

Westcroft Nursing Home



Information Pack

**5 HARDING ROAD,
HANLEY,
STOKE ON TRENT,
ST1 3BQ**

TEL: (01782) 284611/287121

FAX: (01782) 215265

www.westcroftrnursinghome.co.uk

Updated: August 2009

Ketan Patel
Devdutt Meethoo

Director
Care Manager



INVESTOR IN PEOPLE

Our Philosophy

At Westcroft Nursing Home we aim to provide each service user with a comfortable and homely environment in which security, independence and dignity is maintained

About our Home

Westcroft offers both single and double bedroom accommodation for up to 28 residents. The property has two levels, all offering comfortable, homely rooms. All rooms are tastefully decorated to enhance the cosy atmosphere of the home. We have a lovely patio, where residents can sit in the garden, weather permitting

The trained staff and care assistants are dedicated, caring, and hardworking, all with the same goal; ensuring the residents receive the care and attention they require, and to ease any anxieties they have, so they are happy and relaxed, and enjoy their time with us. There is always a trained member of staff on duty 24 hours a day, and working alongside them are a team of trained care assistants. We have incorporated the opportunity for our care assistants to benefit from National Vocational Qualification Training. These have been proved to be very successful.



Devdutt Meethoo (Dev) (Care Manager) has worked at Westcroft for 14 years, and has been manager since 2000. He has 40 years nursing experience and is a registered general nurse (RGN). Dev has also successfully passed and achieved the Registered Managers Award (RMA) and has the added qualification of a Diploma in Nursing. Dev 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

Ketan Patel is a Director of Westcroft Nursing Home Ltd. and is responsible for the day-to-day running of the home. He has a BA (Hons) degree in Economics and Financial Services, studied at The Nottingham Trent University. If you have any questions you would like to ask please do not hesitate to call him on, Tel: 01782 287121.

Fees

Details for the fees can be obtained from Dev or Ketan.

Local services

Doctors

All our residents are registered with the local doctors for the area, which is organised at time of admission.

Chiropodist, Dentist, Physiotherapist and Speech Therapist

We have a local Chiropodist who regularly visits the home. If required, dentist, physiotherapist and speech therapist can be called upon.

Optician

An optician will visit annually or on request.

Hairdresser

We have a unisex hairdresser visiting Westcroft every Monday, who will happily do cuts, perms etc.



Social activities and special seasonal events

At Westcroft, we strive to keep our residents as active as possible, and do our utmost to keep an ongoing programme of events to as variable as possible. This helps to keep the residents amused/occupied and helps maintain both physical and mental well being. Both indoor and outdoor activities are arranged, including Arts and Crafts, board games, dominoes, movement to music, bowls and gardening.

Short breaks are encouraged, as are regular outings to the local park or taking small groups shopping or to local places of interest.

A wide range of musical entertainment e.g. organist, karaoke etc. is arranged for the enjoyment of our clients. There are various quizzes and word games arranged on a regular basis. On special occasions i.e. Birthdays, Christmas and Easter relatives and friends are invited to join in the residents in these celebrations. Reminiscence is also supported in various forms.

For clients preferring a quieter time there are a range of facilities they can enjoy. They may choose to spend time in the garden or in the 'quite lounge'. Newspapers are available daily and library books in both normal and large are provided, and are exchanged on a monthly basis.

Visiting

Westcroft has an open visiting policy; the visiting times are from 9am to 9pm. If however you would like to visit outside these times, please confirm this with the Manager. The relatives are free to choose as to where they want to visit, either their rooms for privacy or lounge for more comfort if they so wish. You can also take the residents out if you wish to do so. There are no restrictions. We do, however, ask you sign in/out of our visitor's book to conform to fire regulations.

Smoking

We do operate a no smoking policy for the home; however, we do allow residents who do smoke to be able to do so in the courtyard.

Laundry

We have a Laundry assistant at Westcroft who is responsible for the washing and ironing of all residents clothing. We do request that all items of clothing be clearly labelled.

Catering

At Westcroft, we have experienced cooks who provide homemade, wholesome, and nutritious meals. The menu is varied and caters for specialised diets such as diabetic, low fat or vegetarian meals. We believe in giving our residents a choice of menu, and we like to make meal times relaxed, enabling the residents to enjoy their meal.

Breakfast, Dinner, Tea and Supper

Breakfast is served between 7.30 am and 9.00 am.

Dinner is served in the dining rooms at 12.30 pm.

Tea is served at 2.30 pm tea/coffee, homemade cake/biscuits.

Supper is served at 4.30 pm in the dining room.

Between 8 pm and 9 pm a choice of milky drinks and sandwiches/toast are served for residents on request.



Questions for you to consider

We realise what a difficult and hard decision it is to have to find a home for your family member.

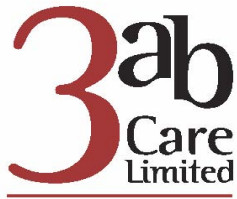
Listed below are questions/observations to be made before making this very difficult choice as to where your relative's new home will be. We hope they will assist you.

- Is there a waiting list
- How much will it cost – what does this cover?
- Is there a contract?
- Does the home accept residents funded by the local authority?
- Is there a trial period for new residents?
- How much choice does a resident have?
- Are residents allowed to bring in personal possessions?
- Do residents have to share a room
- Do rooms have their own toilet facilities?
- Where are the toilets situated in relation to resident's room?
- Are there adequate stair lifts/fire escapes?
- Is medication supervised?
- What happens if a resident has to go into hospital?
- What happens when a resident dies – funerals etc?
- Will the resident's religious needs be catered for?
- What are the homes staffing levels?
- Look at residents – do they look happy?

Whilst you are viewing the home, please feel free to stop and talk to any of the staff or the residents and ask any questions you feel fit. We believe it is important for you to know first hand the standard of care that we provide at the home. The two main players will provide you with the most reliable information and make your decision to choose Westcroft for you relative and easy decision for you.

Latest Survey Results

Please visit our website at www.westcroftnursinghome.co.uk for our latest Annual Quality Assurance undertaken in February 2009.



Group Information

Westcroft Nursing Home Limited (Westcroft) is part of the 3ab Care Limited. The group of companies include a children's day nursery (Bristol), a chemist (Gloucester), a nursing home (Chipping Sodbury) and a residential home (Leicestershire). The 3ab Care Limited is a family business, and the Chairman, Arvind Patel a pharmacist by profession has been in the business for over 30 years.

All the businesses can be accessed on the following websites:

Ambourne House Day Nursery	www.ahdn.co.uk
Barkey Chemist	www.barkeychemists.co.uk
The Heathers Nursing Home	www.heathersnursinghome.co.uk
Westcroft Nursing Home	www.westcrofthome.co.uk
Brook House Residential Home	www.brookhouserh.co.uk

Chairman's Statement

As a Chairman of 3ab Care Limited, my personal philosophy is to ensure that our customers are the most valuable asset that we possess. Therefore we follow a simple statement: "PUTTING OUR CUSTOMERS AT THE HEART OF WHAT WE DO". This will ensure that we maintain high standards and strive for even better. This will be in the forefront of our minds at all times.

At our businesses we provide the best services that we can. Health and Safety will not be compromised and we treat all our customers/residents like we would want to be treated ourselves.

Arvind R Patel (BSc MPPS)

Chairman

3AB Care Limited • Company No. 06500143
Registered Address: The Heathers Nursing Home. Quarry Road, Chipping Sodbury. BS37 6AX

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