



Exceptional
Excellence

Newsletter

Issue 80

November 2025

WESTCROFT NURSING HOME



Westcroft Nursing Home
Ltd

CQC overall rating

Good



 carehome.co.uk



Exceptional
Excellence



25 Reviews

Contact us

Get in touch with us at the details below

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Home,
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ST1 3BQ**

Ketan.patel@3abcare.co.uk

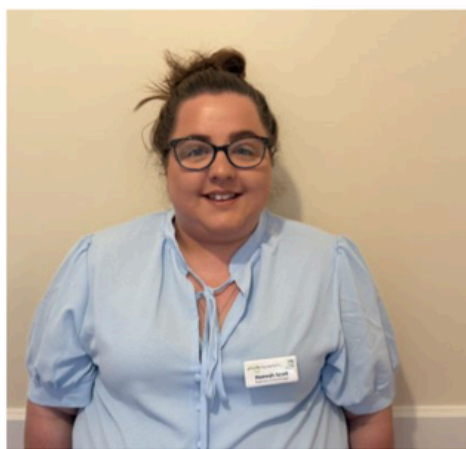
Westcroftmanager@3abcare.co.uk

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)

NOVEMBER SPECIAL EVENTS

2nd - Church trip with Margaret and Phil

5th all day and party at 4pm - Bonfire

Night Celebrations at Westcroft

6th at 11am - seated dance with Amy

6th at 2pm - Reg the therapy Dog

11th all day - Remembrance Day

13th at 11am - Fitness class with Chris

21st all day - Children in Need

26th at 11am - Musical Moments with Vicky

27th at 2pm - Reg the therapy dog visit

UPCOMING BIRTHDAYS

**13th - Fred
Boon (90th
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 next musical moments performance is on the 26th of November and we can't wait to see Vicky for more music and expression! 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 that they work for our residents. Each session, she brings new props, songs and moves which keep our residents engaged and gets everyone 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.

Reg the therapy dog



Every month we all look forward to being visited by our favourite furry friend, Reg. Last month we had a beautiful Friday morning with the amazing Reg and his lovely owner Ang. As soon as they enter the building, smiles appear from every person in the room as he trots over to give us all a cuddle. He has such a warm and calming nature and his presence lifts everyone's mood. We also love having a good natter with Ang and talking about what Reg and his brother Albie have been up to since we last saw them! We have two visits scheduled in November and we simply can't wait 🐾



Seated Dance

With Amy



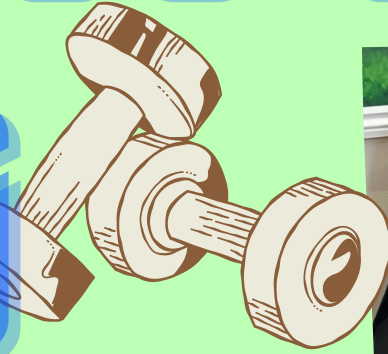
Last month we had another fantastic seated dance session with the amazing Amy. Last months performance was autumn themed and Amy had us all dancing like the leaves falling from the trees.

Amy curates the sessions to make sure that everyone is included and can join in with the activity, and it creates a real sense of community and support in our home with everyone cheering one another and motivating each other.



Amy will continue to join us each month for more movement and expression through dance and we can't wait to see what the next session entails!

FITNESS WITH CHRIS



After speaking with our residents about what types of activities they most enjoy doing, we decided to implement more exercise and movement related activities into our schedule. We have introduced Chris to our home, for a monthly session of seated fitness and movement.



Last month we tried some new exercises to get our arms moving and stretching and we played catch, football and tennis! It was fantastic to see everyone moving their bodies and having such a good time doing it. Chris does a great job at encouraging all of our residents to ensure they get the most out of the sessions as possible, and the smiles on everyone's faces after he visits says it all.



Westcroft Outings



Here at Westcroft we recognise the importance of getting out into the community as well as being able to continue doing the things you've always enjoyed. We don't let the cold weather stop us from getting out and about, and last month we made some wonderful memories with our residents on outings.

We took a trip to Jackson's garden centre for a spot of tea and a wander with Fred and Irene, Helen and Marg visited the new Douglas macmillan charity shop in Hanley for some retail therapy and we have just planned for Margaret and Phil to visit their church to practice their faith and reconnect with the congregation.

We will continue to plan more outings through the rest of the year to create new treasured memories with our residents and their loved ones.

LET'S GO

ADVENTURE



ZOOLAB



Last month we were lucky enough to be visited by the amazing Zoolab for a morning of animal interaction and learning. We met and held some incredible creatures, from millipedes to snakes to giant African snails, and we got to learn about their characteristics and habitats in the wild. What's amazing about Zoolab is that they give us the opportunity to meet creatures that people may have never had the chance to meet before, and they are so interesting to learn about and in some cases, hold in the palm of your hand! We will continue to expand the variety of activities that we have in our home, including ones that involve animals as our residents love them so much.



Diwali

We had a fantastic day celebrating Diwali this year! We have some incredible staff who celebrate Diwali and it is so important to us as a home that we not only recognise the occasion but join in with the festivities.

We had a morning of Rangoli making to bring good luck into our home, followed by a dance from the staff and taste testing traditional indian sweets like Gulab Jamun and Barfi, with more dancing and fun. It was a wonderful day and our amazing staff went the extra mile to make the day as special as possible for our residents and we can't wait for next years celebrations.



**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 will also be holding a fundraiser during our bonfire night celebrations, to help fund our Christmas entertainment and activities for our amazing residents.

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 the new year 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**





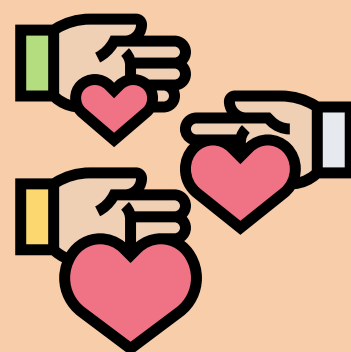
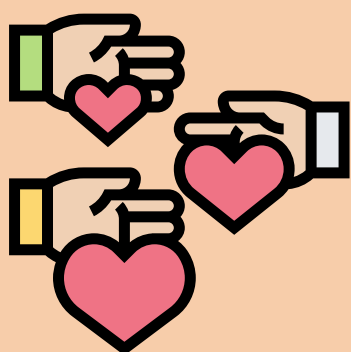
EASY FUNDRAISING

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!



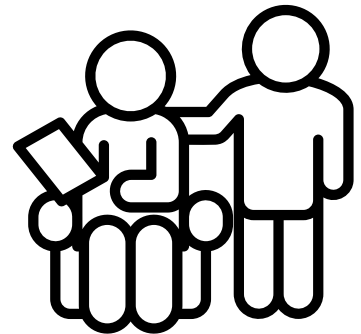
Thank you for your continued support and generosity ❤️

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...

'Why is my loved ones not in today's social media photos?'

And the answer is...

Our social media page is a fantastic way to keep up to date with what our residents are doing and what activities they are joining in with. That being said, we acknowledge that if your loved one is not in the photographs, you may wonder why.

Here at Westcroft, we have an open home policy and if you are ever wondering what your loved one is doing, we invite you to speak to our staff either in person or via telephone, where we can check our documentation system for you and let you know what your loved one has done during the day.

If one of our residents declines to participate in an activity, if they are asleep or if they were otherwise engaged whilst an activity is taking place, we document this on our system and we are more than happy to share this information with you.

WESTCROFT REVIEWS



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

Overall Experience ★★★★★

The staff are all so lovely and you can tell they genuinely care about the residents. There are activities set up by staff most days, a weekly therapy dog who visits and outside entertainment which all improve the quality of life for residents. My nan and my grandad are currently at this care home and both are happier and healthier than they were at home which shows how much care they receive.

Overall Experience ★★★★★

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.

What an absolutely special nursing home with wonderful kind, caring staff. Thank you all so much you are all super stars



All look lovely. Thank you for everything you all do. Xxx

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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IRENE'S MUSICAL MORNING WITH STEVE FLYNN

Friday 17th October 2025



One thing our residents enjoy more than anything is music. Music has such a special way of connecting us all and putting a smile on peoples' faces, so we make sure that music is playing in the home every day and that we get singers and performers to come to our home as often as we can. This week we were joined by the lovely Steve Flynn for a morning of classics, and one of our ladies, Irene enjoyed this performance in particular.

As soon as Steve started to sing Irene had a huge smile on her face, and she began to sing and dance along to the music. Steve noticed how much she was enjoying it and sang directly to her. He sang an improv song with the chorus "we all love Irene" and it truly made her day hearing him sing about her. She chatted the whole performance to the people around her about how amazing the show was and how nice it was to be in the lounge with all of her friends. It was so nice see Irene so happy and enjoying herself, as that's what our activities are all about.



MARGARET'S MORNING OF SHOPPING, TEA AND FAMILY

On Saturday we had the pleasure of taking two of our lovely ladies, Margaret and Helen out for a morning of retail therapy. The ladies had both mentioned that they'd like to do some shopping, but somewhere affordable like a charity shop where they could treat themselves to a few things. There is a new Douglas MacMillan charity shop near us in Hanley and both ladies were really excited to browse in the new store. Our lovely lady, Margaret used to work in a charity shop, and couldn't wait to browse and treat herself to some things in the new store.

Saturday 18th October 2025



Anyone who knows Marg knows how much she loves being in the community and she got stuck into shopping straight away with Lauren. She had a specific list of things she wanted to find and once her son, daughter in law and granddaughter came to join her she was even more determined. She managed to find the exact skirt she was looking for, as well as lots of cuddly toys, tops and so much more. She was so pleased with her charity shop finds, and finished the outing with a hot cup of tea from Costa before returning to the home for a special resident of the week meal with her loved ones. It was such a lovely day for Margaret and her family, full of good company and new memories.



Can you find the words in this bonfire night wordsearch?

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

Toffee Apple

Celebration

Gun Powder

Parliament

Guy Fawkes

Fireworks

Sparklers

November

Treason

Display

Bonfire

Safety

Bonfire Night

By Sara Fox

I'm a rocket, soaring high,
zooming up into the sky,
with a bang and a boom,

I sprinkle my stars.

Colours so bright,
twinkles and sparks,
how many rockets can you spy
up in the November sky?

I'm a bonfire, burning, bright,
sizzling flames that dance in the night.

With a warm orange glow,

I crackle and snap.

As I toast your marshmallows

please stand well back

can you see a bonfire, burning, bright
to celebrate this Guy Fawkes Night?