



Exceptional  
Excellence

# Newsletter

Issue 84

May 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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Home,  
5 Harding Road,  
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**Ketan.patel@3abcare.co.uk**

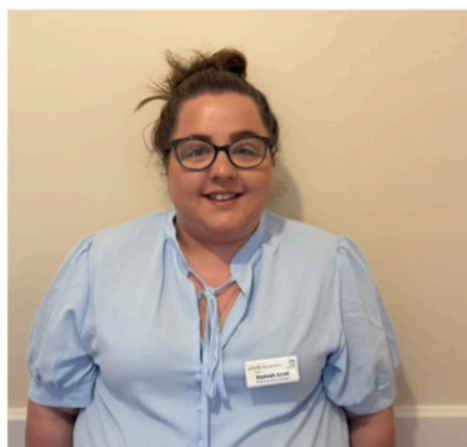
**Westcroftmanager@3abcare.co.uk**

**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 - Visit from Reg the therapy dog**

**5<sup>th</sup> at 11am - Outing to Saint Marks Primary school**

**6<sup>th</sup> at 10:30am - Fitness class with Stoke City Foundation**

**7<sup>th</sup> at 11am - Seated dance class with Amy**

**8<sup>th</sup> at 11am - VE musical moments performance with Vicky**

**8th all day - VE Day celebrations**

**13<sup>th</sup> at 10:30am - fitness class with Stoke City Foundation**

**14<sup>th</sup> all day - Pyjama and pamper day**

**15<sup>th</sup> at 11am - Visit from Reg the therapy dog**

**19th at 10:30 - trip to Hanley museum**

**20<sup>th</sup> all day - Bee day**

**27<sup>th</sup> all day - Wacky Wednesday!**

**27<sup>th</sup> at 10:30am - Wacky fitness class with Stoke City  
Foundation**

**29<sup>th</sup> at 11am - Visit from Reg the therapy dog**

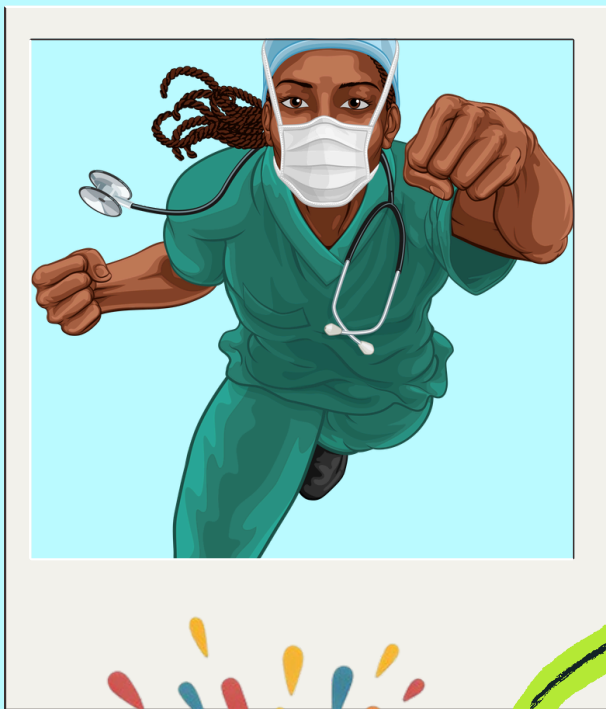
**Please keep an eye on our social media pages for any additional  
trips and activities added throughout the month!**

CELEBRATING OUR

# Team



Our amazing kitchen team have gone above and beyond making interesting treats and snacks for our lovely residents over the last month.



Our amazing nursing team had 3 admissions all within a couple of weeks this month. We are so grateful for their compassion, time and patience with this challenge and they dealt with it so professionally.



# UPCOMING BIRTHDAYS

Julie's 76<sup>th</sup> birthday is on  
the 8<sup>th</sup>

Roofi's 81<sup>st</sup> birthday is on  
the 25<sup>th</sup>

Garys 71<sup>st</sup> is on the 28<sup>th</sup>

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.



Our musical moments sessions with Vicky are a true highlight of each month, it is the perfect blend of creativity, movement and song and everyone gets involved with her sessions.

Vicky is hosting our VE Day celebrations this year on the 8<sup>th</sup> of May and we truly can't wait!

# MUSICAL MOMENTS



## SEATED DANCE CLASSES WITH AMY

Amy delighted us again last month with another morning of dance and movement, she personalises all of her one to ones to make sure they we get the best out of the session and most of all - enjoy them!

Amy is visiting us on the 7<sup>th</sup> of May for another morning of self-expression and joy and we are really looking forward to it.

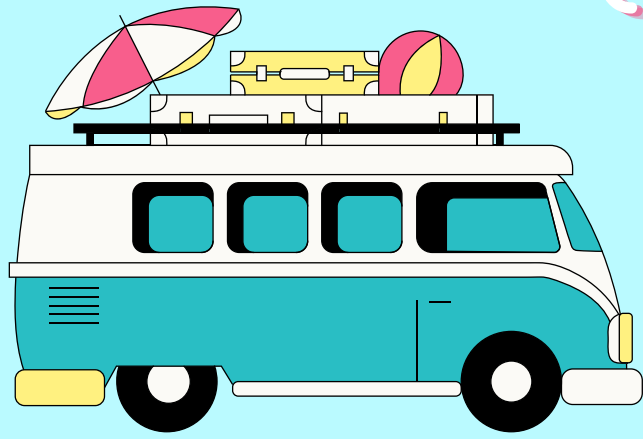
# Reg the therapy dog



Our favourite duo have taken a small break to recharge and we were so incredibly happy to welcome them back to our home! It was great to see the smiles on everyone's faces when he stepped into the room, and we couldn't wait to have a cuddle and a kiss with our furry friend. Ang and Reg are now booked in every other week for the rest of the year and we are so grateful for their time and dedication.



# Westcroft Outings



Last month we welcomed the wonderful Sam to our home which meant our outings have been bigger and better than ever! We took a spontaneous outing to the park to enjoy the sunshine and we turned it into a sensory experience by making our own little bouquets of wild flowers.

The coming months will involve more and more outings and trips and we can't wait for you to see what we have in store.

Next month we are visiting our friends at Saint Mark's Primary school for a morning of intergenerational fun and we are so excited!





# EASTER



Our Easter celebrations were so lovely this year, we had another visit from our Easter trio who spread Easter cheer and gifts to every resident. We decorated Easter bonnets, completed puzzles and wordsearches and shared some incredible Easter treats made by our kitchen team. It was a wonderful few days and the smiles on everyone's faces were priceless.

# Seated Dance



Each month we are visited by our wonderful seated dance instructor, Amy for a morning of inclusive dance and movement. She is always bringing new and exciting activities for us to join in with and she motivates us to have fun with the way we move.

Last month's session focused on using props to see which different shapes we could make with our bodies, it's amazing what dance moves holding a ball can create!



All of our residents get on so well with Amy and they love having a chat and a catch up during the session. Amy is joining us again on the 7<sup>th</sup> of May for more dance magic and we can't wait to see her.



# Unicorn DAY



This year we celebrated a theme day that is a firm favourite in our home, Unicorn day! The idea of unicorn day is purely just to have fun, dress up in funny costumes and have a day that allows us all to connect with our childish side.



We started the day with a magic carpet sensory ride with Sam, using fresh herbs and flowers to go on a journey of the senses. We also played ring toss where we tried to hook a ring onto a unicorn horn for prizes. The staff and residents all donned our unicorn horns and rainbow colours and enjoyed some wonderful unicorn cakes made by our kitchen team.



We have so many themed days here in the home but Unicorn day holds a special place in our hearts as it is so filled with fun and laughter. Stay tuned for the next themed days here at Westcroft!



# STOKE CITY FOUNDATION PARTNERSHIP



We have continued with our weekly fitness sessions with the Stoke City Foundation and what a blast we have had!



Laura and Gino surprise us every week with a new way of exercising and moving our bodies and it's always great fun.



Last month saw us doing throwing, stretching, coordination games, as well as receiving personalised certificates that we are so grateful for!



Gino and Laura have some really exciting plans for the future sessions and we are so grateful for their time and dedication to our home.



**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 current hamper fundraiser is live and we would love for you to take part, guesses cost £2 each and if you win you win a hamper worth over £200! We will also be holding a World Cup sweepstake in the coming weeks.

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



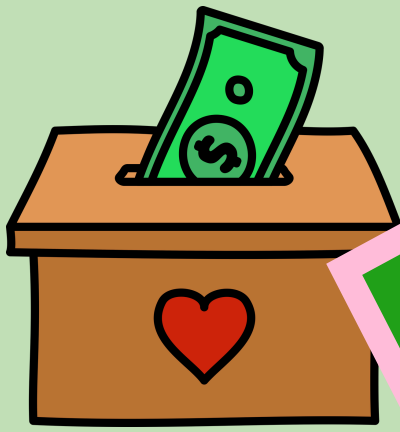
**Westcroft nursing home have embarked on a new type of training, to help us continue our work in end of life care.**

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**

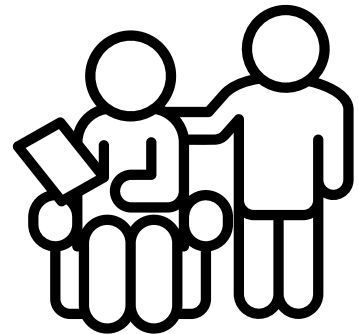
Thank you for your continued support and generosity ❤️

# 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](http://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...

“Why haven't I seen my loved one on the social media page?”

And the answer is...

Our social media pages are a fantastic platform for us to share the amazing things that happen here in the home. When we post photos on our social media, dignity and respect are always at the forefront of our minds. Whilst we love sharing special moments with our residents, we will only post photographs that our residents are happy with, where they look and feel their best.

If you are ever wondering whether your loved one has taken part in an activity as you haven't seen them in the photos, please contact us and we will happily let you know whether they participated or if they didn't, the reason as to why.

# WESTCROFT REVIEWS



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

## Review from Claire B (Daughter of Resident) published on 11 March 2026

Submitted via Website • [Report](#)

### Overall Experience ★★★★★

My mum has been at Westcroft for 4 years and I cannot fault it one bit. The care she receives is fantastic. All of the staff are really friendly and always take time to talk to me whenever I visit. The range of activities that is offered to the residents is excellent and tailored to individual needs. When I first visited the home to look round I knew that mum would be well cared for and happy and I was not wrong. Everyone at Westcroft is dedicated to giving the residents the best life possible. I will always be grateful for the care that mum receives on a daily basis.

### ↳ Reply from Ketan Patel, Managing Director at Westcroft Nursing Home

Thank you very much for your kind words Claire. It is a pleasure to look after Mum here.

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](http://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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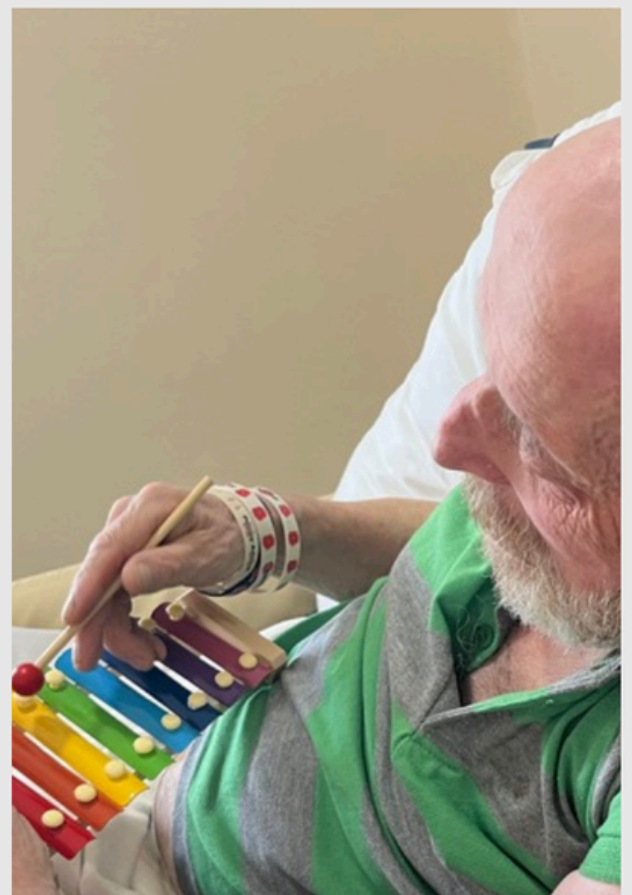
# CONNECTING THROUGH MUSIC WITH GARY

Saturday 2<sup>nd</sup> May 2026



Here at Westcroft we are always looking at ways to connect with our residents that are not only fun but meaningful. We recently welcomed our lovely Gary into our home and we have been learning about him and his life. One thing we knew about Gary is his interest in music. This afternoon I visited Gary with our collection of musical instruments for some musical sensory time. I showed him a tongue drum, which makes different sounds depending on where you hit it. He knew what to do straight away, and started playing.

We chatted about music whilst he played, Gary told me he played lots of different instruments including drums, guitar and piano. We played a few more instruments together and Gary instinctively knew what to do every time. It was really lovely to see the smile on his face as he got to do what he does best - make music! It was so nice to get to know Gary and spend some time with him this afternoon and we will ensure to keep his creativity flowing here in the home with more musical fun!



# SPRINGTIME WALK IN THE PARK WITH Thursday 16<sup>th</sup> April PHYLIS AND MARGARET



This beautiful spring afternoon we took two of our lovely ladies for a walk in Hanley Park. Phyllis was one of them and really enjoyed being out in the fresh air and doing a spot of people watching. Everyone was out and about today and Phyllis loved pointing out the cars going by in the distance, the people sitting on benches and walking by and the cyclists and scooters.

We spotted lots of lovely flowers, including a dandelion, bluebells, purple tulips and a leaf that felt really soft like a rabbits ear.

It was lovely to see Phyllis enjoying the fresh air, she was really content chatting with her friend Margaret, they love each other's company and make each laugh all the time.

We walked down to the canal to see the water and had a little sit down on the bench before making our way back for a nice cup of tea



# EASTER

## *riddles*

I hold Easter, but not in my hand.  
You can find a spring in me, but it doesn't bounce.  
What am I?

I do not march, but I arrive during it.  
I bring new life, but I'm not a mother.  
What am I?

I can be small and circular or big and square,  
And sometimes I hold giant chocolate hares.  
What am I?

Find the answers on the side of the next page!



March, spring, an Easter basket.

