

Review: I cannot fault anything about Westcroft. Prior to my mum moving in I went for a look round and was met by the managing director who personally showed me round. He was so welcoming as was every member of staff I met on that day. First impressions are very important and that initial meeting at the home could not have been better. I just knew that my mum would be well cared for and happy there and it was the right place for her to be. Mum has now been at Westcroft for a couple of months and I cannot fault anything about the care that she receives. Whenever I visit, all of the staff are so welcoming and are always lovely to mum. I found it hard having to make the decision to put my beautiful mum into care but I am so glad I made the decision to put her into Westcroft. This is an excellent care home and would certainly recommend it to anyone who, unfortunately, has to make the decision to put a loved one into care.

Overall Experience ★★★★★
Facilities ★★★★★
Care / Support ★★★★★
Cleanliness ★★★★★
Treated with Dignity ★★★★★
Food & Drink ★★★★★
Staff ★★★★★
Activities ★★★★★
Management ★★★★★
Safety / Security ★★★★★
Rooms ★★★★★
Value for Money ★★★★★

Care Provider Verification: Verification Option: Publish **Name:** Ketan Patel **Email:** ketan.patel@3abcare.co.uk **Position:** Managing Director **Date:** 24 May 2022 **Comment:** None

Submitted by: Claire B (Daughter of Resident/Service User)

Reviewer Full Name (not displayed): Claire Bailey

Submission Method: Website Submission

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Review Response: Hi Claire. Many thanks for your kind words and comments. (**Name:** Ketan Patel **Email:** ketan.patel@3abcare.co.uk **Position:** Managing Director)