



Exceptional
Excellence

Newsletter

Issue 72

February 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

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Ketan Patel
Managing Director (May 2008)



Hannah Scott
Deputy Manager/Clinical Lead
(Nov 2024)



Martin Rogerson
Care Home Manager (June 2019)

FEBRUARY SPECIAL EVENTS

Disney Day (with staff costumes) - 6th all day

Attune music therapy with performance

from Hollie - 9th at 11am

Trip to the Brampton museum - 11am on the

12th February

Visit from Reg the therapy dog - 14th at 11am

Valentines day celebrations - 14th all day

Seated dance class with Amy - 18th at 11am

Musical moments performance - 26th at

11am

Residents and relatives meeting - 27th at

2:30pm

Visit from Reg the therapy dog - 28th at 11am

UPCOMING BIRTHDAYS

Fred - 1st of Feb (84th)

Mick - 2nd of Feb (78th)

**Margaret Connor - 19th of
Feb (80th)**

**Graham - 26th of Feb
(85th)**

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 26th of February at 11am. 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.

SEATED DANCE WITH AMY

Amy joined us in January for another session of seated dance, and what a morning it was! Amy is constantly working with the activities team and the residents to change and adapt her sessions to make sure they meet the needs of our residents, and she does this by introducing new props, songs, moves and stretches to ensure everyone feels the benefit of the class and most of all - enjoy it!



Our residents had a great morning moving and stretching, and you could see the positive impact it had on everyone's mood. Amy will continue to join us every month in 2025 to keep our fitness up and to keep us dancing!

Entertainer performances



We are continually introducing new entertainers and singers to our activities schedule to ensure that we offer a variety of entertainment for our amazing residents. This month we have welcomed Terry back to our home for an afternoon of classic love songs, we had a morning of pop classics from Roy Lorenzo to celebrate Margaret and Phil's 60th wedding anniversary, another installment of musical moments and even a bagpiper to celebrate burns night! We would love to hear your suggestions of entertainers you'd like to see next!

REG THE THERAPY DOG & ANGELA



Reg and his lovely owner Ang have continued their bi-weekly visits to our home, and we couldn't be more grateful for their time and their company. Reg has such a huge impact on everyone's mood, helping us to feel calm, loved and appreciated, as Reg is always happy to see us!

Studies show that the presence of dogs can help to reduce anxiety and stress levels, and that is definitely evident for us here in the home. Reg helps us all to relax with cuddles and affection, and we will continue to welcome him and Ang to our home throughout 2025.



MARGARET AND PHIL'S 60TH WEDDING ANNIVERSARY



We were lucky enough to be able to celebrate Margaret and Phil's 60th wedding anniversary together in our home this month, with a performance of classics from Roy Lorenzo, a fantastic buffet spread by our kitchen team and lots of gifts, cards and family time. Our neighbours at the YMCA also made a cake for the happy couple to celebrate the occasion, which they were very touched by. It truly was a diamond worthy celebration and we are so blessed to have been able to celebrate it with 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 THE SCHEDULED ACTIVITY.



FUNDRAISING



Thank you to everyone who has contributed to our recent fundraisers over the festive period. We are so grateful for your generosity and any donations you make help us continue to add new and exciting activities into the activities schedule for our incredible residents.

We have just announced our two most recent fundraisers, a 'guess how many chocolates are in the jar' which can be found by the sign in tablet and 'guess the name of Cupid' which you can guess via Lauren or Helen for Valentine's Day ♥

We thank you in advance for joining in with our fundraisers, it means the world to us and to our residents.

RESIDENTS- RELATIVE & MONTHLY MEETINGS

Our next residents and relatives meeting is scheduled for the 27th of Feb at 2:30pm and we would love for you to join us. The meeting is your opportunity to give us any comments, compliments and feedback you may have. We have an open home policy and welcome any comments that we can use to improve our home and the service we provide to our amazing residents. We would really appreciate if visitors also continued to complete the feedback survey on the sign in tablet, as well as reviewing us on Facebook, carehome.co.uk and the CQC website. Our next meeting will be held in February, date to follow, we would love to see you there! Please note all staff have a monthly meeting with management to ensure the highest standards of care.



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”

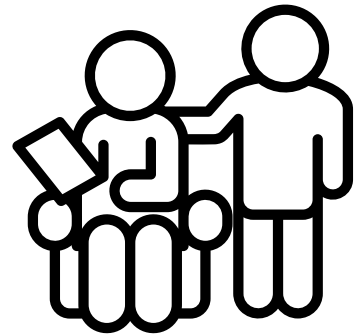
- **Gold Standard Framework**

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 'latest news' section under the Westcroft Nursing Home tab.



We try to update our social media pages with photos and videos of all our events as soon as possible to allow everyone to see their loved ones on those days. Follow us on facebook for more updates.

Please feel free to have a look at www.3abcare.co.uk. You can find information on our Homes in this group.

Westcroft Nursing Home
5 Harding Road
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WESTCROFT REVIEWS



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

★★★★★ 3 days ago **New**

When my mum first came to westcroft my siblings and I were very worried she was giving up on life as she always seemed sad living alone and didn't seem to want to eat anything which caused all kinds of health issues. Mum is actually a different woman now and is loving the food 😊 as well as the lovely staff that always seem to be going that extra mile just to make sure all the lovely residents and thier family's are happy, which you can see plainly that they are succeeding. When I visit there is always a happy face to greet me at the door and I always come away knowing mum really is be cared for so well. Thanks to all the lovely staff x

★★★★★ 5 months ago

I can't recommend westcroft nursing home enough, all the staff are fantastic with the residents their is entertainment and activities every day and so much more ! My Dad has been there since march and he has come on so much since , everyone makes you very welcome when you visit and has time for you . Well done to each and everyone of the staff.

Overall Experience ★★★★★

It's such a lovely friendly nursing home. Brilliant management and staff. The care is lovely. Everyone is friendly. You are made to feel very welcome. Nothing is too much trouble. Everyone is looked after professionally with compassion and dignity.

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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IMPACT STATEMENT

Thursday 16th January 2025



Today we spent the afternoon reminiscing on fond memories, and we did so by using our reminiscing memory packs. Our different memory packs have themes of different time periods or categories, some of vehicles, holidays, food or fashion. We give our residents the choice of which reminiscing pack they would like to look at, and today one of our residents named Jimmy asked to look through the motoring reminiscing pack.

Jimmy and I sat together in the conservatory looking through different parts of motoring history, including an advertisement booklet for a Vauxhall Viva, which is a car Jimmy used to drive. Straight away he lit up, and told me all about the cars features, how much it cost him to buy, and even the repairs he had to do on his car. He laughed about how rough the suspension was and it was lovely to see how much it lifted his mood. We were having such a great time doing the activity that I didn't manage to snap a photograph, but Jim has asked if we can look through another reminiscing pack another day as he enjoyed it so much.



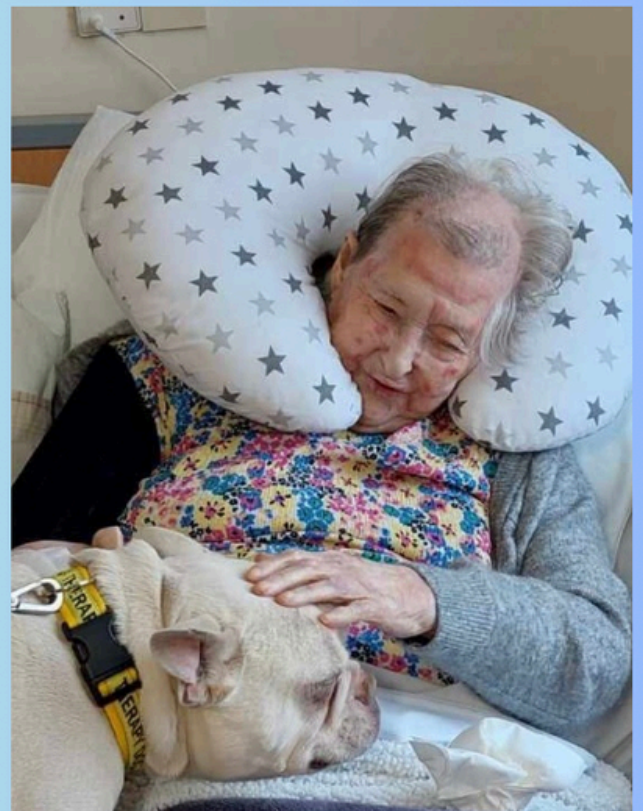
IMPACT STATEMENT

Friday 17th January 2025

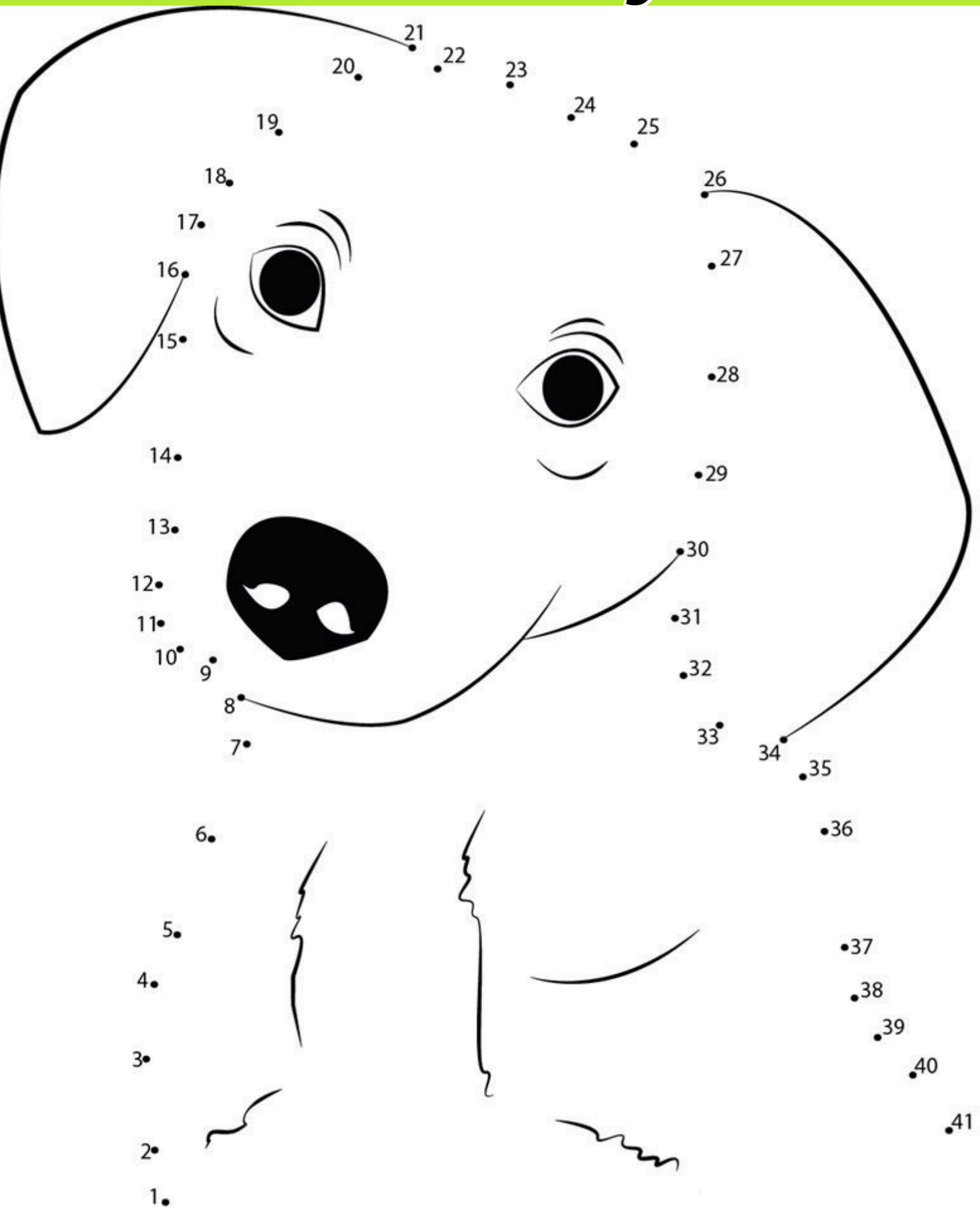


Today we were visited by Reg, the therapy dog and his handler, Angela. Reg is a regular visitor here at Westcroft and visits us Fortnightly. Reg brings great joy to our lovely residents, most of which had previously own dogs and various other pets and animals. Reg provides affectionate cuddles and loves the attention he gets from everyone here at Westcroft. His wonderful, relaxed temperament offers great comfort.

Angela and Reg visited Emily in her bedroom today. As soon as Emily saw Reg, her mood instantly lifted to one of joy. Emily encouraged Angela to place Reg next to her on her bed so she could give Reg lots of cuddles and strokes. Emily laughed so much when Reg started shuffling himself for more cuddles from her and Emily was chatting away to Reg to offer him comfort. Emily thanked us for visiting her and told us seeing Reg made her day.



Connect the dots to reveal the furry friend!



WINTER POEM

The Darkling Thrush by Thomas Hardy

I leant upon a coppice gate
When Frost was spectre-gray,
And Winter's dregs made
desolate,
The weakening eye of day.
The tangled bine-stems scored
the sky,
Like strings of broken lyres,
And all mankind that haunted
nigh,
Had sought their household fires