



September 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!

Rojina Khatri – Care Assistant
Ayesha Fortaleza – Registered General Nurse



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,

Edna, Thelma and Michael

A Very Happy Birthday



Quote of the month:

"Yesterday is history, tomorrow is a mystery, today is a gift — that is why it is called the present" — Eleanor Roosevelt

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 Deepa.

I am a Nursing Assistant at Newbury Manor Care Home, where I began working in October 2024. I hold a Level 3 in Health & Social Care and completed a Nurse Assistant Course which is part of our internal flourish training programme at Superior Care Ltd.

I enjoy my job as a Nursing Assistant because I find it rewarding to support residents with their daily needs, make them feel comfortable, and see them improve. I also enjoy building positive relationships with patients and their families.



Staff Vacancies

WE'RE HIRING!

Care & maintenance staff

We're looking for warm, compassionate **day and night carers** (ideally NVQ Level 1 & 2) to join the team at Newbury Manor, supporting our residents to live life to the full with dignity and independence.

Could you help keep our care home at its best? We're looking for a **Maintenance Operative** to join our team. This is a varied role with responsibility for helping ensure the home, grounds, equipment and facilities remain safe, well maintained and looking their best. From everyday repairs and maintenance to helping create a comfortable, welcoming environment for residents, you'll play a key part in the smooth running of the home.

What we offer

- Competitive hourly pay
- Paid holiday leave
- Company pension
- Free on-site parking
- Training and development opportunities
- Supportive work place



Please email:
manager@newburymanorhome.co.uk for more details

A decorative border surrounds the central text area, featuring various autumn-themed elements. On the left, there are green and yellow leaves. On the right, there are red berries and yellow leaves. At the bottom, there are more yellow and green leaves. The background of the central area is white.

SEPTEMBER ACTIVITIES

Sunday 6th September 2026

Read a Book Day – Discussions on our favourite books to read and reading a different variety of books provided by our Local Library!

Sunday 13th September 2026

Positive Thinking Day – A Day of journalling, writing down 3 things we appreciate! Discussions on our favourite memories

Wednesday 16th September 2026

Pamper Day – A trip to the hairdresser salon, please inform Milly in reception if you wish to be put on the list

Monday 21st September 2026

World Alzheimer's Day – All staff, residents and families to wear purple to show their support and donate £1 to Alzheimer's Charity

Friday 25th September 2026

Macmillan Coffee Morning – Please all join us for our annual Macmillan Coffee Morning 10am- 12pm. Yummy homemade cakes and refreshments will be on sale, to donate money to support people living with cancer

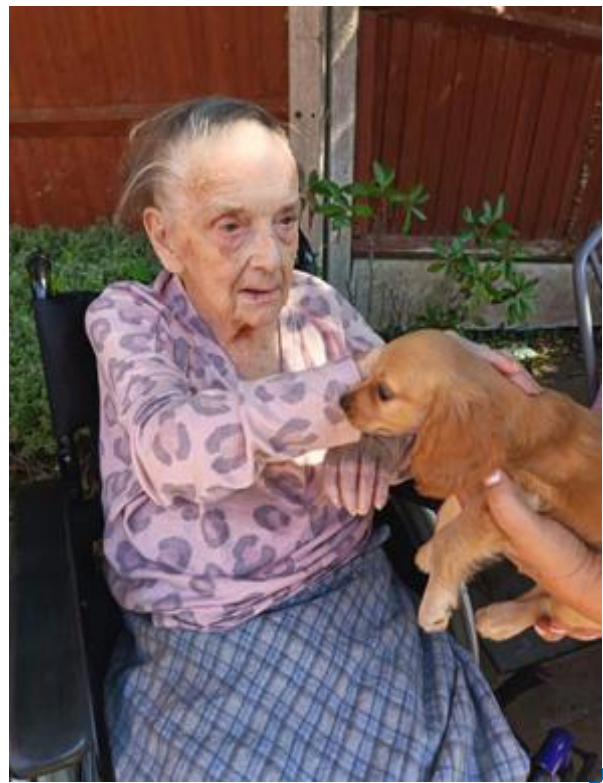
Wednesday 30th September 2026

Arts and Crafts – Decorating cupcakes and arranging bouquets of flowers

A look back at August



We've been delighted to welcome some very special animal visitors to our home recently, bringing plenty of smiles, laughter and joy to our residents. From a wonderful, feathered friend who came to brighten our day, to the extra-special surprise of Honey, a gorgeous 9-week-old puppy, these lovely visits provided moments of companionship, connection and enrichment for everyone to enjoy. It's safe to say our animal friends have certainly brought a little extra happiness into our home!



A look back at August



Professions



It might be back to school this week for many, but this week, we've been back in time, and just look at these wonderful professions. And, we don't know about you, but as soon as we asked about and wrote down each individual's job, we found ourselves looking a little more closely at our residents' faces and imagining them back in their workplaces, making and doing as they had for so many years.



Well, done to our team for such a lovely activity. We know all our dear residents loved reminiscing about their time at work.





Staff Awards

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.

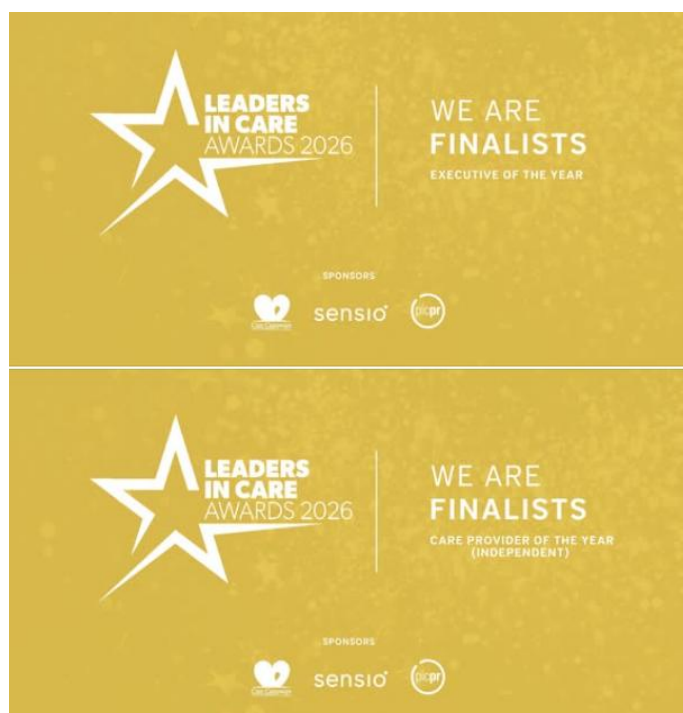
And to our valued staff members, save the date, look out your best dress or suit and we look forward to celebrating together later in the year!

We're celebrating a double shortlisting in this year's Leaders in Care Awards, a fantastic first for us!

We're incredibly proud to have been shortlisted for Care Home Provider of the Year, while our Managing Director, Amrit Sumal, has also been recognised in the Executive of the Year category.

It's wonderful recognition for us and demonstrates the hard work, commitment and care shown by our teams across the Group every day. Please do wish us luck for October, we're hoping to bring not one, but two awards home!

Care Awards





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

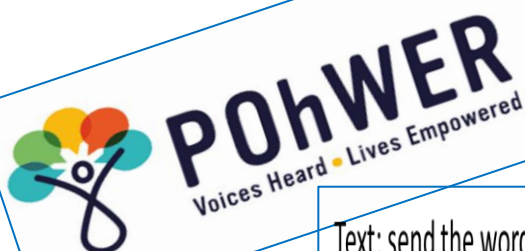
0345 3 30 30 30

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)

