



Exceptional
Excellence

Newsletter

Issue 79

September 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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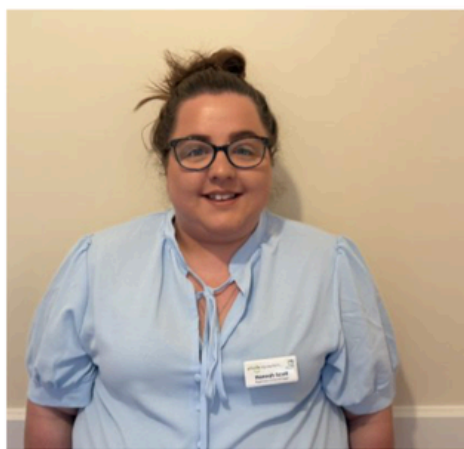
Westcroftmanager@3abcare.co.uk

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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)

SEPTEMBER SPECIAL EVENTS

**2nd at 10am - Trip to World of Wedgewood with Dot
and Kay**

4th at 11am - Seated dance class with Amy

11th at 10:30am - Harleys cafe with Alan and Graham

**12th at 11am - Visit from Reg the therapy dog & trip to
Glebe Farm with Margaret and Phil**

17th all day - Pirate themed day

18th at 11am - Fitness class with Chris

23rd - Fred's trip to Hanley Market

**24th at 11am - Musical Moments performance with
Vicky**

25th at 2pm - Visit from Reg the therapy dog

**30th at 11am - Trip to Jackson's garden centre with
Irene and Fred**

UPCOMING BIRTHDAYS

We have no birthdays in September, but we have Dot, Jenny, Pauline and Joan's birthdays to celebrate next month!

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 24th of September 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

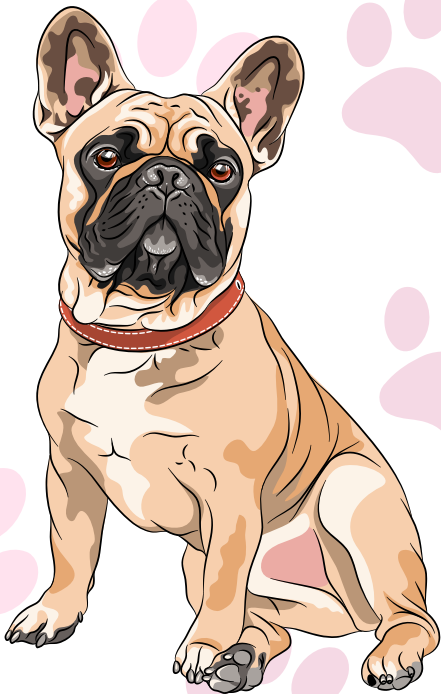
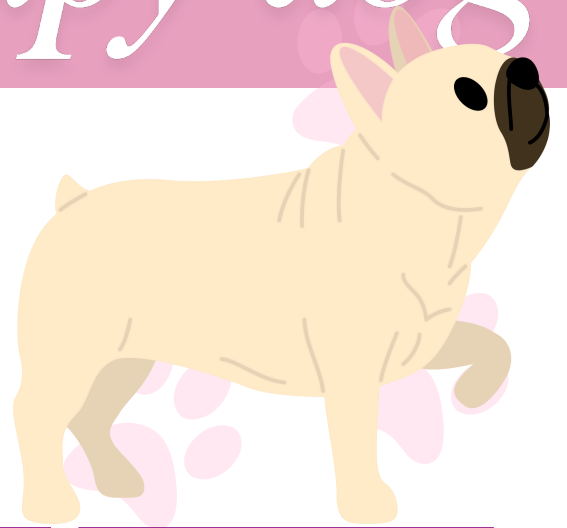
DANCERSIZE SESSION & ENTERTAINMENT CONCERTS

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.



Reg the therapy dog

Last month we were lucky enough to have three visits from Ang and Reg in one month! As soon as we told the residents that Reg was visiting everyone had a smile on their face and couldn't wait to see him.



Reg has such a calming nature and he knows exactly what each resident needs from him, whether that's lots of affection with lots of cuddles or simply some company and a happy face. He also welcomed some of our new residents into the home by covering them in fluff and giving them a cuddle! He truly is amazing and all of our residents look forward to his visits so much.

SEATED DANCE WITH AMY

Last month we had another fantastic seated dance session with Amy, where she took us on a journey to summer holidays we've been on over the years! We pretended to put on sun cream to get our arms moving, threw a beach ball around and shook the imaginary sand off our feet to move our legs. It was a great combination of sensory, reminiscing and dance and the smiles on everyone's faces showed just how much our residents enjoyed it.

Every resident had the opportunity to do some dancing, and we had some lovely conversations about family trips to Blackpool and Rhyl. Amy will continue to visit us every month to keep us moving and expressing ourselves through dance and we can't wait to see what the next session has in store!



Seaside Day



Every year we celebrate Seaside day here at Westcroft and it is always such a fantastic day. This years celebrations were no exception. We had an amazing summer holiday performance by the Pantastic steel drum duo that got everyone dancing, and set the tone for a day of summer fun.

Following the performance we announced the winners of our tombola and gave our some amazing prizes and then commenced our BBQ and bake sale, where everyone got to tuck into burgers and hot dogs as well as some incredible peach ring crab cupcakes and bucket and spade cheesecakes!

The reason days like this are so special is because of the families that join us to celebrate the day, and it was so nice to see everyone connecting with their loved ones over a meal. We finished the day with an afternoon of reminiscing about Seaside holidays we've been on over the years, from Blackpool to Rhyl to Devon. It was a lovely day full of family, fun and food and we can't wait for next years celebrations!



Musical Moments



Every session of Musical Moments with Vicky is a truly magical experience and today was no exception to that rule. Vicky performed a collection of Musical classics for us to sing and dance along to, with songs from 'The sound of music' being a firm favourite!

Vicky brought a collection of musical instruments, costumes and props for us to interact with and the music could be heard throughout our home. It's so lovely to see everyone smiling and connecting through music and Vicky will continue to visit us each month for more musical moments and memories!



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 last month to meet our residents and learn everyone's abilities, so that he can tailor his sessions to suit the needs of our home. We played bat the balloon, football, throw and catch and even had a chat and got to know each other so that our residents felt comfortable with Chris. 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.



Bee Day

Every year we celebrate bee day in our home, and this years celebrations were the bees knees! The staff dressed up as our stripey friends and we buzzed around our home playing games and doing bee themed crafts. Our kitchen team made some beautiful cakes, muffins and bee themed food for us all to enjoy and our home was decorated from floor to ceiling. It was a lovely day not only full of fun but learning about the importance of these amazing creatures.



**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 participated in our Seaside day tombola as well as the food and bake sales on the day. Thanks to your donations and generosity we were able to raise a fantastic £275 for our residents fund!

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

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.

We are now trialling quarterly Residents and Relatives meetings so our next meeting will be in October.

We will update everyone of the date as soon as possible on the website, Facebook and on posters in the home.



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”

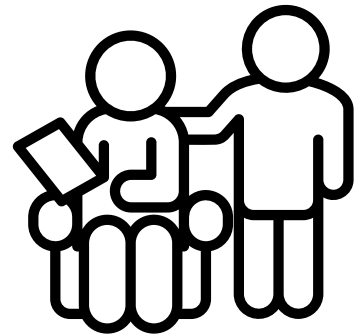
- **Gold Standard Framework**

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 leave the home feedback or ask any questions?'

And the answer is...

Here at Westcroft we really value the opinions and feedback of our residents, relatives and visitors and welcome any comments and compliments given. If you have any concerns, your first point of call is to speak to the relevant people in person at the home or telephone us to ask any questions or clear up any concerns that you may have. We also welcome reviews on carehome.co.uk to help promote our home, and don't forget about our amazing incentive scheme!

WESTCROFT REVIEWS



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

That's what it's all about. So lovely to see the happiness you create . Well done to all of you

Well done all of you you put so much care and love in the home you all well deserved it xx

Fred would have been in his element. He loves going out, he loves eating and he loves seeing his mate. He hit the jackpot today !!!!! 🤗

Truly lovely nursing home

Your all just so amazing thank you x

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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PHIL'S RECONNECTION WITH HIS CHURCH

Sunday 3rd August 2025



This morning I had the pleasure of accompanying our lovely gentleman Phil to visit his church, Bucknall Methodist church. Phil and his wife Margaret have been a part of this church for a very long time, and whilst his minister has visited us in our home to offer blessings and readings, Phil expressed to me now much he would like to visit his church again and to reconnect with the congregation whom he hadn't seen for a long time. Phil's faith is so important to him and so once he mentioned his, I organised an outing to the church for the upcoming sunday.

Once we arrived at the church, it was evident how loved Phil is by the congregation and people flooded to him to say hello and to talk about memories of the church and the role he played. It was a beautiful thing to see the smile on his face being back in a place that means so much to him, and a place where so many precious memories were formed with him and his wife. The service was made extra special by the fact that Phil's daughter, Shirley and son in law, Robert joined us for the morning. Phil couldn't help but smile when him and Shirley were singing hymns next to one another, you could tell he felt at home. It was lovely to facilitate this outing for Phil and to help him reconnect with the people, the place and the faith that he loves so dearly.



PHYLLIS' DAY OF MUSIC AND FAMILY

Tuesday 12th August 2025

Here at Westcroft, we celebrate a lot of themed days through the year. These days are filled with fun, activities, food and family and Seaside day is no exception. This year, we decided to make the day as special as possible by bringing in a steel drum duo to perform and bring some summertime classics into our home. One of our residents who always has music on the mind is our lovely Phyllis. She has fantastic musical knowledge and no matter what song is playing, she is always singing along and moving to the music.



Phyllis was joined by her daughter Claire for the morning and as soon as the music began, they started to dance together. It was so beautiful to see mum and daughter sharing this special day together, and connecting through mums favourite thing, music. Phyllis used to play the organ, and always jumps at the chance to play instruments when they are offered to her. As part of the performance, our residents were given the opportunity to play the steel drums themselves and Phyllis knew what to do almost instantly. It was a lovely day for so many reasons but seeing the smile on Phyllis' face and being able to share this special memory for her and Claire made it just that bit more magical.

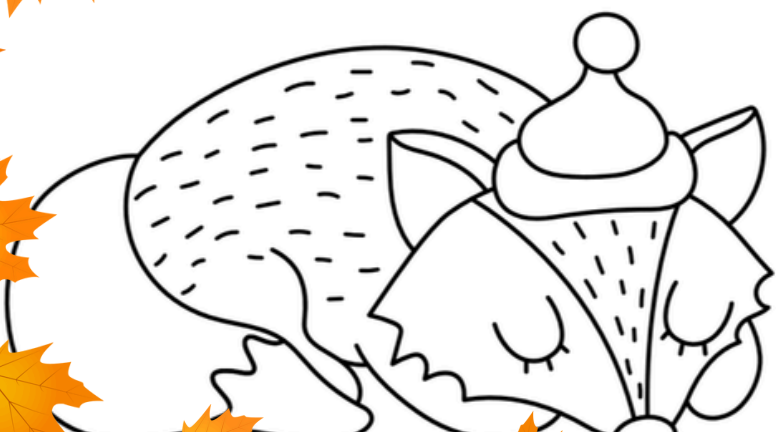
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WORD LIST

ACORN
BEAR
DEER
ELM
FOX

FROST
GEESE
HIKE
NUTS
OAK





Leaves

by Elsie N. Brady

How silently they tumble down
And come to rest upon the ground
To lay a carpet, rich and rare,
Beneath the trees without a care,
Content to sleep, their work well done,
Colors gleaming in the sun.

At other times, they wildly fly
Until they nearly reach the sky.
Twisting, turning through the air
Till all the trees stand stark and bare.
Exhausted, drop to earth below
To wait, like children, for the snow.

