

Hicare Testimonials 2012-2013

"On any visit I have made to the home to visit my uncle I have always found the home to be calming, well organised and administrated, very professional and helpful staff. My uncle has always looked comfortable and content. He says that he is happy there and is well looked after".

Yours Sincerely

Mr M Brett (Nephew of Resident)

January 2013

"My mother recently suffered a more serious fall. Prompt action and initial all important first aid was given by your management staff and the inevitable entry into hospital, proved mum had broken her hip. We were alerted and could get to the LRI immediately. After all the operation to pin her hip and 13 days in hospital my mother was welcomed back at Spencefield Grange.

I now feel the need to let you know the excellent care, consideration and concern carried out by all of your staff is exemplary. The encouragement given to mum is enabling her to regain much needed confidence after her fall. All this is being achieved in a most dignified manner. We would also like to put on record the friendliness and care shown to myself and my husband, by your staff, throughout the past 12 months of mothers stay with you and look forward to the continuing relationship for mum and ourselves in the future".

Yours Sincerely

Mrs B Hickinbotham (Daughter of Resident)

January 2013

"We have nothing but praise for the kind, helpful and professional way the staff have cared for Betty since her arrival.

As a family, we are sure that there is nowhere better to provide the care she needs.

We are happy to recommend Meadow's Court to any other family who need the care which you provide, for a family member".

Yours Sincerely

Mr R Winterton (Husband of Resident)

December 2012

I think the home is excellent my wife is very settled and happy could not wish for better when I come to visit my wife. I am made really welcome feel very relaxed and always kept up to date with information. The staff are happy and hardworking and very respectful I would recommend anyone to settle at Meadow's Court.

Yours Sincerely

Mr W Ireland (Husband of Resident)

December 2012

Jean stayed at Meadow's Court for two respite Weekends in December and a really enjoyable time. Everybody was great at the home and made her really happy and content. Meadow's Court will now be my first choice for Jean concerning any future stays. Very happy with everything.

Yours Sincerely

Mr M Chawner (Son of Resident)

December 2012

It was the most difficult decision to make to move mom into a care home. My brother and I had visited many trying to find the right balance of warm ambience, kind and caring staff. A place where mum would be well looked after but still stay as independent as her illness would allow. Mum says "they really look after you here" and that speaks volumes to her family. Each time we visit, we are greeted by warm smiling faces, hospitable, offering us a hot drink. Staff always willing to help and answer any concerns we have. When we call in advance to let them know we are taking her out, they prepare mum so she looks and feels her best. My personal observations are, these staff are handpicked to provide the best in quality of care. This care provides a great piece of mind for our family. Thank you.

Yours Sincerely

Ms C Sneath (Daughter of Resident)

December 2012

"I find Win gets looked after very well, all the staff are very helpful and if I have any query they are always dealt with".

Yours Sincerely

Mrs J Breward (Niece of Resident)

December 2012

"It is not nice to think that one day we will have to make the decision to put one or even both of our parents into a care home. My father died when he was 73, which left my mother on her own. We asked her if she would like to come and live with us but she said not for a while yet I will stay in my own (council) home. My father had died in 1993. In 2011 at the age of 86 my dear mother had a stroke she could no longer look after herself she could not walk or use the stairs so we had no alternative but to look for a care home. I am 62 and my wife is 68 so there was no way we could have her in our terraced house.

We found Spencefield Grange, we liked the management and the staff. We moved my mother in just for a trial. She loved it, she said everyone was kind and friendly and the food is first class. She has been there nearly a year now and has gone from strength to strength. She now walks with a Zimmer frame and she has her own room with on suite. I cried the first night I put my mum in there, but I never cried since. It is a great place for her to be".

Yours Sincerely

Mr S Myring (Son of Resident)

August 2012

Meadow's Court is a true care home, nothing is too much trouble. Meadow's Court is more a home which has care in it.

Yours Sincerely

Ms J Buckby (Daughter of Resident)

August 2012

"The staff at Meadow's Court have looked after Mildred very well. It is appreciated very much by the family. During a minor incident there was a professional response from the duty Manager, Maureen. Everything was done to make Mildred Comfortable and as a result she soon passed of the incident as "what was all the fuss about". Meadow's Court has a wonderful team of people that make the word care have a real meaning".

Yours Sincerely

Mr A George (Son of Resident)

April 2012

"My mother has been a resident for six years during which time her dementia has deteriorated. Throughout her time at the home she has been treated with respect and dignity according to her needs. Initially independence was encouraged but now she needs help with all everyday tasks. Any concerns are dealt with promptly and I was pleased to be involved in her care plan review this year. Because my mother is content and well cared for I can be sure that she is in the best place for her".

Yours Sincerely

Ms L Sidorowicz (Daughter of Resident)

January 2012

