

Testimonies



Below is just a flavour of the many emails and cards we received during 2022/23

April 2023

From a resident's friend

"To Each and Every one of You All.

There are no words to say how wonderful you all are. You are beautiful inside and out. You looked after precious xxxx so, so well and I cannot thank you enough. I'll miss you loads (and the porridge).

Tons of love, xxxx."

April 2023

From a resident's son

"Thank you for making the Small Lounge available for us on Sunday. It made it possible for twelve family members to spend some time with xxxx to celebrate her 104th birthday; she was in fine spirits and enjoyed seeing everyone. Thank you again on behalf of the family."

March 2023

From a resident's daughter

"I just wanted to say a big thank you to you all. Could you please pass this to all your staff. The last few weeks have been very sad for us. Little things like today mean so much. We really appreciate the care being given to mum."

February 2023

From a resident's daughter

"I wanted to say a special thank you for bringing Dad outside at my Grandmother's funeral last week. He was so well wrapped up! I can't think of any words which would adequately express my thanks for all you and the team do to care for Dad. It is such a special place and really does feel like home to me."

January 2023

From a resident's niece

"I would like to thank all the staff for the wonderful time you gave my Aunty during her 4 years in Eckling Grange. She certainly couldn't have been in a better place. You have enabled her to live a fulfilled life until the end, providing lovely activities, outings and allowing her the opportunity to continue ministering, despite her dementia. It has been so moving to see the kindness and compassion shown by staff at Eckling during my visit."

December 2022

From a resident's son

"That's great news concerning the new Government guidance on face masks! That must seem like one further step towards putting behind the Covid years which must have caused so much concern and hard work for you and all the staff at Eckling Grange. Thank you for handling that deeply challenging time with such a wise balance of rigour and grace.

Thank you also for taking such good care of Mum. To know that Mum is feeling safe and loved has meant so much to us. Of course, there are times when she finds life more difficult than at others and misses her husband of over 60 years, but there is a serenity about Mum that I find very moving.

This is down to you, all the staff and to the alert yet peaceful surroundings of Eckling Grange itself. I know that Dad would be so glad to know that Mum is being so kindly provided for and to see her taking part in the activities programme's with such positive anticipation and evident pleasure."

December 2022

From a prospective family member

"Firstly, I must thank you for your time and showing us around Eckling Grange on the 1st December.

Since this date we have viewed and enquired at a number of other care homes, either they are totally unaffordable or really not suitable in any way for Mum's needs. We were very satisfied with Eckling, in that it really fulfils all what we would want for Mum in a home and beyond. We believe Mum would settle there and be very content."

November 2022

From a resident's niece

"Please can I thank you so much for the use of the Sunlounge for xxxx 90th Birthday celebrations on Saturday. The room was perfect. xxxx had decorated so beautifully and provided everything we needed. We had friends and family from N Ireland, Yorkshire, Leicester, Norfolk, Suffolk, Essex and Kent – so to be together for her 90th was very special and xxxx coped really well. Thank you also for the delicious cake, beautiful flowers, and lovely words in her card. We are very grateful for all you did."

2022

From a resident's daughter

"Good to meet you yesterday and thank you for bringing mum, the recliner as well as sorting out an extension lead! I have to say that all of your staff have been so welcoming not only to mum, but also to us all."

2022

From a resident's cousin

"The family all agree xxxx was very happy and very supportive of your team at Eckling Grange over the years she was with you.... A home where xxxx was happy. The family express our sincere thanks and appreciation to all of the team for the care and support you have given to xxxx over the 12 years that she was with you."

2022

From a resident's sister

"You must be so relieved to be able to open up the lounge and dining room again. It's been a long and very worryingly time for you all. I am extremely grateful for all your care and attention and safety precautions you have taken to keep xxxx and all your residents in good health. Please pass on my gratitude to all your staff. Sending you all, under the roof of Eckling Grange, my prayers that you will all stay safe and well."

2022

From a resident's cousin

"Thank you for all the kindness and care you gave to xxxx. I know she was happy at Eckling Grange."

2022

From a resident's daughter-in-law

"I wonder if you provide respite care. My father-in-law, xxxx, spent his last few years with you, passing over earlier this year. You took such good care of xxxx and I'm so grateful and have fond memories of visiting him – and the other residents in the dementia wing."

2022

From the residents

"A big THANK YOU xxxx and all members of staff, including the Chef and kitchen staff for all your hard work in making the Jubilee Street Party such a great success. The fellowship, food and fun made it a really happy and memorable occasion. Thanks too to 'Pastor Ian' and 'Singing Ian' for your contributions."

2022

From the bungalow residents

"Thank you so much for a wonderful day on Friday and all the hard work of planning and preparation. We all enjoyed ourselves."

2022

Residents next of kin

"Well done Eckling Grange for giving your Residents a marvellous time."

2022

From a resident's daughter

"I have just spoken on the phone to my mum, and she said she had such a good time at the Platinum Jubilee party. She has been a bit down lately, but this party really lifted her spirits. Thank you to you and all the staff for the huge effort that you put into this. I saw the newspaper article and pictures and it looked wonderful. Please pass on my thanks to all involved."

2022

From a resident's daughter

"I am so sorry that I did not get a chance to speak to you on Friday, it really was quite overwhelming seeing so many people at church. When we arrived and saw the Eckling minibus with so many carers and friends from Eckling it was truly humbling and special.

As a family we are all so grateful for the love, care and support that mum received from Eckling. We cannot speak highly enough of you all. These past two years have been particularly challenging with Covid, but you have continued to do your best enabling residents to see their loved ones despite the additional work it made, for that we will forever be truly grateful for.

Eckling became a big part of all our lives as well as mum's, especially mine, as I was the one able to visit so regularly. We look back on many happy times and memories. I shall miss my regular walks round the bungalow gardens.

I have lost count the number of times I have pushed mum round looking at all the beautiful flowers and waving to residents through their windows and catching up with mum's neighbours. As our chapter closes at Eckling another opens for another family and I am sure they will truly be blessed, as we were."

2022

From a resident's son

"Thank you to you all on behalf of xxxx for love and care you have shown him over the last four and a half years; we really couldn't have managed without you. You have always been there for us too & we have made many friends over the last few years, guests, and