

*"My friend has been at this care home for quite a while now. She is very happy there. The staff look after her extremely well. The staff and managers are very approachable and I can discuss anything with them. Thank you all for your hard work."*

***Yours Sincerely***

***Mildred P (Friend of Resident)***

***October 2018***

*"My friend received excellent care. The staff are polite and very friendly. They always make me feel very welcome when I come to visit my friend. The home is always clean and tidy."*

***Yours Sincerely***

***Gemma B (Friend of Resident)***

***October 2018***

*"I visited a friend after many years. Since she has been in the home I feel as though she is in the best place she could possibly be in. The staff are lovely and always do the most for visitors."*

***Yours Sincerely***

***Thomas R (Friend of Resident)***

***October 2018***

*"My uncle is very happy with Spencefield Grange. He always looks clean and tidy. My uncle enjoys talking to the staff and can have a laugh with them. The service Spencefield Grange provides is excellent."*

***Yours Sincerely***

***Valerie J (Niece of Resident)***

***October 2018***

*"Very happy with the care provided for my friend. I have known this lady for many years. Staff are very good at what they do. Very friendly home."*

***Yours Sincerely***

***Martha G (Friend of Resident)***

***October 2018***

*"My experience after visiting my mother for the past 1 and a half years at Spencefield Grange has been very good.*

*The staff have been very caring towards our mother and have given myself support and my sister when we have felt very low. We could not thank all the staff enough for the good work they are doing."*

***Yours Sincerely***

***Beverley A (Daughter of Resident)***

***October 2018***

*"On 27th April my dear Granny turned 100. She has a large family and we wanted to celebrate this wonderful achievement together. The team at Meadows Court couldn't have been more accommodating and helped to make her party a truly memorable occasion. We would like to thank all of you for being wonderful hosts and for providing the lovely buffet. All of the guests commented on what a fantastic job you all did. They also commented on the home and how lovely and helpful the staff were. Thank you for your kindness and lovely care shown to Granny. It means a great deal to all of us."*

***Yours Sincerely***

***Louise M (Granddaughter of Resident)***

***April 2018***

*"The staff at Spencefield Grange took care of my father as though he was their family. They also took care of my mother as she visited him. I have friends who evaluate care homes who visited my dad and they said this was one of the best they've visited."*

***Yours Sincerely***

***Alison N (Daughter of Resident)***

***March 2018***

*"Very nice building. Very nice staff, very friendly, very caring. Family is offered tea/coffee when visiting. Room nice, large and room for plenty of things. Good bed. Plenty of TVs. Good food - mum eating well. Staff observant and take care of residents' needs."*

***Yours Sincerely***

***Lina S (Daughter of Resident)***

***March 2018***

*"Very pleased with the care my mum is getting. Everyone is very helpful, caring and friendly. Wouldn't hesitate in recommending Spencefield Grange to anyone."*

***Yours Sincerely***

***Nicoletta B (Daughter of Resident)***

***February 2018***

*"A very friendly home, staff and managers have really been supportive, especially as my husband does not speak much English. But has been well cared for."*

***Yours Sincerely***

***Waheeda U (Wife of Resident)***

***January 2018***

*"The staff are great. They work so hard and are helpful. They do a great job, nothing is too much trouble can't thank them enough. Thanks."*

***Yours Sincerely***

***Ann P (Sister of Resident)***

***January 2018***

*"Meadow's Court is thoughtfully designed and decorated. The rooms are spacious, bright and cheerful. The food looks good. It's really nice as a visitor to be offered a hot drink on arrival. The managers and staff are well organised, approachable and helpful. We would rate the home highly, it exceeded our expectations. We would like to thank you for taking care of Ann and providing the reassurance we need in order to leave her here. Thank you very much."*

***Yours Sincerely***

***Joe and Debbie (Family of Resident)***

***January 2018***