

Hicare Testimonials 2014

"I have been favourably impressed with Spencefield Grange"

Yours Sincerely

Ms S. Higgs

December 2014

"Very good in everything the staff do, happy in every way"

Yours Sincerely

Ms J Buckby

December 2014

"The home is good because you have very good staff. They are always helpful and cheerful and nobody is ignored. Well done all"

Yours Sincerely

Ms D Omahony

December 2014

"Fantastic residential home. Totally geared up for dementia - mental health, sensory impairments etc. Very impressed overall."

Yours Sincerely

Ms J Irish (Care home Selection)

April 2014

"I am very pleased with the new look of the home. It is a very welcoming environment for employees, residents and visitors."

Yours Sincerely

Mr J Bryan (Carer at Meadow's Court)

April 2014

"Lovely, homely environment where I believe residents would feel happy and safe. Excellent event, everyone looks great!"

Yours Sincerely

Ms A Dassu

April 2014

"Very nice day, everybody seemed happy. Lovely buffet. Wall art is fantastic and lovely furnishings. Great home."

Yours Sincerely

Ms R Hawes (Family Member of Care Assistant)

April 2014

"Very good. I enjoyed listening to all of the musical performances. As for the facility, seems kept to a high standard."

Yours Sincerely

Ms Jade (Princes Trust)

April 2014

"I am Maud's eldest daughter, I live in Brackley, Northamptonshire. My sister Jean lives in Leicester, but our youngest sister Sylvia is over here for 5 weeks from Australia, and it's been

absolutely lovely to come to this event at the home, as we are all together with our lovely mum. The open day has been wonderful and we all enjoyed it so much, more so seeing Elvis (I am a big fan myself). Thank you all so very much for such a happy enjoyable day, look forward to coming to many more such days. Thank you once again."

Yours Sincerely

Mrs D Wright (Daughter of Resident)

April 2014

"Very impressed with the overall. Garden is beautiful."

Yours Sincerely

Ms H Basten

April 2014

"The new decorations and activity walls are really great. We are very pleased with all your doing. It makes life more interesting for mum and for us as she walks around quite a lot. Thank you."

Yours Sincerely

Ms K Moss (Daughter of Resident)

April 2014

"Very impressed with the improvements. The colour scheme is brilliant. Special thanks to all the carer's who are always very helpful"

Yours Sincerely

Ms J Breward (Family Member of Resident)

April 2014

"The home is looking much better with the dementia decorating that has been done and the residents seem to love it."

Yours Sincerely

MS A Underwood (Carer at Spencefield Grange)

April 2014

"What a brilliant event. Lovely atmosphere. So nice to see my mum and other residents really happy and content. Had a photo with good looking Elvis - what could be better?"

Yours Sincerely

Ms J Bradley (Daughter of Resident)

April 2014

"I really enjoyed my visit here, all the elderly residents were so sweet and pleasant as well the staff. I enjoyed Elvis's show a lot. I also love the environment. Thank you for giving us the opportunity to visit and spend time with you all. Was an amazing experience and once in a lifetime."

Yours Sincerely

Ms Fahima (Princes Trust Team)

April 2014

"Fantastic array of displays, games, photographs to stimulate memories of patients. A lot of thought given to welfare of residents. Little Island very impressive."

Yours Sincerely

Mr J Greet
April 2014

"A fantastic event, well planned and well executed. The improvements will make a huge difference to all residents."

Yours Sincerely
Ms L Rudkin (Cordate Healthcare)
April 2014

"Can't see how any improvements could be made here. Satisfied with everything."

Yours Sincerely
Mr T. Cartwright
April 2014

"What a great place. Very friendly, fresh and open. The pictures are lovely and the rooms inviting."

Yours Sincerely
Mr D Hughes
April 2014

"Refurbishment is excellent and massive improvement. A lot of thought has gone in the decoration."

Yours Sincerely
Ms J Freakley
April 2014

"I am a senior at Spencefield Grange and today has been amazing not just for me but the smiles on our residents faces made the day even better. Thank you for a lovely day."

Yours Sincerely
Ms S McCusker
April 2014

"Very impressed with the themed corridors and sensory room. Love the Rose lounge and the garden. Taking lots of lovely ideas back to our community centre and frail & elderly unit."

Yours Sincerely
Miss K Pring (Age UK Oadby & Wigston)
April 2014

"We have been invited back to Spencefield Grange to what is proving to be yet another successful happy and very friendly occasion. Even though mum passed away in March the staff here have so genuinely welcomed us back. It is very impressive seeing what has been achieved by the workmen and staff alike for the dementia project. Again our sincere thanks for what you did for our mum. We will NEVER forget."

Yours Sincerely
Mr & Mrs Hichinbotham (Family Members of Resident)
April 2014

"Today's event has been absolutely beautiful. Really enjoyed it. Mum had her 3 daughters with her today, so been very special. Thank you very much. Will look forward to the next one."

***Yours Sincerely
Ms J West (Daughter of Resident)
April 2014***

"Well I'm Maud's youngest daughter from Australia we landed on Monday. Just in time for today, you all must have worked so hard to give us all such a 'wonderful' day. Mum enjoyed it 'very' much and my husband Mick and I certainly did. Congratulations and 'Thank you ALL' so much for all your kindness and care you give my precious mum."

***Yours Sincerely
Mrs S Pell (Daughter of Resident)
April 2014***

"The home is very nice & the new dementia decorating that has been done is very nice and the residents seem to love it! I enjoy working here with my 'team'. It has been a great day that has been thoroughly enjoyed by everyone!!"

***Yours Sincerely
Ms S Tebbutt (Carer at Spencefield Grange)
April 2014***

"Spencefield Grange is a very good home and the service is very good"

***Yours Sincerely
Ms A Murphy (Daughter of Resident)
March 2014***

"My mother is very happy and settled at Meadow's Court. She says she likes living there. She says the meals are lovely and are plentiful. I take comfort in the fact she is happy and well cared for, and I know that I will be contacted if needed"

***Yours Sincerely
Ms L Hunt
January 2014***

"You cannot improve on excellent."

***Your Sincerely
Mrs J Moore (Daughter of Resident)
January 2014***

"Very satisfied how Noreen's being look after, gives us a peace of mind that she is well looked after."

***Yours Sincerely
Mr D Gilbert (Stepson of Resident)
January 2014***

"My brother finds the staff helpful and professional and, although he is restricted to his own room (because of his physical injury) he finds the atmosphere relaxed and welcoming."

***Yours Sincerely
Mrs G Palmer (Sibling of Resident)
January 2014***

"The Dementia Sensory Garden looks like a great idea, will look forward to showing mum that."

***Yours Sincerely
Ms S Wilson (Daughter of Resident)
January 2014***

"The home very good."
***Yours Sincerely
Ms L Warren (Mother of Resident)
January 2014***

"Outstanding staff, very friendly."
***Yours Sincerely
Mr S Kenning (Son of Resident)
January 2014***

"My mother is very happy and settled at Meadow's Court. She says she likes living there. She says the meals are lovely and are plentiful. I take comfort in the fact she is happy and well cared for, and I know that I will be contacted if needed."
***Yours Sincerely
Ms L Hunt (Daughter of Resident)
January 2014***

"Since going into Meadow's Court my mother has received the best possible care and attention nothing seems too much trouble for the staff to deal with. Being deaf sometimes it must be difficult for her and the staff to communicate but they seem to cope well. We are more than happy with the way she is being cared for."
***Yours Sincerely
Mr T Cartwright (Son of Resident)
January 2014***

"We've had no problems with Spencefield Grange since my mum has been in there, all staff and carers are really good, always willing to help if we need it."
***Yours Sincerely
Ms J West (Daughter of Resident)
January 2014***

"Since my mum has been at Spencefield Grange (which was December 2010) she has always received the best of care. Always in circumstances where my mum has been ill or had to attend A&E dept. the information was immediately passed on to our family. She's always well looked after and the staff caring and helpful."
***Yours Sincerely
Ms S Ross (Daughter of Resident)
January 2014***