



Exceptional
Excellence

Newsletter

Issue 82

January 2026

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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Home,
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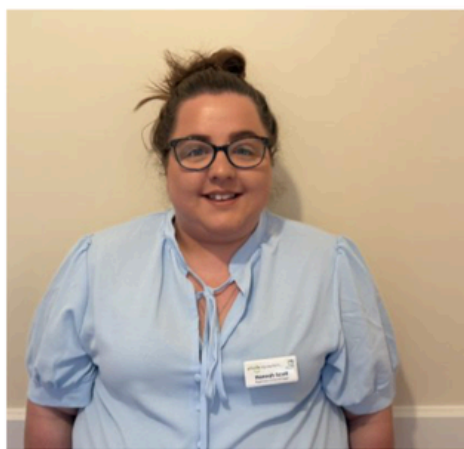
Westcroftmanager@3abcare.co.uk

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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

3rd at 11am - Trip to Spode Museum

7th at 10:30am - Stoke City seated fitness session

8th at 11am - Seated dance class with Amy

9th at 11am - Reg therapy dog and Angela Visit

14th at 11am - Musical Moments with Vicky

16th at 11am - Bygones tea room trip

21st at 10:30am - Stoke City seated fitness session

23rd at 11am - Reg therapy dog and Angela visit

25th all day - burns night

28th at 10:30am - Stoke City seated fitness session

30th at 11am - Trip to Brampton

Museum

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UPCOMING BIRTHDAYS

27th - Keith's
56th 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.



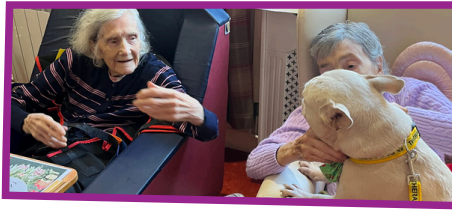
Our first Musical Moments session of 2026 is on the 14th of January at 11am, and we can't wait to see what musical magic Vicky brings into our home! Vicky will be joining us every month in the new year and will now be visiting each room too for one to one performances to make sure everyone is included.

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



Our visits from Angela and Reg the therapy dog are always a real highlight in our weeks and over the festive period they brought in some festive cheer and most importantly - cuddles! We were lucky enough to be visited by the pair on Christmas Eve where Reg wore his festive bow tie, which was a huge hit with everyone in the home. Ang and Reg will be visiting us every two weeks in 2026 and we can't wait for another year of their company and quality time.



FITNESS WITH CHRIS

Last month we had another invigorating fitness session with our lovely instructor, Chris. Chris has been working hard developing new exercise routines and schedules for our residents, especially those who stay in their rooms to ensure they get the most out of our sessions with him.



Last session Chris focused on hand eye coordination by getting us doing bean bag throwing, then we did some work on our grip and connecting thoughts with movement by catching balls with emotions on, and recreating those emotions! Each exercise we do is so purposeful and curated and that's why we love having Chris as part of our home.



Seated Dance



Every month we are visited by our lovely seated dance instructor, Amy for a morning of creative self-expression and fitness that is inclusive for everyone. Every session is unique and we are always excited to see what Amy has in store for us.



Last month Amy made our session extra festive by getting us doing Christmas themed dances like throwing snowballs, decorating the tree and having a boogie to Christmas classics!



Each one to one dance left our residents with huge smiles on their faces and the satisfaction of knowing they'd done their body some good. Amy will be joining us every month in 2026 and we are so grateful for everything she does for our home.





Christmas at Westcroft

Christmas is a magical time for family, food and fun and our Christmas celebrations here at Westcroft are truly incredible. We've had such a packed month with performances, Christmas parties, festive sessions with our dance and fitness instructors, a festive visit from our therapy dog friend and so much more. A huge thank you to all of the staff, families and loved ones who have made this time of year so special.





Christmas light Switch on!



This year we decided to take our Christmas celebrations to the next level by doing our very first Christmas light switch on and transforming our quiet lounge into a magical grotto! We spent two days building lights of every kind, from reindeers to Christmas puddings, building and decorating 4 trees in one room and even making our own illuminated archway for enter through as they entered the grotto.

The room was so bright and colourful that we knew our residents would love it, and what a magical experience it was. Every resident who went into the room had wide eyes at how much was in there, it truly is a spectacle to look at. Some of our residents even chose to spend some time in there on their own, singing along to Christmas tunes and taking in all of the beautiful scenery. We're so glad it was such a success and that everyone enjoyed the lights, and we will get our thinking caps on to make next years grotto even more magical!



Entertainers and Singers



Last month we had some fantastic entertainers in the home to celebrate for Christmas. We introduced a new singer, Michaela Farr to our home for our Christmas party and she sang an amazing array of Christmas classics for us to all have a dance to.

We also welcomed the lovely Steve Flynn back to our home for a brilliant show of oldies and goldies which got everyone singing along. Next year we will be continuing to find new and engaging entertainers to visit our home and we can't wait for another year of fun!



**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! Our Christmas hamper fundraiser was a huge success and we managed to raise a fantastic amount for our residents fund, which will all go towards making next year even more magical than this one.

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 February 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**





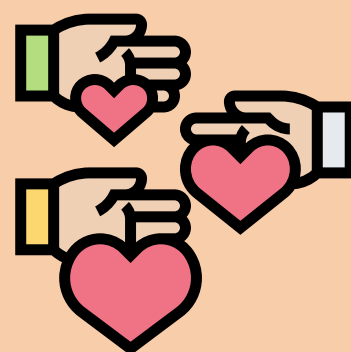
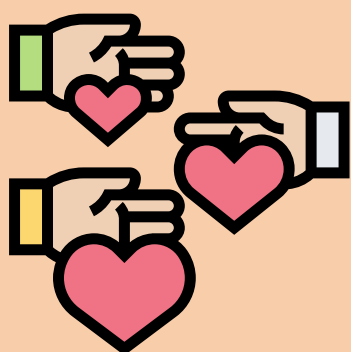
EASY FUNDRAISING

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!



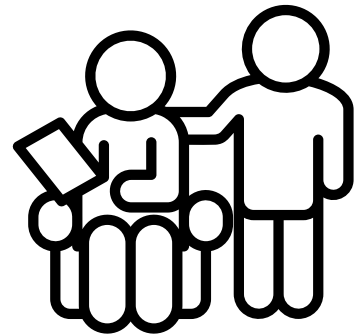
Thank you for your continued support and generosity ❤️

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 take my loved one out on a trip myself?'

And the answer is...

Yes! We encourage families and loved ones to spend as much time with our residents as they can, and that includes you taking them out on trips and outings. If you are planning to take your loved one on an outing, please let the home know so that we can speak to the nurses and ensure that we are prepared in terms of medication, and we will let the kitchen team know if they are missing a meal in the home.

We are happy for you to use one of our wheelchairs for your outing, and as long as we know in advance we will ensure that your loved one is up and ready for your arrival (with coats, hats and scarves on where required!). If your loved one is unwell or unable to go on the outing for whatever reason, we will give you a call and let you know.

WESTCROFT REVIEWS



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

Merry Christmas to everyone at Westcroft 🎅 🌲 with sincere thanks for everything you do 🙌🙌🙌🙌🙌🙌

Linda Ward

What a team. Simply the best, better than all the rest!!!!
😊🙌🙌🙌🙌🙌🙌

Thank you each and every one of you . What you all do is nothing short of your best and you always go above and beyond . You are all very special people, incredible people .

Fantastic home and a fantastic team of people that go the extra mile every day. Thank you for everything that you do ❤️❤️

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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CHILDHOOD CHRISTMAS MEMORIES WITH IRENE

Tuesday 23rd December 2025



We often find in the home that smaller, wholesome activities can have the biggest impact, and that was definitely the case during our Elf day celebrations when our lovely maintenance man Tony played the role of Santa. Tony donned his red and white suit and beard whilst all the staff dressed up as Christmas elves, and it was a day of fun and laughter for everyone in the home. Someone who particularly enjoyed the day was our lovely lady, Irene who spent her first Christmas with us this year. She loved our elf costumes, borrowing different accessories from the staff to turn herself...into an elf!

The real magic happened when Irene saw Tony (or Santa!). Tony took a Christmas card to Irene which had been made by a student at one of our local primary schools, which she adored, but she couldn't take her eyes off of our lovely Santa. She commented on how nice the suit was, how bright the colours were, and couldn't help herself but to pull him in for a hug and a kiss on the cheek. Irene was smiling from ear to ear and she talked about seeing Santa as a child, and how special it was. In that moment Irene was transported back to Christmas' of her youth and seeing her radiate happiness was truly priceless. We are so glad Irene enjoyed her first Christmas here at Westcroft - here's to many more!



PHIL'S MORNING IN THE CHRISTMAS SERVICE

Thursday 18th December 2025

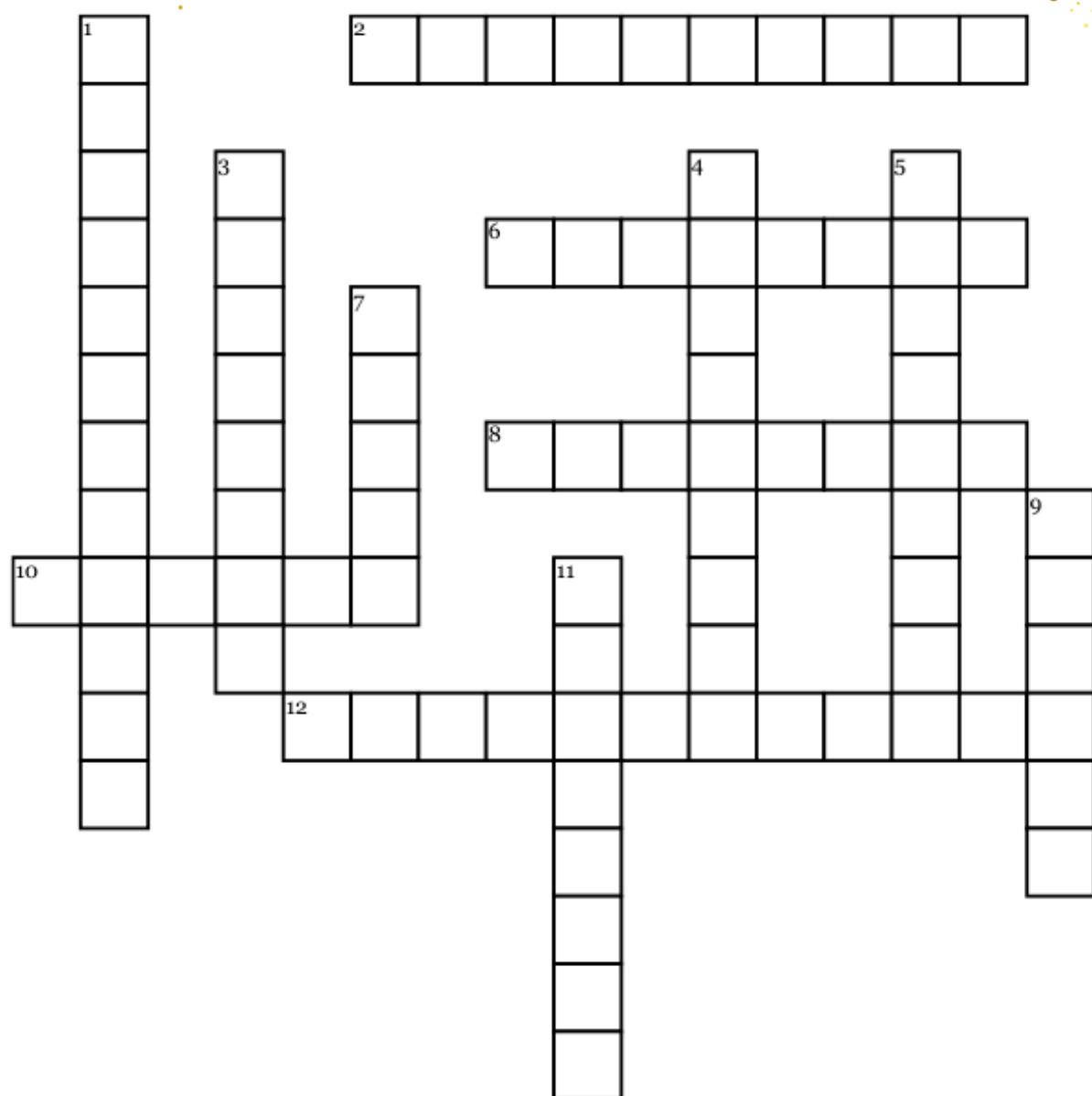


Today we were blessed to be joined by Reverend Paul Parker along with some members of his congregation for a Christmas service here in our home. We had the best turn out we've ever had for a service, and in Margaret and Phil's opinion that is due to how brilliant Paul's services are. Margaret and Phil have been dedicated members of the congregation for many years, and services like this mean the world to them. The service was truly wonderful and Phil's passion and dedication for his faith really shone through as he sang proudly to every hymn, and read along to each reading.

Phil has a long history with the church, spending time as a steward in his younger years, and he often tells us about fond memories he made with his friends in the congregation. A few members of the Church came to visit us on the day including Margaret and Phil's daughter and son-in-law, Shirley and Robert which put a huge smile on Phil's face. He chatted the rest of the day about how much they enjoyed the service and how nice it was that Margaret could follow along using the service book and writing pad, and it really showed how important events like this are for Phil to honour his faith with the people who mean the most to him.



New Year's Eve



Across

2. firm decision to do or not to do something

6. series of recollections

8. feeling or expressing overwhelming joyful excitement

10. lack of rest; feeling drowsy or

12. Popular song of New Years

Down

1. midnight

3. Final month of the year

4. right before midnight

5. activities or events celebrating a special occasion

7. social gathering of invited guests

9. good wishes before drinking

11. chart or series of pages showing the days, weeks and months

Happy New Year

**Be someone who listens, and
you will be heard.**

**Be someone who cares, and
you will be loved.**

**Be someone who gives, and you
will be blessed.**

**Be someone who comforts, and
you will know peace.**

**Be someone who lives with joy,
with purpose, as your own light
brightly shines.**

**Be, in every moment, the
special someone you are truly
meant to be.**