



Exceptional
Excellence

Newsletter

Issue 78

August 2025

WESTCROFT NURSING HOME



Westcroft Nursing Home
Ltd

CQC overall rating

Good



Exceptional
Excellence



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

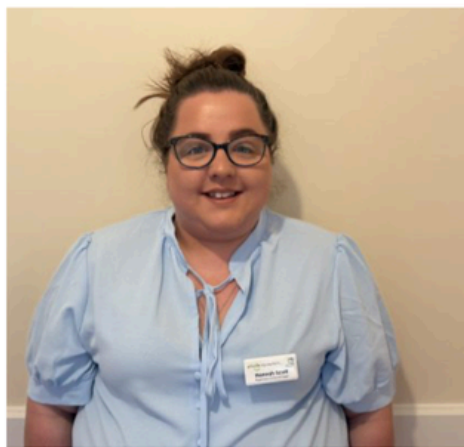
Westcroftmanager@3abcare.co.uk

Westcroftdeputy3abcare.co.uk

01782 287121



Ketan Patel
Managing Director (May 2008)



Hannah Scott
Registered Home Manager (July
2025)



**Gina Bosworth (Stars of
Social Care Awards
Winner 2024)**
Deputy Manager (August 2025)

Our team

Here at Westcroft we have had some changes in our team, Some of our staff have advanced into new roles and we have been lucky enough to welcome some new care assistants and kitchen staff with immense experience and knowledge into our team. Here are all the changes that you need to know about...



Hannah has taken Martin's position as our Home Manager

Gina has moved into position of Deputy Manager



Catherine Tellwright
Kitchen Assistant (July 2025)



Priya Nanda
Healthcare Assistant (July 2025)



Jade Wilkinson
Healthcare Assistant (July 2025)



We have also been joined by Kate in the kitchen and Priya, Jane and Jade into our care team!

A huge welcome to the team to our new starters and a massive well done to Gina and Hannah for their new positions in our Home!

AUGUST SPECIAL EVENTS

1st - Visit from Reg the therapy dog at 11am

5th - Seated dance class with Amy - 11am

**12th - Seaside day celebrations and
performance from Pantastic - 11am onwards**

15th - Visit from Reg the therapy dog - 11am

19th - Bee Day celebrations - all day

22nd - Musical moments with Vicky - 11am

29th - Visit from Reg the therapy dog - 11am

UPCOMING BIRTHDAYS

1st - Gordon's 90th

19th - Alan's 66th

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 next musical moments performance is on the 22nd of August and we can't wait to welcome Vicky back into our home! Musical moments is such a fantastic thing to be a part of and we will continue our monthly sessions throughout 2025.

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.

We have three visits coming up on
1st, 15th & 29th August with the
wonderful Reg - The therapy dog -
everyone looks forward to Reg's
visits!

REG - THE THERAPY DOG



Reg's visits always brighten
everyone's day up here at Westcroft.
His soft, sweet and gentle
temperament brings joy and comfort
to our residents. Reg loves a lot of
fuss and he's not short of that here!
After Reg's visit, we learned that Reg
enjoys a few chicken nuggets from
McDonald's on the way home - this
always gives us a giggle!



SEATED DANCE WITH AMY

Our next Seated dance performance with Amy is on the 5th of August and we can't wait to welcome Amy back into our home! Seated dance with Amy is such a fantastic thing to be a part of and we will continue our monthly sessions throughout 2025.



Amy brings such a lovely vibe to Westcroft. All of the residents look forward to her visit. Combining music with gentle exercise in a fun way is always a big hit. Amy has developed a personal-centred approach to her Seated Dance routine and works with all of our residents individually to ensure everyone can join in no matter what their capabilities, making this a great activity that everyone can freely participate in. This also gives the residents a fantastic opportunity to be creative and freestyle their exercises and dance moves!



WACKY WEDNESDAY


Our annual Wacky Wednesday celebrations were an absolute blast this year! The staff and residents rocked their wackiest outfits, from tutus to fairy wings to headbands with creatures on! Our home was decorated from head to toe with bright colours and images, and it put everyone in such a fun mood.



Our head chef Hayley went that extra mile to make the food special for the occasion and made a 4 tiered rainbow Cookie Monster cake for everyone to enjoy! We played a game of bat the balloon and even had a go at designing the wackiest hat for our creative residents. It was a fantastic day and a perfect example of how special theme days are here at Westcroft.



Musical Moments



Musical moments is always a very special thing to be a part of and last month's session was no exception. Vicky took us on a musical journey through the colours of the rainbow by singing different songs with colours in their title.

Every song got us singing and dancing, and Vicky even surprised us with some rainbow streamers, scarves and tambourines to follow along with!

Musical moments performances are not just fun, they're incredibly impactful and have a very special way of connecting us all through music. Vicky will continue to visit us every month for more musical memory making!



STOKE CITY TRUST FITNESS



Last month we were lucky enough to be visited by Stoke City Community trust for a morning of fitness, activities and trivia! It was Harry and Lewis' first visit to our home, and we were eager to see what they had in

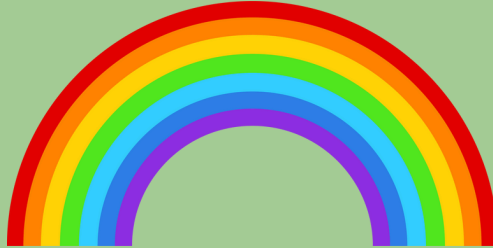
store for us.



The session was amazing and included both physical and cognitive exercise. We did so much, including giant skittles, throwing, bean bag balance, football and some cognitive trivia! It was great fun and got our muscles working as well as getting our brains thinking. We are constantly introducing new and exciting activities for our residents to see what they enjoy the most and what they engage with, and we will continue to review our schedule to make sure our residents get the most out of what we offer.



Shetland Ponies Visit



On Monday 21st July we were visited by Rebecca and Tracey from Simply Shetlands. They brought the two gorgeous Shetland ponies with them called Tinkerbell and Tallulah.

The aim of their visit was to provide our lovely residents with something different whilst offering a form of animal therapy - studies have shown that spending time with animals can really boost mood and emotions and today really showed this to be true - Westcroft was buzzing with excitement and joy!



**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



We have now launched our newest fundraiser, a seaside day tombola! In our quiet lounge you will find a prize table filled with all of the amazing prizes we have up for grabs.

Tickets are 20p each or 5 for £1 and can be purchased by speaking to either Lauren or Helen from the activities team. The fundraiser prizes will be handed out during our Seaside day celebrations, where you will also be able to buy hot dogs, burgers, soft drinks and sweet treats to raise money for our residents fund! We can't thank you enough for your support and generosity, it means the world to us and to our residents.

RESIDENTS- RELATIVE & MONTHLY MEETINGS

A huge thank you to everyone who attended our June Residents and Relatives meeting. It was fantastic to hear your feedback and compliments and we value your opinions so much.

The meeting minutes were sent to all attendees, but if you were unable to attend and would like a copy of the minutes please contact Ketan who can assist you with this.

The next meeting will be held in October and we will announce the date as soon as possible.



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”

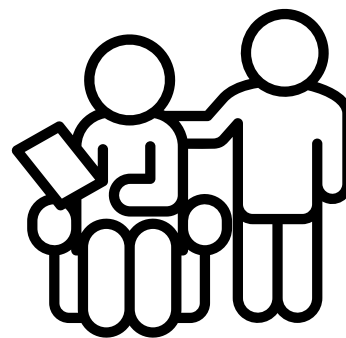
- **Gold Standard Framework**

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 monthly newsletter to answer our most frequently asked question of the month. This month, the most FAQ is...

'How do I know what my loved one has eaten and drank through the day?'

And the answer is...

Here at Westcroft, we have an open home policy which means we are always more than happy to answer questions or queries about your loved ones. We acknowledge how important it is to know that your family member is being cared for with respect and dignity as well as knowing that they're content and having the right amount of food and drink.

If you have any questions at all, we encourage you to contact us at your earliest convenience through the appropriate channels which are:

- Via telephone call to the home to speak to the management or nursing team
- A conversation in person in the home with the appropriate person

Please can we ask that no questions or queries are asked via social media, as we are unable to disclose any information regarding the residents on any social media platforms due to privacy and GDPR laws.

WESTCROFT REVIEWS



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

Well done to all of you, really great carers and so friendly



It's just great what entertainment is put on for the residents Thank you Margaret Jean xx

Your all so amazing xthankyou

Looks a fantastic day ... thank you all for going the extra mile as always ❤️❤️

Such a wonderful home 🏠💕 always finding ways to entertain the lovely people who live there ❤️❤️😊

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



ational Excell

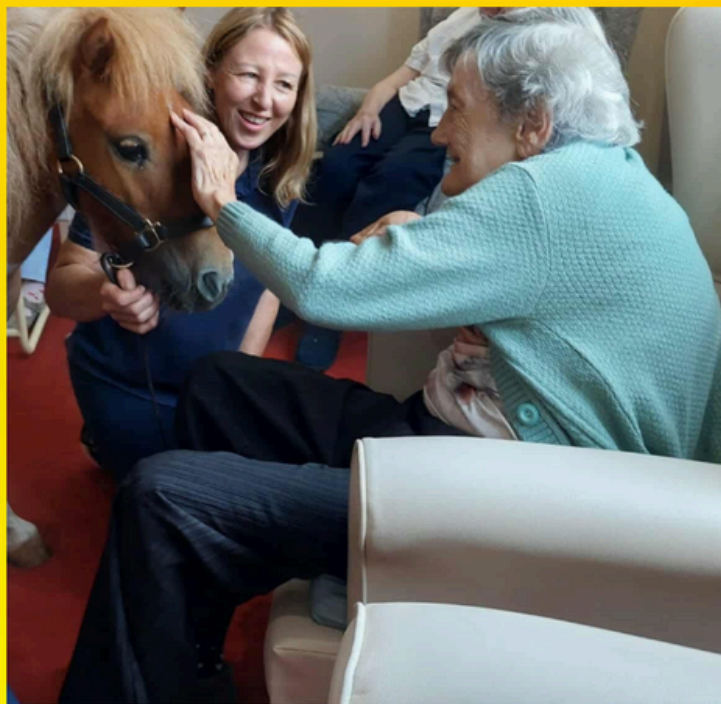
Meaningful Moments

Monday 21st July 2025



Today we were visited by Rebecca and Tracey from Shetland ponies. They brought two beautiful Shetland ponies called Tinkerbelle and Tallulah to visit us all at Westcroft. The aim of their visit is to provide our lovely residents with unique experiences whilst offering a form of animal therapy - studies have shown that spending time with animals can really boost mood and emotion and today really showed this to be true - Westcroft was buzzing with excitement and joy!

Marg couldn't believe her eyes when not one, but two beautiful ponies walked into the lounge - Marg thought she was dreaming! When Marg realised they were actually here and in the room, she couldn't wait to stroke them. Marg was filled with joy and excitement and wanted to hug them both! Seeing the look of pure happiness on her face lit up the whole room - Marg could not take her eyes off of Tinkerbelle and Tallulah - she talked with the ladies from Simply Shetlands all about the ponies and was just so comfortable with them. Marg was truly in her element with the ponies.



ALAN'S MORNING OF STOKIE FITNESS

Tuesday 15th July 2025

FITNESS



Today we were lucky enough to be joined by Harry and Lewis from the Stoke City community Trust for a morning of fitness and activities here in the home. Alan is a lifelong Stoke City fan, which you can see by his Stoke City armchair and his various Stoke shirts that he wears on a daily basis! He is a fountain of knowledge when it comes to Stokie sport, and when I told him about the community trust's visit he was very excited to see what the morning would entail.

Harry and Lewis brought us a range of different activities to do including throwing and catching, giant bowling, bean bag balance and even some trivia! The lads asked Alan to name 3 colours and of course his first response was "Red for Stoke" to which we responded, "big up the potters"!

It was so special to be able to do something for Alan that incorporated his biggest passion, and you could tell by how engaged he was that he enjoyed the activity thoroughly. Here at Westcroft we are always trying to personalise our activities so that they're more meaningful for our residents, and this morning was a perfect example of the impact that this has.



Word Search

Search for the summer words hidden in the puzzle.



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

SEA

SUNGLASSES

VACATION

WAVES

SWIM

ICE CREAM

SWIMSUIT

TRAVEL

HOT

SUNSHINE

SUMMER

We're Havin' a Grand Time at Blackpool.

Eh! we're havin' a grand time at Blackpool;
You're missin' it, you that's away;
If you've got any brass in your pocket,
Buy a ticket an' come here to-day.

We go down on th' Prom. every mornin',
To th' grand entertainments at neet,
An' between whiles we're eytin' an' drinkin',
An' enjoyin' oursel's just a treat.

It beats weyvin', an' spinnin', an' warpin',
Does this job, so just yo' come deawn;
I wouldn't have missed th' fun we're havin',
No, not if I'd spent th' last hauve-creawn.

When th' tide's on "short time" we go wadin',
(Sich legs! Yo' ne'er seed th' like afore!)
When it's full up to th' Prom, we go sailin'
A two-three odd miles out from shore.

We go dancin' on th' Pier, reet o'er th' wayter,
—Yo' know th' good owd spot, Central Pier,—
Then we p'raps go to th' Palace Theayter,
There's allus some rare gam' on theer.

We've bin to th' Tower Circus an' Ballroom;
To th' Gardens, an' seen all th' grand shows;
To th' Pleasure Beach, too—sich a place, that!
An' wheer we'll go next goodness knows.

Ay! we're havin' a rare time at Blackpool,
An' we're sorry for yo' that's away;
So, if you've five bob in your pocket,
Buy a ticket an' come here to-day.

Copyright.—A. Laycock & Co., Blackpool.

