

WESTCROFT NURSING HOME

Information Pack

Inspected and rated

Good



CareQuality
Commission

Compassionate care and timeless charm in the
heart of Stoke-on-Trent

Westcroft Nursing Home, 5 Harding Rd, Hanley,
Stoke-on-Trent, ST1 3BQ

Email: westcroft@3abcare.co.uk

Call: 01782 284611

Part of the 3abcare family



Exceptional
Excellence



the gold standards
framework

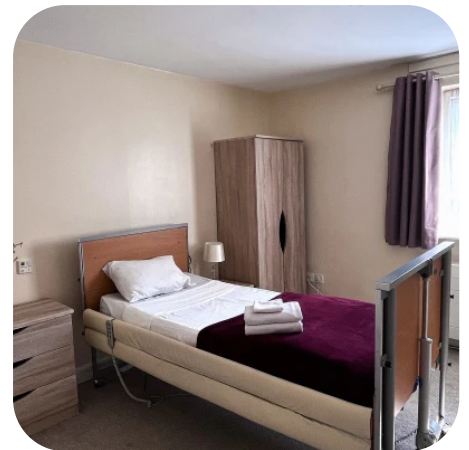
Our Philosophy of Care

At Westcroft Nursing Home, we provide a warm, comfortable, and homely environment where every resident feels safe, respected, and truly valued.

Set across two floors, Westcroft offers tastefully decorated single and double bedrooms designed to foster a cosy, relaxed atmosphere for up to 28 residents. Outside, our lovely patio and gardens provide a peaceful outdoor space for residents to relax and socialise in the sunshine.

Our dedicated care team is available 24 hours a day, committed to delivering personalised care tailored to each individual's needs. We continuously invest in high-quality training and professional development for our staff, ensuring our residents receive exceptional care in a supportive, reassuring environment.

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



Over 260 years of combined experience in care

Our Team

With extensive nursing experience as a Learning Disability Nurse, Hannah provides exceptional clinical leadership. Having joined us in 2024 as Clinical Lead before becoming Manager in 2025, she is highly knowledgeable and always available to discuss any medical matters or questions about life at Westcroft.

Joining Westcroft in 2021, Gina has worked her way up from Care Assistant to CHAP, Team Leader and now Deputy Manager. With over 12 years of experience in the care sector, she brings deep practical expertise, warmth, and leadership to our care team everyday.

Dedicated to the smooth, day-to-day running of the home, Ketan has been a Director at Westcroft for over 17 years. Drawing on his background in Economics and Financial Services from Nottingham Trent University, he ensures the highest standards are maintained.

Lauren leads our activities as Senior Co-ordinator and serves as our Wellbeing, Dignity, and Mental Health Champion. A qualified person-centred counsellor holding both a BSc and MSc in Counselling and Psychotherapy, she is passionate about supporting holistic wellbeing.

Our dedicated nursing team brings together a remarkable 72 years of combined experience within Westcroft Nursing Home. Highly skilled and deeply compassionate, they display genuine care and kindness every day to ensure our residents receive the highest standard of clinical support.



Ketan Patel
(Managing
Director)



Hannah Scott
(Registered
Manager)



Gina Bosworth
(Deputy Manager)



Lauren Beeston
(Senior Co-ordinator &
Wellbeing Champion)

Onsite Healthcare & Wellbeing Services

At Westcroft, we make accessing healthcare and personal pampering hassle-free for our residents and their families.

- **GP Services:** We take care of registering all new residents with a trusted local doctor as soon as they move in.
- **Visiting Healthcare Professionals:** Routine chiropody visits are held regularly at the home. In addition, we can quickly arrange visits from dentists and physiotherapists as required.
- **Eye Care:** Opticians visit Westcroft yearly for full eye examinations, or whenever a resident feels they need a check-up.
- **Weekly Salon Visits:** Friday is salon day! A visiting hairdresser visits weekly to offer full hair care services—from a quick trim to a full style and perm.

Activities & Community Life

We believe every day should bring opportunities for joy, connection, and purpose. Led by Lauren, who brings a passionate, holistic approach to resident wellbeing, our activities calendar is constantly evolving with varied indoor and outdoor experiences:

- **Outings & Local Excursions:** Short breaks are warmly encouraged, with regular trips to local parks, small group shopping outings, and visits to nearby places of interest.
- **Music & Live Entertainment:** A lively lineup of musical entertainment – from visiting organists to sing-alongs and karaoke sessions.
- **Creative Arts & Crafts:** Hands-on workshops, seasonal decorations, painting, and personal crafting projects that spark self-expression.
- **Brain Games & Reminiscence:** Regular quizzes, word games, and gentle reminiscence activities designed to stimulate memory, prompt nostalgia, and spark conversation.

- **Movement & Gentle Sport:** Movement-to-music classes and lighthearted indoor/outdoor bowling matches that encourage active, joyful movement.
- **Gardening & Nature:** Potting plants, tending to our raised garden beds, and enjoying fresh air together.
- **Special Celebrations:** Friends and family are always invited to join residents for special occasions, including birthdays, Easter, and Christmas festivities.
- **Peaceful & Relaxing Spaces:** For those who prefer a quieter pace, residents can unwind in our dedicated 'quiet lounge' or relax in the garden. Daily newspapers and a monthly refreshed library of standard and large-print books are always available.

Visiting Policy

We know how important it is to stay connected with your loved ones, which is why we proudly maintain an open, flexible visiting environment.

- **Visiting Hours:** Our standard visiting hours are 9:00am to 9:00pm. If you'd like to visit outside of these times, simply check in with the Manager so we can easily accommodate you.
- **Where to Meet:** You are welcome to spend time together wherever you feel most comfortable – whether enjoying the private setting of your relative's room or relaxing in one of our cozy lounges.
- **Outings:** Relatives are always welcome to take residents out for day trips, local walks, or family occasions whenever you wish.
- **Guest Safety:** For the safety and security of all our residents and in accordance with fire regulations, we kindly ask all visitors to sign in and out of our visitor book upon arrival and departure.

Smoking Policy

For the health, safety, and comfort of everyone at Westcroft, we operate a strict no-smoking policy throughout the home.

Laundry Services

We take care of the details so our residents can enjoy a comfortable, worry-free stay. Our dedicated laundry assistants manage all washing and ironing for our residents, ensuring clothes are kept fresh, clean, and well cared for. To help us ensure every item is returned safely to the right wardrobe, we kindly ask that all personal clothing be clearly labelled prior to or upon admission.

Dining & Catering

At Westcroft, we believe meal times should be a relaxed, enjoyable social highlight of the day.

Our experienced kitchen team prepares wholesome, delicious, home-cooked meals every day using fresh ingredients. We offer varied, balanced menus with plenty of choice and cater to individual dietary requirements—including diabetic, low-fat, and vegetarian diets.

Daily Dining Schedule:

- Breakfast (7:00 am – 10:30 am): A flexible morning service so residents can wake up and eat at their own pace.
- Lunch (12:45 pm): Served in our warm dining rooms with a variety of delicious home-cooked options.
- Afternoon Tea (2:30 pm): A relaxing break featuring hot drinks, freshly baked cakes, and biscuits.
- Supper (4:30 pm): A comforting evening meal served in the dining room.
- Evening Snacks (8:00 pm – 9:00 pm): A choice of warm, milky drinks, freshly made sandwiches, or toast available on request to ensure a cozy end to the day.

Fees & Funding

Choosing the right care home is a significant decision, and we believe in being completely transparent about our financial structure. Our standard fees start from £1650.00 per week.

This fee reflects the premium quality of accommodation, the high ratio of dedicated staff, and the exceptional level of 24-hour personalised care provided at Westcroft Nursing Home.

To ensure that we can safely and comfortably meet every individual's unique health and lifestyle requirements, a definitive fee is finalized following a comprehensive, complimentary pre-admission care assessment.

Questions for you to consider

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 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.

Our staff will provide you with the most reliable information in making your decision to choose Westcroft for your relative.

Next Steps

If you have any questions or would like to discuss how we can support your loved one, please reach out to our dedicated team. You can contact us directly using the details below or submit an enquiry via our website.

- Address: Westcroft Nursing Home, 5 Harding Rd, Hanley, Stoke-on-Trent, ST1 3BQ
- Telephone: 01782 284611
- Email: westcroft@3abcare.co.uk
- Website: www.3abcare.co.uk



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**Exceptional
Excellence**

Operating for over 30 years, 3ab Care is a family-owned provider delivering high-quality residential, nursing, respite, and dementia care across the Midlands and South West England.

Built on a foundation of compassion, professionalism, and exceptional excellence, the group prioritises person-centered care and family peace of mind.

Demonstrating their commitment to premium standards, 50% of their homes have achieved the highest possible independent recognition with "Outstanding" ratings from the Care Quality Commission (CQC).