



Exceptional  
Excellence

# Newsletter

**Issue 71**

January 2025

# WESTCROFT NURSING HOME



Westcroft Nursing Home  
Ltd

CQC overall rating

Good



Exceptional  
Excellence



18 Reviews

# Contact us

Get in touch with us at the details below

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**01782 287121**



**Ketan Patel**  
Managing Director (May 2008)



**Martin Rogerson**  
Care Home Manager (June 2019)

# **JANUARY SPECIAL EVENTS**

**Reg the therapy dog visit - 3rd at 11am**

**Margaret & Phil's 60th Wedding anniversary  
party - 9th**

**Performance with Terry - 10 at 11.30am**

**National hot tea day - 12th**

**Seated dance class with Amy - 14th 11am**

**Reg the therapy dog visit - 17th at 11am**

**Musical moments afternoon performance - 23rd  
at 11am**

**Burns night celebrations with 11am bagpiper  
performance - 25th all day**

**Chinese new year celebrations - 29th all day**

**Inspire your heart with art day - 31st all day**

**Reg the therapy dog visit - 31st at 11am**

# UPCOMING BIRTHDAYS

We do not have any upcoming birthdays in January but we will be celebrating Margaret and Phil's 60th wedding anniversary on the 9th of January!

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 Westcrot for their birthday.

We aim to improve the quality and variety of activities for our residents through regular bi-monthly fundraisers. A big thank you to all families and staff for your support in our recent fundraising efforts. Your continued support is crucial as we work to enrich our residents' lives. Thank you for being part of our community, and we look forward to your ongoing participation.

## FUNDRAISER



Our residents love the monthly Musical Moments sessions. Our first performance of 2025 is on Thursday 23rd January 2025. This is such a fun way for us all to keep fit.

# MUSICAL MOMENTS



## DANCERSIZE SESSION & ENTERTAINMENT CONCERTS



We are continuing with our seated dance classes in our activity schedule, as a way of making fitness both musical and fun. We are constantly thinking of new ways to bring fitness into our activities, sometimes through bean bag toss or skittles, batting a balloon around the lounge or through dance!

# SEATED DANCE WITH AMY

In November and December we had the pleasure of welcoming Amy back to our home for another seated dance class, and our residents loved it! Amy has a great way of gently encouraging our residents to stretch, throw, catch, dance and sing in her classes, and it's great fun,



Our next seated dance session will be on the 14th of January at 11am. This time Amy will be joining us for a bit longer, to do some exercises and dancing with the residents in rooms. She will also be bringing different tools to incorporate sound into dance!

# Entertainer performances



**We are continually introducing new entertainers and singers to our activities schedule to ensure that there is always something different for our residents to look forward to. We welcomed country singer Terry to our home last month, as well as our resident performer Tony, theatre singer Rachel, violinist Elisabeth and another performance by the Steel drum duo!**

**2025 will see even more new acts for our residents to join in with and we would love you to join us for those performances!**

# REG THE THERAPY DOG & ANGELA



**Reg and his lovely owner Ang have continued her bi-weekly visits to the home and our residents really value their company. Each time they visit, there are smiles across the room and we have so many lovely chats about pets we used to love.**



**Ang and Reg will continue to visit us in 2025 for animal therapy, and we couldn't be more grateful for their company. Having them in the home really is a beautiful experience and it makes such a difference to everyone's day.**



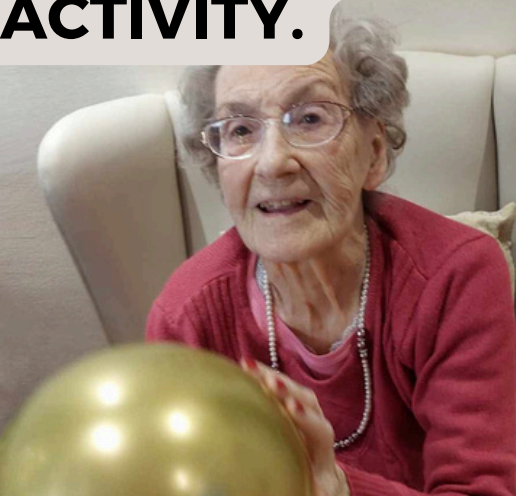
# ATTUNE MUSIC THERAPY

In November, Hollie from Attune Music therapy joined us for another morning of musical magic. Hollie has a wide array of different instruments, and she not only invites the residents to play the instruments, but performs for them too. She takes great care in ensuring our residents do not get overwhelmed, and are able to enjoy the sounds.



Witnessing Hollie at work feels like a really special experience, it is amazing to witness how music brings so many people together, of different ages and backgrounds. We will be welcoming Hollie back to our home next year, so stay tuned for upcoming dates!

**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 THE SCHEDULED ACTIVITY.**



# FUNDRAISING



A huge thank you to everyone who has supported our recent fundraisers. Our Guess the Elf's name and Elizabeth Arden hamper raffle were a great success!

We really appreciate all of your continued support and we could not do what we do without you. All money raised in fundraisers will go towards trips, entertainers and activities for our incredible residents. Our next fundraiser will be in February.

**And The winner is....**

**Guess the Elf's Name: Maggie H and Tony**

**Raffle: Claire - Congratulations guys!**

## RESIDENTS- RELATIVE & MONTHLY MEETINGS

Since our last edition of the newsletter we have held our second residents and relatives meeting which was a great success, we got some fantastic feedback and great comments from the relatives who came. As always, any feedback is very appreciated and we would gravely appreciate if visitors continued to complete the feedback survey on the sign in tablet, as well as reviewing us on Facebook, [carehome.co.uk](http://carehome.co.uk) and the CQC website. Our next meeting will be held in February, date to follow, we would love to see you there! Please note all staff have a monthly meeting with management to ensure the highest standards of care.



# 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”**

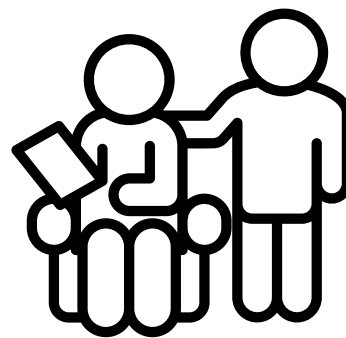
- **Gold Standard Framework**

# 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 will be 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](mailto:ketan.patel@3abcare.co.uk)**



## EMPLOYEE OF THE MONTH



Now that our newsletter is monthly, we will be highlighting the previous months winner in each edition. Stay tuned for next months winner!

 **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**

# 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 'latest news' section under the Westcroft Nursing Home tab.



We try to update our social media pages with photos and videos of all our events as soon as possible to allow everyone to see their loved ones on those days. Follow us on facebook for more updates.

Please feel free to have a look at [www.3abcare.co.uk](http://www.3abcare.co.uk). You can find information on our Homes in this group.

Westcroft Nursing Home  
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# WESTCROFT REVIEWS

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

**Jean Lowe**

The care Westcroft nursing home give to the residents and everyone is outstanding My sister is in their care and do there best to get her involved with the activities Once again a great big thank you to all who look after my sister God bless you all X

**Kenneth Thomas Hayton Stephenson**

Mum was stuck at home on her own with 3 short visits a day for meds . Not eating not able to shower she was pretty much going down hill fast . After a long spell in hospital we were offered westcroft nursing home . She settled within a day or so and loves her new home . The staff are so attentive and visiting never a problem . Respect to all the staff you all play a roll in keeping them safe and happy . I really think she could not have found a better place . They go above and beyond They really do . Respect to you all .

**Margaret David Howells**

Westcroft nursing home .Can only say they are the best ever seen a complete turn around in our mum .From eating to enjoying the endless activities.Nothing is to much trouble for the team would recommend Westcroft to anybody.Well done and Thankyou to you all .

**Lesley Norcup**

Westcroft is a fantastic nursing home, im so lucky I was offered this home for my brother, from the management to the handyman everyone is friendly, the care staff are professional and so caring but find time to make visitors welcome, the menus cater for everyone and the food is lovely, there's no rushing about in the morning for patients to be up and out of bed, my brother loves his cheese on toast and his cuppa in bed activities are daily and are great fun, the nurses are very patient when giving meds out and will inform relatives if there is a problem, I cannot praise them enough and therefore I give them 10/10 thanks to you all 🙌

**Claire Bailey**

In the words of the song, Westcroft is "simply the best". The staff are so friendly and welcoming. They do a tremendous job and the care they give to everyone is first class. I am so grateful that I found this home as mum is so well cared for, safe and above all happy. The daily activities are tailored to the residents. I love attending when the musical activities are taking place as it gives me so much joy to see mum living her best life and allows me to make lasting memories with her. I will always be grateful to all at Westcroft for enriching mum's life. Thank you to everyone for everything that you do on a daily basis 🙌🙌🙌

**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.**

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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# IMPACT STATEMENT

**Saturday 21st December 2024**



We were visited by Musical Moments today for a special Christmas performance. Musical Moments is an interactive, user-friendly Activity that incorporates Music with sensory, gentle exercise and an all-round fun way to enjoy music.

Vicky, the performer from Musical Moments bought her young daughter, Bea along as a special treat and she was fantastic with all of the residents.

Hilda did not need any convincing to join in today! The moment she saw Vicky and Bea she became fully immersed into today's activity with such joy and happiness. Hilda played catch the snowman with Bea, danced in her seat with tinsel, played instruments, looked at old pictures of stars on a tablet and sang along to some of the Christmas songs. Hilda enjoyed talking to everyone and was smiling the whole time.





# WINTER WORD SEARCH

## FIND THE WORDS!



A Y G X D V Q O S O O L H R R S C A R F  
 Q L J A N U A R Y X J O Y R M R T G D T  
 X D X J Q X G M S S N O W F L A K E U Q  
 E I W T G Q I N B T G J C Y C G T T I M  
 G N I D D E L S I T O R L H Y K A W S W  
 V F E B R U A R Y I Z O F R E E Z I N G  
 N P A Q Q H S T L P K I B L U D Q Z C B  
 T C J K S K N Y V T A S H O V E L T V E  
 J L S K G D O J P Q A N R F D G O A Q N  
 D M N B D M W V R X A O R W R Y T Y F W  
 J C O L D S M U N P Y W C E Q O Z C V M  
 W G W O E R A B V S M B X M B B S Q W A  
 B I A G V L N M S E W A K F F M O T F A  
 I M N D V U C V T M A L G L O V E S W I  
 E I G T C V P Q J S I L X B M B G C Y B  
 U G E N E N S F K U I S H L G V P P E X  
 I O L B B R U C U G R R T N W L Z T O D  
 K Q N C V P E I U N C O H G X F D A U I  
 M Q K T Y I W O K U U N Z C S V V H Q Z  
 A F R H X X X J A U R K W F Q L P S V C

BOOTS  
 COLD  
 FREEZING  
 HAT  
 SCARF  
 SLEDDING  
 SNOWFLAKE

CHRISTMAS  
 DECEMBER  
 FROST  
 ICE  
 SHOVEL  
 SNOWANGEL  
 SNOWMAN

COAT  
 FEBRUARY  
 GLOVES  
 JANUARY  
 SKIING  
 SNOWBALLS  
 WINTER