



Exceptional
Excellence

Newsletter

Issue 77
July 2025

WESTCROFT NURSING HOME



Westcroft Nursing Home
Ltd

CQC overall rating

Good



Exceptional
Excellence



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)

JULY SPECIAL EVENTS

**Visit from Reg the Therapy dog and Ang -
4th at 11am**

**Wacky Wednesday annual celebrations -
9th all day**

**Musical Moments performance with
Vicky - 11th at 11am**

**Fitness and activities morning with the
Stoke City Community Trust - 15th at 11am**

**Visit from Reg the Therapy dog and Ang -
18th at 11am**

**Seated dance class with Amy - 25th at
11am (STC)**

UPCOMING BIRTHDAYS

7th - Jimmy (75th)

14th - Kay (85th)

15th - Phil (81st)

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 musical moments performance is on the 23rd of July and we can't wait to welcome Vicky back into our home! Musical moments is such a fantastic thing to be a part of and we will continue our monthly sessions throughout 2025.

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. We are also welcoming new entertainers in the coming months to offer some variety for our residents.

SEATED DANCE WITH AMY

We had another fantastic visit from Amy for a seated dance class last month! During this class, she asked our residents what their favourite music was and danced with them to their favourite tunes. This is one of the many ways Amy personalises her classes to get everyone involved and engaged, and it really makes all the difference!



Each visit by Amy is better than the last and the rapport she has with each of our residents is just fantastic. Amy will continue to visit us every month for fitness, creative dance and self expression.

GO'S

Day at Westcroft

GROOVY



We had a fantastic day last month for our 1960's day celebrations. The whole home got involved with groovy outfits and flower crowns, and tucked into some funky cakes made by our kitchen team. We also had an amazing 60's performance by Gerry which got us all moving and grooving!

Our themed days are such a special thing to be a part of and the smiles on our residents faces when they see us dressed up and the home decorated is priceless. Our next themed day is wacky Wednesday and we hope to see you there!



Ascot games

Here at Westcroft, we are always looking for new and exciting things to add into our activities schedule. This year, we did just that by celebrating Ascot! As well as sitting back and watching the race on television, we stepped it up a notch and had a go at horse racing ourselves!



We used our new horse racing game, and made our guesses on which horse would win.

Everyone got involved, and it became a group activity, with everyone in the room shouting their guesses and leaning over eagerly to see who won!

Everyone who joined in won a prize and it was a lovely way to celebrate such a prestigious event in the calendar as well as getting everyone together as a group for some fun!



Armed Forces DAY



Last month we celebrated Armed Forces day to commemorate the service of our men and women in the military. Many of our residents either served themselves or had loved ones who served, as well as our staff members, and we always celebrate days such as this to honour their service, bravery and dedication. We started the day by casting our minds back in time by looking at wartime memorabilia and food packages. Our residents are such interesting people and they can tell you so many stories about their experiences, especially rationing and how far they had to stretch their food!

We spent the rest of the day chatting about memories and singing to some wartime classics including the incredible Dame Vera Lynn and the home erupted in song.

We had a beautiful, impactful day.



We will miss you

good luck

Last month we said goodbye to our fantastic manager, Martin. We held a party in our Home to commemorate Martins work and dedication to this home since he joined us as Manager.

Since joining the company, Martin has continually helped us to grow and develop as a home by implementing new ideas and training, as well as being a continual support and guide for our staff.

Whilst we are incredibly sad to see Martin leave, we are so grateful for all he has done for our home and he will continue to visit us for special events and themed days to see us all! A huge thank you from the whole team at Westcroft for everything you have done for us, don't be a stranger and we wish you all the best of luck with your new adventure ♥





FATHER'S DAY

This year we celebrated Father's Day in style, with a special performance from singer Steve Flynn. It was a really special day, the home was filled with family and you could tell that the men in our home are so important to their loved ones.



Steve performed some 'dad rock' classics as well as some hits that everyone knows and loves, and everyone was treated to some lovely Father's Day muffins made by our kitchen team. Part of our ethos at Westcroft is making sure that every resident feels acknowledged and appreciated, and we make days like this just that extra bit special to ensure just that.

**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



Another massive thank you for your kind donations for our 'time for a cuppa' fundraiser day - we managed to raise £141.25 for the charity which was amazing and we couldn't have done it without your support and generosity. The foundation is fundraising for such an incredibly important cause and it is something that everyone here at Westcroft holds dear to them.

Our next big fundraiser will be held in August with our Seaside day tombola and BBQ and we can't wait to see you there!

RESIDENTS- RELATIVE & MONTHLY MEETINGS

A huge thank you to everyone who attended our June Residents and Relatives meeting. It was fantastic to hear your feedback and compliments and we value your opinions so much.

The meeting minutes were sent to all attendees, but if you were unable to attend and would like a copy of the minutes please contact Ketan who can assist you with this.

The next meeting will be held in October and we will announce the date as soon as possible.



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”

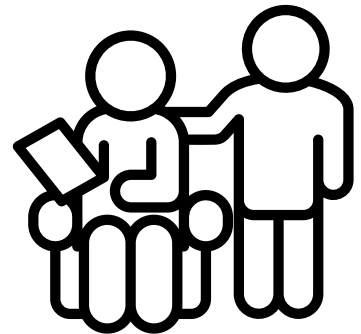
- **Gold Standard Framework**

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 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 April newsletter to answer our most frequently asked question of the month. This month, the most FAQ is...

'Who do I contact if I have a query about my loved one?'

And the answer is...

Here at Westcroft, we have an open home policy which means we are always more than happy to answer questions or queries about your loved ones. We acknowledge how important it is to know that your family member is being cared for with respect and dignity as well as knowing that they're content and having fun!

If you have any questions at all, we encourage you to contact us at your earliest convenience through the appropriate channels which are:

- Via telephone call to the home to speak to the management or nursing team
 - A conversation in person in the home with the appropriate person
- Please can we ask that no questions or queries are asked via social media, as we are unable to disclose any information regarding the residents on any social media platforms due to GDPR policies and out of respect for our residents' privacy.

WESTCROFT REVIEWS



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

‘Dad is really well looked after at Westcroft and staff/managers are very respectful and caring of everyone's individual needs. Permanent staff get to know everyone quickly and are very welcoming when visiting, and can't do enough for you’

‘Couldn't be happier with the level of care given by all the staff. They are always very friendly and welcoming when we visit and keen to let us know how mum has been and what she's done or said since we last visited.’

Thank you for your 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

Wednesday 17th June 2025



This morning we took advantage of the sunshine and took a trip to Hanley Market. Fred and I planned this outing as he had mentioned that he would like a new mug for him to drink his tea from at home. The week before the trip, Fred told everyone he saw about his upcoming outing and about how much he was looking forward to it. It made it all the more special that he was going on the trip with his friend from our home, Cliff.

We took a leisurely stroll into Hanley and visited the markets first, having a good mooch at what was on offer! We then stopped for an obligatory pot of tea and a packet Quavers, which Fred loves. We all had a natter together and then carried on with our hunt for a new mug for Fred. Fred didn't find a mug that caught his eye in the markets, so we visited a charity shop nearby and he found a Laura Ashley mug with a lovely matching tin and he was sold! It was so nice to see how pleased Fred was with his new purchase, and he chatted the rest of the day about how much he had enjoyed the morning out with his friends.



IMPACT STATEMENT

Wednesday 17th June 2025



This morning we took advantage of the sunshine and went for a walk into Hanley to visit the markets with our lovely gents Fred and Cliff. Cliff loves being outdoors in the sun, so we knew he would enjoy getting out in nature on the journey to our destination. Whilst it took a bit of convincing to get Cliff on board with the idea, once we were chatting together on the walk there about what we could look at in Hanley, we could tell that he was having a good time.

We went for a walk around the markets to begin with, and then stopped for a cup of tea and a slice of Victoria sponge in the cafe which Cliff thoroughly enjoyed. Whilst sat around the table, Cliff told us 'it's actually really nice here' and had a big smile on his face. He also found out today that he is quite partial to a packet of quavers! The real highlight of today for Cliff was the walk back in the sun, as it had become a lot warmer and he could feel the sun on his skin. He talked all the way home about how nice and warm it was, and he relaxed in the sunshine in the conservatory for the rest of the day.





Wild Animals

WORD SEARCH

Can you find the months hidden in the puzzle?
Once you find them, say or write them in order.



E	L	E	P	H	A	N	T	R	E	R	S
C	A	I	G	N	I	A	H	O	B	T	T
S	Q	D	O	N	M	O	U	S	E	N	I
Q	A	P	N	N	E	D	O	S	A	I	G
U	G	A	A	T	P	C	E	B	R	C	E
I	S	R	U	G	U	D	L	E	T	K	R
R	T	R	G	H	I	P	P	O	I	R	B
R	A	O	U	B	R	R	H	I	N	O	E
E	C	T	S	B	O	C	A	O	S	E	D
L	A	V	Z	E	B	R	A	F	Y	L	S
E	F	C	U	N	F	L	T	J	F	L	Y
T	M	O	N	K	E	Y	R	Y	A	E	Y



BEAR

MOUSE

ELEPHANT

RHINO

TIGER

PARROT

SQUIRREL

HIPPO

LION

GIRAFFE

MONKEY

ZEBRA

fAmILy

A family is a circle,
the connection never ends,
Even if it tires or breaks,
in time it always mends.

A family is like the stars
Somehow, they're always there,
Families are those who help
Who support and always care.

A family is like a book
The endings never clear,
But through the pages of the book
Their love is always near.

