

# Westcroft Nursing Home

Stoke-on-Trent ST1 3BQ

Authority ID: 1-453271236

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ID	Location	Date Published												
1438850	Westcroft Nursing Home (Stoke-on-Trent, ST1 3BQ)	18 Sep 2024												
<p>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.</p>														
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<p><b>Submitted by:</b>S B(Daughter of Resident/Service User)Review relates to September 2024.  <b>Submission Method:</b> Website Submission</p>														
1432544	Westcroft Nursing Home (Stoke-on-Trent, ST1 3BQ)	04 Sep 2024												
<p>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.</p>														
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<p><b>Submitted by:</b>Karen M(Daughter of Resident/Service User)Review relates to August 2024.  <b>Submission Method:</b> Website Submission</p>														
1396620	Westcroft Nursing Home (Stoke-on-Trent, ST1 3BQ)	03 Jul 2024												
<p>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.</p>														
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<p><b>Submitted by:</b>Gerwyn J(Son of Resident/Service User)Review relates to June 2024.  <b>Submission Method:</b> Website Submission</p>														

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.

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

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

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

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

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

**Submission Method:** Website Submission

1196082 Westcroft Nursing Home (Stoke-on-Trent, ST1 3BQ)

17 Aug 2023

Westcroft Nursing Home has a warm and welcoming atmosphere. Dad settled in well and enjoyed his stay there. The staff kept him lovely and clean and cared for him well. Dad's room was lovely and clean too. I'd just like to say a big thanks to everybody who looked after Dad whilst having a respite stay at Westcroft.

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

**Submitted by:**P E(Daughter of Resident/Service User)Review relates to July 2023.

**Submission Method:** Website Submission

1194916 Westcroft Nursing Home (Stoke-on-Trent, ST1 3BQ)

16 Aug 2023

I find the staff at Westcroft very welcoming and helpful, they keep me updated and informed of my dad's well-being. My dad also likes the staff, he always has a smile on his face when they enter his room. He also says he enjoys and eats his food.

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

**Submitted by:**M S(Son of Resident/Service User)Review relates to July 2023.

**Submission Method:** Postal Card

1180566 Westcroft Nursing Home (Stoke-on-Trent, ST1 3BQ)

20 Jul 2023

My Mum is a resident at Westcroft Nursing Home because I live a distance from the home, I am not able to see her as much as I want to. However, when I visit, I see the great care she gets from the caring team. I particularly like seeing the pictures taken at Westcroft of the residents in their activities on their social media page - and, more to the point, a video of the carers wishing my Mum a happy birthday which was truly wonderful! Thank you Westcroft Team!

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

**Submitted by:**Mark T(Son of Resident/Service User)Review relates to June 2023.

**Submission Method:** Website Submission

1164354 Westcroft Nursing Home (Stoke-on-Trent, ST1 3BQ)

18 Jun 2023

Our mother has been in the care of Westcroft Nursing Home since January 2023 until May of the same. The atmosphere there is calm and the staff are so obliging, my brother and I have both agreed that the care and respect shown to her and also to us has been wonderful. Thank you to all concerned.

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

**Submitted by:**K H(Daughter of Resident/Service User)Review relates to May 2023.

**Submission Method:** Website Submission

1138996 Westcroft Nursing Home (Stoke-on-Trent, ST1 3BQ)

09 May 2023

My Father became a resident at the home in October 2022 for nursing and palliative care. He shared a bedroom with another male resident. The bedroom and home were always clean and tidy. Carers were always attentive, if sometimes a little rushed. Alarms fitted for each bedroom, my Father was dependent on Carers for all of his needs, he was unable to walk. My Father was well looked after, and at the end of life, was treated with dignity and respect.

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

**Submitted by:**Paul B(Son of Resident/Service User)Review relates to March 2023.

**Submission Method:** Website Submission

1096282 Westcroft Nursing Home (Stoke-on-Trent, ST1 3BQ)

20 Feb 2023

If you are looking for a care home for your loved one this is the place. The staff are very person-centred and dedicated to their job role. The overall package is home from home, caring, respectful and dignified at all times. My dad's last few weeks at Westcroft Nursing Home were spent in a very caring and respectful environment. I did not worry or have any concerns when he was there. At the end of his life, the staff showed compassion and respect to us all.

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

**Submitted by:**Tracy G(Daughter of Resident/Service User)Review relates to January 2023.

**Submission Method:** Postal Card

1089767 Westcroft Nursing Home (Stoke-on-Trent, ST1 3BQ)

09 Feb 2023

The home was clean and tidy and very well equipped (air flow mattresses). Carers very empathetic always asking if anything was needed to make end of life more comfortable. Well managed.

<b>Overall Experience:</b> Excellent	<b>Facilities:</b> Excellent	<b>Care / Support:</b> Excellent
<b>Cleanliness:</b> Excellent	<b>Treated with Dignity:</b> Excellent	<b>Staff:</b> Excellent

**Management:** Excellent

**Rooms:** Excellent

**Submitted by:** John S (Son of Resident/Service User) Review relates to January 2023.

**Submission Method:** Postal Card