



Exceptional
Excellence

Newsletter

Issue 74

April 2025

WESTCROFT NURSING HOME



Westcroft Nursing Home
Ltd

CQC overall rating

Good



18 Reviews

Contact us

Get in touch with us at the details below

**Westcroft Nursing
Home,
5 Harding Road,
Hanley,
Stoke-On-Trent,
Staffordshire,
ST1 3BQ**

Ketan.patel@3abcare.co.uk

Westcroftmanager@3abcare.co.uk

Westcroftdeputy@3abcare.co.uk

01782 287121



Ketan Patel
Managing Director (May 2008)



Hannah Scott
Deputy Manager/Clinical Lead
(Nov 2024)



Martin Rogerson
Care Home Manager (June 2019)

APRIL SPECIAL EVENTS

Visit from Zoolab with exotic animals - 3rd at 11am

Visit from Reg the therapy dog - 4th at 11am

Visit from Reg the therapy dog - 11th at 11am

Seated dance class with Amy - 14th at 11am

YMCA visit making Easter bonnets - 15th at 11am

Easter service with Paul Parker - 16th at 11am

Seated dance class with Amy - 17th at 11am

Easter celebrations at Westcroft - 20th

Visit to Harley's cafe - 24th at 10:30am

Visit from Reg the therapy dog - 25th

Musical moments with Vicky - 30th at 11am

UPCOMING BIRTHDAYS

8th - Gladys (94th)

15th - Ray (93rd)

**22nd - Margaret Fell
(88th)**

Family and loved ones are always welcome to join us for birthday celebrations in the home. Each resident will have a birthday card and birthday cake made for them by Westcroft for their birthday.

This year we have a few 'big' birthdays coming up, and we will be ensuring each resident has a special celebration for their big day. If any families would like to request the use of the quiet lounge for a couple of hours for you to have your own celebrations for your family member on the day, please contact Ketan to discuss.



Our residents love the monthly Musical Moments sessions. Our next performance is on the 30th of April.

This is such a fun way for us all to reminisce whilst having a sing and a dance!

MUSICAL MOMENTS



DANCERSIZE SESSION & ENTERTAINMENT CONCERTS



Amy is continuing to develop and adapt seated dance sessions to ensure they work for our residents. Each session, she brings new props, songs and moves which keep our residents engaged and get them moving. We will continue to review all of our activities to ensure they work well for our home and our residents. We are also welcoming new entertainers in the coming months to offer some variety for our residents.

SEATED DANCE WITH AMY

Last month we were lucky enough to have two seated dance sessions with Amy, and each session involved new and different exercises for our residents to try!



The first session involved a rainbow parachute that got our residents reaching and moving their upper bodies, whilst the second session was more focused on stretches like pushing and pulling, and got our legs moving as we tapped our feet to the music. Amy's sessions are always something to look forward to and we will continue to hold a seated dance class every month.

The Westcroft Chronicles

Breaking news: Westcroft are on tour!

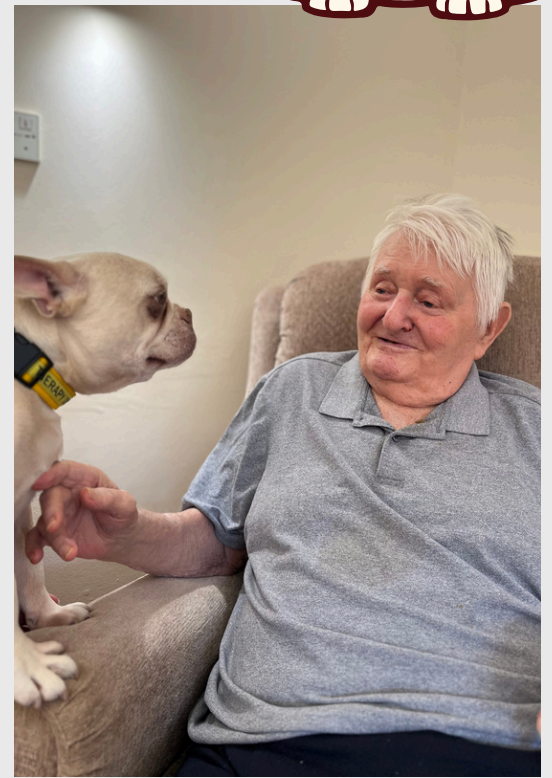
In 2025, the activities team are doing a big push on outings, ensuring that we get people out and about as much as we can. Since our last newsletter, we have taken a trip to Hanley museum, Tesco supermarket and Trentham gardens and made the most of the sunshine in our garden, we had a brilliant time. As the weather improves, we will be taking more trips to the local park and shops, as we know how important it is to get out into the community and have a change of surroundings. Next month we will be taking an outing to Harley's cafe along with some spontaneous trips, so stay tuned!



REG THE THERAPY DOG & ANGELA



Last month, Ang and Reg had to take a little break from their visits and that meant that when they returned to our home, it made it all the more special. Once I told our residents that they were returning, it brought a smile to everyone's faces and they couldn't wait to see them both again.



The impact that Reg has is truly magical, no matter how everyone is feeling his presence always brings a smile to your face. He is so calm and gentle in nature that his company puts you at ease, and our residents can't help but get excited when they know he is due to visit. Reg and Ang will continue to visit us every couple of weeks and we could not be more grateful for their time and dedication to our home.



TRIP TO TRENTHAM GARDENS AND HANLEY MUSEUM



We had a wonderful trip to Trentham gardens this month, our residents got to browse the shop and treat themselves to something they liked, as well as stopping for a spot of tea in the cafe.

Some of our residents treated themselves to plants or keepsakes, and it was brilliant to get everyone out into the community and socialising. We had some lovely moments where our residents talked about our outing as 'being with family' and it highlights how special these trips can be.

We were also able to go on an outing this month to Hanley museum, which was a real treat as we got to explore our local history as well as having a catch up in the cafe. Our residents loved looking at the different exhibits on display, and taking a bigger group along with family members made the outing feel extra special.

We encourage family members and loved ones to join us on our outings, it is an honour to be able to facilitate the forming of new memories with our residents and the people that love them.



OUR RESIDENTS ALWAYS HAVE FREE CHOICE IN REGARD TO ACTIVITIES, AND CAN ALWAYS REQUEST A DIFFERENT ACTIVITY TO DO IF THEY PREFER NOT TO JOIN IN WITH WHAT IS SCHEDULED THAT DAY.



FUNDRAISING



Thank you to everyone who has contributed to our recent fundraisers for Valentine's Day, all the money we raise goes into our residents fund, so that we can keep offering new and varied activities for our amazing residents.

Stay tuned for our upcoming Easter fundraisers, guess the name of the Easter bunny and Easter raffle! They will be released in April. Thank you in advance for your generosity and support.

RESIDENTS- RELATIVE & MONTHLY MEETINGS

Thank you to all who joined us for our February residents and relatives meeting. We value your comments, compliments and feedback so much and we can't thank you enough for your participation in these meetings. If anyone was not able to join us in the meeting but would like a copy of the meeting notes, please let Ketan know and he will get them sent to you. Our next meeting will be in June, and we will announce the date and time as soon as we can closer to the event.



GOLD

STANDARD FRAMEWORK

the gold standards
framework™
in care homes



Westcroft nursing home have embarked on a new type of training, to help us continue our work in end of life care.

The GSF Care Homes Training Programme is the most widely used training programme for all care homes in the UK, supporting all elderly residents as they near the end of their lives. Since its launch in 2004, thousands of care homes have completed the programme, and hundreds have become accredited with the well-recognised GSF Quality Hallmark Award. Over the last 20 years, GSF has provided effective end of life care training for the care team, enabling residents to live well by promoting better working with GPs and the wider community team. Hundreds of thousands of residents have benefited from GSF in their care home enabling more proactive, personalised, well-coordinated care. Demonstrating significant impact with a reduction in unplanned hospital admissions and deaths, enabling more to live and die where they choose. It is estimated that on average 80% of residents are in the last year of life and unplanned hospital admissions of residents could be avoided with care homes playing a pivotal role with an ever increasing aging population quality care is crucial for the sector now, and in the future.

Westcroft will keep you updated on our progress on this venture!

“Our aim is to enable a ‘gold standard’ of care for everyone, with any condition, in any setting, given by any care provider, at any time in a person’s last years of life”

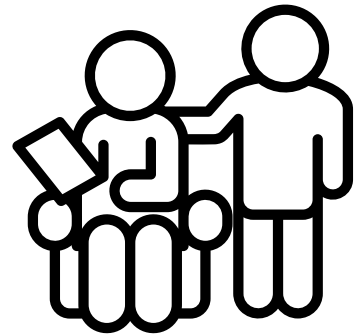
- **Gold Standard Framework**

DID YOU KNOW WE OFFER RESPITE CARE?

Here at Westcroft Nursing home, we recognise the importance of respite care. As part of our continued work in end of life care as well as our journey on the gold standard framework, we now offer short-term respite for those who need it, as well as our long-term stays. Whether it be someone in need of respite after a hospital stay, or a family who needs care for their loved one for a short period of time to allow them to recharge, Westcroft is the place for you.

If you or someone you know is in need of respite care, please do not hesitate to contact management by

**Telephone 01782 287121 or email
ketan.patel@3abcare.co.uk**



Our residents have occasional pre-booked appointments at hospital. It is much appreciated if the family members could accompany their loved ones for their appointments



We are doing a big push on trips in 2025, if you are able to accompany your loved one on a trip, please do let us know. We would love nothing more than for you to join us on our outings, so you can make new memories with your family member.

OUR SOCIAL MEDIA

Scan the QR Code to find our home. Here you can find up to date news and photographs of the Home, in the 'latest news' section under the Westcroft Nursing Home tab. We update our social media pages with photos and videos of all our events as soon as possible, to allow everyone to see what their loved ones are up to. Follow us on Facebook for more updates

@Westcroft Nursing Home

Please take a look at www.3abcare.co.uk for more information about the homes in our group.



QUESTION OF THE MONTH

We are introducing question of the month to our April newsletter to answer our most frequently asked question of the month. This month, the most FAQ is...

“How do you decide which resident attends your outings?”

And the answer is...

With the push on outings in 2025, we are trying to take our residents on as many outings as possible. We are taking advantage of the weather improving by taking residents on more spontaneous trips to some of their favourite local spots that we can walk to, as well as spending time in our lovely garden. To decide who goes on a trip, we undertake a risk assessment which is done in collaboration with the activities team, the nursing team and the management team. We do this to ensure:

- The proposed outing is safe for the resident, the accompanying staff/relatives and the general public.
- The medical needs and psychological well-being of the resident is considered and their needs met.

On the day, the final decision is made by the nursing and management team based on safety and how the resident feels on the day. Whilst we would love to take every resident on outings, this may not always be possible, as the health and well-being of our residents is always of paramount importance to us. We always take a person-centered approach to activities.

WESTCROFT REVIEWS



We asked relatives and visitors to send us reviews of our home, and this is what they said...

Wow you certainly are looking good. Thank you to all the staff .

5d Like Reply Message Hide

Wow love the nails nana 😍 thank you too all the staff for taking great care of her xx

1d Like Reply Message Hide



It's great to be stress free knowing she has the best care . Westcroft nursing home are excellent the staff are great .

1d Like Reply Message Hide

Aaah mum you look so happy ... Thankyou ladies 💕💕

1d Like Reply Message Hide

Thank you for you comments and reviews,
we have an open home policy and if there are ever any
comments, compliments, issues or concerns please come to
us as soon as you can and we will take all comments on
board, and act as quickly as possible if we need to make any
changes.

Please review us on carehome.co.uk, google and Facebook!

The 3ab care

REFERRAL PROGRAM



Do you know someone seeking a nursing home for a loved one? Refer a resident and if they come to live in our home, you will receive a reward!

You get £250 (in vouchers) if the resident you refer comes to our home for respite

You get £500 (in vouchers) if the resident you refer comes to our home permanently



Call Westcroft for more information on 01782284611



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3ab Referral Rewards



Within our organisation, we have a resident referral scheme which means we give rewards to those who refer a new resident to join our home. If you refer a resident to stay with us for respite care, you will receive £250 in vouchers and if you refer a resident to live with us permanently you will receive £500 in vouchers. Lesley, who is a relative of one of our lovely residents here at Westcroft, recently recommended our home to a friend of hers who was looking for a place for her uncle. As a result of Lesley's referral, we have had a new resident join us here at Westcroft, and we thanked her by giving her £500 worth of vouchers. We are always so grateful when people recommend our home, and if a new resident joins our home on the back of your referral you will receive some fantastic vouchers as a thank you from us!

IMPACT STATEMENT

Friday 21st March 2025



Today we took a lovely spring outing to Hanley museum with four of our residents. One of those residents was Phyllis, and we were joined by her lovely daughter Claire for the outing. Phyllis was looking forward to the trip straight away, and chatted all the way there to her daughter about what we were going and taking in her surroundings. When we got to the museum, Phyllis and Claire walked around looking at the different exhibits and Phyllis read about our local history. For Phyllis, the most impactful moment happened whilst we were sat in the cafe having a hot drink together,

In the cafe, Claire got her mum a cappuccino, and told us that at home one of her favourite things to do before she joined our home was to have a cappuccino and watch the world go by with her husband, Claire's dad. In the cafe, drink in hand, Phyllis seemed completely at ease. She sat happily chatting to her daughter and the rest of us around the table, and it was a really special experience for Claire as it was a moment of complete normality. Moments like these are why outings are so important, and we can't wait to be able to create more memories like this for our residents and their families this year.



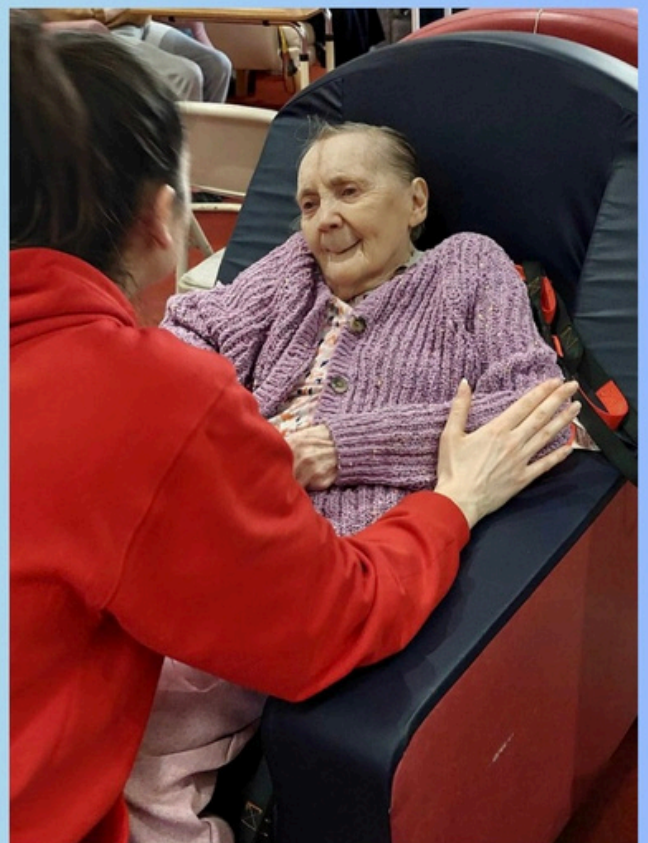
IMPACT STATEMENT

Wednesday 18th February 2025



Today we were visited by Amy to do some seated dance. Amy takes a more one-to-one approach for seated dance. This gives everyone an opportunity to enjoy doing some fun exercises within their own unique capabilities and at a pace they feel comfortable with. Amy incorporates all different methods of enjoying music and dance from tapping to the beat, moving our arms and legs to the beat and using various props to expand on movement.

Margaret really enjoyed today's seated dance, from the moment Amy went to Margaret in the lounge she really engaged with the one-to-one routine Amy provided. Margaret smiled a lot and when Amy started tapping to the beat on Margaret's shoulders, Margaret started tapping her feet with the beat too and continued to smile. You could see the enjoyment in Margaret's face by her beautiful smile!



Have a go at this



EASTER WORDSEARCH



U P H G B K E G G S
R X U M U S C E G N
I U N Y N L F P A O
T H T C N A P A M W
C A N D Y M B Z E Q
H V O F T B X P S C
I O S R H A P P Y O
C K A P R I L C O N
K W G C N T M B T K
H O P I N S U V M W




WORD LIST

APRIL
BUNNY
CANDY
CHICK
EGGS

GAMES
HAPPY
HOP
HUNT
LAMB



The background is a light blue color decorated with various Easter-themed illustrations. There are several colorful eggs in shades of orange, yellow, and white, some with black speckles. There are also green leaves and a white silhouette of a rabbit in the bottom left corner. The text is centered in a bold, black, sans-serif font.

**I think of the garden
after the rain;
And hope to my heart
comes singing,
At morn the
cherry-blooms will
be white,
And the Easter bells
be ringing!**

— *Edna Dean Proctor*