



Exceptional
Excellence

Newsletter

Issue 83

February 2026

WESTCROFT NURSING HOME



Westcroft Nursing Home
Ltd

CQC overall rating

Good



25 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

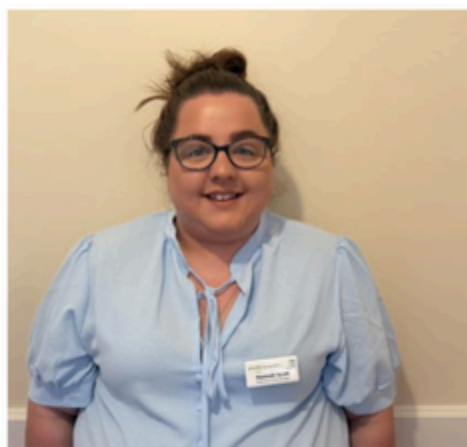
Westcroftmanager@3abcare.co.uk

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)

Special Events

- 3rd at 11am - Musical Moments with Vicky**
- 5th at 11am - Seated dance class with Amy**
- 6th at 11am - Visit from Reg the therapy dog**
- 11th at 10:30am - Fitness class with Stoke City**
- 13th at 11am - outing to Trentham Garden
centre**
- 14th all day - Valentine's Day celebrations**
- 17th - Chinese new year, the beginning of
Ramadan and Shrove Tuesday**
- 18th at 10:30am - Fitness class with Stoke City**
- 19th at 11am - One to one fitness with Chris**
- 20th at 11am - Visit from Reg the therapy dog**
- 24th at 11am - Outing to Hanley Museum**
- 24th at 2:15pm - Residents and Relatives
meeting**
- 25th at 10:30am - Fitness class with Stoke City**
- 27th at 11am - Shopping trip in Hanley
shopping centre**

CELEBRATING OUR

Team

Our amazing new bank nurse Julie has joined our team, bringing a breadth of experience and knowledge to the home. Welcome Julie!

Last month marked 20 years since our amazing housekeeper, Melanie joined the home! We are so grateful for your dedication and commitment and for always keeping Westcroft clean and tidy for our residents. Thank you Mel!



Our incredible kitchen team achieved another 5 out of 5 food hygiene rating last month and we couldn't be prouder of them. Thank you for your continual hard work and for offering the highest standards of food hygiene for our home.



UPCOMING BIRTHDAYS

Fred L (1st - 85th)

Mick (2nd - 79th)

Marg C (19th - 81st)

Graham (26th - 86th)

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.



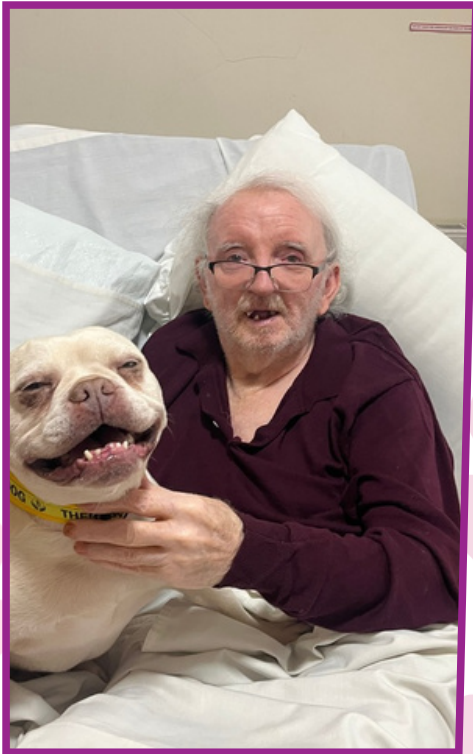
Our next instalment of musical moments is on the 3rd of Feb and we are so excited to see what Vicky has in store for us this month! She is so creative and always thinks of new ways to get us moving and grooving, and it's always a fantastic morning when she's around.

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



Whenever you speak to someone about the amazing things we do here at Westcroft, Ang and Reg always come into the conversation because they have such an incredible impact on everyone here. We are so lucky to be visited by the pair every fortnight, and they truly have become part of the Westcroft family. Last months sessions were full of affection and love and rumour has it Reg has a Valentine's Day outfit lined up for us in February!

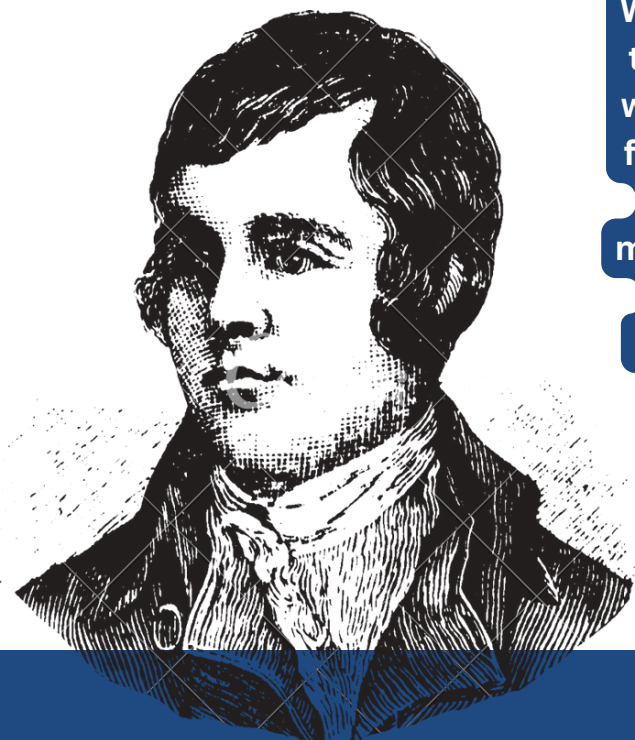


Burns night

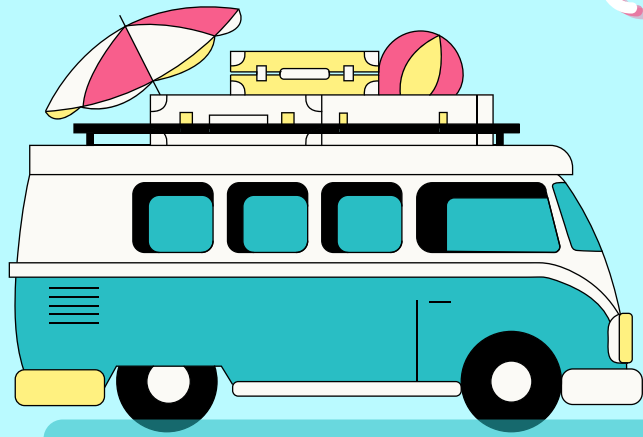
Last month we commemorated the life and work of Robert Burns by celebrating Burns night in our home. Burns night is a Scottish celebration, and our residents always look forward to learning about different cultures and traditions. As with any celebration in our home, we celebrated the day in style by decorating from top to bottom in Scottish flags and listening to the bagpipes playing on the Burns night performance on TV.



We spent the day designing our own bagpipes, reading traditional Scottish poetry and challenging ourselves with a Burns night wordsearch. Our kitchen team did a fantastic job of creating the perfect Burns night meal, complete with Haggis, neeps and tatties! Jade also made some beautiful Scottish flag cupcakes, alongside a traditional dessert called Cranachan which went down a treat. It was a fantastic day and we can't wait for next years celebrations!



Westcroft Outings



We started 2026 off with a bang by doing 3 outings in January! Despite the cold weather, we made sure that our residents got out into the community to enjoy their interests and hobbies.

Our first trip was with our lovely gent, Fred who met up with an old friend at the Spode museum and we popped into the tea room for a spot of loose leaf tea and a freshly baked cake.

We then celebrated our amazing couple Margaret and Phil's 61st wedding anniversary with afternoon tea at Bygones tea room where we reminisced about their childhood homes and adventures they have had together.

Our final outing in January was to the Brampton museum with our beautiful ladies Phyllis and Margaret to learn about our local history and visit the birds in the aviary. We love spending time with our residents and we have lots of fantastic outings planned through this year - watch this space!



Seated Dance



Our lovely seated dance instructor, Amy is a really important part of our home and she uses her knowledge and experience of our residents to personalise every session she runs. She is constantly bringing new and engaging ideas for us to try and get our bodies moving!



Last month Amy challenged us to see how we could dance whilst holding an object, so we all had a go at moving our bodies in different shapes whilst holding a ball, or mirroring one another holding hands.



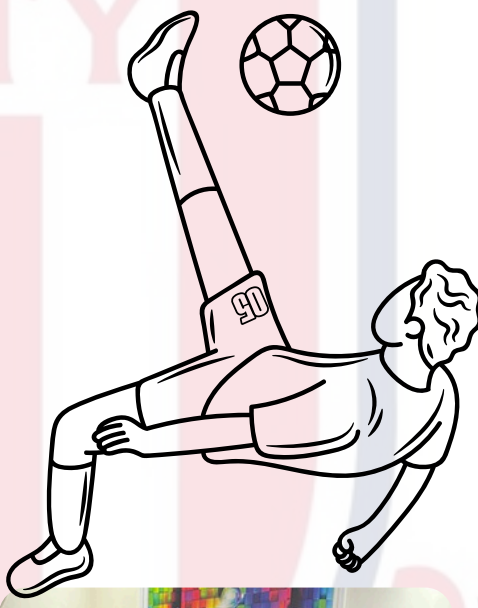
Before people meet Amy, they often have the opinion of 'I can't dance' but Amy helps everyone feel confident enough to express themselves and move their bodies in a way that feels right and natural for them, and it's a truly lovely thing to be a part of.



STOKE CITY FOUNDATION PARTNERSHIP



This year we have been fortunate enough to secure a partnership with the Stoke City Foundation, a foundation created with the sole purpose of making fitness and wellness accessible for all. Stoke City have generously partnered with Westcrot to offer us an entire year of weekly, personalised fitness sessions to get our residents moving, exercising and feeling their best. The sessions so far have been fantastic, each week is filled with new ways for us to exercise and strengthen our bodies all whilst having fun. We are so grateful to Stoke for this fantastic opportunity and we can't wait to see what the future holds for our partnership.



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



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! We are currently holding our "guess how many flowers are in the jar" fundraiser for a chance to win lots of luxury skincare and beauty products and we would love for you to take part!

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

The date of our next residents and relatives meeting has now been confirmed for the 24th of February at 2:15pm.

These meetings are your opportunity to give us any feedback, comments, compliments or concerns that you may have and we value your opinion so much. We couldn't do what we do without your continued support and these meetings are vital to ensuring that we hear your perspective.

If anyone is unable to attend the meeting but would like to read the meeting minutes, please let the activities or management team know and they will get this sent to you.



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**



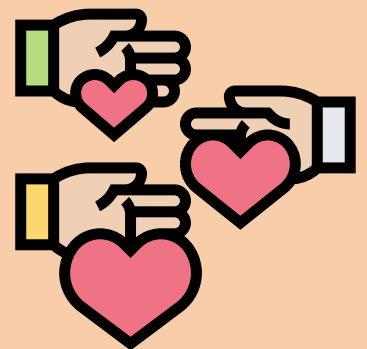
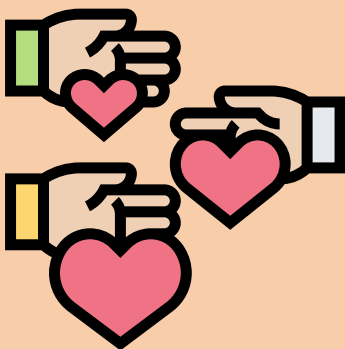
EASY FUNDRAISING

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!



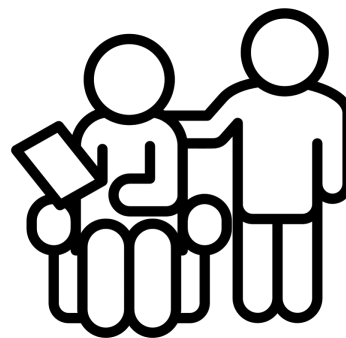
Thank you for your continued support and generosity ❤️

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...

'Can I visit during scheduled activities?'

And the answer is...

Yes! We encourage families to accompany their loved ones during any of the activities we have scheduled in the home. For some residents, seeing their families and friends getting involved is a great motivator for their engagement in an activity.

Part of what makes Westcroft such a beautiful place is the continued support and involvement from families, and we love seeing you all here to join in with the fun.

Next time we have a themed day, an entertainer or an in-house activity, please feel free to come along and get involved with the amazing things we have going on in the home ❤️

WESTCROFT REVIEWS



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

This is absolutely the best nursing home. Thank you for visiting. They look after my grandparents with such love and care

5d Like Reply

2

it really is .. they go out of there way and do a brilliant job x

Well done ladies
You're the best !!!

Always go over and above. Thank you to everyone

Overall Experience ★★★★★

The home is a friendly and helpful atmosphere the staff are exemly nice and very helpful.

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



ntional Excell

FRED'S MORNING AT SPODE MUSEUM

Saturday 3rd January 2026

WITH A SPECIAL FRIEND



Today I had the pleasure of taking our lovely gentleman, Fred to meet up with a cherished friend at the Spode museum in Stoke town. Fred always enjoys going out in the community, especially when he is meeting up with someone who means so much to him. We've visited lots of places together since he joined the home but we had never been to this museum, so we thought we would give it a try! We started off by having a wander around the displays, looking at the old pottery and the designs that Spode are famous for like the willow pattern.

We then went to the tea room where Fred enjoyed a hot cup of loose leaf tea from a Spode tea set, as well as a huge slice of cake with cream. Fred and his friend chatted throughout and Fred was laughing at how much food his friend was eating! Fred especially liked using the strainer for the loose leaf tea and said when he got back he would tell everyone that he had some 'fancy tea'! We finished off by wandering around the gift shop where Fred brought himself a milk jug, which now sits pride of place in his room. Fred had a lovely outing with a very special person and we can't wait to see what outings we go on with Fred this year.



AFTERNOON TEA TO CELEBRATE 61 YEARS OF MARRIAGE

Friday 16th January 2026

Today we have the pleasure of taking a very special couple to visit a local tea room called Bygones, described as a time capsule as it's filled to the brim with memorabilia from the 30's, 40's, 50's and 60's! Margaret and Phil recently celebrated their 61st wedding anniversary, and it felt only right that we celebrated such a special occasion not only in the home on the day but by taking a trip out to enjoy each others company! Phil loves being out and about and having a good chat over a cup of tea - so when we told him we were going to a tea room he was really looking forward to it. He isn't much for cake but said "there's nothing better than a proper cup of tea!"



The memorabilia in the tea room brought back a lot of memories for Phil, he chatted about the 'lounge' set up they had complete with television and wireless, and said he remembered having the same one as a boy. He looked so content sat next to Marg, tucking into his crumpet whilst having a giggle about the size of Margs cake! Phil chatted about the trips they had been on over the years and the different adventures they had been on together. It is so beautiful to see how in love Margaret and Phil are and to facilitate outings like this with them is truly a privilege.



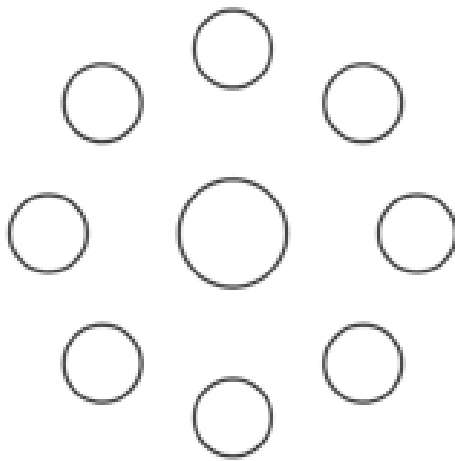


Dot to Dot

2
•
4
•
• 3

20
19
18
17
16
15
14
13
12
11
10
9
8
7
6
5
4
3
2
1

1



5
6
7
8
9

16
15
14
13
12
11
10

All The World's Alive Again

by Jennifer Gunner

The rabbit hops its gentle step
The lark sings lyric songs
All the world's alive again
Spring rights the winter wrongs.

Mother hen protects her chicks
White blossoms are in bloom
All the world's alive again
No snowy clouds to loom.

A kitten chirps her tiny mew
The child blinks his eyes
All the world's alive again
A new world crystalized.