3ab Care Limited | Exceptional Excellence

Newsletter

Issue 90

November 2026

WESTCROFT NURSING HOME

CareQuality Commission

Westcroft Nursing Home Ltd

CQC overall rating

Good

the gold standards framework

ACCREDITATION 2026-2029

PASS



carehome.co.uk

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9.9

30 Reviews

Contact us

Get in touch with us at the details below

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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

3rd 10am - 12 - Kaths pop up shop shopping experience

4th 10:30am - Stoke City Foundation fitness

5th 11am - Damien Young bonfire night singing performance

6th 11am - Reg therapy dog visit

6th 2:30pm - Westcroft bonfire night party with sparklers and bonfire

8th all day - Diwali celebrations

11th all day - Remembrance Day

12th 11am - Seated dance class with Amy

13th all day - world kindness day

16th 11am - Musical moments with Vicky

16th all day - Hairdresser and pamper day

18th 10:30am - Stoke City Foundation fitness

20th 10:30am - Trip to Bygones tea room

24th 11am - Performance with Steve Flynn

25th 10:30am - Stoke City Foundation fitness

27th 11am - Reg therapy dog visit

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

UPCOMING BIRTHDAYS

Fred Boon's 90th birthday is on the 13th of November!

Margaret G's 78th birthday is on the 15th of November!

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 that 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.

Meet our Family



Meet Danika! Danika recently joined the home and is a very valued part of our care team. She has worked in care for over 10 years and brings a plethora of knowledge to Westcroft. She has a lovely wife named Amy, two French bulldogs and two little ones, they are her world.

Meet Phyllis! Phyllis is our resident singer, when you enter the home you will always hear her singing along to the music. She used to play the organ in Chapel and music is very important to her. She has a daughter named Claire and a grandson named Sam who she loves to pieces.





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 will be returning to us again in November for another morning of musical fun and we can't wait!

MUSICAL MOMENTS



SEATED DANCE CLASSES WITH AMY

Next month we will be joined by our amazing seated dance instructor, Amy for a Halloween themed morning of creativity and movement! We can't wait to see what surprises she brings and to see the dances our wonderful residents create!

HAPPY HALLOWEEN

This year we had a fantastic celebration for Halloween! We were joined by our amazing dance instructor, Amy for a morning of creativity and movement and spooky fun!

Our kitchen team made some amazing Halloween themed cakes and sweet treats which we all enjoyed. We finished the day with some Halloween crafts to get our creative juices flowing.

The whole team and the residents got dressed up for the occasion, look at those amazing costumes!



At Westcroft Fitness

Here in our home we are always looking for ways to incorporate exercise and fitness into the lives of our residents and last month we did so with a football and handball morning!

Our amazing activities co-ordinator, Louise encouraged us all to either have a kick about or strengthen our muscles with some handball. It was a fantastic morning and everyone thoroughly enjoyed it. What great exercise!



Last month we had more amazing fitness sessions with Laura and Gino from the Stoke City Foundation.

stoke city foundation

We had some fantastic sessions with Stoke last month, they brought a new game into the home which involved throwing a ball into target nets and it was great fun. The best types of exercise are the ones that bring us joy!

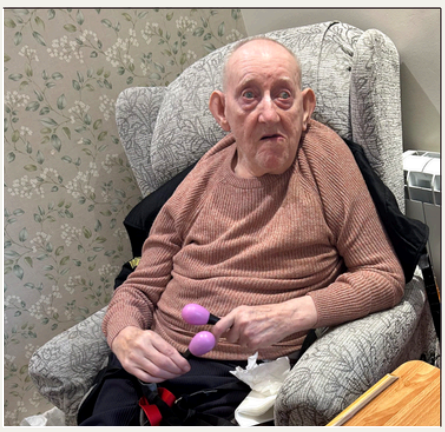


Musical Moments



Last month we were joined again by the amazing Vicky for a morning of classic love songs. Vicky sang us our favourite ballads, from Elvis Presley to Dolly Parton. One of our favourite songs here at Westcroft is 'you are my sunshine' and Vicky's rendition got us all singing and dancing!

We always look forward to Vicky's visits and this one was a real treat, we can't wait to see what she has in store for us next month!









Westcroft Outings

As the weather has started to get colder, we have ramped up the amount of in-house activities here at Westcroft. However, we have still managed to get out into the community and even brought the community in to us!

Fred and Judith visited the Brampton museum where we learnt about our local history (as well as nipping to the tea room for a spot of cake!). We were visited by the Eddison pace school for an afternoon of autumn crafts. We were also visited by the pupils of Saint Marks academy for crafting and games.

Later in the month Fred met up with a special friend in Hanley for some retail therapy.









ZOOLAB

Last month we were lucky enough to be visited by the amazing Zoolab for a morning of exotic animals and newfound knowledge! Our educator, David brought us an African snail, a glowing scorpion, a snow gecko and a corn snake for us to look at and even hold some of the animals!

We had the opportunity to learn all about the habitats of these amazing creatures and getting to hold them was so special. It is amazing to be able to create new memories like this here at Westcroft and we can't wait for our mobile farm visit in December!






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 joined in with our Halloween sweets fundraiser, we raised some amazing funds for our residents and we are so grateful for your support. We will be holding fundraisers during our bonfire night event selling food, drinks, snacks and more! Congratulations to our winner, Stacey!



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 October residents and relatives meeting. We are so grateful for your feedback comments and compliments and we are continually striving to make our home the best it can be.

If you were unable to attend the meeting but would like a copy of the meeting minutes, please speak to a member of the activities or management team who can send you a copy over. The date of our next meeting will be announced in due course.



GOLD STANDARD FRAMEWORK

the gold standards framework™ in care homes

In May 2024, Westcroft Nursing Home embarked on a new type of training, to help us continue our work in end of life care. After over two years of hard work and dedication to the framework we are pleased to inform you that we passed the accreditation with a score of 77/77 (100%).

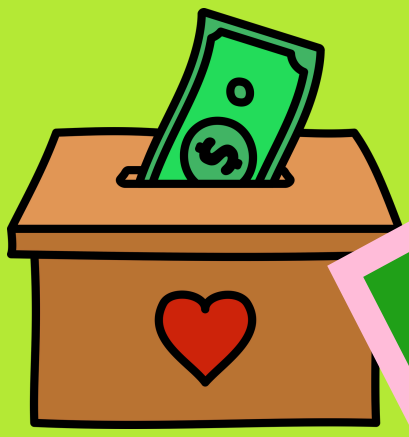
This is a great reflection of the exceptional care being provided by our Staff. Well done to the GSF Team of Gina, Hannah, Lithi and Lauren and all staff who have been involved in the framework portfolio.

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.

"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"



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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!

A SMALL DONATION MAKES A DIFFERENCE

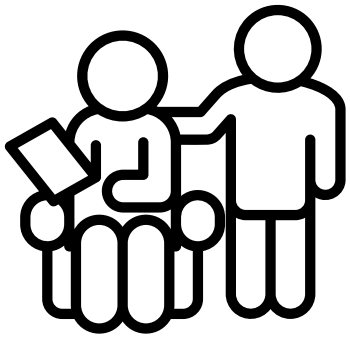
Thank you for your continued support and generosity ❤️

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 continuing to organise engaging and unique outings for our residents going into 2027. 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 that 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 is happening during the Westcroft bonfire night party?

Thank you to the attendees of the last R&R meeting for this question!

And the answer is...

We can't wait for our bonfire night party here at Westcroft! All loved ones and families are welcome, there is no charge to attend. At the party there will be marshmallow toasting, sparklers, a fire pit, snacks, drinks and much more. We can't wait to see you there and to make this year the biggest and best bonfire night at Westcroft yet!

WESTCROFT REVIEWS

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

Compliments to our kitchen team

Thank you ladies, you are a massive part of what makes Westcroft special 👏👏👏👏

Lesley Norcup
So well deserved 👏 you really went the extra mile during the kitchen refit, thanks for all you do xx

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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DENNIS LOVED A GAME OF DARTS!

Friday 16th October 2026



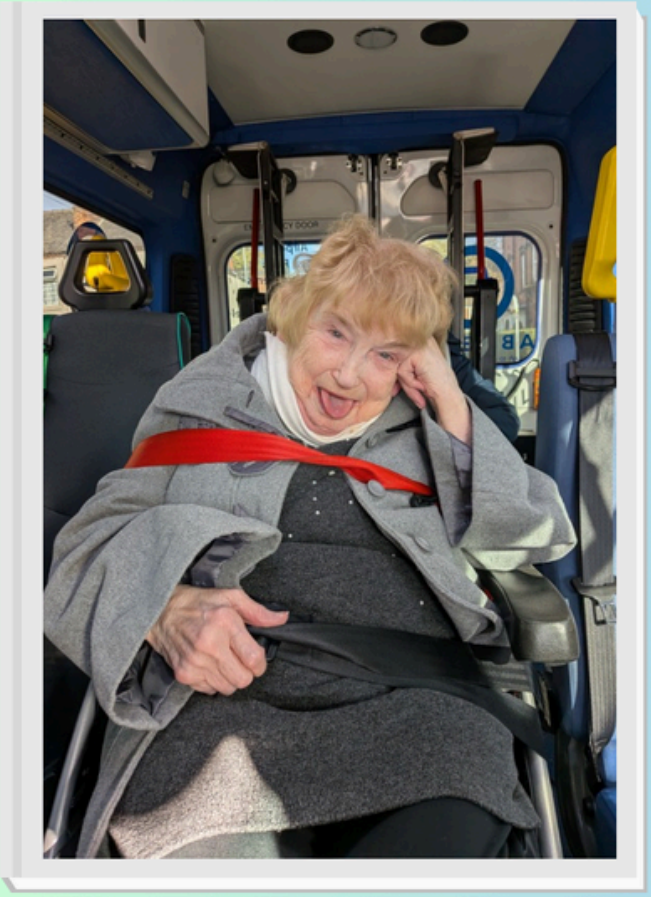
Today we had a darts and skittles competition. Dennis was more than happy to take part this morning. He really enjoyed the social interactions from staff He required some assistance from staff to get the dart in the right position in his hand and to throw the dart in the right direction.

Dennis throughly enjoyed the darts this morning, he was very bright and engaged throughout. Dennis and staff took it in turns to try to get bullseye.He needed some assistance from staff to get the darts in the right position and throw them the right way. He chatted with staff during the activity about where to throw the dart and what number he landed on. We chatted about his score after he'd finished the round. He throughly enjoyed chatting with staff and playing a few games of darts.



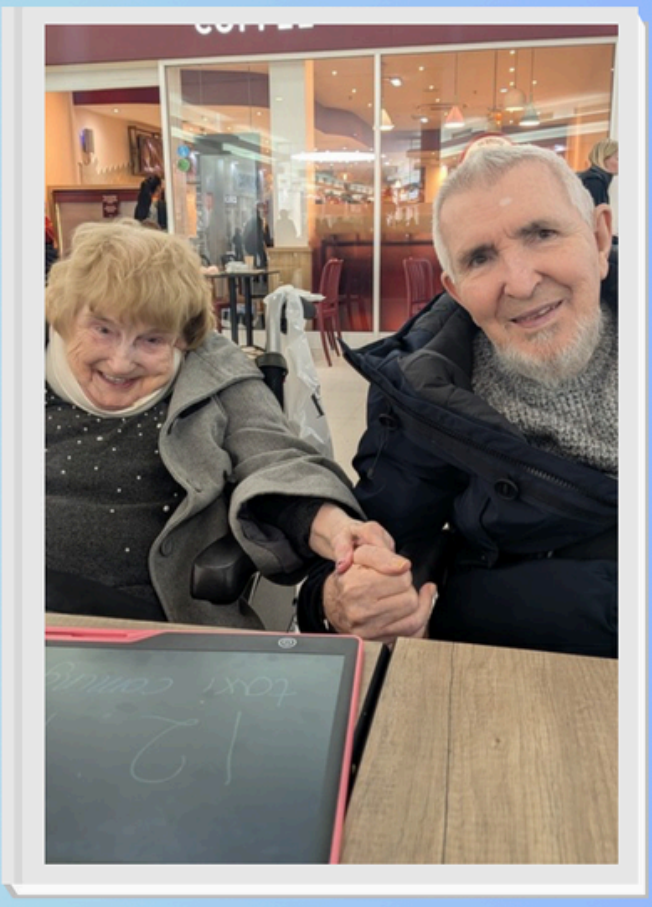
MARG'S SHOPPING TRIP TO FREEPORT!

Tuesday 27th October 2026



Today we took Margaret and her husband Phil on a shopping trip to Freeport. We started off in marks and Spencer's before heading into bonmarche and finishing up the trip with a lovely Costa coffee.

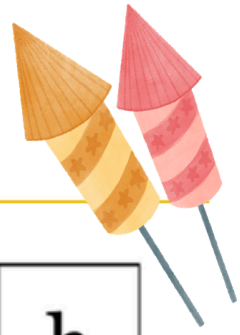
Marg was very excited to go on the shopping trip to freeport, she had a list written before hand of what she needed and wanted. We started off in marks and Spencer's looking for underwear and trousers, marg wasn't to keen on the clothes in there so we moved onto bonmarche. When we arrived in the shop she was so excited to see the things she wanted, she mangaged to get two packs of underwear and 2 pairs of trousers and then we went to costa where marg had a strawberries and cream frappe, which she really enjoyed.



Colouring page



Bonfire Night Word Search



g	p	r	t	e	e	c	s	h
j	a	t	o	r	c	h	p	e
u	r	c	f	d	m	s	a	r
x	k	f	f	n	r	v	r	a
f	i	r	e	w	o	r	k	s
q	n	p	e	b	c	t	l	q
u	o	g	u	y	k	e	e	u
z	b	a	n	g	e	r	r	i
l	s	y	m	a	t	c	h	b

Can you find all ten words to do with Bonfire Night?

Banger
Fireworks
Guy
Match
Parkin
Rocket
Sparkler
Squib
Toffee
Torch

