

March/April 2020

Issue 43
30p to non residents

Westcroft Nursing Home

Welcome to issue 43 of the Westcroft Newsletter, keeping you informed of what is going on in the Home. We would like to wish you all a Happy New Year. As always we hope to create a homely atmosphere with a friendly welcome, offering the best care possible.

Re-launch of Westcroft Nursing Home

The Home is being re-launched and over the next year we are aiming to make the Home even better than it currently is. We hope to make some improvements in the back garden, as well as continue making changes to the inside of the Home. Staff, resident and relatives feedback will be appreciated in the Home's re-launch.



Special events coming up

Tuesday 10th March 2020 at 2.30pm
Tony Boyle entertaining.

Thursday 12th March 2020 at 11.30am
Aston Health and Fitness exercise.

Monday 16th March 2020 at 2.30pm
Hanley Baptist Church entertaining.

Tuesday 17th March 2020
St Patrick's Day, themed day.

Sunday 22nd March 2020 at 4.30pm
Mother's Day Tea.

Friday 3rd April 2020 at 2pm
Astonia Fashions Clothes Sale.

Thursday 9th April 2020 at 2.30pm
Paul Gibson entertaining.

Monday 13th April 2020 at 12.30pm
Easter Monday Lunch.

Monday 20th April 2020 at 4.45pm
Circus Visit, Hanley Park.

Residents/Relatives Meeting

We had a residents and relatives meeting on Wednesday 22nd January which had a good attendance. Many suggestions made have been trialed and become a regular part of the Home. Also a new CD player was purchased for the conservatory. Several positive comments were made on the day regarding the care and also the environment. Everyone is reminded that the Home has an open door policy and Management are always available to speak to either on the day or on a prior arranged meeting date.

JANUARY

FEBRUARY

MARCH

APRIL

MAY

JUNE

JULY

AUGUST

SEPTEMBER

OCTOBER

NOVEMBER

DECEMBER

Word Search

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Birthdays coming up:

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|-----------------|------------------------|
| Jean Shirley | 19 th March |
| Lilian Blundred | 20 th March |
| Robert Pattyson | 1 st April |
| Terence Allen | 2 nd April |
| Eileen Day | 25 th April |



Immediate family members are welcome to join your relative when they are celebrating a birthday. A birthday cake will be provided in the afternoon around 2.30pm and a buffet at tea time will be provided. Please inform Karen of numbers if you would like to celebrate with us or provide a cake for yourself!

Valentine's Day

On Valentine's Day some of the residents made cards as part of activities to give to their loved ones. Karen made a cake for the day and we asked everyone to wear hearts to red for the themed day.

Themed Days

Themed days continue with the next one on St Patrick's Day, 17th March. Please wear green and/or orange on this day. Karen will be making celebration cakes for the day.

Gifts Policy

Please can we remind all residents and relatives, that as part of our Gift Policy, staff should not be given any personal gifts from residents or relatives. Gifts over the Christmas period can be handed in to the office for distribution amongst the staff, but no staff member should be given an individual gift. Our staff have been informed to refuse any personal gifts.

Residents Appointments

From 1st April 2020, we will be charging the residents/relatives for any appointments whereby we have to send our staff to escort. This will be invoiced to the resident/relative at the end of each month. Please can relatives make every effort to attend appointments with their loved ones, thus ensuring our residents continue to receive the excellent care they deserve.

Annual Quality Assurance

As you will be aware the Home carries out an annual quality assurance survey for the residents and their families. Thank you for residents and relatives who responded. The results have been analysed and a booklet is available for all to read in the general information folder located in the main hallway.



Family Fun Afternoon

On Saturday 22nd February we held our first family fun afternoon with face painting, glitter tattoo's, nail art, punch balloons and a cake stall. £28.20 was raised towards the resident's fund. The residents also enjoyed the children being in the Home on this afternoon and they even played games together. Thank you to everyone who participated in this fun afternoon.

New Group Website

3ab Care now has a new website. Please feel free to have a look at www.3abcare.co.uk You can also find information on our other Homes in the group. As part of ongoing quality and monitoring the group carries out quarterly internal auditing at all Homes. The results can be found on the wall in the main hallway.



**Exceptional
Excellence**

Pancakes!!

On the 25th February we celebrated Shrove Tuesday with many residents tossing the pancakes and also enjoying several for pudding at lunch time. These went down so well that they going to be included on the new menu for pudding, monthly, as requested.

Mother's Day

On Sunday 22nd March we will be celebrating Mother's Day with a buffet tea served at 4.30pm. If you would like to have tea with your Mum on this day, please inform Karen or Natalie in the Kitchen.

Easter Celebrations

Easter will soon be upon us. Any close family (2 per resident) wishing to have lunch with their loved one on Easter Monday, please can you see Karen or Natalie in the kitchen. We also organise a chocolate hamper raffle prior to Easter. We would appreciate if you could support the residents fund by purchasing tickets for the raffle hamper, as all money benefits the residents in the Home. This allows us to organise trips out, entertainment and purchase activity items for the Home.

Circus Visit

On Monday 20th April at 4.45pm a visit to the Circus in Hanley Park has been arranged. This is always an enjoyable visit but unfortunately wheelchair spaces are limited and we are only able to take two residents so the show, these spaces have already been allocated.




Like us on
Facebook

We have a facebook page for you to follow us on. The page gives details of the Home including activities, menus, and lots of photographs and other information about the Home. Please feel to 'like' us at www.facebook.com/westcroftnursinghome

Resident/Relative referral scheme

If you or your relative recommends a new resident to the Home you will be entitled to £250 worth of vouchers of your choice. As long the resident stays for a minimum of three months the vouchers will be given.

News from the kitchen

We would like to remind everyone of the Homes Policy on bringing in food items to the Home. Please do not bring in any items which do not have a use by date on them. We do ask that anyone bringing in items such as sweets and biscuits, that they are left in the residents room rather than in the lounge areas. We would also like to remind everyone that the kitchen area is for STAFF ONLY. If you require anything from the kitchen please ask a member of staff who will be happy to help you.

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Any articles you would like to put in the next editions newsletter please pass on to Sue, Martin or email Ketan.patel@3abcare.co.uk