



Exceptional
Excellence

Newsletter

Issue 79

October 2025

WESTCROFT NURSING HOME



Westcroft Nursing Home
Ltd

CQC overall rating

Good



25 Reviews

Contact us

Get in touch with us at the details below

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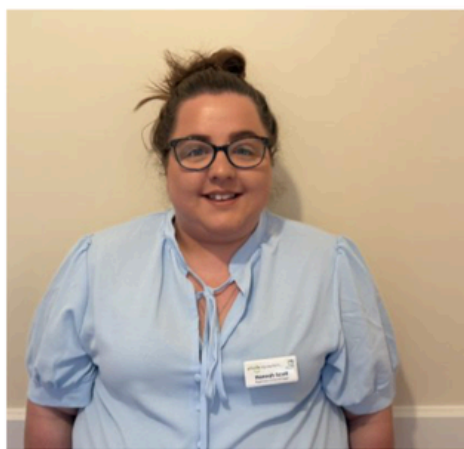
Westcroftmanager@3abcare.co.uk

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)

OCTOBER SPECIAL EVENTS

2nd at 11am - Seated Dance with Amy

8th at 11am - ZooLab

9th at 11am - Fitness with Chris

**16th at 11am - Residents and relatives
meeting**

**17th at 11am - Singing Performance with
Steve Flynn**

20th - Diwali Celebrations

**24th at 11am - Visit from Reg the therapy
dog**

31st - ALL DAY - Halloween Celebrations

UPCOMING BIRTHDAYS

15th - Dorothy

17th - Jenny

22nd - Pauline

23rd - Joan

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

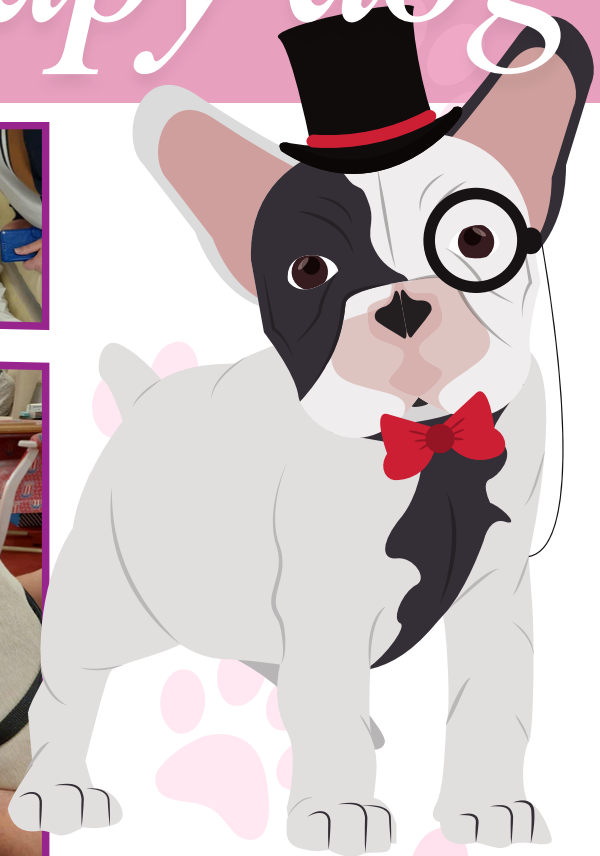
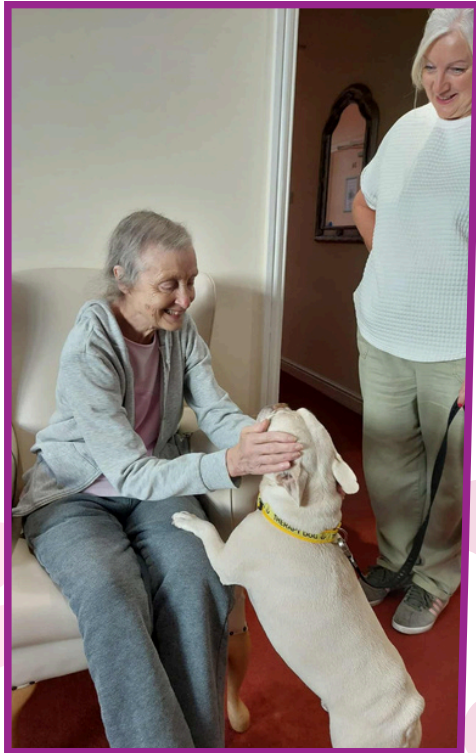


DANCERSIZE SESSION & ENTERTAINMENT CONCERTS



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



Last month we were visited by our favourite furry friend, Reg and his lovely owner, Ang. Reg said hello to all of our residents, and had plenty of cuddles and strokes from everyone in the home. He is so affectionate and loves nothing more than curling up next to people, which creates some really special moments for our residents. As well as Reg himself, everyone loves having a chat and a catch up with the lovely Ang who tells us funny stories about what Reg gets up to at home! We can't wait for next month's visits and thank you to Ang and Reg for their time each month 🐾



SEATED DANCE WITH AMY

Last month we had another fantastic visit from Amy for a seated dance class here at Westcroft.

Amy works one-to-one with our lovely residents based on a person-centred approach - she tailors each encounter based in individual needs, capabilities and strengths and always changes up her routines and music to keep things new and lively.

We always look forward to Amy's visits and the positive buzz she creates whilst here.

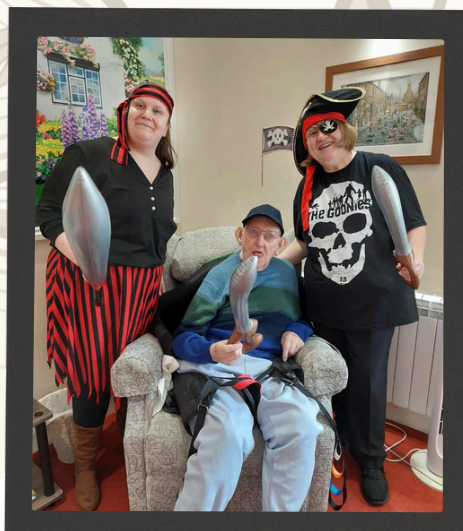
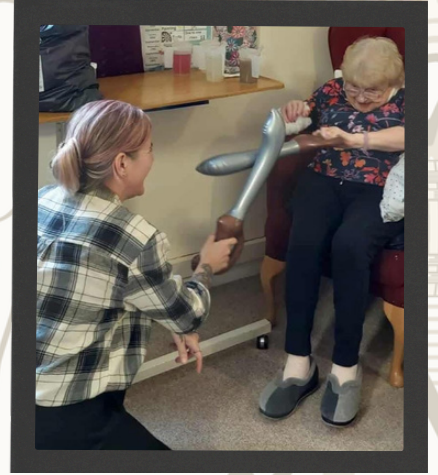
PIRATE DAY



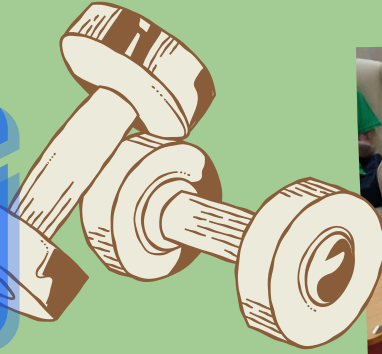
On 17th September we held Pirate day. Themed Days are a big part of life here at Westcroft, we all love to dress up and put smiles on everyone's faces and today was no exception.

We played pirate themed games all morning whilst singing along to pirate themed music - we went from throwing light, multicoloured "cannonballs" into a pop up pirate ship to having sword fights with inflatable swords!

The day was such fun and we are looking forward to our next celebration days - Diwali and Halloween!



FITNESS WITH CHRIS



Here at the home we are constantly reviewing our activities schedule to ensure that we have engaging and meaningful events happening for our residents. We recognised that our residents have a real passion for fitness related activities and so we sought out a new instructor to bring seated fitness into our home.



Chris visited us again last month. We used our heads, hands, arms, legs and feet to do lots of different movements, played some soft tennis and had a chat to get know each other a bit more so that our residents felt comfortable with Chris.

Chris had us all giggling!

Chris will now be visiting our home once a month for seated fitness to keep us moving and stretching, and we are so excited for this new addition to our schedule.



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. Whether that's popping to your local shop for a dozen oatcakes, doing some retail therapy up 'anley duck or just getting out in nature for some fresh air and to see the wildlife.

Last month we had a huge push on our outings, and we visited World of Wedgwood. Harleys cafe, Hanley market, the potters cafe, Jackson's garden centre and our local shops! When we go on these outings, it is evident the impact that it has on the residents' mood. It is so special to be able to create new memories with our residents, and invite their families along to share in the memories with them.

we will continue with our push on outings throughout the rest of the year and will contact families when we are planning trips to see if you can join us.



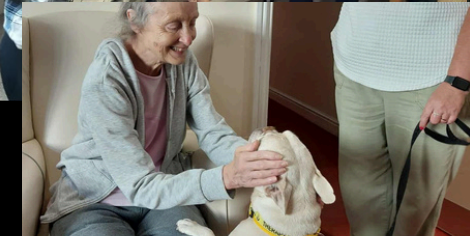
LET'S GO

ADVENTURE

Musical Moments



Last month we had another wonderful visit from Vicky for a musical moments performance. The theme last month was dance and we sang and boogied to songs through the ages, all either related to dance or songs that people loved to dance to! We danced to everything from the can can to a song from an old World Cup competition, throwing and catching a football to keep our arms moving to the beat! It was a fantastic morning full of expression, community and laughter and we can't wait for the next installment in November .



FUNDRAISING



A huge thank you to everyone who participated in our Pirate day 'buried treasure' fundraiser! We had a fantastic turnout and raised some amazing funds for our 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

Our October residents and relatives meeting is being held on the 16th of October at 11am in our quiet lounge and we would love to see you there.

These meetings are your opportunity to give us any feedback, comments or compliments to help us grow and evolve as a home. We truly value your perspective and meetings like this are so helpful to us.

If you will be attending, please let the management or activities team know and we will ensure that the meeting minutes are sent to you after the meeting takes place.



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”

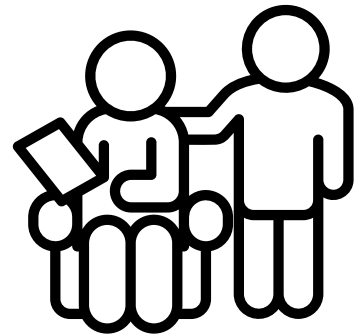
- **Gold Standard Framework**

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

How can I donate to the residents fund?

And the answer is...

There are multiple ways to donate to the residents fund and we are so grateful for any donations made. All donations go towards new equipment, activities, entertainment and outings to enhance the lives of our residents.

Here are the ways you can donate to our fund:

- Using the donation tin in the entrance to our home
- Joining in with fundraisers in the home
- Downloading the easyfundraising app or visiting their website, creating an account and selecting "westcroft nursing home residents fund" as your chosen cause and shop via them, each purchase equals a small donation to our fund!

WESTCROFT REVIEWS



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

Thanks for sending me this writeup about today it has been beautiful for us and the memories made will stay with us forever. ❤️

Please could you thank everybody for making it possible. The staff are fantastic with Mum and we have seen a big improvement in her since being with you all. 😊

Thank you so much again for all you're doing.

and [REDACTED]. [Westcroft Nursing Home](#) is the best place for our loved ones to be cared for. You know that when we leave them they are in the best hands ❤️

I never thought mum would settle in a home but Westcroft was an exception It's mums home now and I can't thank everyone enough the staff are so kind and compassionate and extremely hard working you'd find it extremely difficult to find a better home
Thankyou for everything xx

That was the best answer he could have given me. Now I know I have found the best home for my treasured uncle. Thank you L [REDACTED] for the recommendation ❤️ and thank you to Ketan Patel and all of your wonderful staff

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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MURIEL'S DINNER WITH FAMILY

Friday 12th September 2025



We have recently restarted "Resident of the Week" here at Westcroft. Resident of the week involves the selected resident choosing their favourite meal, snacks and drink to have the following week. The table is "Reserved" in the dining room for the selected resident and family are invited to join their loved one in enjoying their favourite meal and in creating lasting memories together.



Today, Muriel was selected as our very first resident to enjoy being Resident of the Week. With the help of family, Muriel chose Fish & Chips with mushy peas as her favourite meal. Muriel was brought from her bedroom to the dining room where the table was decorated in a floral theme. Muriel was also joined by one of her sons, Adrian and his wife. They all dined together in the dining room as a family. Muriel really enjoyed this moment together and proudly smiled throughout, Muriel also enjoyed having family photos taken together and cheekily posed at times.

It was a beautiful moment of unified love between a loving family.

Tuesday 23rd
September 2025

FRED'S LUNCH WITH A TREASURED FRIEND

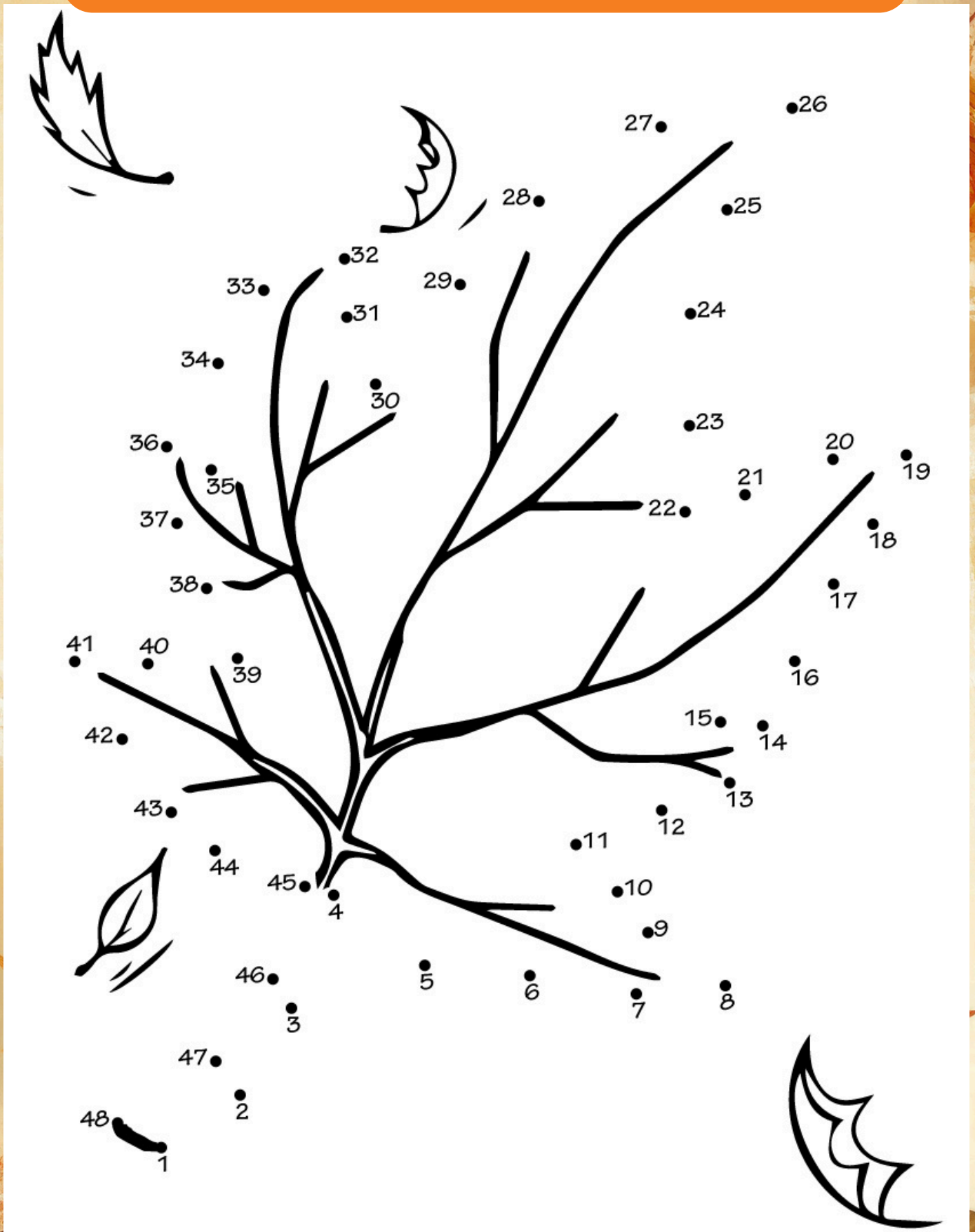


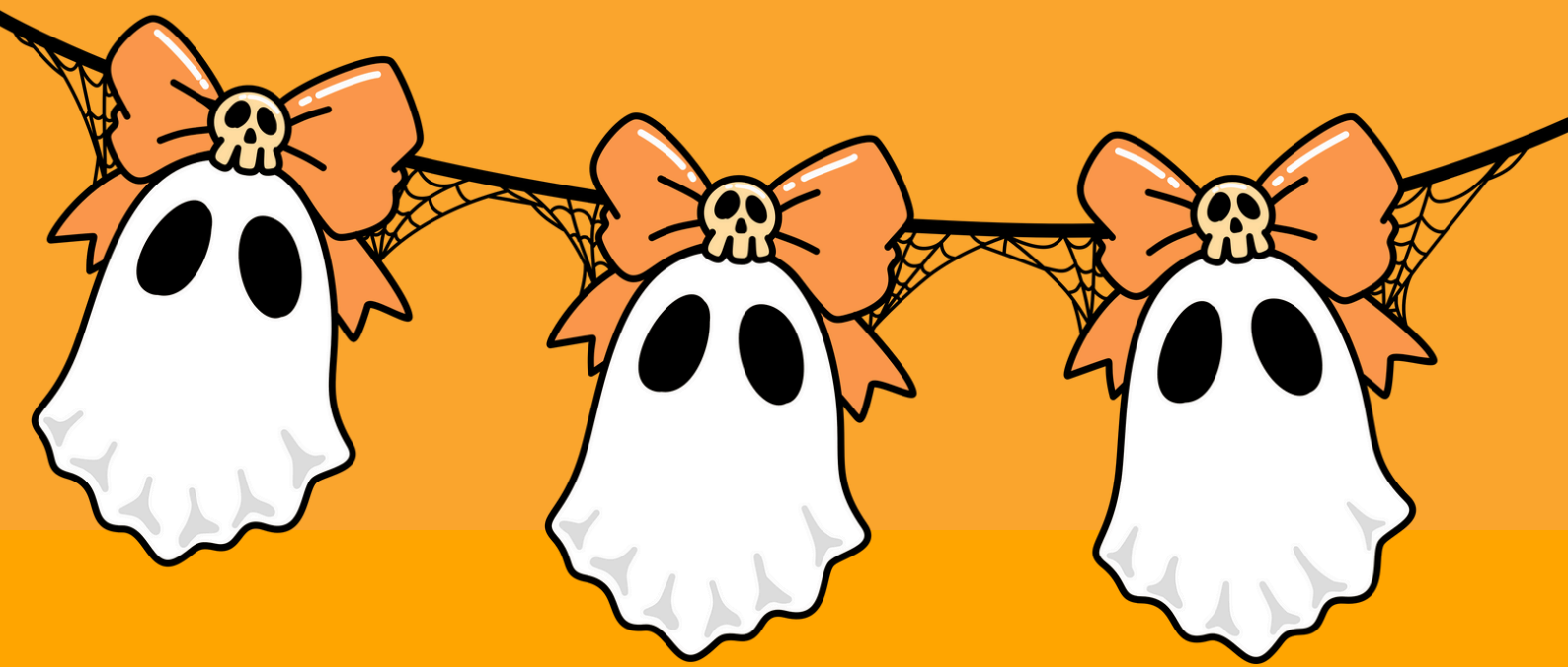
This morning I had the pleasure of accompanying our lovely gentleman Fred to Hanley to meet up with a very special friend of his. Each month, Fred meets up with a friend of his to catch up and enjoy each others company. This month they decided to go for lunch together in Hanley, and do some retail therapy afterwards. Fred thoroughly enjoyed the walk there, looking at the things around him and enjoying the sunshine. Once we got to Hanley and he saw his friend his face lit up and he began to talk about fond memories that they share together.

He chose a bowl of homemade cottage pie with gravy and some freshly baked victoria sponge with custard. He talked about how nice the food was, and I could tell how much he had enjoyed it by how clean the plates were! After the meal Fred did some retail therapy and treated himself to a new bag, some fancy shampoo and some sweet treats for when he was back at home. Fred spent the rest of the day telling everyone about how much he enjoyed his morning and his new purchases, and it's lovely to see how happy it makes him when he gets out into the community and to see someone that means so much to him.



Can you connect the dots to make this autumn leaf?





HALLOWEEN FUN

BY ADA CLARK

We like to go, on Halloween
All up and down our street,
Dressed up like ghosts and witches bad,
And frighten those we meet.

I like the lively jack o' lanterns
That wink and blink at me.
The screeching bats and creeping cats
Are funny as can be.

I like to eat the pumpkin pies
That mother makes - yum, yum!
Oh, I'm so very glad each year,
When Halloween has come!

