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Reviews

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Expand	ID	Setting	Submitted Date	Publication Date	Average Rating	Review has a Reply
[-]	922012	Westcroft Nursing Home (Stoke-on-Trent, ST1 3BQ)	12 Jan 2022	18 Jan 2022	4.9	Respond

Review: Overall service is excellent. All staff are very friendly and professional. I am kept fully informed about every part of my mothers care. My mother is treated with dignity and respect at all times.

Overall Standard ★★★★★	Facilities ★★★★★	Care / Support ★★★★★
Cleanliness ★★★★★	Food & Drink ★★★★★	Staff ★★★★★
Treated with Dignity ★★★★★	Safety / Security ★★★★★	Rooms ★★★★★
Activities ★★★★★		
Management ★★★★★		
Value for Money ★★★★★		

Care Provider Verification: Verification Option: Publish **Name:** Ketan Patel **Email:** ketan.patel@3abcare.co.uk **Position:** **Date:** 18 Jan 2022 **Comment:** None

How likely would you recommend? Extremely Likely

Submitted by: Shirley W (Daughter of Resident/Service User)

Reviewer Full Name (not displayed): Shirley Wood

Submission Method: Postal Card

Review Publication Status: Published

Review Response: Not Present

[-]	920499	Westcroft Nursing Home (Stoke-on-Trent, ST1 3BQ)	6 Jan 2022	12 Jan 2022	5	Respond
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Review: Westcroft ticks my three boxes of caring for my wife, making sure she is comfortable, pain-free and treated with dignity. I have nothing but admiration for the professional and caring way that my wife is being looked after.

Overall Standard ★★★★★	Facilities ★★★★★	Care / Support ★★★★★
Cleanliness ★★★★★	Food & Drink ★★★★★	Staff ★★★★★
Treated with Dignity ★★★★★	Safety / Security ★★★★★	Rooms ★★★★★
Activities ★★★★★		
Management ★★★★★		
Value for Money ★★★★★		

Care Provider Verification: Verification Option: Publish **Name:** Ketan Patel **Email:** ketan.patel@3abcare.co.uk **Position:** **Date:** 12 Jan 2022 **Comment:** None

How likely would you recommend? Extremely Likely

Submitted by: Gerald W (Husband of Resident/Service User)

Reviewer Full Name (not displayed): Gerald Williams

Submission Method: Postal Card

Review Publication Status: Published

Review Response: Not Present

[-]	917665	Westcroft Nursing Home (Stoke-on-Trent, ST1 3BQ)	17 Dec 2021	21 Dec 2021	4.9	Respond
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Review: Superb care, amazing staff, friendly atmosphere.

My mother was there for over two years and I cannot fault anything, from the first initial viewing giving a friendly feeling to the caring staff who were always welcoming.

I liked it that they would make sure the residents were downstairs in the lounge every day (unless they were ill), where there would be daily activities keeping them occupied, and a lovely garden which in summer is a nice change from the lounge, the staff not only knew the residents but also knew their relatives.

The food was fantastic, so much variety with a separate dining area to eat in.

From day one we were told if there was anything we weren't happy with to mention it to the management, which I don't actually think we had anything to mention.

I'm so pleased we chose Westcroft Nursing Home for our mother as it was so important for my father, me and my sisters we chose correctly.

If you want a caring, friendly home for your loved one you will not go wrong at Westcroft.

Overall Standard ★★★★★
 Cleanliness ★★★★★
 Treated with Dignity ★★★★★
 Activities ★★★★★
 Management ★★★★★
 Value for Money ★★★★★☆

Facilities ★★★★★
 Food & Drink ★★★★★
 Safety / Security ★★★★★

Care / Support ★★★★★
 Staff ★★★★★
 Rooms ★★★★★

Care Provider Verification: Verification Option: Publish Name: Ketan Patel Email: ketan.patel@3abcare.co.uk Position: Date: 21 Dec 2021 Comment: None

How likely would you recommend? Extremely Likely

Submitted by: Tim L (Son of Resident/Service User)

Reviewer Full Name (not displayed): Tim Lowe

Submission Method: Website Submission

Review Publication Status: Published

Review Response: Not Present

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