



October 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!

Laura Blakemore – Deputy Manager
Andrea Cope – Kitchen 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,

Malcolm, John, Julian, Valerie, Frances and Jan

A Very Happy Birthday



Quote of the month:

"In October any wonderful, unexpected thing might be possible."

- Elizabeth George Speare

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 Laura.

I am the Deputy Manager at Newbury Manor Care Home, where I began working in September 2026. I have four years of experience as a Registered Nurse and over 10 years of experience working within hospital settings.

I am passionate about providing high-quality, person-centred care and supporting both residents and staff. I love my job because every day brings an opportunity to make a positive difference in someone's life, whether that is through providing compassionate care, creating meaningful moments, or simply being there for someone when they need support.



Staff Awards

A huge thank you to everyone who took the time to nominate our amazing staff for our upcoming awards in November.

We've been absolutely delighted by the support, kind words and recognition shown to our team. It means so much to see the hard work and dedication of our staff being celebrated, and we're incredibly grateful to everyone who got involved.

Over the next couple of weeks, we'll be announcing the staff members who have been shortlisted in each award category over on our Facebook page.

So, keep your eyes peeled and make sure you're following our Facebook page, so you don't miss any of the announcements!

Good luck to everyone who has been nominated, and once again, thank you for helping us celebrate our fantastic staff!





OCTOBER ACTIVITIES

Friday 9th October 2026

World Post Day – Writing letters to a Care Home in Arizona!

Thursday 15th October 2026

International Archaeology Day – We will celebrate International Archaeology Day with an Ancient Egypt-themed session, including Egypt-inspired crafts and watching a documentary about the discovery of Tutankhamun's tomb.

Saturday 17th October 2026

World Singing Day – We'll be discussing our favourite songs and enjoying a fun sing-along session led by our very own Phil.

Monday 19th October 2026

Dementia Awareness Day – We will celebrate dementia awareness with a "Memories Through Music" session, enjoying familiar songs from the 1950s–1980s, sharing memories through photographs and objects, and finishing with a forget-me-not craft and afternoon tea.

Wednesday 21st October 2026

Apple Day – We will be Indoor planting and tasting different varieties of apples

Friday 23rd October 2026

Breast Cancer Awareness Day – Wear it Pink for Breast Cancer Awareness Day, Staff, Residents and Relatives to all wear pink and donate £1 for Breast Cancer!

A Look Back at September

Memories, where we've been looking back at the good old days and allowing the past to live again.



It's been a great month of reflection



Review Us

Had a great experience, know someone who should be recognised or you've noticed exceptional levels of care?

Then do please spare a few moments to leave us a review. Just click on the below link or pick up a review card on reception and...thank you, every positive word makes a difference!

<https://www.carehome.co.uk/review-submit/29526>



Walsall Football Club



Adam, Director at Walsall Football Club, thank you for visiting this month and catching up with a former player and dear resident of ours, Norman.

We look forward to bringing you more news from what we hope will be pitch side.



Quality Surveys

Our Quality surveys will be coming out to you by the 9th of October; these will be sent via email. If you require a paper copy, please see Milly in reception who can arrange one for you.

If you feel that something needs improving, please remember to use the comment section at the end for any suggestions.

Surveys will close on 31st October 2026!



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](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)



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