



# WESTCROFT SERVICE USER GUIDE 2025



Exceptional Excellence

## Statement of Purpose

- To assess client prior to admission, in relation to needs.
- To encourage independence, tailored to client's needs.
- To encourage and promote client self-respect, confidence and at all times, maintain high level of hygiene and to provide a safe and secured environment.
- To maintain well-being of client and promote freedom of choice.
- To provide all dietary needs for the client, offering choice of meals, ensuring diet is nutritional, and accommodate as much as possible, times to suit client.
- To maintain ongoing assessment programme to monitor client's well-being. To refer and seek advice as and when necessary from qualified personnel in their particular speciality e.g. G.P, Physiotherapist, District Nurse, Dentist, Optician, Dietician etc.
- To provide 24 hour supervision/care by qualified staff.
- To have good communications channels with client to enhance stability and security and comfort.
- To ensure all medication is prescribed correctly by trained staff member. Individuals wishing to maintain independence by self-administering medication will be allowed to do so, but at the same time, on-going assessment to be made to maintain level of safety, well-being of client.

At Westcroft, we ensure:

- All members of staff employed will treat every client with respect, privacy and dignity at all times.
- For religious and cultural beliefs/preferences, we will accommodate/make arrangements with any religious organisations as may be requested.
- All rooms are equipped with adequate furniture, bedding, curtains and floor coverings, and equipment suitable to the needs of each client.

- All clients will have the right to access their health records.
- All clients will have ready access to use of telephone. Privacy can be arranged upon request.
- The home is clean, cleaned by a Domestic Assistant and high level of hygiene is maintained at all times to ensure that the home is left free from offensive odours.
- All clinical and domestic waste to be removed from the home.
- All personal details of our client are confidential and not discussed with anyone not connected with their direct care.

### Number and size of rooms

There are a total of 23 rooms in the home – 18 single and 5 shared.

### Qualifications of Care Manager

Martin Rogerson (Care Manager) started at Westcroft in June 2019. He has over 25 years nursing experience and is a registered general nurse (RGN). Martin is available to answer any questions or queries you may have about the home or any medical matters. You can contact him on 01782 287121.

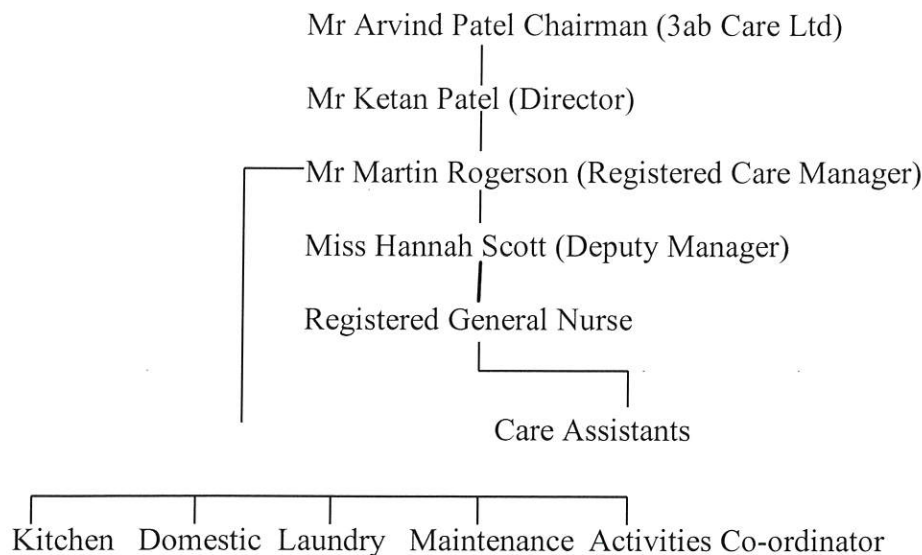
### Qualifications of Staff

In addition to the registered Care Manager the home employs a number of registered general nurses as well as enrolled nurses, care assistants, cooks, kitchen assistants, domestic staff, laundry persons and a maintenance person.

Chiropody and foot care are provided to all residents under the NHS. All staff are trained in their respective duties and provide services according to the home philosophy and values. The residents will be cared for by qualified staffs that are committed to on-going training to enhance/improve high quality level of care. At Westcroft we will ensure that the home is adequately staffed at all times by staffs that are deemed responsible and competent in this role.



## Organisational Structure



## Age, sex and needs of Service Users

Westcroft is a mixed sex home and has facilities to look after elderly people, including married couples or partners, who because of their physical incapacity require help with daily living. Westcroft is registered to provide care to long and short stay elderly people. We enable older people to continue living as independently as possible by providing care and support consistent with their incapacities and disabilities. Several of our clients and most new ones require higher levels of care and support than we had originally planned. We have responded to these changes by improving our material and staffing provisions, without losing sight of our original aim. The home firmly believes that it should only accept a new service user if a needs assessment shows that the home can adequately meet those needs.

In line with our Equality and Diversity Policy we do not discriminate against ethnicity, sexuality or disability, age or gender. All assessments are undertaken using the same criteria, with no pre-judgments being made.

## Provision of nursing care

Westcroft is a registered nursing care provider 24 hours a day. This is carried out by highly trained nurses who are fully committed to their own learning and development needs. Other staffs are working towards their NVQ's with the aim of having at least 50% of our care staff with an NVQ qualification at all times. A registered general nurse directs the care on each shift.

## Review of care plans

The care manager, after consultation with the client, prepares a written plan as to how the client needs in respect of his/her health & safety are to be met. The plan is available to the clients to see if he/she wishes to do so. His/her plan is kept under on-going review and any changes made accordingly, with their consultation.

## Service user property

All personal possessions of clients will be treated with respect. The clients can bring any personal furnishings/furniture into the room they are to occupy. Any monies kept on request of client will be kept and stored in safe/secure place, and all relevant documentation completed. The clients clothing will be washed and ironed on premises. Furthermore, they will always have a choice for alternative arrangements to suit their individual's needs.

## Availability of social and leisure activities

Our aim is to provide a safe, manageable and comfortable environment which provides stimulation, offering a choice and encouragement to clients pursue their lives to their maximum, physical, emotional and social capacity. We provide access to a wide range of social activities. We also support our clients in developing an interest on activities not currently available.

Our activity co-ordinator considers the needs, and wishes of each client. Hobbies and interests are actively encouraged and personally supervised by staffs who understand their importance to clients. Arrangements of a variety of social activities and local outings using appropriate transport are organised.

## Consulting service users about the operation of the care home

The home has in place an effective quality assurance system with the aim of seeking the views of clients. Through this system the home is able to measure its success in meeting the aims, objectives and statement of purpose. Feedback and thought are actively sought from service users through daily individual discussions as well as through satisfaction questionnaires.

An informed audit of services provided will take regularly and the results will be available to clients and their representatives as well as other interested parties

including the C.Q.C. Service users are also informed about planned C.Q.C. inspections and their views are made available in inspection reports.

## Religious needs

There is no regular visiting priest or chaplain but visits can be arranged at the request of the client. They are encouraged to attend any religious ceremony of their choice or a local church service.

## Visiting

We have a policy on maintaining close community contact at the home. We believe having regular contact with the family, friends and the wider community outside the home is a crucial part of living a fulfilled and healthy life. We provide ample opportunity for our clients to develop and maintain such outside contacts if desired. We operate an open visiting policy in the home and relations and friends are actively encouraged to visit the service user and contribute to their care.

## Privacy and dignity

The homes philosophy of care is based on the ones which ensure that all service users are treated with respect, and that their dignity is preserved at all times. Their right to privacy is always observed. To retain their privacy we provide help in intimate situations as directly as possible. They are also helped to furnish and equip their rooms in their own style and to use them as much as they wish for leisure, meals and entertaining. There is a range of locations around the home for service users to be alone as opening and reading post. The manager ensures all confidential information the home holds about service users is maintained.

To retain service user's dignity we treat each of them as a special and valued individual. The choice of clothing as well as their personal appearance is considered. We also have in place a variety of activities, which enable each service user to express himself or herself as a unique individual.

## Fees

Our fees depend on the care required on an individual basis and can be discussed with the Care Manager.



## Complaints

During your stay at Westcroft we hope that you and your family and friends will find that they will be satisfied with the standards of care you receive. The home is constantly securing ways to improve the quality of services that we provide.

We have a complaints policy in place and is readily available to the service user or their relations/friends who may be not be satisfied about the care provided.

In the first instance, you should contact the Manager, Martin Rogerson or alternatively the Director, Ketan Patel. Complaints will normally be resolved at this stage. Details of a complaint will be recorded and investigated in order to respond and this will be done within 28 days.

If however, you are dissatisfied with the outcome; your next step would be to contact the appropriate authority;-

CQC

Regulatory Inspector, Care Quality Commission (CQC)

West Midlands Region, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

Tel: 03000 616161

Stoke on Trent City Council

Floor 2, Civic Centre

Glebe Street

Stoke on Trent

ST4 1HH

WE HOPE THAT A SATISFACTORY OUTCOME CAN BE REACHED  
PROMPTLY AND SENSITIVELY

## Fire and emergency procedures

- Become aware of the Fire Panel near the front door.
- Know where the zones are located.
- If smoke or fire is noted, break nearest Fire Alarm.
- If there is a fire and you need to investigate, please use the technique shown in training (using the back of your hand and by opening any doors slowly).
- Never use the Lift once the Fire Alarm has sounded.

## Evacuation Procedure

On hearing the Fire Alarm the Nurse in charge will ring the fire brigade ( Tel 999) and give full name and address of establishment, and where the fire is situated:-

Westcroft Nursing Home  
5 Harding Road,  
Hanley,  
Stoke on Trent  
Staffordshire,  
ST1 3BQ

Tel. No. 01782 284611/287121

- All Staff to report to Fire detection panel situated near front door, day or night.
- Fire Detection panel shows in which zone the fire will be located.
- Go to zone (if safe to do so) close immediate fire doors.
- Without endangering any member of staff, commence mobile evacuation first to near safe zone, usually behind the next fire doors, not a bedroom.
- If evacuation is necessary, the residents will be evacuated into the rear car park.
- It is the responsibility of the Nurse in Charge to account for residents, staff and visitors.
- Contact Ketan Patel at any time.



## In the event of a false alarm

If fire is activated by e.g. resident's cigarette smoke, burnt toast etc. follow Fire Procedure – in the event of a fire to stage 4.

On ensuring that it is a genuine false alarm, Nurse in charge is responsible for re-setting Fire Detection Panel.

Member of staff to re-assure residents that this has been a false alarm.

**PLEASE REMEMBER AT NIGHT TIME THE FIRST THING ANY MEMBER OF STAFF SHOULD DO IS TO RING THE FIRE BRIGADE ON 999, BEFORE DOING ANYTHING ELSE.**

If you would like to speak to our teams or send us an enquiry simply contact us using the details below or visit the website [www.3abcare.co.uk](http://www.3abcare.co.uk)

### Contacts:

Ketan Patel - Director  
Martin Rogerson – Care Manager

5 Harding Road,  
Hanley  
Stoke on Trent  
ST1 3BQ

Tel: 01782 284611  
Email: [westcroft@3abcare.co.uk](mailto:westcroft@3abcare.co.uk)  
Web: [www.3abcare.co.uk](http://www.3abcare.co.uk)