



Exceptional
Excellence



Newsletter

Issue 81

December 2025

WESTCROFT NURSING HOME



Westcroft Nursing Home
Ltd

CQC overall rating

Good



Exceptional
Excellence



25 Reviews

Contact us

Get in touch with us at the details below

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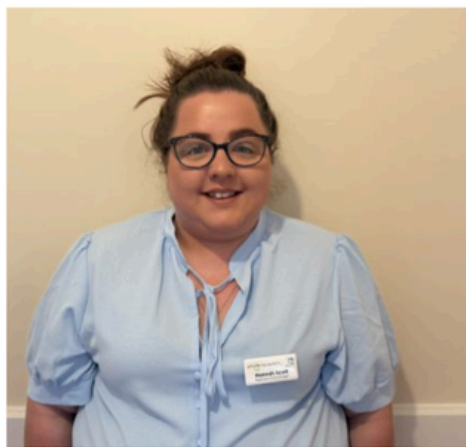
Westcroftmanager@3abcare.co.uk

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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)

Special Events

26th of November at 11am - Musical moments with Vicky

26th of November at 2pm - Trip to Hanley museum

5th of December at 11am - Reg therapy dog

7th of December afternoon - Jades festive afternoon tea

11th of December at 11am - Fitness with Chris

14th of December at 11am - Christmas decorating studio

17th of December afternoon - Christmas light switch on

18th of December morning - Service with Rev Paul Parker

18th of December at 2pm - Reg therapy dog

19th of December - Resident Christmas party, performance at 2:30 with Belle Aria and buffet (wear your Christmas jumpers!)

22nd of December at 11am - Seated dance with Amy

23rd of December all day - elf day! Card making studio

Christmas Eve at 11am - Reg therapy dog

Christmas Day

30th of December at 11am - performance with Steve Flynn

New Year's Eve Celebrations!

UPCOMING BIRTHDAYS

17th - Carols

72nd birthday

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.



We have no musical moments session in December as we have Vicky performing her special solo performance Belle Aria on the 19th of December for our Christmas party! Vicky will be joining us for musical moments every month through 2026 and we are so grateful for her incredible sessions of musical magic.

MUSICAL MOMENTS



DANCERSIZE SESSION & ENTERTAINMENT CONCERTS



Amy is continuing to develop and adapt seated dance sessions to ensure that they work for our residents. Each session, she brings new props, songs and moves which keep our residents engaged and gets everyone moving. Amy will continue to visit us throughout 2026 as it is such a well loved part of our activities schedule, and we can't thank Amy enough for her dedication and commitment to our home.

Reg the therapy dog

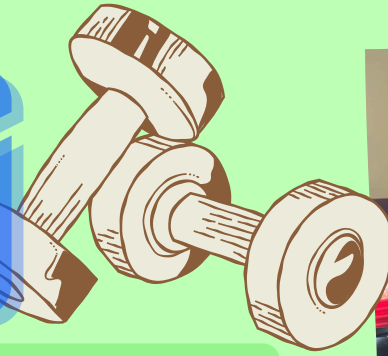


Last month we had a few beautiful visits from Reg and the lovely Ang, but the last visit was even more special as Reg wore a pudsy bear bandana for our children in need celebrations! Our residents loved seeing him all dressed up and had as many cuddles as possible, which put a smile on everyone's faces. We have an extra special visit with Reg planned this month on Christmas Eve, and we can't wait to celebrate the festive period with him and Ang as they have truly become part of our home and the Westcrot family.



FITNESS WITH

CHRIS



Last month we had another fantastic fitness session with our instructor, Chris. Chris has been working hard behind the scenes developing new and engaging exercise routines for our residents to join in with, and that was reflected in the amazing one to ones he did in the last session.



We did some beanbag throwing to work on our accuracy, we focused on grip and fine motor skills by trying to pick up items with flat hands, played some football and so much more. After Chris' sessions everyone feels so proud of what they have achieved and it is so lovely to see. Chris will continue to visit us in the home and will be focusing more on one to ones with residents in their rooms in 2026.





Westcroft Outings

As the weather draws colder, we make sure our activities schedule in the home is packed full of fun, entertainment, fitness and so much more.

Although trips take more of back seat at this time of year, we have still had some lovely outings and made new memories with our amazing residents.

We took husband and wife Margaret and Phil to church for a service and to see their friends for a matter and a brew. It was so special to accompany them as they reconnected with their childhood friends and their faith which means so much to them.

We also took a trip to our nearby Hanley Museum for a walk around the exhibits and a browse in the gift shop with Fred, Kay and Margaret and they had a fabulous time learning about our local history and wildlife.

Next year will be packed full of fantastic and meaningful outings for our amazing residents and we can't wait to see what new memories we make. If you have any suggestions for trips that you think your loved ones would enjoy, please let Lauren or the management team know and we will get organising!



LET'S GO

ADVENTURE

Bonfire night

This year was a first for us as we had our very own bonfire and firework display here at the home! We had a fire pit with marshmallow toasting, homemade hot chocolate and mulled ginger beer, beautiful campfire cupcakes made by Hayley and Jade and sparklers and fireworks for the residents to enjoy. It was a wonderful evening and the memories we made will last a lifetime. Thank you to all who joined and made donations to the residents fund during the event, next years will be even bigger and even better!



Remembrance Day

Here at Westcroft we always make sure we remember the brave soldiers who fought in the war. Many of our residents have loved ones or family members who served, and celebrating armistice day is our way of remembering and honouring those brave individuals.

This year we made our own poppies using bottle bottoms, paint and buttons. It was such an impactful morning full of stories, connection and remembrance and everyone was so proud of the beautiful poppies they had created, whilst remembering the true meaning and purpose of such an important day.





FUNDRAISING



A huge thank you to everyone who has purchased from our honesty table since we opened it, it's a great place to buy gifts or treats for yourself or loved ones, whilst supporting our residents fund at the same time! Our Christmas hamper raffle is currently live and the winners will be drawn on the 17th of December during our Christmas light switch on! There are 3 fabulous hampers to be won which would be a great treat for you or fantastic gifts for your loved ones.

All donations to our residents fund are so appreciated, we couldn't do what we do without you and all donations go towards organising trips, entertainment and new activities for our wonderful residents. A huge thank you to anyone who has also donated prizes for our bingo and competitions, it means the world to be able to treat people to a prize of their choice to brighten their day.

RESIDENTS- RELATIVE & MONTHLY MEETINGS

Thank you to everyone who joined us for our October residents and relatives meeting! It was a really informative morning with some fantastic feedback and compliments from everyone who joined, and we cant think you all enough for joining.

If you were unable to join the meeting but would like to request the meeting notes, please let Ketan know and he will email the notes across to you.

Our next meeting will be held in the new year and we will announce the date as soon as it is confirmed.



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**



Exceptional Excellence



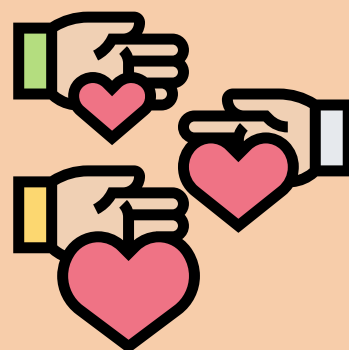
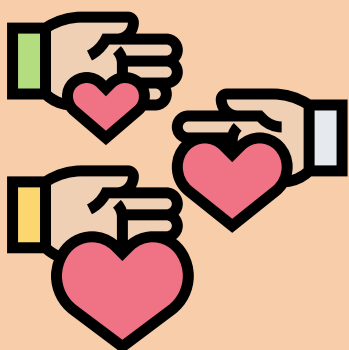
EASY FUNDRAISING

Have you heard about Easy Fundraising?

Here at Westcroft we have joined Easy Fundraising, an app and website that allows you to donate to our residents fund at no extra cost to you, whilst you shop!

Simply download the app or visit the website, shop using their link and part of your purchase gets deposited into our residents fund to help support the amazing activities we hold in our home.

Either scan the QR code or visit the app or website or app and make an account, choosing Westcroft Nursing Home Residents Fund as the cause and get spending!



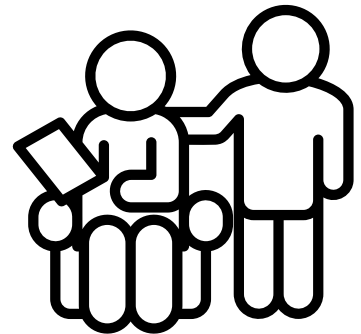
Thank you for your continued support and generosity ❤️

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...

'Are there any activities that I can do with my loved ones when I visit them?'

And the answer is...

Yes! Family and loved ones are always invited to join in with any of the activities we hold in the home, whether that is something our activities coordinators do with the residents or an external performer or entertainer visit.

But did you know that the TV unit in the lounge is filled with games and activities that you can do with your loved ones when you visit?

During your next visit to our home, take a look at our wide selection of games, colouring, wordsearches and so much more available in the lounge and create some new memories with our residents through the power of fun!

WESTCROFT REVIEWS



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

Wonderful and thank you everyone for making this possible . Means a lot to family and residents . God bless you all

Great seen the residents enjoying the entertainment once again thank you X

Love seeing everyone joining in and looking happy 😊🎅

The smiles are so beautiful to see. 😍xx

Thank you all so much for making the day special for my beautiful Nan you're all amazing the smile on her face said it all....it was perfect 😊
😊 Xx

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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MARGARET AND PHIL'S MORNING WITH THEIR CHURCH

Sunday 2nd November 2025



Today we had the pleasure of taking husband and wife, Margaret and Phil for Sunday service at Bucknall Methodist church. Margaret and Phil have been a part of this church all their lives, Margaret was a Sunday school teacher and Phil was a steward. The congregation has grown together and created some beautiful friendships, bonds which have been strengthened over the years through shared faith. Margaret and Phil often talk about how much the church means to them, which is why it was so important for us to bring them to a service together and help them to reconnect with the people that mean so much to them. When we got to church, the impact that Margaret and Phil had there is evident, as not a single person walked past them without giving them a hug and saying hello!

The service was beautiful, as it was a celebration of All Saints' Day. Phil's passion for his faith always shows, but especially when he is in Church. During the hymns he held his arms in the air and sang at the top of his lungs, and it was so lovely to see him practicing his faith and being so happy. After the service we went to the community space for a cup of tea, and Phil chatted away to everyone in the room, visiting multiple tables to make sure he had said hello to everyone there. On the way home Phil thanked us for taking him and said how important it was to them both to have been there, which was lovely to hear. It was an honour to accompany Marg and Phil this morning and we can't wait to take them again in the future.



KAY'S MUSEUM VISIT - LEARNING OUR HISTORY

Wednesday 26th November 2025



As the weather grows cooler, ensuring that we have an enriching and engaging activities schedule inside the home is of upmost importance. That being said, in the winter months we turn our attention to more spontaneous outings, making the most of the dry days and the fantastic attractions we have in our local area. We are very fortunate to live just around the corner from Hanley museum, and this afternoon we asked our lovely lady, Kay if she would like to join us for a walk around the museum and a mooch in the gift shop.

Kay is such a bubbly and charismatic person and she loves being out in the community. As we wandered around the museum she pointed to multiple different exhibits, wanting to know more about what they were and where they came from. Her favourite part was when we walked through a replica of a Victorian street where we saw an old pub with matches on the tables for cigarettes, dominoes games and a dart board up on the wall. We laughed about wanting to get fish and chips from the old chip shop, and she was smiling the whole way round. It is always lovely spending time with Kay, but seeing her so happy out and about makes it just that bit more special.



Can you colour in this Christmas scene?



Will it snow on Christmas Eve?
I think somehow it might,
But only once we're all asleep,
And Santa is in flight.

Reindeers need that snowfall
To muffle out their sound
Otherwise you'd hear them
As they pull the sleigh around.

Of course this is enchanted snow
That falls just on this night
(Whilst Santa hops from roof to roof)
Then melts before daylight.

And now it's time to go to sleep,
The Sleigh is in the skies!
But Santa's journey can't begin
Until you close your eyes.

Once we're all tucked up, asleep,
We'll let the magic in,
Then the gift of Christmas
And of giving can begin.

