

COURT HOUSE

October Newsletter



HALLOWEEN PARTY

Please check our activity schedule but our Halloween Party will be on the 31st October 2-3pm. Everyone is welcome to join in Fancy Dress! Prize for the best costume!

REVIEW CARDS

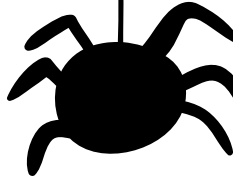
We've loved hearing some of the lovely things you had to say when nominating staff so we'd love for you to review us on carehome.co.uk. You can pick up a review card by each front door or scan the QR code!

HOME IMPROVEMENTS

You will notice some small interior changes throughout the units coming up, including flooring, curtains and painting. We will try to carry this out without causing too much disruption, but if there are any concerns please feel free to let us know!

STAFF AWARDS

A big thank you to all those who have voted for our staff for the awards in November! We will be announcing those who have been shortlisted for each category on Facebook over the next couple of weeks! Keeps your eyes peeled!



PET LOVERS CLUB

We've started a Pet Lovers Club for our residents to see everyone's pets! If you have any pets that you would be able to bring in then please let the activity staff or the office know and we can slot you in!



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WMCA AWARDS 2026

A Big congratulations to 3 of our staff for picking up nominations in the West Midlands Association Care Awards 2026.

Laura and Jess were shortlisted however Katie has made it through to be a finalist and will be attending the awards this month! Fingers Crossed!



CAR PARKING

You will now have seen that some work has begun in the car park getting ready for work to start on our new unit. This does mean that unfortunately we have now lost spaces in the car park. Please can we ask all relatives to be mindful where they park and not to block any spaces reserved for GP's and Ambulances. We appreciate this may be frustrating but we cannot have the car park being blocked wherever possible.

CAKE SALE

We will be holding a cake sale in the front car park to raise money for Macmillan Cancer Research!



**MACMILLAN
CANCER SUPPORT**

7th October, 10.30 - 12.30pm

Please come along and support the activity staff who will be outside ready to sell their cakes!

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QUALITY SURVEYS

Our quality surveys will be coming out to you by the 9th October, these will be sent via email. If you require a paper copy please let Sarah know who can arrange one.

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

Surveys will close on the 31st October.



NAME TAGS

Thank you to those who have purchased name tags, these are still available for ordering from the office.

They are £12.99 for 34 pins and fully customisable with your name.

Please remember that if you have ordered name tags please leave all new clothes with Reception so they can put the tags in. Alternatively if you want to take the tags home please let Sarah know.



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BIRTHDAYS THIS MONTH...

- 3rd Yvonne will be 76
- 3rd Trevor will be 59
- 9th Diane will be 81
- 23rd Angela will be 60



If you wish to discuss your relative's birthday please speak to the Well-Being Team who will be happy to help!

Managers surgery

Every Thursday between 2pm-3pm

You can now book a 15- minute slot with the home manager Jane for a 1-1 if you have any queries or concerns.

Please note these meetings will need to be booked through reception, these can be face to face or via telephone.

Facebook

We regularly post on our Facebook page through the week with extra information and pictures.

Please have a look and give us a follow!

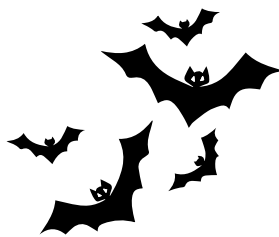


Activity Schedule

			Thursday 1st	Friday 2nd	Saturday 3rd	Sunday 4th
			Trips Out	How many have you done - lifetime challenge	Birthday celebrations	Movie Marathon + Cinnamon Roll Day
Monday 5th	Tuesday 6th	Wednesday 7th	Thursday 8th	Friday 9th	Saturday 10th	Sunday 11th
Test your senses - guess the smell	Pet Lovers Club	Macmillan Cake Sale & 1:1's	Music Bingo	Birthday Celebrations	Walks out	Church Visits
Monday 12th	Tuesday 13th	Wednesday 14th	Thursday 15th	Friday 16th	Saturday 17th	Sunday 18th
Indoor Horse Racing & 1:1's	Skittles Club Match	National Food Tasting - India	Language Club - Learn Polish with Anna	Trips Out	Country Music Day - sound track of your life	National Chocolate Cupcake Day
Monday 19th	Tuesday 20th	Wednesday 21st	Thursday 22nd	Friday 23rd	Saturday 24th	Sunday 25th
Book Club	Spa Day	National Reptile Awareness Day	Music Therapy	Birthday Celebrations	Halloween Arts and Crafts	Church Visits
Monday 26th	Tuesday 27th	Wednesday 28th	Thursday 29th	Friday 30th	Saturday 31 st	
Halloween Decorations go up	Beer and Bingo	Chocolate Tasting Day and Quiz	Animation Day - Quiz, puzzles and evening movie	Chill Out Day	Halloween Party	

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Court House

Comments, Concerns and Complaints

The staff at Court House do their utmost best to ensure that the care, service, attention, and courtesy provided to residents, their family and friends, meet the highest standards all the time. We invite feedback on our care and service, please let our staff know and comments you may wish to make.

We recognise that concerns do occasionally arise and welcome them being brought to our attention at the earliest possible opportunity. Please discuss any concerns you may have with a member of staff as soon as possible. If the member of staff is unable to address your concerns immediately, he/she will bring the concerns to a more senior member of staff who can take necessary action.

If you feel the concerns require addressing as a complaint, please ask to see the senior care on duty or contact the manager, Ms Jane Brown, who will discuss your concern with you and advise how they will be addressed.

Ms Jane Brown
Court House Care Home, 3-5 Court Road, Malvern, Worcester, WR14 3BU
TEL- 01684 572271

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, Newbury Lane, Oldbury, West Midlands, B69 1HF
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 (three working days), and a full response within 28 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

Worcester Adult Social Care
Online Referral - <https://www.worcestershire.gov.uk/council-services/adult-social-care>
TEL - 01905 768053