Warrens Hall
Providing Excellence in Care

Welcome To Our

RESIDENTS NEWSLETTER

AUGUST 2026

A WARM WELCOME

A very warm welcome to all of our new residents. We are very excited for you join our Warrens Hall family!

- Mrs P.C
- Mrs E.H
- Mrs I.S
- Mrs J.W



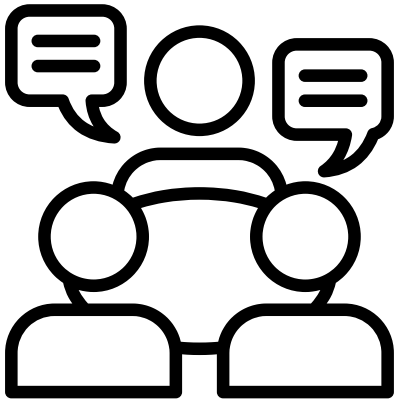


VISITING GUIDELINES

Upon arrival, all visitors must check in via our self check in tablet. This helps to ensure your safety, in the event of an emergency.
Whilst there are no set visiting times, we do ask if you could avoid meal times where possible.
Thank you

MANAGERS SURGERIES

Managers surgeries will be held every Thursday between 12:30pm and 1:30pm. This time is dedicated to service users, visitors and staff that would like to discuss any concerns they may have. Lavinia, the Home Manager has a cofidential, open door policy - so please feel free to come in and say hello.



HEADS OF DEPARTMENT

- Home Manager - Lavinia Tudora
- Clinical Deputy Manager - Chaddel Charles-Grell
- Administrator - Nikki Share
- Head of Housekeeping - Tina Lingard
- Head Chef - Gale Hill
- Maintenance - David Garrison
- Activities Coordinator - Sarah Whitehouse

PERSONAL ALLOWANCE ACCOUNTS

We can hold an account for residents personal allowance here at Warrens Hall.
This includes:

- Chiropodist (recommended every 5-6 weeks)
- Hairdresser (every other Wednesday)
- Taxis
- Small items from the shops
- Toiletries



If you wish to leave any money for your relative, please speak to Nikki on reception who accepts cash.
Please note - the Hairdresser and Chiropodist are not employed by Warren's Hall so if there is no money in your relative's account, we will not be able to put them on the list.

HAIRDRESSER

Our Hairdresser, Donna visits every other Wednesday. Please see the below prices:



- Mens Dry Cut - £9
- Ladies Dry Cut - £10
- Ladies Cut and Blow Dry - £15
- Ladies Blow Dry - £11
- Ladies Perm - £40
- Ladies Colour - £40

CHIROPODIST

Our Chiropodist, Megan recommends a vists every 6-8 weeks.
If you would like to be added to the list, please let the nurse in charge know.
Price:

- Standard Nail Cut & File - £20
- Nail Cut & File (with dressing) - £25
- Standard toenail and fingernail cut - £25



RESIDENTS AND RELATIVES MEETINGS

Please see the dates below for our Relatives and Residents meetings for 2026. Tea, coffee and cakes will be available and it will be held in the Malvern lounge.
If you wish to have a copy of the minutes, please see Nikki in Reception.

RESIDENTS MEETINGS

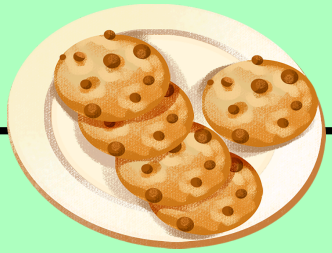
- **18/09/2026**
- **04/12/2026**

RELATIVES MEETINGS

- **14/08/2026**
- **27/11/2026**







EMPLOYEE OF THE MONTH

Congratulations to Nikki, our Administrator who has been awarded Employee of the Month for July.
Nikki joined Warrens Hall a year ago as our Administrator and has become a valued member of our team. Her kindness, helpful nature and warm smile are appreciated by staff, residents and families every day.





BIRTHDAY CELEBRATIONS



Mr K.S

From everyone at Warrens Hall
We wish you a very Happy Birthday!





1950'S THEMED SUMMER FETE!

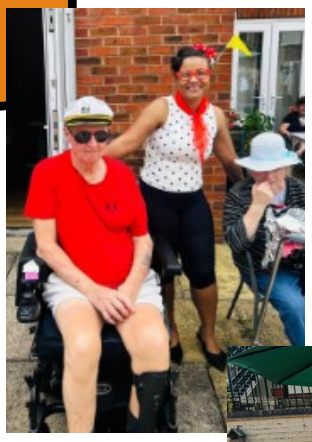


Our annual Summer Fete was a wonderful day filled with plenty of sunshine, laughter and community spirit!

Residents, families, staff and volunteers came together for games and live music with fete stalls including a tombola and raffle!

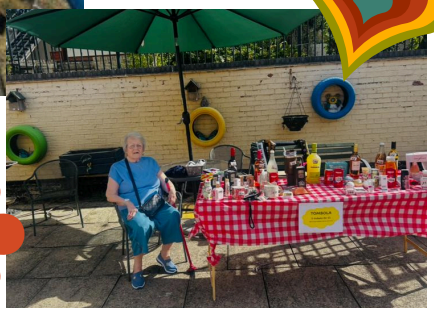


















We would like to say a huge thank you to everyone who donated items, manned the stalls and made the day so special.

We are so overwhelemed with everyone's support, and as a result we raised a huge £535.70!

FRIENDS OF WARRENS HALL

TABLE TOP SALE



We have held a table top sale selling bric-a-brac items and it has been a great success!





Residents participated in the setup and the sales of the stall and all proceeds have been added to the Residents Funds which will be spent on activities.

This is a fantastic opportunity for residents to stay engaged, socilise and take pride in running the stall themselves.



Thank you to everyone who has donated items, and to everyone who has bought items.

UPCOMING EVENTS

Come along and join your loved one in enjoying our upcoming activities and events. We'd love to see you, share some fun together and make some wonderful memories!



SATURDAY 8TH AUGUST -
INTERNATIONAL CAT DAY



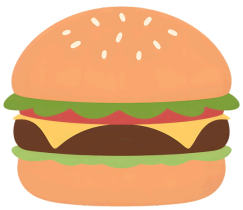
SUNDAY 9TH AUGUST -
BOOK LOVERS DAY



FRIDAY 21ST AUGUST -
WORLD SENIOR CITIZENS DAY



WEDNESDAY 26TH AUGUST -
INTERNATIONAL DOG DAY



THURSDAY 27TH AUGUST -
NATIONAL BURGER DAY



MONDAY 31ST AUGUST -
BEACH DAY

For more information on any of the events and activities in the home, please speak to our Activities Coordinator, Sarah.

Quote of the Month:



Please take a moment to leave us a review on Carehome.co.uk

carehome.co.uk



LGBT FOUNDATION

HELPLINE: 0345 330 3030

Email: info@lgbtq.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

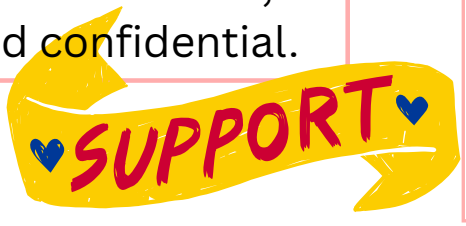
POhWER delivers information, advice, support and advocacy services throughout England. We aim to support people who face difficult issues and want to make their voice heard. All POhWER's services are free, independent and confidential.

POhWER Help Hub is open Mon-Fri 8am-6pm

Email: pohwer@pohwer.et

Telephone: 0300 456 2370

Text: Send the word 'pohwer' with your name and number to 81025



COMPLAINTS AND MESSAGES

If you feel your concerns require addressing as a complaint, please ask to see the Senior Nurse on duty or contact the Manager:

Mrs Lavinia Tudora via email on: manager@warrenshall.co.uk or via telephone on: 01384 455 202

If you are not satisfied with the response of the Manager, or you do not feel you are able to approach them for any reason - please write to:

Mrs Amrit Sumal - Responsible Person
Superior Care (Midlands) LTD, Warrens Hall Care Home, Newbury Lane, Oldbury, West Midlands, B69 1HF
TEL: 0121 740 0738

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 within 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: 0300 0616 161

You may also wish to bring any concerns to the attention of the social services as follows:

Sandwell MBC - Customer Focus Team, Sandwell Council House, Freeth Street
Oldbury, B69 3DE
TEL: 0845 3597 510

