

Westcroft Nursing Home

Stoke-on-Trent ST1 3BQ

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ID	Location	Date Published
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1572334 Westcroft Nursing Home (Stoke-on-Trent, ST1 3BQ)

26 Aug 2025

The staff are all so lovely and you can tell they genuinely care about the residents. There are activities set up by staff most days, a weekly therapy dog who visits and outside entertainment which all improve the quality of life for residents. My nan and my grandad are currently at this care home and both are happier and healthier than they were at home which shows how much care they receive.

Overall Experience: Excellent	Facilities: Excellent	Care / Support: Excellent
Cleanliness: Excellent	Treated with Dignity: Excellent	Food & Drink: Excellent
Staff: Excellent	Activities: Excellent	Management: Excellent
Safety / Security: Excellent	Rooms: Excellent	Value for Money: Excellent

Submitted by:Ellie W(Granddaughter of Resident/Service User)Review relates to August 2025.

Submission Method: Website Submission

1572337 Westcroft Nursing Home (Stoke-on-Trent, ST1 3BQ)

20 Aug 2025

Both my parents live here and the care they receive is exceptional. They are treated with dignity and respect at all times. The staff are all friendly, professional and so very caring. The wellbeing of all residents is of upmost importance, and the staff cater well for everyone. The home is kept clean and residents meals are well prepared and appetising. The home is full of lots of fun , with a full weekly schedule of activities, and outside trips organised.

Overall Experience: Excellent	Facilities: Excellent	Care / Support: Excellent
Cleanliness: Excellent	Treated with Dignity: Excellent	Food & Drink: Excellent
Staff: Excellent	Activities: Excellent	Management: Excellent
Safety / Security: Excellent	Rooms: Excellent	Value for Money: Excellent

Submitted by:Shirley W(Daughter of Resident/Service User)Review relates to August 2025.

Submission Method: Website Submission

1549437 Westcroft Nursing Home (Stoke-on-Trent, ST1 3BQ)

17 Jun 2025

Couldn't be happier with the level of care given by all the staff. They are always very friendly and welcoming when we visit and keen to let us know how mum has been and what she's done or said since we last visited.

Overall Experience: Excellent	Facilities: Excellent	Care / Support: Excellent
Cleanliness: Excellent	Treated with Dignity: Excellent	Food & Drink: Excellent
Staff: Excellent	Activities: Excellent	Management: Excellent
Safety / Security: Excellent	Rooms: Excellent	Value for Money: Excellent

Submitted by:Andrew B(Son of Resident/Service User)Review relates to June 2025.

Submission Method: Website Submission

1549600 Westcroft Nursing Home (Stoke-on-Trent, ST1 3BQ)

17 Jun 2025

Dad is really well looked after at Westcroft and staff/managers are very respectful and caring of everyone's individual needs. Permanent staff get to know everyone quickly and are very welcoming when visiting, and can't do enough for you.

Overall Experience: Excellent	Facilities: Excellent	Care / Support: Excellent
Cleanliness: Excellent	Treated with Dignity: Excellent	Food & Drink: Excellent
Staff: Excellent	Activities: Excellent	Management: Excellent
Safety / Security: Excellent	Rooms: Excellent	Value for Money: Excellent

Submitted by: S P (Friend of Resident/Service User) Review relates to June 2025.

Submission Method: Website Submission

1501905 Westcroft Nursing Home (Stoke-on-Trent, ST1 3BQ)

07 Mar 2025

Lovely staffs , you can see they care for all the residents. They look after my mum really well. The warm atmosphere is also one of their quality that we like. Very secure facility , they always try to have an activity for the residents . They have made mum Christmas a great one for her too. Thank you so much for what you do and continue to do so

Overall Experience: Excellent	Facilities: Excellent	Care / Support: Excellent
Cleanliness: Excellent	Treated with Dignity: Excellent	Food & Drink: Excellent
Staff: Excellent	Activities: Excellent	Management: Excellent
Safety / Security: Excellent	Rooms: Excellent	Value for Money: Excellent

Submitted by: K S (Son of Resident/Service User) Review relates to December 2024.

Submission Method: Website Submission

1486063 Westcroft Nursing Home (Stoke-on-Trent, ST1 3BQ)

29 Jan 2025

When my mum came to westcroft she was very poorly due to not eating properly, she soon started eating when she was presented with lovely home cooked food in her words proper food, staff are very caring and are always pleased to help both residents and their family. The rooms are very homely and clean, you can tell the residents are happy. I can honestly say mum couldn't be in a better place.

Overall Experience: Excellent	Facilities: Excellent	Care / Support: Excellent
Cleanliness: Excellent	Treated with Dignity: Excellent	Food & Drink: Excellent
Staff: Excellent	Activities: Excellent	Management: Excellent
Safety / Security: Excellent	Rooms: Good	Value for Money: Don't Know

Submitted by: A E (Daughter of Resident/Service User) Review relates to December 2024.

Submission Method: Website Submission

1478601 Westcroft Nursing Home (Stoke-on-Trent, ST1 3BQ)

16 Jan 2025

It's such a lovely friendly nursing home. Brilliant management and staff. The care is lovely. Everyone is friendly. You are made to feel very welcome. Nothing is too much trouble. Everyone is looked after professionally with compassion and dignity.

Overall Experience: Excellent	Facilities: Excellent	Care / Support: Excellent
Cleanliness: Excellent	Treated with Dignity: Excellent	Food & Drink: Excellent
Staff: Excellent	Activities: Excellent	Management: Excellent
Safety / Security: Excellent	Rooms: Excellent	Value for Money: Excellent

Submitted by: Tracy B(Relative of Resident/Service User)Review relates to December 2024.

Submission Method: Website Submission

1457890 Westcroft Nursing Home (Stoke-on-Trent, ST1 3BQ)

27 Nov 2024

Lovely home, really lovely staff and a homely atmosphere. Food is varied and very good. An amazing range of activities, great social media page which shows all the activities that the staff do with the residents - and very good informative bi-monthly newsletter. I spend a lot of time there with my mum and visiting Westcroft is a pleasure. Communication is very good and everything is open and above board. I thank God for Westcroft and all their staff and for the many people who recommended the home to us.

Overall Experience: Excellent

Facilities: Excellent

Care / Support: Excellent

Cleanliness: Excellent

Treated with Dignity: Excellent

Food & Drink: Excellent

Staff: Excellent

Activities: Excellent

Management: Excellent

Safety / Security: Excellent

Rooms: Good

Value for Money: Excellent

Submitted by: Val F(Daughter of Resident/Service User)Review relates to November 2024.

Submission Method: Website Submission

1459099 Westcroft Nursing Home (Stoke-on-Trent, ST1 3BQ)

18 Nov 2024

My aunt unfortunately was unable to eat or drink a lot but it was always available if she wanted it. She was always well cared for and kept clean, the staff were very caring and supportive to the family.

Overall Experience: Excellent

Facilities: Excellent

Care / Support: Excellent

Cleanliness: Excellent

Treated with Dignity: Excellent

Food & Drink: Good

Staff: Excellent

Activities: Excellent

Management: Good

Safety / Security: Excellent

Rooms: Excellent

Value for Money: Excellent

Submitted by: J B(Niece of Resident/Service User)Review relates to September 2024.

Submission Method: Website Submission

1438850 Westcroft Nursing Home (Stoke-on-Trent, ST1 3BQ)

18 Sep 2024

My dad went into Westcroft after not eating for 10 days and only sipping water. He's started to eat and drink and really coming out of his self, he's been in a hospital bed for over 2 months and after a week in Westcroft with excellent care and attention, he was out in the communal area yesterday. I couldn't believe my eyes, what a fabulous achievement of care. Thanks to Westcroft staff he's eating again and drinking, it's a miracle. So happy and looking forward to his ongoing recovery, thank you.

Overall Experience: Excellent

Facilities: Excellent

Care / Support: Excellent

Cleanliness: Excellent

Treated with Dignity: Excellent

Food & Drink: Excellent

Staff: Excellent

Activities: Excellent

Management: Excellent

Safety / Security: Excellent

Rooms: Excellent

Value for Money: Excellent

Submitted by: S B(Daughter of Resident/Service User)Review relates to September 2024.

Submission Method: Website Submission

1432544 Westcroft Nursing Home (Stoke-on-Trent, ST1 3BQ)

04 Sep 2024

All staff are very welcoming at all times. Able to get mum into a routine of personal care, which I was unable to do. Mum seems settled and happy. Very happy with the outcome. A big thank you to all. It was a hard decision to send mum to respite, but feel really confident with the home.

Overall Experience: Excellent

Facilities: Excellent

Care / Support: Excellent

Cleanliness: Excellent

Treated with Dignity: Excellent

Food & Drink: Excellent

Staff: Excellent **Activities:** Excellent **Management:** Excellent
Safety / Security: Excellent **Rooms:** Excellent **Value for Money:** Excellent
Submitted by: Karen M (Daughter of Resident/Service User) Review relates to August 2024.
Submission Method: Website Submission

1396620 Westcroft Nursing Home (Stoke-on-Trent, ST1 3BQ) 03 Jul 2024

The staff are amazing, always very content and helpful. Entertainment days/events/activities help the residents from day-to-day normality. The premises/rooms are kept clean, food quality seems good with a variety of dishes to please all.

Overall Experience: Excellent **Facilities:** Excellent **Care / Support:** Excellent
Cleanliness: Excellent **Treated with Dignity:** Excellent **Food & Drink:** Excellent
Staff: Excellent **Activities:** Excellent **Management:** Excellent
Safety / Security: Excellent **Rooms:** Excellent **Value for Money:** Excellent

Submitted by: Gerwyn J (Son of Resident/Service User) Review relates to June 2024.
Submission Method: Website Submission

1394719 Westcroft Nursing Home (Stoke-on-Trent, ST1 3BQ) 02 Jul 2024

Such a beautiful clean and homely home, my dad has been there since March and he loves it there. Since going in as a resident Dad has come on loads after being very poorly, his meals are always well balanced freshly made in the kitchen no microwave meals like in some homes. There are always activities, entertainment, physio etc going on daily. The management and staff are absolutely amazing. Thank you so much for everything you do for Dad we really appreciate everyone.

Overall Experience: Excellent **Facilities:** Excellent **Care / Support:** Excellent
Cleanliness: Excellent **Treated with Dignity:** Excellent **Food & Drink:** Excellent
Staff: Excellent **Activities:** Excellent **Management:** Excellent
Safety / Security: Excellent **Rooms:** Excellent **Value for Money:** Excellent

Submitted by: Susan L (Daughter of Resident/Service User) Review relates to June 2024.
Submission Method: Website Submission

1394333 Westcroft Nursing Home (Stoke-on-Trent, ST1 3BQ) 28 Jun 2024

Mum has been at Westcroft for over 2 years now and I cannot fault this home. The care she receives on a daily basis is outstanding and all of the staff do a fantastic job. There is a wide range of activities offered to the residents on a daily basis. The activity coordinators tailor them to the individuals and do a tremendous job. The home is always spotlessly clean. Whenever I walk into the home I always receive a warm welcome from everyone. I am so grateful that I found this home for Mum and would certainly recommend it to anyone who is having to find residential care for their loved one.

Overall Experience: Excellent **Facilities:** Excellent **Care / Support:** Excellent
Cleanliness: Excellent **Treated with Dignity:** Excellent **Food & Drink:** Excellent
Staff: Excellent **Activities:** Excellent **Management:** Excellent
Safety / Security: Excellent **Rooms:** Excellent **Value for Money:** Excellent

Submitted by: Claire B (Daughter of Resident/Service User) Review relates to June 2024.
Submission Method: Website Submission

1312232 Westcroft Nursing Home (Stoke-on-Trent, ST1 3BQ) 11 Mar 2024

Westcroft Care Home is like one big happy family. The staff are exceptional and nothing is too much trouble. The food is 5 star and everywhere is so very clean, there are lots of different activities run by 2 brilliant activity coordinators. Excellent washing and ironing services. My mum loves it here and I can rest assured she is being very well looked.

Overall Experience: Excellent

Facilities: Excellent

Care / Support: Excellent

Cleanliness: Excellent

Treated with Dignity: Excellent

Food & Drink: Excellent

Staff: Excellent

Activities: Excellent

Management: Excellent

Safety / Security: Excellent

Rooms: Excellent

Value for Money: Excellent

Submitted by: J C (Daughter of Resident/Service User) Review relates to February 2024.

Submission Method: Website Submission

1308034 Westcroft Nursing Home (Stoke-on-Trent, ST1 3BQ)

28 Feb 2024

Like I believe the majority of children who face the challenge and worry of finally admitting that your parent's care needs cannot be met by yourself alone and that you need help. After the process of finding Westcroft and getting Dad settled in, I can truly say that he is very happy and content. The lovely ladies and gents at Westcroft are always helpful and nothing is too much trouble for them. The home has a social media page which I find really useful to see the day's events, and if not able to visit Dad I can always see him on the page. The home is always clean and tidy, the staff are brilliant to him, and he has always enjoyed the meals cooked for him. Communication on personal matters and health are always communicated very quickly to you. Although not the best communicator in the world that my dad is, I believe him to be happy and content at Westcroft.

Overall Experience: Excellent

Facilities: Excellent

Care / Support: Excellent

Cleanliness: Excellent

Treated with Dignity: Excellent

Food & Drink: Excellent

Staff: Excellent

Activities: Excellent

Management: Excellent

Safety / Security: Excellent

Rooms: Excellent

Value for Money: Excellent

Submitted by: Garry B (Son of Resident/Service User) Review relates to February 2024.

Submission Method: Website Submission