

"My suggestion would be to keep doing what you do best. Maintain your high standards and ensure any new staff in the future are vetted well and ensure they fit in with the family."

Yours Sincerely

Ken M (Family of Resident)

December 2016

"Staff go above and beyond. Only been visiting for about a month, so far so good! Not once can I say I have seen or heard anything untoward. Staff are amazing from trolley dollies to management. Always find time to answer questions and give information."

Yours Sincerely

Jean C (Family of Resident)

December 2016

"I don't think you can improve anything, we are very pleased with everything the way things are."

Yours Sincerely

Jean L (Family of Resident)

December 2016

"I don't think you can improve the service at the home at the moment it is well run with good staff."

Yours Sincerely

K B (Sister of Resident)

December 2016

"Happy with everything we've seen. [My Dad is] looked after very well."

Yours Sincerely

Anne P (Daughter of Resident)

December 2016

"I find the home is friendly, happy and always welcoming. I love coming to the activities to be with my brother."

Yours Sincerely

Anne H (Sister of Resident)

December 2016

"I have found the staff to be very helpful. My brother has improved (since hospital) and is always happy and cheerful."

Yours Sincerely

Ruth P (Sister of Resident)

December 2016

"I find the very welcoming. Always seems clean and staff more than helpful. I'm glad my friend is here, he has all his needs attended to in a dignified and respectful way. I do like visiting especially sitting in the garden in the summer."

Yours Sincerely

Barry M (Friend of Resident)

December 2016

"We have been visiting Spencefield Grange for about 3 months, 3 times a week and have found the home super. The staff are great and nothing is too much for them to do. I think the home is wonderful and my friend is very happy here."

Yours Sincerely

Michael P (Friend of Resident)

December 2016

"Very good home, I would likely recommend this place. Very good on the phone and staff are good, No faults."

Yours Sincerely

Joyce B (Daughter of Resident)

December 2016

"I have been in this care home for over 2 years. I really feel at home here, the care staff and management are very helpful and cover for all my needs, I love speaking and helping the other residents. The food is great, the washing is always done in good time. I love to do the garden for the home. Every year putting in and growing bedding plants so we have a colourful garden. I hope to be in this home for years to come. I am very happy here."

Yours Sincerely

David L (Resident)

December 2016

"My auntie is a frail 99-year-old who is of sound mind. She spent part of December in Leicester Royal Infirmary before returning to Spencefield Grange. Since returning she has settled well and is surrounded by staff who love and care for her so well. She is a lady who has been used to being independent and therefore potentially difficult to please, I'm delighted to say she really enjoys life at Spencefield Grange. There is always things going on which she can join in with."

Yours Sincerely

Chris D (Nephew of Resident)

December 2016

"The staff here are very caring and treat each resident as an individual and cater for their specific needs. The food is excellent and also the refreshments supplied throughout the day are well presented and served with a smile. I feel assured that residents are cared for in an appropriate manner and I have peace of mind which is everything when a loved one is entrusted to the care and responsibility to the home."

Yours Sincerely

Sheila B (Friend of Resident)

December 2016

"Overall the facilities are very good, help is always there for mum when needed. The room is kept clean and tidy and is very comfortable."

Your Sincerely

Carol O (Daughter of Resident)

December 2016

"I feel that the care my father-in-law receives is excellent"

Yours Sincerely

Toni J (Daughter-in-Law of Resident)

December 2016

"The home is light, airy and very clean. The staff and carers are all they need to be, always there for the people they take care of. My partner entered the home, her new home as she calls it. She is happier than I've known her to be in the last two years. To me, that says it all. I miss her but her looking happy is all that matters to me. I've looked after my partner for the last six years until her mood just got so bad, since she has been here I have my loved one back."

Yours Sincerely

John W. (Partner of Resident)

December 2016

"I have been here nearly a year and have found it warm and safe place to stay. I get regular visits from my family and made some nice friends here. I enjoy going out on trips and visits to local places in Leicester."

Yours Sincerely

Thelma A (Resident)

August 2016

"In the short time of visiting my mother in Meadow's Court, I have found all management and staff to be kind, considerate and friendly. The residents appear very happy and contented, I was impressed by all residents and visitors being treated to ice cream from the visiting van during the event on the 27th. Very satisfied with the care my mother is receiving here"

Yours Sincerely

Bruce H. (Son of Resident)

August 2016

"The home is very good. The staff are professional, caring and friendly. I would recommend the home to friends who may be looking for a care home for their relative. I haven't had any concerns since my dad's been in the home but I know that if I did I could talk to the managers or staff."

Yours Sincerely

Joanne D (Daughter of Resident)

July 2016

"Visited Meadow's Court open day, friendly welcome by staff, great facilities, very generous and accommodating."

Yours Sincerely

Lee S (Visitor)

June 2016

"Residents all seemed content and very well treated. A friendly environment."

Yours Sincerely

Keith M (Visitor)

June 2016

"Staff are always happy to listen and are very supportive. Thank you."

Yours Sincerely

Karen H (Daughter of Resident)

June 2016

"I think the home is lovely. Everyone is lovely I get along with everyone. The rooms are very comfortable and the food is very nice."

Yours Sincerely

Margaret T (Resident)

June 2016

"Helpful staff, they listen to what you have to say. Meals are good and always fresh, and they have plenty of choice."

Yours Sincerely

Donna M (Daughter of Resident)

June 2016

"The home is very good. The staff are professional, caring and friendly. I would recommend the home to friends who may be looking for a care home for their relative. I haven't had any concerns since my dad's been in the home but I know that if I did I could talk to the manager or staff."

Yours Sincerely

Joan B. (Daughter of Resident)

June 2016

"I have found my mother's care to be very good and the staff are caring and helpful. She gets regular visits from the GP and district nurse as required. Although she has been in bed for nearly two years she has never had a pressure sore and specialist bed was brought in for her. As homes go I feel this one tries hard to give dementia sufferers as good a life as possible, with numerous events and dementia friendly decor and furniture."

Yours Sincerely

Pat G (Daughter of Resident)

June 2016

"I feel the home provides everything my mum needs, she is very settled, the staff are great with mum and do everything they can to keep her clean and happy. The staff are very approachable and I would recommend this home to anybody looking."

Yours Sincerely

Allison B (Daughter of Resident)

May 2016

"My father suffers from dementia, but I know at Meadow's Court he is well looked after, he is safe and comfortable. Nothing too much for the staff who are kind, caring and very responsive. I am kept up-to-date and well informed about my father. The staff also go to great lengths to support me in difficult and challenging times and I cannot thank them enough."

Yours Sincerely

Rachel M (Daughter of Resident)

May 2016

"The home is always kept clean, the staff and carers are always willing to answer any questions about the resident. We have peace of mind that my brother is looked after."

Yours Sincerely

Jean L (Daughter of Resident)

May 2016

"I would like to take this opportunity to show my appreciation to all the staff at Meadow's Court for the care they have given to my mum during her good moods and bad moods. The staff always inform me of any changes or worries they have about my mum's wellbeing. They are always welcoming on my regular visits to the home and the atmosphere is always a happy one."

Yours Sincerely

Mr S. Harding

May 2016

"Home is all great, meals top notch and staff just brill. Nothing too much trouble and very attentive. General atmosphere is good and residents treated with dignity."

Yours Sincerely

Mr T. Fearn

May 2016

"The Dementia Day was very interesting and useful. I just arrived as the role play took place. It was very true to life and how it affects family coping with a loved person who has dementia and how it affects the person living with dementia."

Yours Sincerely

Ms. S Johnson

May 2016

"We came to Victorian dementia day. The staff did a short play on how dementia changes a person. It was so true and really hit home. It made me cry thinking how it changed my mum. Fantastic stuff and great costumes."

Yours Sincerely

Ms A. Beech

May 2016

"Mum has been in here for only 5 weeks, but has settled very well. We, as a family are pleased that mum has settled in & is happy. She has a sparkle back. Dementia Awareness Day was lovely. Mum enjoyed the hymn singing."

Yours Sincerely

Bev Foster

May 2016

"I think the homes is a very welcoming place and everyone is friendly. Everyone gets along with everyone, it's an amazing home. All residents are so lovely and to help them is an amazing feeling"

Yours Sincerely

Ms S. Bhatti

May 2016

"Enjoyed attending the dementia cafe at Spencefield Grange, showed us a practical side of how people live with dementia. Well done to all staff."

Yours Sincerely

Mr B Kanabar

May 2016

"I am very pleased with the carers at this home. Keep up the good work you do for the community. Many thanks to you."

Yours Sincerely

Mr B. Karimakwenda

May 2016

