely staff and residents for all the kindness they share!

Tuesday 17th November 2026

Yoga Session – Please join us at 11am as Portway Lifestyle Centre visit us to lead a relaxing and enjoyable yoga session. Everyone is welcome!

Wednesday 25th November 2026

Baking – Let the Christmas festivities begin! Join us as we get into the festive spirit with some delicious mince pie baking. We look forward to a fun-filled afternoon!

Friday 27th November 2026

Pet Therapy Dog Visit – Please join us for a special visit from Moppett at 11am, our lovely pet therapy dog. Come along for some cuddles, smiles and furry fun!

Upcoming Christmas Events

Friday 4th December 2026 – Christmas Pantomime

Please join us for our annual Christmas pantomime, 'Annie', taking place in our main lounge at 1.30pm. Come along and enjoy an afternoon of fun, laughter and festive entertainment. We look forward to seeing you there!

Friday 11th December 2026 - Christmas Jumper Day

Please can we ask all staff, residents and relatives to take part in our Christmas Jumper Day, all donations go to Save the Children Charity. The best Christmas Jumper will win a prize!

Wednesday 16th December 2026 – Salvation Army

Join us for our Salvation Army Carol / Church service celebration at 11am! Come and experience the joy of the season through beautiful carols, heartfelt worship and the true message of Christmas!

Saturday 19th December 2026 - Christmas Party – 2pm – 4pm

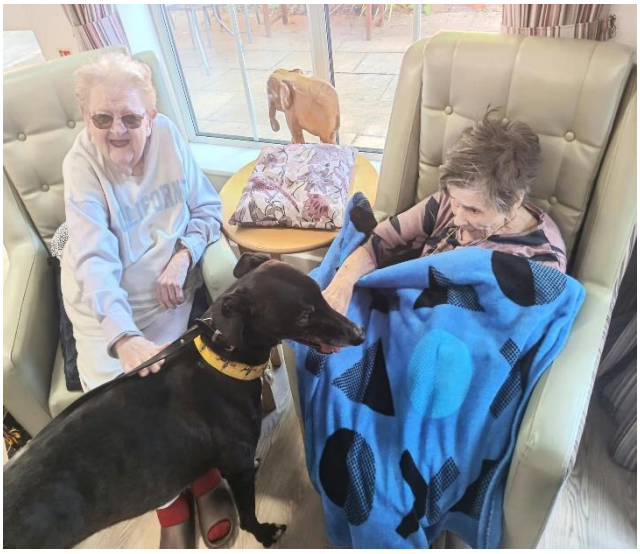
We warmly invite you to join us for our Christmas party! We will have the wonderful singer Matt joining us at 3pm, along with delicious mince pies and plenty of festive cheer. We look forward to seeing you all and celebrating together!

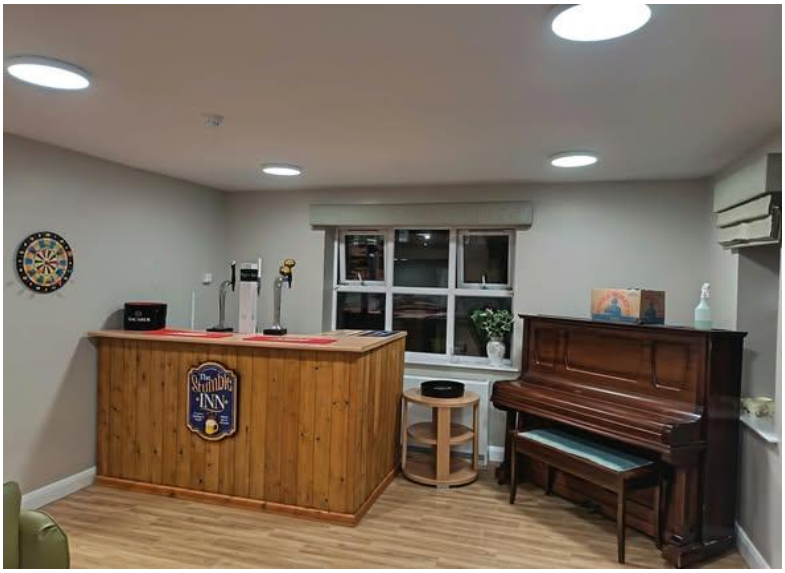
Thursday 24th December 2026 – Church / Carol Service

You are warmly invited to join us for our Christmas Eve Carol Church Service at 2pm. Come along and share in the joy of Christmas with beautiful carols, reflection and festive cheer. We would love to see you there!

A Look Back at October









Our new pub area, The Stumble Inn is officially open!

A space for residents, and relatives to socialise and relax with feelings of familiarity of life before coming to live with us.

Listening to everyone reminisce was just lovely.

Cheers!



WMCA Awards



A huge congratulations to our CEO Shindar Chall, winner of the Outstanding Contribution to Care Award and our Managing Director Amrit Sumal, winner of the Director / Owner Award.

At Superior Care (Midlands) Ltd, our vision has always been to provide exceptional, personalised care to every individual we serve, ensuring their well-being and dignity are upheld to the highest Standard's.







We also want to shine a bright spotlight on two outstanding team members, our very own Harjinder Sandhu and Katie Lees from our Worcestershire Home Court House Care Home who were shortlisted as finalists in their categories. Being recognised as a top finalist across the region is a fantastic achievement in itself and a true testament to their passion, hard work and dedication.

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 bought 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
Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA
TEL- 03000616161

You may also with 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 OTT



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

carehome.co.uk

