



Exceptional
Excellence

Newsletter

Issue 75

May 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

**Westcroft Nursing
Home,
5 Harding Road,
Hanley,
Stoke-On-Trent,
Staffordshire,
ST1 3BQ**

Ketan.patel@3abcare.co.uk

Westcroftmanager@3abcare.co.uk

Westcroftdeput3abcare.co.uk

01782 287121



Ketan Patel
Managing Director (May 2008)



Hannah Scott
Deputy Manager/Clinical Lead
(Nov 2024)



Martin Rogerson
Care Home Manager (June 2019)

MAY SPECIAL EVENTS

**Time for a cuppa fundraiser day with visit
from our local fire service - 3rd 11am
onwards**

**VE day celebrations with performance
from Steve Flynn and street party buffet -
8th 11am onwards**

Visit from Reg the therapy dog - 9th 11am

**Musical moments performance - 13th at
11am**

Seated dance class with Amy - 16th at 11am

**Singing through the 40's to 80's with
Nancy Fox - 27th at 11:15am**

UPCOMING BIRTHDAYS

8th - Julie (75th)

25th - Roofi (80th)

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 Westcrot 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 13th of May 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. We are also welcoming new entertainers in the coming months to offer some variety for our residents.

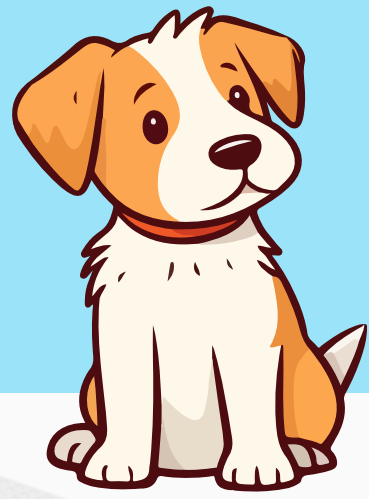
SEATED DANCE WITH AMY

Last months seated dance session with Amy was a particularly special one, as she focused her attention on getting residents involved that don't always join in with the scheduled activities. Amy has a real talent at making our residents feel safe and comfortable to express themselves through dance, and reminds us all that it's not about getting it perfect - it's about having fun!



Amy uses different props such as a rainbow parachute, resistance bands and musical instruments to get us moving and making different shapes with our bodies, and it's fantastic to see everyone getting creative and connecting with one another through dance. Amy will be visiting us again on the 16th of May for more creative fitness!

REG THE THERAPY DOG & ANGELA



We had another beautiful visit from Reg and Ang last month. Reg was particularly excited to see everyone, and was quick to say hello and give everyone a cuddle. It really does feel magical seeing the instant smile on everyone's face when they see Reg is here. Margaret described him as a 'little Ray of sunshine' and everyone was plotting ways to somehow keep him in our home forever! We couldn't be more grateful for their company and can't wait to see them on the 9th of may.



TRIP TO HARLEY'S CAFE



Last month we had the pleasure taking Alan and Ray out for lunch at Harley's cafe in Hanley. Harley's is a real hidden gem, every inch of the space is covered in memorabilia of some kind, whether it be signed football shirts, guitars or real Harley Davidson motorbikes!



We had a fantastic time. Alan took on the 'mega burger' complete with bacon, cheese and 3 onion rings, whilst Ray tucked into a fresh cheese omelette with tinned tomato's. It was lovely to spend time with our fantastic chaps and bring them for lunch somewhere so interesting. We will be down more times in the next few months!

Musical Moments

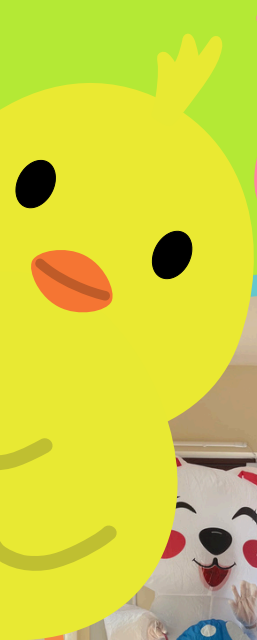


Last month we had a fantastic 60's themed performance from Musical Moments' Vicky. Vicky sang some classic songs that we know and love, including some great tracks by the Beatles which everyone was a huge fan of!

Musical moments really is the highlight of our month, and everyone looks forward to having and sing and a dance with her. She is an incredibly talented singer, and it is a joy to hear her song filling our lovely home.



Easter Celebrations



We had a fantastic day on Easter Sunday as Lauren, Sam and Gina surprised the residents with a visit from some Easter bunnies! Each resident was given the choice of a chocolate egg, an Easter snow globe, a bunny teddy or a jigsaw puzzle Easter egg and it was lovely to be able to treat everyone.

The kitchen team made us some incredible Easter cakes and muffins, as well as a huge lamb roast dinner and hot cross buns for the afternoon. It was a lovely day full of smiles, laughter and family and it was brilliant to be a part of.



**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



Thank you to everyone who has contributed to our recent fundraisers for Easter, we managed to raise some fantastic funds for our residents, and as a result we have been able to buy some new tools and book new entertainers for our upcoming events.

We also want to say a massive thank you for your kind donations for our 'time for a cuppa' fundraiser day - which you can still donate to up until the 8th of May. The foundation is fundraising for such an incredibly important cause and it is something that everyone here at Westcroft holds dear to them.

RESIDENTS- RELATIVE & MONTHLY MEETINGS

Thank you to all who joined us for our February residents and relatives meeting. We value your comments, compliments and feedback so much and we can't thank you enough for your participation in these meetings. If anyone was not able to join us in the meeting but would like a copy of the meeting notes, please let Ketan know and he will get them sent to you. Our next meeting will be in June, and we will announce the date and time as soon as we can closer to the event.



GOLD

STANDARD FRAMEWORK



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”

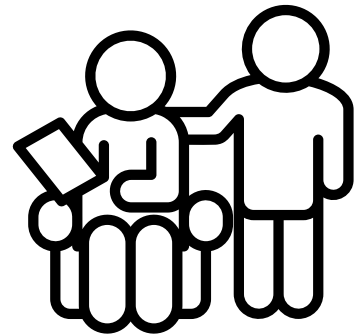
- **Gold Standard Framework**

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...

“How do you decide which outside entertainment to book?”

And the answer is...

When booking entertainment, there are lots of elements that we have to factor in. Here at Westcroft. We pride ourselves on offering person centred care, which means everything we do is tailored to the people who live in our Home. The activities team try to cater the entertainment to the residents in our Home, so that it has meaning for the individual person.

We make sure that every entertainer we have in the home has full insurance and a DBS check if possible, at minimum a thorough risk assessment is completed to ensure the safety of our residents.

As you know, we fundraise for our activities programme and we use these donations to fund new entertainers and performers for our Home.

We always welcome new ideas for entertainment or acts that we may try, so if you have any suggestions for people or genres that you feel your loved one would enjoy, please get in touch and we will see if we can get something organised for them!

WESTCROFT REVIEWS



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

This nursing home is up there with the best . Great work from a dedicated loving team .

2d Like Reply Message Hide

1

Great entertainment from dedicated loving staff . You should all be so proud of yourselves for the great work you do with the residents .

They are getting good at this game 😂 lovely to see they are enjoying themselves! There's always plenty of activity's and entertainment everyday. Thank you for taking good care of all the residents at westcroft we appreciate everything you do for them 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



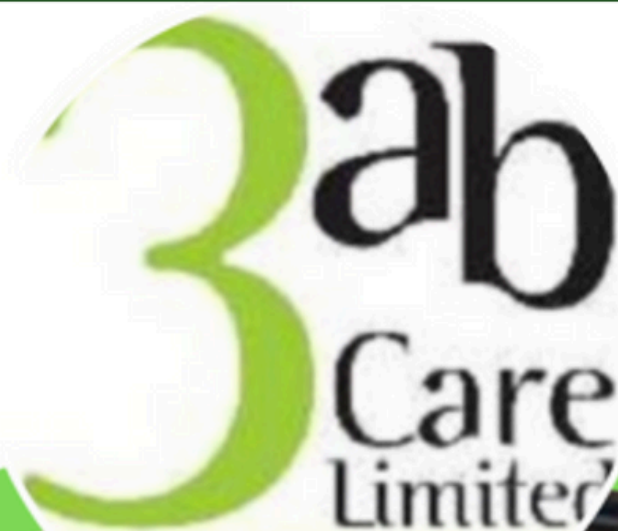
Do you know someone seeking a nursing home for a loved one? Refer a resident and if they come to live in our home, you will receive a reward!

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



ational Excell

IMPACT STATEMENT

Saturday 5th April 2025



This morning we had a lovely relaxed start to the day, the sun was shining and music was playing. To make the most of the lovely atmosphere, we got our creative juices flowing with some aqua painting. One of the ladies we did this activity with was our lovely Margaret. To help with grip, we use some tennis ball hand aids so the handle of the paintbrush isn't so slim, and I supported Margs hand whilst she painted. Marg was engaged straight away, looking at me and smiling. Our volunteer Ava was also with us, and she chatted to Marg as she painted, making her chuckle on more than one occasion.

Aqua painting allows people to paint and be creative, without the worry of getting things 'wrong' or making a mess, as it only uses water. This meant that Marg was able to make a beautiful painting of a cat, which she held up and looked at smiling when she was finished. You could tell by the smile on Margaret's face how pleased she was with the end result, and she chatted to us and throughout the entire experience. It was really beautiful to be able to facilitate this for Marg and to ensure that she can always join in with creative activities that she enjoys.



IMPACT STATEMENT

Tuesday 29th April 2025



Today we had the pleasure of taking our lovely resident Fred on an outing to meet up with a very treasured friend. In the run up to the trip, Fred spoke a lot about this friend and the memories they shared together. You could tell how much it meant to him that he would be seeing someone that had such an impact on his life. His friend had asked if we would like to meet him in Hanley and go to China Gardens carvery for lunch. Fred was really excited for this, and told us he was going to have the biggest carvery that he could get his hands on!

Once we got to the restaurant he spotted his friend straight away and the smile on his face was wonderful to see. Seeing them sat together was really beautiful, and Fred chatted about how nice it was to see each other again and how much he would like to do so again in the future. Fred stuck to his promise and had a huge turkey roast dinner, and finished it off with vanilla cheesecake and two cups of tea! He had a fantastic time, and all the way home talked about how lovely it was and how much he cared for his friend. It is always such an honour to facilitate such meaningful trips for our residents. We will make sure that Fred keeps in contact with his friend, and help in creating new memories for the pair to share.



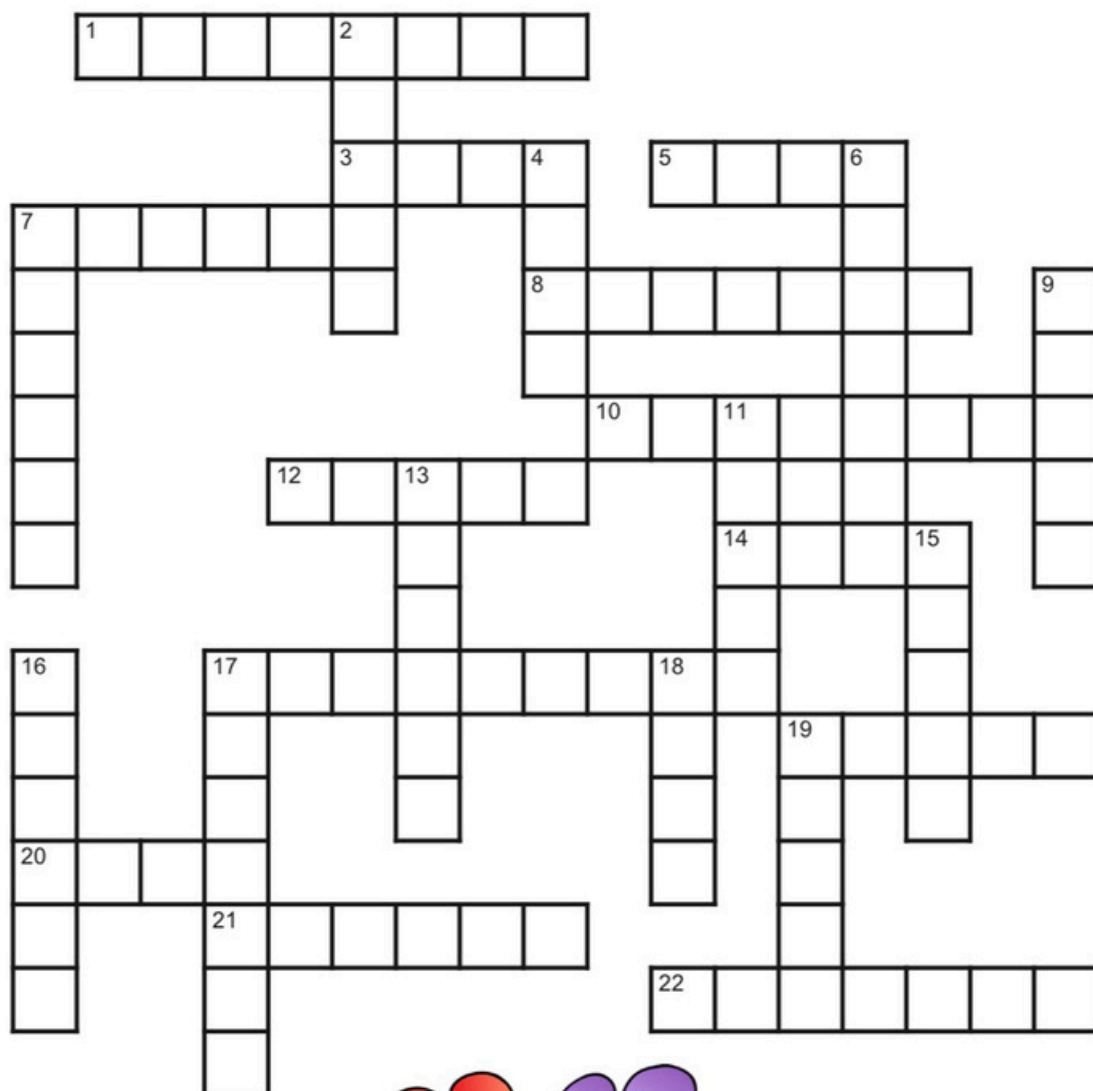
Spring crossword

Across

1. It warms and brightens everything.
3. Warm up from a freeze.
5. They make honey.
7. Meal in the park.
8. Colorful arc in the sky.
10. It keeps the rain off you.
12. The color of spring grass.
14. Where a bird lives.
17. An adult caterpillar.
19. A baby chicken.
20. What chicks hatch from.
21. It comes after winter.
22. Red insect with black spots.

Down

2. Come out of an egg.
4. Wiggly creature that lives in the ground.
6. Short rainfalls.
7. Small pool of rain.
9. What the lawn is made of.
11. Another name for a rabbit.
13. A spring holiday.
15. Holland is famous for this flower.
16. Just a little wind.
17. Flower on a tree.
18. It is green and on a plant.
19. It might hide the sun.



Word Bank: Bees, Blossom, Breeze, Bunny, Butterfly, Chick, Cloud, Easter, Eggs, Grass, Green, Hatch, Ladybug, Leaf, Nest, Picnic, Puddle, Rainbow, Showers, Spring, Sunshine, Thaw, Tulip, Umbrella, Worm



Spring

By William Blake

Sound the flute!
Now it's mute.
Bird's delight
Day and night;
Nightingale,
In the dale,
Lark in sky,
Merrily,
Merrily, merrily,
to welcome in the year...