

# WESTCROFT INFORMATION PACK 2025



**3ab**  
Care  
Limited  
Exceptional Excellence

## Our Philosophy of Care

At Westcroft Nursing Home we aim to provide each service user with a comfortable and homely environment in which security, independence and dignity is maintained.

Westcroft offers both single and double bedroom accommodation for up to 28 residents. The property has two levels, all offering comfortable, homely rooms. All rooms are tastefully decorated to enhance the cosy atmosphere of the home. We have a lovely patio, where residents can sit in the garden, weather permitting.

The trained staff and care assistants are dedicated, caring, and hardworking, all with the same goal; ensuring the residents receive the care and attention they require, and to ease any anxieties they have, so they are happy and relaxed, and enjoy their time with us. There is always a trained member of staff on duty 24 hours a day, and working alongside them are a team of trained care assistants. We have incorporated the opportunity for our care assistants to benefit from Qualifications and Credit Framework (QCF) Training. These have been proved to be very successful.

In line with our Equality and Diversity Policy we do not discriminate against ethnicity, sexuality or disability, age or gender. All assessments are undertaken using the same criteria, with no pre-judgments being made.

Hannah Scott (Registered Care Manager) started at Westcroft in November 2024 working as Home Clinical Lead/Deputy Manager and then took the role as Registered Home Manager from July 2025. She has many years nursing experience and is a registered general nurse (RGN). Hannah is available to answer any questions or queries you may have about the home or any medical matters. You can contact her on 01782 287121.

Ketan Patel is a Director of Westcroft Nursing Home Ltd. and is responsible for the day-to-day running of the home. He has been Director at the Home for over 17 years. He has a BA (Hons) degree in Economics and Financial Services, studied at The Nottingham Trent University. If you have any questions you would like to ask please do not hesitate to call him on 01782 287121.



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## Fees

Details for the fees can be obtained from Hannah or Ketan.

## Local Services

### Doctors

All our residents are registered with the local doctors for the area, which is organised at time of admission.

### Chiropodist, dentist, and physiotherapist

We have a local chiropodist who regularly visits the home. If required, the chiropodist, dentist and physiotherapist can be called upon.

### Optician

An optician will visit annually or on request.

### Hairdresser

We have a unisex hairdresser visiting Westcroft every Friday, who will happily do cuts, perms etc.

## Social activities and seasonal special events

At Westcroft, we strive to keep our residents as active as possible, and do our utmost to keep an ongoing programme of events to as variable as possible. This helps to keep the residents amused/occupied and helps maintain both physical and mental wellbeing.

Both indoor and outdoor activities are arranged, including:

- Arts and Crafts
- Board games
- Dominoes
- Movement to music
- Bowls
- Gardening

Short breaks are encouraged, as are regular outings to the local park or taking small groups shopping or to local places of interest.

A wide range of musical entertainment e.g. organist, karaoke etc. is arranged for the enjoyment of our clients. There are various quizzes and word games arranged on a regular basis. On special occasions i.e. Birthdays, Christmas and Easter relatives and friends are invited to join in the residents in these celebrations. Reminiscence is also supported in various forms.

For clients preferring a quieter time there are a range of facilities they can enjoy. They may choose to spend time in the garden or in the 'quiet lounge'. Newspapers are available daily and library books in both normal and large are provided, and are exchanged on a monthly basis.

## Visiting

Westcroft has an open visiting policy; the visiting times are from 9am to 9pm. If however you would like to visit outside these times, please confirm this with the Manager. The relatives are free to choose as to where they want to visit, either their rooms for privacy or lounge for more comfort if they so wish. You can also take the residents out if you wish to do so. There are no restrictions. We do, however, ask you sign in/out of our visitor's log to conform to fire regulations.

## Smoking

We operate a no smoking policy for the home.

## Laundry

We have Laundry assistants at Westcroft who are responsible for the washing and ironing of all residents clothing. We do request that all items of clothing be clearly labelled.

## Catering

At Westcroft, we have experienced cooks who provide homemade, wholesome, and nutritious meals. The menu is varied and caters for specialised diets such as diabetic, low fat or vegetarian meals. We believe in giving our residents a choice of menu, and we like to make meal times relaxed, enabling the residents to enjoy their meal.

- Breakfast is served between 7.00am and 10.30am
- Lunch is served in the dining rooms at 12.45pm
- Tea is served at 2.30pm – tea/coffee, homemade cake/biscuits
- Supper is served at 4.30pm in the dining room
- Between 8.00 pm and 9.00 pm a choice of milky drinks and sandwiches/toast are served for residents on request


We realise what a difficult and hard decision it is to have to find a home for your family member.

Listed below are questions/observations to be made before making this very difficult choice as to where your relative's new home will be. We hope they will assist you.

- Is there a waiting list?
- How much will it cost – what does this cover?
- Is there a contract?
- Does the home accept residents funded by the local authority?
- Is there a trial period for new residents?
- How much choice does a resident have?
- Are residents allowed to bring in personal possessions?
- Do residents have to share a room?
- Do rooms have their own toilet facilities?
- Where are the toilets situated in relation to resident's room?
- Are there adequate stair lifts/fire escapes?
- Is medication supervised?
- What happens if a resident has to go into hospital?
- What happens when a resident dies – funerals etc?
- Will the resident's religious needs be catered for?
- What are the homes staffing levels?
- Look at residents – do they look happy?

Whilst you are viewing the home, please feel free to stop and talk to any of the staff or the residents and ask any questions you feel fit. We believe it is important for you to know first-hand the standard of care that we provide at the home. The two main players will provide you with the most reliable information and make your decision to choose Westcroft for you relative and easy decision for you.





If you would like to speak to our teams or send us an enquiry simply contact us using the details below or visit the website  
[www.3abcare.co.uk](http://www.3abcare.co.uk)

**Contacts:**

Ketan Patel – Managing Director

Hannah Scott – Registered Care Home Manager

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