

## Testimonies



### *Below is just a flavour of the many emails and cards we received during 2019*

**December 2019**

*From a resident*

"I want to say how thrilled we are as a family with the Christmas activities you and your staff planned and delivered for my Dad and the residents at Eckling. The variety and fun of the activities plus the care and kindness of the staff was excellent. My son and his family were visiting Dad when Santa arrived, and they were surprised to see everyone getting a personal gift obviously thought about with care.

We were particularly impressed by the cheerfulness and care the staff exhibited on Christmas Day - no one seemed to be unhappy that they were working on the day itself as they gave their usual kind care to the residents. So a big *'Thank you'* from us to you and all your staff and we do wish you all a very happy New Year."

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**December 2019**

*From a bungalow resident*

"Thank you very much for all your hard work yesterday in making the lunch such a happy and perfect occasion. The food was wonderful, and it was a joy to have the singing. I do hope you will all have an enjoyable Christmas, and this comes with best wishes for all that is ahead in 2020."

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**December 2019**

*From a resident*

"To all the management team, with gratitude for running this place so well under the Lord's leadership."

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**December 2019**

*From a relative*

"We very much appreciate all the care and kindness shown to Mum in a more challenging year."

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**December 2019**

*From a relative*

"Along with wishing you all a Merry Christmas, I wanted also to say thank you for the care you all give my Mum. It is a great comfort, especially as I live 200 miles away to know she is so well looked after."

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**December 2019**

*From a relative*

"Thank you for everything you do for xxxx, the excellent care you give him and the help you give to me."

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**December 2019**

*From a bungalow resident*

"We would like to say a VERY BIG THANK YOU to all those who were involved in giving us such a wonderful time Tuesday. What a delicious meal and served so kindly in such a happy atmosphere. When we think of all the preparations and all the washing up, oh my, what a big job! You have ALL blessed us and we are so grateful to be part of the Eckling Grange Family."

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**December 2019**

*From a relative*

"Once again, a very big thank you for making me feel so welcome when I visited Mum last weekend. Thank you for continuing to take such good care of Mum, especially as her level of care need increases. Each time I visit I can see how the residents care levels are increasing more and more. Yet you still find time to give them that extra level of reassurance and comfort. The Wing is a very special place thanks to you all."

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**December 2019**

*From a relative*

"To all the fantastic staff in the Eckling Wing you all do such a wonderful job."

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**December 2019**

*From a relative*

"We appreciate everything you have done for xxxx, you went above and beyond. We will miss you all so much that I think I will have to visit."

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**December 2019**

*From a relative*

"Many thanks for the excellent care you have given Mum over the past year."

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**December 2019**

*From a relative*

"To you all. I humbly thank our Lord Jesus Christ for all of you. The care each of you gave to xxxx was full of love, compassion and outstanding patience. Nothing was too much for any of you to do for her. You lavished your love upon xxxx for which our Heavenly Father God witnessed every day."

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**December 2019**

*From a relative*

"Thank you all for your continued care, support, commitment and love that you give to our Mother and us as a family."

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**December 2019**

*From a relative*

"Thank you for all the wonderful, loving work you do for everyone, you are all amazing."

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**December 2019**

*From a relative*

"Thank you all for the amazing work you ALL do, always showing such love and care. On behalf of the family we are very grateful."

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**December 2019**

*From a relative*

"Just to say a HUGE "THANK YOU" to everyone at Eckling Grange for all of your hard work and amazing caring for all of the residents, especially our little xxxx. I personally always come away from a visit with my faith in human nature restored. There are such special staff at Eckling Grange, and we'll be thinking of you over Christmas and New Year. Well done and thank you so much."

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**December 2019**

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We were particularly impressed by the cheerfulness and care the staff exhibited on Christmas Day - no one seemed to be unhappy that they were working on the day itself as they gave their usual kind care to the residents. So a big "Thank you" from us to you and all your staff and we do wish you all a very happy New Year."

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**December 2019**

*From a resident's son*

"Thank you all for the immeasurable help you have been to me over the last four years caring for my Mum xxxx who sadly passed away. I will be forever grateful; you made her life so much better while she lost her way. I could not have coped without you. God Bless you all."

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**December 2019**

*From a resident's son*

"With the Christmas season approaching I am writing to first of all say how grateful my brothers, myself and the wider families are for the care that everyone at Eckling Grange showed to our Mother during her time with you. We couldn't have hoped for her to be in a better home and were particularly struck by how kind, caring and helpful all the staff were during the final couple of weeks of her life. Thank you for making the last years of my mother's life as happy and content as I think they could possibly have been."

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**November 2019**

*From a resident's son*

"To the lovely carers/staff at Eckling Grange. Mum had the most wonderful care from all of you and we couldn't have been happier that we had chosen Eckling Grange. Her 90th birthday was so special, and she was really so well that day, surrounded by family and friends. She especially enjoyed her cake with extra cream which helped it slide down easier. Our grateful thanks to all."

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**September 2019**

*From a resident's son*

"Re your guest bungalow. Thank you again for the very welcome resting place, in such lovely surrounding."

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**September 2019**

*From a resident's daughter*

"I am writing to you to say a big thank you for all the love and care you gave my Dad. When Dad came to stay at Eckling Grange he was so unwell and weak. In the five weeks he stayed with you, you all tried your hardest to get him strong, but it wasn't to be."

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**September 2019**

*From a resident's daughter*

"I am writing to you to say a big thank you for all the love and care you gave my Dad. When Dad came to stay at Eckling Grange he was so unwell and weak. In the five weeks he stayed with you, you all tried your hardest to get him strong, but it wasn't to be.

All the love shown by you to Dad and his family was wonderful and we just want you to know it was appreciated very much. Thank you all once again."

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**September 2019**

*From a resident's daughter*

"I spent a day and half in The Wing last week visiting my mother, xxxx. Yet again I was overwhelmed by the love, gentleness and compassion that was shown to everyone by ALL the staff.

I could see how difficult it was to look after people with dementia in a dignified caring manner, but your staff do it in the most wonderful way. Please pass on my heartfelt thanks to them for the way they look after and care for our mum. It makes saying goodbye to her so much easier knowing she is in such capable and prayerful hands."

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**September 2019**

*From a resident's sister*

"May I just take this opportunity to say a big thank you to you and all your caring staff for looking after xxxx with such kindness. Eckling Grange has such a peaceful atmosphere, and everyone is so comfortable."

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**July 2019**

*From a group of resident's friends*

"Some comments from friends of xxxx & xxxx concerning your amazing garden party on Saturday. May God continue to pour his blessing on a truly beautiful place.

- The warmth of you all was touchable, thank you for all your hard work, surely a place of blessing.
- A very enjoyable day.
- Thank you for an enjoyable day.
- What a lovely place and such caring staff.

Thank you for the warm welcome and wonderful food."

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**July 2019**

*From a group of resident's friends*

"This is to THANK YOU for the work you all put in at the Garden Party last Saturday. You deserve to be encouraged by our appreciation of the care you provide for your residents."

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**July 2019**

*From a bungalow resident*

"A BIG THANK YOU...to all of you for such an enjoyable day on Saturday. All the friends/visitors who came, and have spoken to me about it, were really appreciative of the welcome, the family atmosphere and the most amazing, delicious, attractive, scrumptious lunch generously provided for us all....special thanks to the catering team.

It is not surprising that there is a waiting list to become part of the wonderful community here, and we would not take it for granted as co-operation and loving concern for one another doesn't just happen, especially among so many members of a very varied team. I am not the only one to be grateful for the privilege of living here. I thank the Lord for you all."

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**July 2019**

*From a resident's daughter*

"My sister and I want to thank everyone for their love and care for Mum and Dad. Xxxx and I also experienced the friendship, concern and support from the staff especially in the final days of our parents' lives. We knew Mum and Dad were in safe hands and that their wishes and needs would be met by gentle knowledgeable staff. May God continue to richly bless the work you all."







**July 2019**

*From a resident's friend*

"Thank you very much for the wonderful care you gave to xxxx whilst she was in your care. It was a joy to come and visit her in such a caring environment, a real home from home. The friendliness and cheerfulness of all the staff was much appreciated by her and us. Also thank you for allowing us to have her thanksgiving service at the Grange, it was a lovely atmosphere and the food was wonderful."

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**July 2019**

*From a resident's relative*

"We visited xxxx last week and also in April and wanted to send you our thanks, for the serious quantities of patience, for kindness, and skill, for all you do in your jobs. Having no background in your field of work, we were amazed at the complications in your tasks with xxxx and so many others. We don't know if xxxx is still able to express thanks to you, but, as her step-daughter, I know she would have wanted to do so."

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**May 2019**

*From a resident's son and daughter in-law*

"Thank you very much for forwarding the Inspection Report to us last week. It's very heartening when people are 'so open' and a 'good' report. Thank you to yourselves, and all your staff for being so helpful, caring and welcoming to xxxx (and us) last week. It's great that staff introduce themselves and are so willing to answer any questions. Everyone appears to communicate with each other - staff and residents alike which is so good to see. When I have told people about the trouble xxxx went to compiling a file on xxxx with us they are very impressed - so "well done all". Presumably not all Care Homes do this - this is our first experience of this, but it's lovely.

When I went in to see xxxx on my own last Tuesday morning, I really enjoyed sitting in on xxxx session with a small group. She was so good with them - asking questions about their past that they could all answer (to a lesser or greater degree). It's interesting what you find out things about your mother-in-law that you didn't know!"

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**March 2019**

*From a resident's daughter*

"Well done on a great inspection report, your dedication, commitment and care has been recognised. You are a wonderful team."

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**March 2019**

*From a resident's children*

"As a family could you please pass on our sincere thanks to all who helped to make Mum's 90th birthday such a memorable day. Her family gathered around and you could see the delight in her face. Thank you for the care, tea party and organisation."

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**February 2019**

*From a resident's family*

"On behalf of our respective families we just wanted to say a huge thank you for your time and efforts on Monday in ensuring that Mum's thanks-giving service went so smoothly. As always, we felt welcomed and relaxed. We would all once again like to express our sincere and heartfelt thanks to you and all the staff at Eckling Grange who have so diligently, caringly and selflessly looked after Mum these past 8 years and especially during her last week of life."

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**February 2019**

*From a resident's daughter*

"Firstly, I would like to express our sincere gratitude and thanks for all that you and the marvellous team at Eckling Grange have done for Mum during the past eight years and especially during her final few days of life. The care, compassion and attention to her every need to ensure she was not only physically but emotionally and spiritually looked after was both humbling and heartfelt.

Thank you never seems enough in the circumstances but we say it in the knowledge that Mum was very content, at peace and accepting of her home at Eckling Grange for which we will be forever grateful."

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**February 2019**

*From a resident's son*

"I would just like to thank everyone at Eckling Grange for all your hard work and preparation for my mother's 90th Birthday celebrations. I know that she had a wonderful afternoon with friends, family and staff who all enjoyed the excellent "afternoon tea and cakes". You transformed the dining room into a wonderful location for the event, and ensured it really was a "special" day for my mother and all attending.

I would mention it was heartening to see a number of members of staff come in to Eckling Grange just for the event, which is a reflection on the dedication and support the team they provide on a daily basis. Again many thanks to all involved. PS The birthday cake was undoubtedly one of the best cakes I have had in a long, long time - excellent."

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**February 2019**

*From a resident's daughter*

"Somehow just saying thank you doesn't seem like enough. But I hope you know how much your thoughtfulness has meant to us. Thank you for all your care, love and attention to Mum over the last 16 months."

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**February 2019**

*From a resident's daughter*

"This comes with a huge thank you to you all for looking after our most beloved Father xxxx during his time with you at Eckling Grange. It is a very hard decision to pass on the care of a loved one into other hands, but on the advice of our dear Methodist Minister and also based on the previous experience of our family of the wonderful care that Eckling Grange provides, Dad came to join your community just over four years ago.

We could not have entrusted him to better hands. Everything from the care of the amazing staff, the continuation of Dad's religious life and the really lovely fellow residents who took him into their hearts made Dad's last years the best possible.

You all knew him as he arrived - a well-dressed courteous gentleman and during his decline saw him always as the man he had been. You looked after him from the minute he arrived until the minute he left you with such respect and love. Thank you all for all you did to make Dad's last years so good." et by gentle knowledgeable staff. May God continue to richly bless the work you all."

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