



Exceptional
Excellence

Newsletter

Issue 83

March 2026

WESTCROFT NURSING HOME



Westcroft Nursing Home
Ltd

CQC overall rating

Good



25 Reviews

Contact us

Get in touch with us at the details below

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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 - Saint David's Day

4th at 10:30am - fitness with Stoke City

4th at 2:30pm - Reg therapy dog visit

5th at 11am - Seated dance class with Amy

**6th at 11am - musical moments with Vicky and Denim for
Dementia day**

8th - international women's day

15th at 11am - Mother's Day celebrations

**17th at 11am - Saint Patrick's day performance with Michaela
Spice**

18th at 11am - Fitness class with Stoke City

19th - Eid al-Fitr celebrations

**20th at 11am - Red Nose Day and musical fun performance with
Anne Plant**

25th at 10:30am - fitness with Stoke City

25th at 2:15pm - trip to Spode museum and tea room

27th at 11am - One to one exercise with Chris

29th - Palm Sunday

**We are also planning some spontaneous trips to the park and
shops when the weather allows!**

CELEBRATING OUR

Team



Our amazing chef Hayley made this beautiful safari themed cake for Margaret's birthday last month and WOW what an amazing creation!

Our fantastic laundry team member Nicky won employee of the month last month for her hard work and dedication, thank you for always going the extra mile Nicky!



We have welcomed the wonderful Janice and Jacob to our care team. Both bring knowledge, experience and compassion to the role and we are so grateful to have them here. Welcome to the Westcrot family!



UPCOMING BIRTHDAYS

We have no birthdays this month but next month we will be celebrating Gladys, Dorothy Mills and Margaret Fell!



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 Westcrot 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.



The next session of musical moments is on the 6th of March during our denim for dementia fundraising day and we can't wait to see what Vicky has in store for us! One thing is for sure...there will be singing, dancing and smiles across the board!

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 5th of March and we couldn't be more excited!

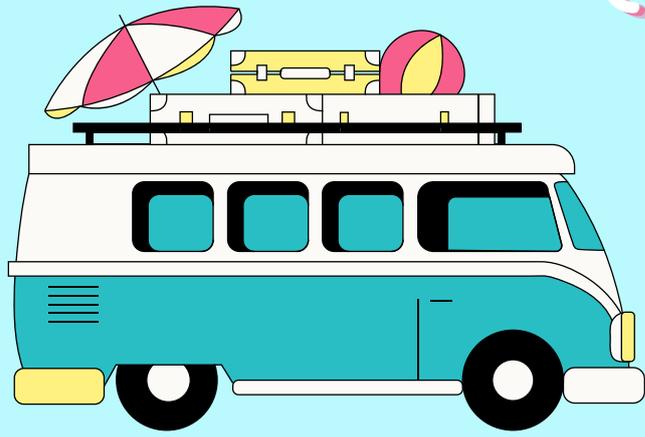
Reg the therapy dog



Ang and the beautiful Reg have continued to bless our home with smiles, affection and love this year and they are such a valued part of our home. Some residents can't wait for him to sit on their lap for a cuddle, whereas others are just happy to watch him trot around. Whatever they choose, people can't help but smile when they see him and everyone always has a good natter with Ang. Our favourite pair will be visiting us on the 4th of March for another afternoon of loving and fun.



Westcroft Outings



February was another fantastic month for trips here at Westcroft. We made the most of the nice weather and walked to some of our local attractions, as well as a trip a little further afield.

Our first outing of the month was to Trentham Gardens with two of our lovely ladies Judith and Kay. We visited the café for a slice of freshly baked cakes and a hot drink, before walking around the garden centre for a browse.

We then visited our local Tesco store with Margaret and Irene, where we did some clothes and grocery shopping before going for a snack in the restaurant. We finished the month with a trip to our Hanley market as some of the ladies needed some new bits and pieces, which was full of fun and laughter.

Next month we will be visiting the Spode museum and hopefully doing some spontaneous outings when the weather allows!



Seated Dance



The amazing Amy visits our home every month for a morning of dance and self-expression and it is always such a joy to be a part of. She makes sure that every resident is able to take part and creates routines and movements for people of every ability.

She has such a clever way of getting everyone moving, sometimes by asking us to think about certain memories which we then use to form a dance, like washing in the shower or peeling vegetables!



By the end of the session we're all moving and grooving and it's a great atmosphere to be a part of. We can't thank Amy enough for her continued time and dedication to our home and we are so excited for the next session!

ONE TO ONE Fitness WITH CHRIS



Last month we welcomed the wonderful Chris back into our home for one to one fitness. Chris has a real passion for movement and wellness and believes that exercise should be accessible for everyone. In collaboration with Chris, we decided that his sessions should focus on our residents in rooms to ensure they get personalised fitness time each month. He used his knowledge of our residents to create individual plans for each person, and the impact was clear to see. We did everything from stretches, grip training, muscle building and even boxing! If there is extra time available in the sessions, he visits our residents in the lounge and plays some fun fitness games with them too. We can't wait to see what the future holds for Chris' sessions and we are so glad to have him back in our home.





ZOO LAB



Last month we had another fantastic visit from Zoolab and their exotic animal friends! Zoolab visits are always a really magical experience, as our residents get the opportunity to see and hold exotic creatures that you would usually only ever see on the television or in a zoo!



We were visited by some amazing animal friends, from giant African snails to snakes, even lizards and cockroaches!



Our residents loved learning about each creature, where they lived and what region they come from. Zoolab are visiting us again in June and October and we can't wait to see what animal fun those sessions bring!

Happy Valentine's Day



Our Valentine's Day celebrations were fantastic this year, and it was made all the more special with some handmade gifts from the wonderful children at St.Marks primary school! The students made every resident in the home a beautiful card or gift, there were handmade paper flowers, cards, ornaments and each and every one was made with care and love. There were smiles across the room, and we enjoyed a wonderful performance with Steve Flynn of classic love songs and finished the day with a flower arranging session.

A huge thank you to the children at Saint Marks for making our Valentine's day so special!

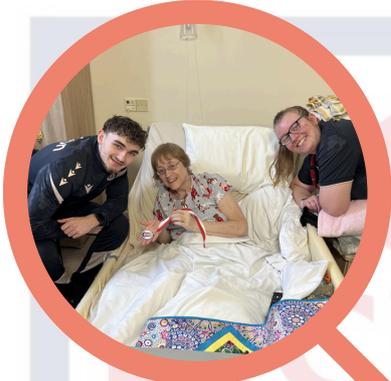
"Caregiving often calls us to lean into love we didn't know possible".



STOKE CITY FOUNDATION PARTNERSHIP



Last month brought another month of fitness and fun with the Stoke City Foundation. Laura and Gino work so hard to create engaging and challenging fitness routines for our residents, and most importantly they make the sessions accessible for all.



Last month we tried flying a paper planes, playing catch with balls, bat the balloon games, stretching and so much more. Our residents gain so much from the sessions and we always look forward to our Wednesday mornings of fitness and fun. They even gave each resident a Stoke City medal last month which our residents are now displaying proudly in their rooms!



Laura and Gino will continue to visit us through the year and we are so grateful for their time.



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 purchased from our honesty table since we opened it, it's a great place to buy gifts or treats for yourself or loved ones, whilst supporting our residents fund at the same time! Congratulations to the winner of the "guess how many flowers are in the jar" contest - M.Taylor! You've won over £300 of beauty, skincare and fragrance!

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**



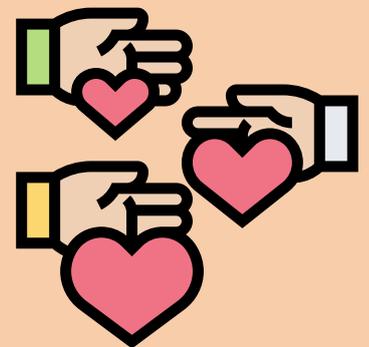
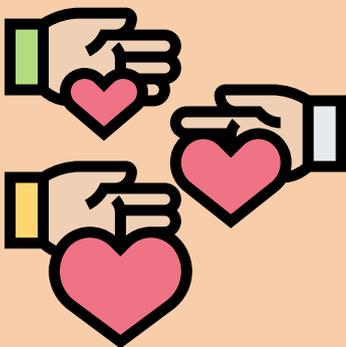
EASY FUNDRAISING

Have you heard about Easy Fundraising?

Here at Westcroft 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 Westcroft Nursing Home Residents Fund as the cause and get spending!



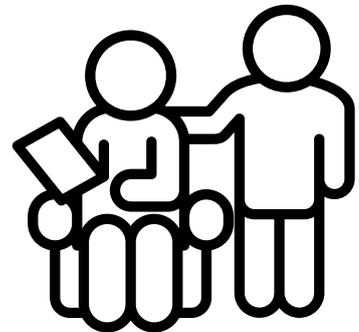
Thank you for your continued support and generosity ❤️

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...

Overall Experience ★★★★★

The family are extremely grateful for our mother's care and wellbeing at Westcroft Nursing home. She is very well cared for and encouraged during some difficult situations. Mum has settled very well. She Seems to be eating and drinking much better, which for us and herself is a bonus. All staff are really wonderful people. The home has a happy environment, warm and clean. We all think very highly of and would recommend the home.

Overall Experience ★★★★★

The home is a friendly and helpful atmosphere the staff are exremely nice and very helpful.

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



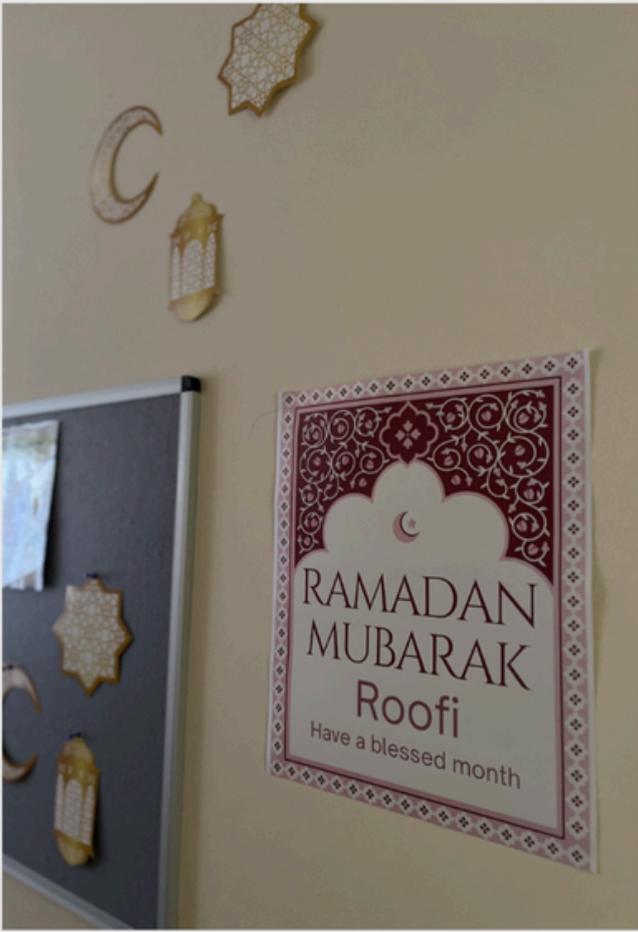
Call Westcroft for more information on 01782284611



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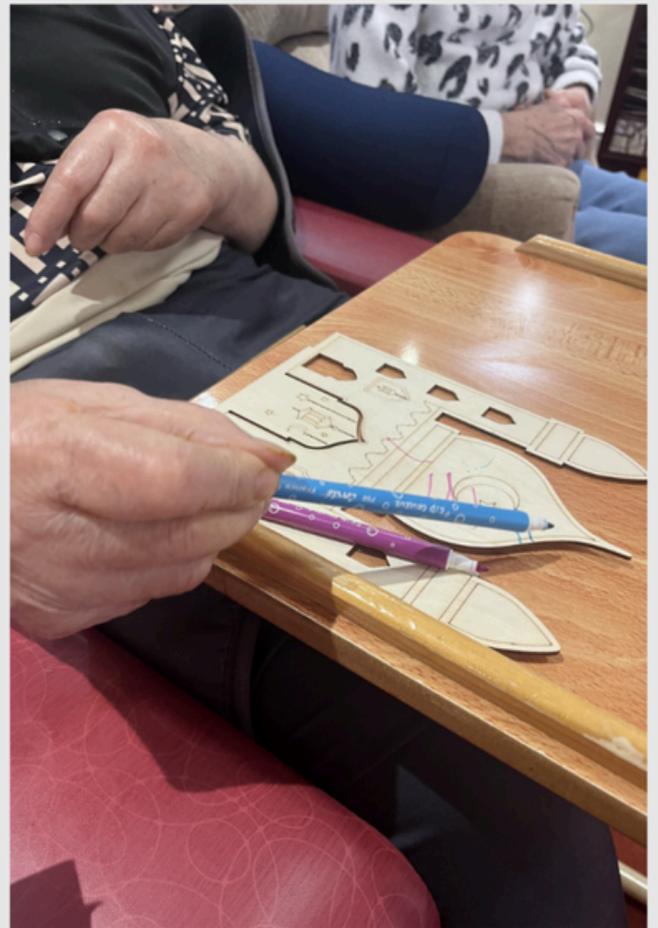
CELEBRATING RAMADAN WITH ROOFI

Tuesday 17th February 2026



Today marked the first day of Ramadan and the beginning of the Holy month in the Islamic calendar and we wanted to make sure the occasion was as special as possible for our lovely lady, Roofi who follows the Muslim religion. Although Roofi is unable to fast, she still recognises the occasion and we always ensure that she is able to practice her religion in the way that feels right for her. Roofi and her family have mentioned to us that she doesn't want the local mosque or Imam to visit her but that she would like to celebrate occasions such as these in her home.

To begin with, we decorated Roofi's room with traditional decorations, including a crescent and star statue with a tealight, alongside some beautiful gold decorations and a personalised Ramadan blessing poster on her walls. Our kitchen team cooked Roofi a traditional curry dish which she loved and in the afternoon we decorated a masjid together. It was really special to celebrate this important occasion with Roofi in a way that was right for her, and we will continue to recognise and celebrate the holy month alongside her over the next few weeks in the lead up to Eid.



RETAIL THERAPY WITH A SPOT OF TEA WITH MARGARET

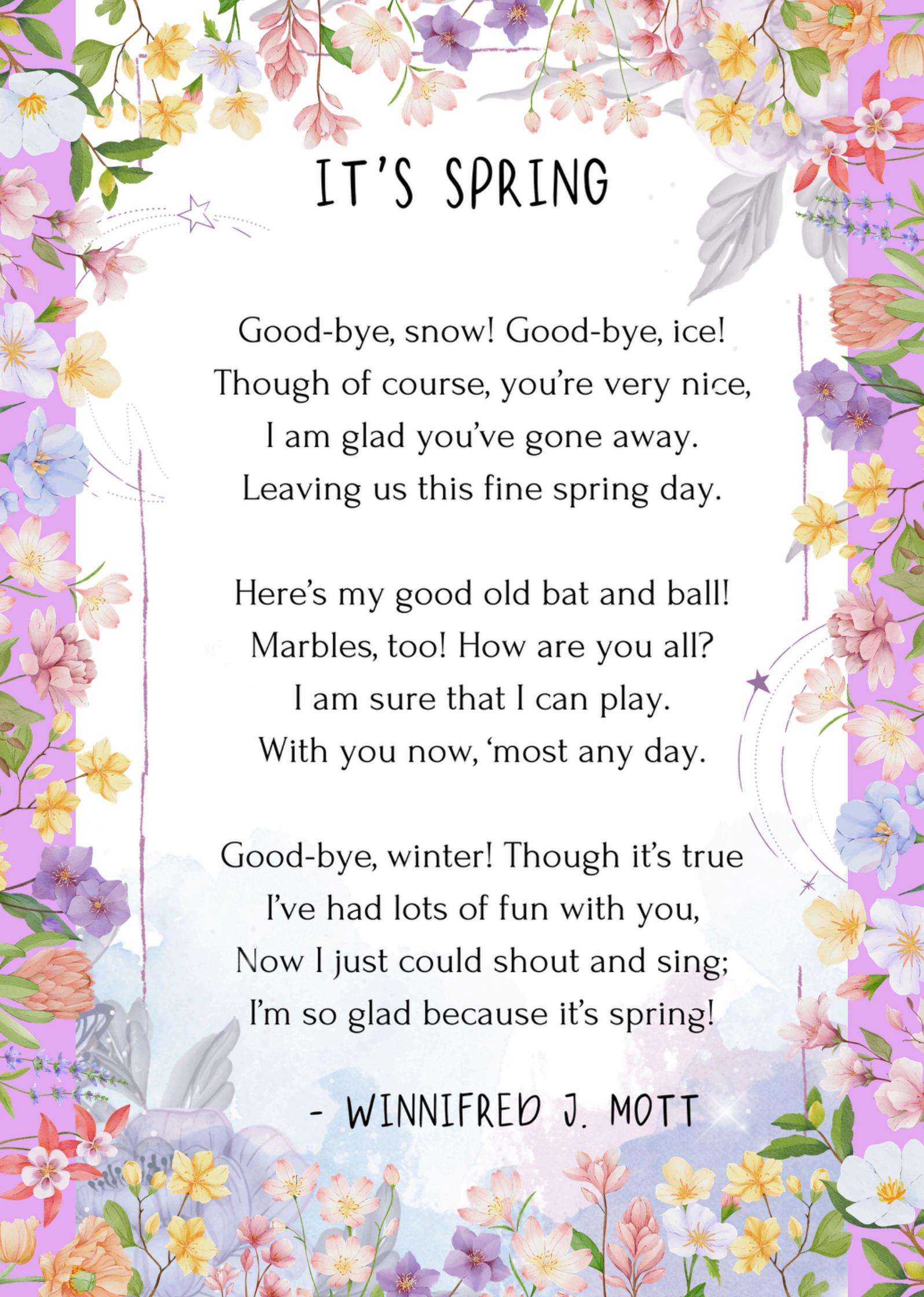
Tuesday 24th February 2026



This morning we took two of our lovely ladies from Westcroft down to our local Tesco store for some retail therapy and an all important visit to the cafe for a drink and a cake. One of those lovely ladies was Margaret and as soon as we told her we were off to do some shopping she was already talking about what she wanted to buy. First on the agenda was a trip to the cafe, where Marg had a giant lemon muffin with cream and a hot cup of tea. She chatted to everyone at the table, and it was lovely to see her so relaxed and enjoying herself in the community.

After polishing off the lemon cake and tea we went into the store for a browse and some retail therapy. Marg was eyeing up all the cakes and sweets on the aisles, but was so full up from her lemon muffin she decided against them! Marg was so chatty the entire trip and it was so nice to see how content she was. We had a little shopping list for the home and she assisted us in finding the bits we needed. It was lovely to spend time with Margaret this morning and we can't wait to see what trips we get to go on together later in the year.





IT'S SPRING

Good-bye, snow! Good-bye, ice!
Though of course, you're very nice,
I am glad you've gone away.
Leaving us this fine spring day.

Here's my good old bat and ball!
Marbles, too! How are you all?
I am sure that I can play.
With you now, 'most any day.

Good-bye, winter! Though it's true
I've had lots of fun with you,
Now I just could shout and sing;
I'm so glad because it's spring!

- WINNIFRED J. MOTT

Spring has Sprung

X L L B K D B B Y L F R E T T U B O N E L L O P
 J K N L T V T H U N D E R S T O R M K H N S C K
 R S O O S A W V G X K K K R G G Q F R H A A H A
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Spring cleaning
 sweet-smelling
 thunderstorm
 lucky clover
 invigorating
 baby animals
 blossoming
 butterfly
 sunshine
 chirping
 daffodil
 sapling
 harmony
 flowers
 rainbow
 grassy
 pastel
 joyful
 Easter
 pollen
 robin
 chics
 bloom
 bunny
 bulbs
 hatch
 eggs
 bees
 anew
 rain

