

# COURT HOUSE NEWSLETTER

## MAY 2026

### ACTIVITIES

This month we welcome a new co-ordinator to the activity team. Mithun has been a carer on Midsummer for the past 2 years and is looking forward to his new role within the home. So far he's been out for trips, quizzing and shopping!



### Signing In/Out

Please can we ask that relatives ensure they have signed residents out via the I pads at the front door when going out. This is to ensure that during a fire we know the resident is not on site. If you can't find the residents name please let the office know.

### Personal Allowance

Now the weather is getting ready for the the summer, trips out are back! Please can you arrange a personal allowance for your relative with the office so residents can spend some change at the café or the bakery!

### TRIPS OUT



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## NEW HOME MANAGER

At the end of April, Jane Brown started her induction and took over the home manager role within the home. Supported by the existing management team this was handed over smoothly with little disturbance to the residents and day to day running of Court House.

Jane is an experienced manager and comes highly recommended, she comes with a wealth of experience having worked in the health and social care sector for over 30 years and managing homes for the last 8.

We are having a cheese and wine evening for the residents and relatives meeting at the end of May, where you can meet Jane and ask her any questions or discuss any concerns. Please also feel free to make use of our managers surgery's every Thursday.



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## Residents and Relatives Cheese and Wine

27<sup>th</sup> May 6pm - 7pm

Please feel free to come along and have a chat with Jane, our new home manager.



### 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!



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## SUMMER FETE

It's approaching that time again where we start planning our Summer Fete and it isn't far away!! Last year was a huge success and we hope to see you all again this year.

Please put the date in your calendars and in the calendar of all your friends and families and help us raise money for our residents fund. Everybody is welcome!

**11<sup>th</sup> July 2026**

**11am – 3pm**

**Main Car Park**

- Stalls
- Food and Drinks
- Kids Games
- Face Painting

**Donations Needed:**

- Bottles – soft/ alcoholic drinks, shampoos/body wash
- Raffle Prizes
- Tombola

# ACTIVITY SCHEDULE

| 1st                                  | 2nd                         | 3rd                        | 4th                                 | 5th                             | 6th                                    | 7th                                     |
|--------------------------------------|-----------------------------|----------------------------|-------------------------------------|---------------------------------|--|---|
| Movie Day                            | Spring Painting             | World Laughter Day         | May the 4th be with you - Nail Care | Lee's birthday outings and Quiz | Music Therapy                          | 1:1's - Life Stories and All About Me's |
| 8th                                  | 9th                         | 10th                       | 11th                                | 12th                            | 13th                                   | 14th                                    |
| VE Day                               | Europe Day                  | Chill Out Day              | Quiz                                | Music Therapy                   | Brian's Birthday Skittles              | Outings                                 |
| 15th                                 | 16th                        | 17th                       | 18th                                | 19th                            | 20th                                   | 21st                                    |
| Liz's Birthday Lunch Outings & 1:1's | Ian's Birthday & Eurovision | Reminiscence               | Peter's Birthday                    | Bingo                           | Gardening and Seed Planting with Mandy | Helen's Birthday Afternoon Tea          |
| 22nd                                 | 23rd                        | 24th                       | 25th                                | 26th                            | 27th                                   | 28th                                    |
| Residents choice                     | Spring Walks/Bird Watching  | Helen and Brian's Birthday | Memory Boards                       | Musical Bingo                   | Arts and Crafts                        | John and Adrians Birthday Celebrations  |
| 29th                                 | 30th                        | 31st                       |                                     |                                 |  |   |
| Reading Day                          | Armchair Games              | Edith's Birthday           |                                     |                                 |  |   |

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## BIRTHDAYS THIS MONTH....

- On the 5<sup>th</sup> Lee will be 51
- On the 13<sup>th</sup> Brian B will be 82
- On the 15<sup>th</sup> Liz will be 61
- On the 16<sup>th</sup> Ian will be 72
- On the 18<sup>th</sup> Peter will be 75
- On the 26<sup>th</sup> Brian W will be 77
- On the 30<sup>th</sup> John will be 87
- On the 30<sup>th</sup> Adrian will be 52
- On the 31<sup>st</sup> Edith will be 96



We are happy to accommodate all residents with celebrating their birthdays with family and friends. Please speak to our activity staff who will be able to assist wherever possible. Our kitchen will make residents a birthday cake unless you would like to arrange something else, please just let us know.

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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**