



Exceptional
Excellence

Newsletter

Issue 83

April 2026

WESTCROFT NURSING HOME



Westcroft Nursing Home
Ltd

CQC overall rating

Good



Exceptional
Excellence



25 Reviews

Contact us

Get in touch with us at the details below

**Westcroft Nursing
Home,
5 Harding Road,
Hanley,
Stoke-On-Trent,
Staffordshire,
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)

Special Events

1st at 11am - Church service with Reverend Paul Parker

3rd - Good Friday

5th at 11am - Caring café with relatives

5th all day - Easter friends visit and crafts

6th - Easter Monday

13th at 11am - Seated dance class with Amy

15th at 10:30am - Seated fitness class with Stoke City

Foundation

16th all day - Unicorn day

17th at 11am - Visit from Reg the therapy dog

22nd at 10:30am - Seated fitness class with Stoke City

Foundation

23rd all day - Saint George's Day

24th at 11am - Musical Moments performance with

Vicky

29th at 10:30am - Seated fitness class with Stoke City

Foundation

Please keep an eye on our social media pages for any additional trips and activities added throughout the month!

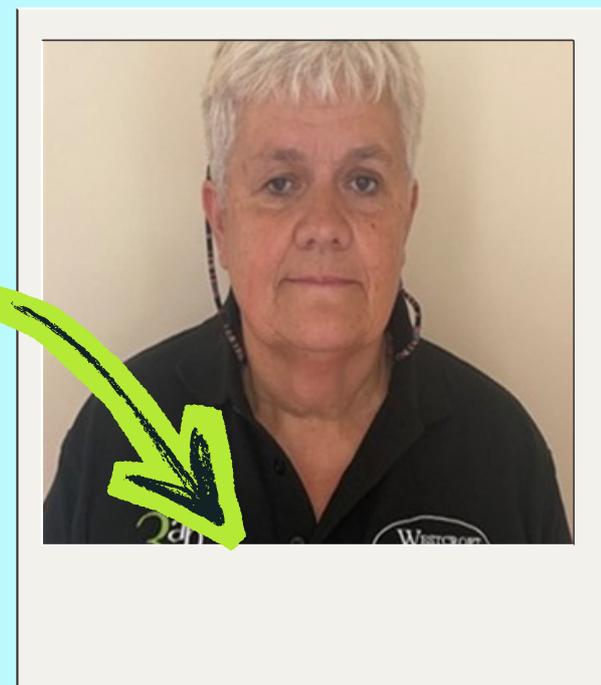
CELEBRATING OUR

Team

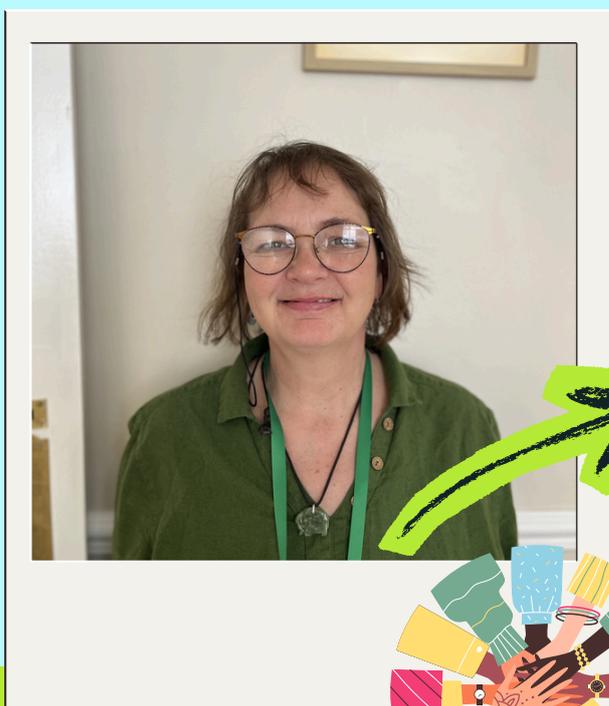


We welcomed our new carer, Lisa to the team last month. A warm welcome Lisa and we are so grateful to have you here at Westcroft!

Our amazing kitchen assistant Kate won employee of the month last month for going the extra mile to support our residents and other team members. Congratulations Kate!



We also welcomed our new activities co-ordinator, Sam to the team to work alongside Lauren bringing new and engaging activities to our home. Welcome Sam!



UPCOMING BIRTHDAYS

Gladys' 95th birthday - 8th

Dorothy Mills' 98th

birthday - 10th

Margaret Fell's 89th

birthday - 22nd

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.



Last month's musical moments session was fantastic, we boogied to some 70's classics for our denim day celebrations! Our next performance with Vicky is on the 24th of April and we can't wait to see what she has in store for us!

MUSICAL MOMENTS

SEATED DANCE CLASSES WITH AMY

Amy has kicked her 2026 dance classes off with a bang and we are so grateful to have her in our home. Every month she brings new and exciting ways of getting us moving and it brings infectious smiles to the room. Amy will be visiting us on the 13th of April for another morning of self-expression and movement.

Reg the therapy dog

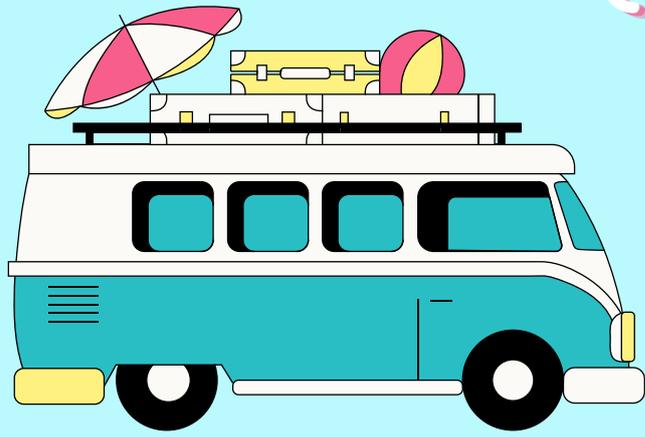


Last month brought another visit from Ang and her wonderful therapy dog, Reggie. Ang and Reg have a special way of bringing smiles to every room they enter, and we always look forward to being in their company.

Our favourite duo will be visiting us on the 17th of April and we can't wait to see them for more cuddles and quality time!



Westcroft Outings



March was another fantastic month for outings here at Westcroft. As the weather is getting warmer, we have been taking advantage of the sunshine and holding spontaneous trips where possible.

On one of these days we took a trip to our local Lidl store, so a couple of our residents could treat themselves to some bits and pieces in the store. We took the long route back and strolled along the canal in the sunshine, it was a really beautiful day. Next month we are hoping to visit our local park as well as some other spots in the area when the weather allows and we can't wait to create new memories with our amazing residents.



Seated Dance



Our fabulous seated dance instructor, Amy is a treasured part of our home. Every session brings so many special moments and last month was no exception. Amy is constantly bringing new tools and equipment into her sessions to ensure each class is even more enjoyable than the last!

Last month's session focused on mirrored movements. Amy demonstrated different dance moves and our residents followed the movements that she made. Amy then asked the residents to lead and she copied their dances, so they became the teachers!



The smiles on everyone's faces were truly priceless, as they lead Amy in dance in a way that felt right for them. It is wonderful to see how much confidence classes like this give our residents and we can't wait to see her again next month for another morning of creativity and movement.



Denim Day

Last month we celebrated our first ever Denim for dementia day here at Westcroft. Denim day is our way of giving back to the fantastic charity that is Alzheimer's UK by donning our best denim outfits and raising as much money as we can to support the vital work they do for those impacted by dementia and Alzheimer's.

We celebrated the occasion with a denim themed performance with Vicky from Musical moments, followed by some incredible denim themed cakes and treats made by our amazing kitchen team.

We managed to raise a fantastic £135 for Alzheimer's UK and we couldn't be prouder of the Westcroft family for doing our bit to support such an important cause that is so close to our hearts.



**COMIC
RELIEF**

RED NOSE DAY



Last month we celebrated Red Nose Day with our lovely residents, and what fun it was!

We welcomed Anne Plant into our home for the first time and she performed some sing along favourites on the piano which we had a sing and a dance to.

We all had a go at wearing a red nose for the morning which made us all laugh as it made our voices sound strange!

The whole team got involved, even our laundry, kitchen and maintenance staff were walking around in their red noses and the smiles on our residents faces were priceless.

Another day of fun at Westcroft!



SAINT PATRICK'S DAY



Here at Westcroft we love celebrating Saint Patrick's day. Every year it is a day of fun and laughter and this year was certainly no exception. We welcomed Michaela Spice back to our home who sang us some Irish classics as well as some well loved sing along tracks, and everyone was dancing and singing along.



We also brought some four leaf clover headbands for our lovely residents which put a smile on everyone's faces as we were all matching for the occasion.

It was a fantastic day and each year our Paddy's day parties get bigger and better - I wonder what next year will have in store?!....



Our home is filled with wonderful ladies, many of whom are loved and cherished mothers. Each year we celebrate these amazing women with their families and it is a true pleasure.

Happy Mother's Day



This year we did something slightly different by making keepsake stones with acrylic paint pens. We had some example designs printed out, but many chose to decorate theirs with designs that represented their home and families to reflect the day. Some painted flowers, houses, sunshine, mountains and family scenes.

Our amazing chef Jade also made this bouquet of cupcakes which were a delight.

It is an honour and a privilege to work alongside and care for some incredible mothers, and we thank you all for your love, dedication and selflessness.



Eid Mubarak



It is very important to us here at Westcroft that religious celebrations are held in a way that aligns with the individual, so we marked Eid this year with a quiet and personal celebration for our lovely Roofi. We decorated her room and cooked her a traditional meal, so that she could honour the day in her own private space for prayer.



We celebrated Palm Sunday last month with some one to one prayer time with our practicing residents. We used our palm crosses and read a prayer together, some residents chose to lead their own whilst others read the one we had prepared and we reminisced over memories of church and faith.



STOKE CITY FOUNDATION PARTNERSHIP



Last month we had more amazing seated fitness with Laura and Gino from the Stoke City Foundation. Each week they bring new games and activities for us to try that encourage us to move our bodies and build our strength.



Last month we played bean bag toss, catch the ball, boxercise, fan the leaf, ring toss and even danced to some songs for our warm ups!



Our residents love the sessions because it takes the pressure away and allows everyone to get involved in the way that feels right for them.



Laura and Gino will continue to visit us throughout the year to keep us moving and building our strength and we are so grateful for their support and dedication.



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 joined in with our recent fundraisers, we have managed to raise some incredible funds for our residents as well as raising money for charities that are very close to our hearts. Our next fundraiser will be announced in April and we really appreciate anyone who joins in.

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 February Residents and relatives meeting. It was a great turnout and we gained some really valuable feedback, as well as being able to update family members on what we have going on in the Home over the next few months. We can't thank you enough for all the compliments, comments and feedback, it really is so important to us.

Our next meeting will be held in June and we would love to see you all there! If anyone was unable to attend the meeting but would like a copy of the meeting minutes please contact the management or activities team who will send these over to you.



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 Westcrot 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 Westcrot Nursing Home Residents Fund as the cause and get spending!



**A SMALL
DONATION
MAKES A
DIFFERENCE**

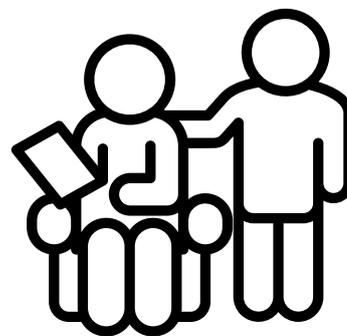
Thank you for your continued support and generosity

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 2026, 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...

“What does GSF stand for?”

And the answer is...

GSF stands for the Gold Standard Framework, and it is an accreditation that we are working towards as a home. GSF focuses on offering the highest standard of end of life care for our residents, as well as supporting the families and loved ones surrounding them on that journey.

Achieving the GSF accreditation is very important to us both as a home and to the 3ab care group, and many of our sister homes have already achieved this milestone. If you have any questions regarding GSF, please do not hesitate to speak to our team (Hannah, Gina, Lithi and Lauren) who are more than happy to speak with you about the process.

WESTCROFT REVIEWS



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

3ab
Care Limited

"We are so incredibly grateful for your support..."

"...thank you so much for the support and effort you've made to raise such an amazing sum..."

"...we are reliant on the generosity of supporters just like you to enable us to continue providing help and hope for those affected by dementia..."

"...your support really does make a difference and it means a lot to all of us here"

A message from Alzheimer's UK to Westcroft

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



ntional Excell

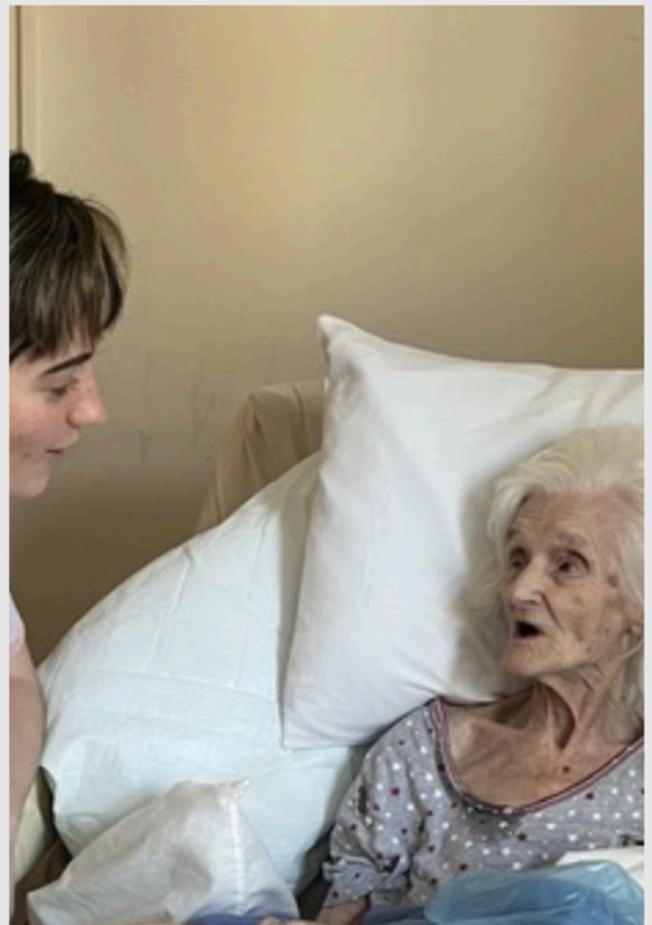
THE MAGIC OF DANCE WITH DOT

Thursday 5th March 2026



Every month here at Westcroft we are visited by the lovely Amy for a morning of seated dance. The dance sessions are a great opportunity to get moving, but they are also often some of our most special moments here in the home. Amy has a magical way of helping our residents express themselves through dance, and it often ends up with everyone in the room smiling from ear to ear. Today we took Amy to visit our lovely lady, Dot for a session and the impact was incredible to see.

When we entered the room Dot smiled right away, Amy played some Elvis and took her hand and Dot began to flourish. She guided Amy in different dance moves, blowing kisses, swaying and even moving her arms as if she was swimming! She had a smile on her face the entire session, laughing and commenting on how 'clever' Amy was. What really stood out was how much Dot lit up, it was as if the music and dancing had given her a burst of energy and it was really beautiful to see. What made it even more special was that her family were in the room for the session and even joined in, so another cherished memory could be formed.



SOME FRIENDLY COMPETITION WITH ALAN

Sunday 29th March 2026



This afternoon I got to spend some time with our lovely gent, Alan to play one of his favourite games. We have a magnetic fishing game here in the home and Alan is an absolute pro at it! We often have a competition between us to see who can catch the most fish the quickest and he always wins which makes him laugh every time. We started the game with a natter and a cup of tea before getting our game faces on and kickstarting the challenge.

The game may look easy but it requires a lot of hand-eye coordination and patience to get the fish onto the line and Al had a real concentration face throughout playing. Once he won (again!) we celebrated with some chocolates and chatted about the football he had been watching. It was really lovely to spend some time with Alan and see the smile on his face when he remained the reigning champion at this much loved game.



Cookie Crossword

Across

5. a cookie made from a rolled out dough and cut into shapes.

8. a dough is pressed through a machine to create a pre-made cookie

9. a type of cookie made by baking batter in a sheet pan, then cutting into bars or squares.

10. a cookie made by dropping batter from a spoon onto a cookie sheet for baking.

11. dough made of mainly oats and flour

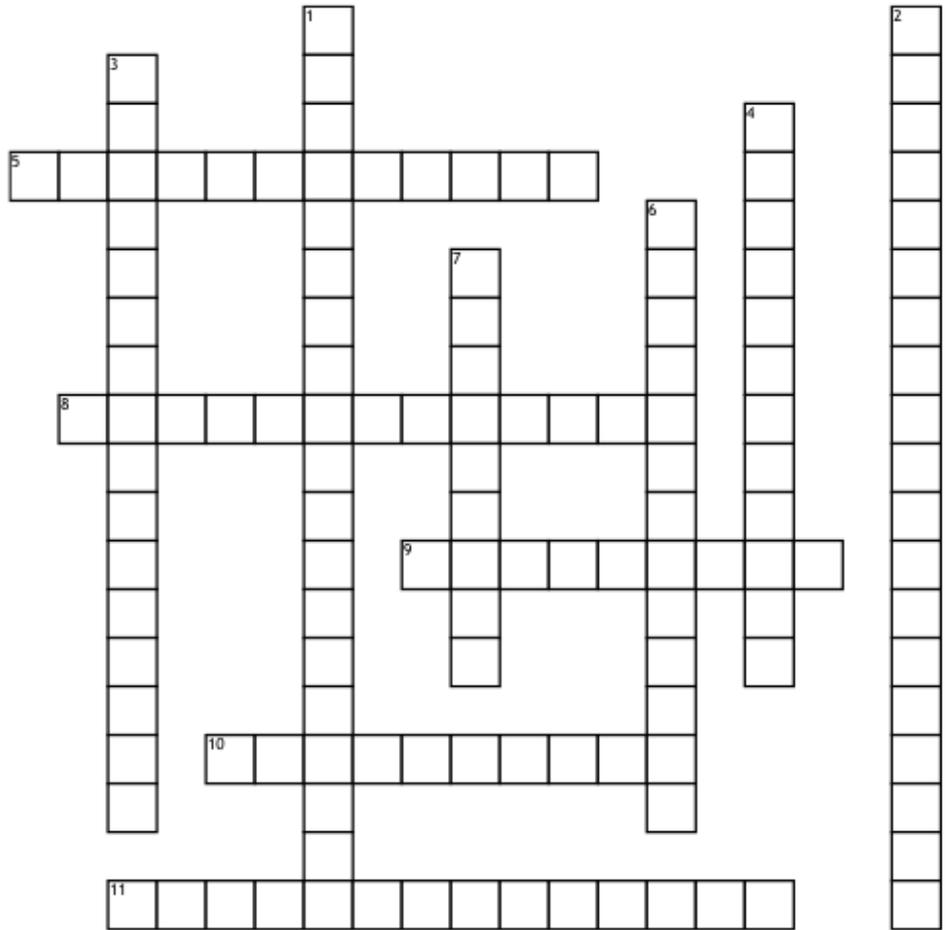
Down

1. baked sweet with chocolate chips

2. pre-made, sliced cookies made for easy cooking.

3. dough is pre-cut into shapes and sometimes printed with images

4. a cookie with main ingredients like sugar, flour, butter, eggs, vanilla, and either baking powder or baking soda. May be formed by hand or rolled and cut into shapes.



6. To dust a mold with flour, apply a thin coat and tap around the mold so all surfaces are covered. Turn the mold over and tap it against the work surface to get rid of the excess. If baking cookies out of the mold, place on a greased or preferably a parchment lined cookie sheet to bake.

7. bars made of lemon flavoring and cut into a rectangular shape.



Thank you Mum



The older I get,
the more thankful I become,
I'm ever so grateful,
that I have you as my Mum.
You support me, love me,
for exactly who I am,
and when I tell you that I can't do something
you remind me that I can.
You encourage me, cheer for me,
help me to pursue my dreams,
always there to listen,
when life's torn at the seams.
My best friend,
my savour rolled into one,
and every day I'm so thankful
just to say that you're my Mum.

