



## Testimonies and Thanks Through 2016

All of the quotes contained in this booklet have been taken from the many letters and cards of thanks, that Eckling Grange receives on a regular basis. All have been received during 2016.

All of the names mentioned have been removed for the sake of privacy but the originals are held on file.

### **Written by a Residents Son December 2016**

Please pass on our sincere thanks to all the staff who help to make my Mothers life such a wonderful experience.

It is such a wonderful feeling to know that in the Twilight of her life she is experiencing such wonderful care and consideration, and this is done with total dedication.

### **Written by a Resident's Daughter December 2016**

Once again thank you for what all the staff do for Mum. We couldn't wish for better care.



Eckling Grange Care  
Norwich Road  
Dereham  
Norfolk  
NR20 3BB

t 01362 692520

f 01362 690278

e [enquiries@ecklinggrange.org.uk](mailto:enquiries@ecklinggrange.org.uk)

w [ecklinggrange.org.uk](http://ecklinggrange.org.uk)

**Written by a Residents Family December 2016**

We would like to thank you all for all the care, love and attention that you have shown Mum in her last months. We were touched and impressed by the high standards of professionalism shown by everybody but also the little human touches that went beyond just doing a job. She greatly appreciated her Lucozade.

The whole family felt that she was in the right place that was both safe and comfortable. The warm Christian atmosphere was a particular blessing.

So again, thank you to all those involved in her care.

**Written by a Bungalow Resident December 2016**

Thank you for all of your help before and after I moved in. Eckling Grange is perfect.

**Written by a Resident December 2016**

Thanks for everything all your staff do to make my life so much more reassuring. I Love it

**Written by a Resident December 2016**

Dear xxxx and all those involved with the Christmas party and other celebrations. We at the Grange would like to thank you for giving us such a good time. We all enjoyed it so much. Thank you again for the wonderful time.

**Written by a Resident Family December 2016**

We are so pleased to give our support to the staff at Eckling Grange for the help and concern for the people they care for. We especially appreciate the love and care you give to our Aunt.

**Written by a residents Nephew Jan 2016**

I spoke to my Aunt last night and I just wanted to say a big "THANK YOU" to you and the staff at Eckling Grange for all the effort and hard work you put into making it such a wonderful Christmas and New Year for her and the other residents.

She really appreciated the food, parties and events that you put on.

**Written by a Resident Jan 2016**

Thank you for your love, care and support throughout the year particularly over the Christmas period. It is sincerely appreciated. God bless you all and a Happy New Year.

**Written by two Residents Jan 2016**

We just wanted to say a very big thank you for all you do to make Eckling Grange such a delightful place to live. Your generosity and care shown to us all is quite amazing.

Thank you and all the staff for creating a truly loving Christian environment.

**Written by a Residents Family Jan 2016**

We will always be grateful for the way you cared for Mum.

**Written by a Residents Family Jan 2016**

We would like to express our thanks for all the care and support and love given to her at Eckling Grange.

**Written by a Residents Son Jan 2016**

To all the staff at Eckling Grange . Thank you so much for ALL the love and care you gave to Mum.

We really appreciate it, God Bless

**Written by a Residents Daughter March 2016**

I just wanted to thank you and everyone for all the care shown to Dad over the past 9 months. He was very settled at Eckling Grange and never asked or talked about coming home, which really made things easier for Mum. We have been very impressed and pleased with the care he has received there, knowing that we would be listened to if there were ever any concerns.

He was not well enough to fully benefit from everything that was on offer at Eckling Grange but it was amazing to see just how much happens there and how hard everyone works to give the residents the best quality of life possible.

In particular I want to thank everybody we came into contact with during the last couple of days of Dad's life. I know xxxx worked so hard to try and avoid the need to involve the coroner which we really appreciate, even though that has in fact become necessary. Everyone was so kind and tender towards Dad and Mum and Mum is very happy that he died so peacefully. You have some amazing staff.

**Written by a Resident March 2016**

We would like to thank all the Staff and Residents at Eckling Grange for their kindness on our 65<sup>th</sup> Wedding Anniversary . We are both very happy here and proud of our extended family here at the Grange.

**Written by a Residents Son Jan 2016**

Just a few lines to say a big THANK YOU for all your care and support of Mum and us as she stayed in Eckling Grange. We really appreciate your support and care.

**Written by a Residents Daughter December 2016**

I want to express our sincere thanks to everyone involved in caring for our Mother, for giving her a caring home at this challenging and sometimes discouraging stage of life.

We are grateful for all of the encouragement and support you give her, for your patience and kindness, for taking time to help her become more mobile. It means so much to each of us as well as to Mum.

**Written by a Residents Daughter December 2016**

It is impossible to adequately express my gratitude to you in the way you cared for my Mother. She came to you reluctantly, Dementia had started. She enjoyed the services and prayer meetings so much, she made friends which was so important to her.

She then moved to the Dementia Unit and during that time it transformed from an institution into a home. The staff began to know her needs better than me and get appropriate medical help. This was exceptional as people with well developed dementia are very hard to read.

Your care for her was exceptional as it is with all your residents and I thank God for this provision.

**Written by a Resident December 2016**

Thank you all so much for the Love, Care & Support you show me at all times

**Written by a Residents Nephew December 2016**

We want to thank all the staff at Eckling Grange for all their help and concern for the people they care for. We especially appreciate the love and care you give to our Aunt.

**Written by a Residents Daughter December 2016**

Your help on the day that Mum died will stay with my sister and myself for ever. It was an indication of the Care that you gave Mum. Thank you for caring for her as if she might have been your own Mother.

**Written by a Residents Niece November 2016**

Thank you for the care you all gave my Dear Aunt, especially through the last weeks and days of her life.

This care was a true answer to prayer.

**Written by a Resident following respite November 2016**

Thank you for all the care and attention given to us recently. We had a great time at Eckling Grange and made some good friends.

Thanks to everyone, especially the chefs for the more than satisfying meals.

**Written by a Residents Daughter September 2016**

Thank you to everyone who had a part in Mum's care. God Bless you all in your work which is so important caring for the elderly and weak.

**Written by a Resident's Niece May 2016**

Thank you very much for the photo's of my Uncle, we would like to thank all of you at Eckling Grange for taking such great care of him. Thank you again.

**Written by a Resident April 2016**

For all your kindness and support and to everyone at EG. A BIG thank you. It's been a privilege to be part of it.

**Written by a Residents Son April 2016**

Just a big thank you for the service on Friday. It did have the personal touch which was nice .

**Written by a Residents Son April 2016**

We want to sincerely thank all the staff, cares and management for all your care of Mum over so many years. We don't think we had cause to complain even once. Especial thanks to all the team who sat with her and read Bible passages to her in her last hours, this we are sure was a great comfort to her and to us.

**Written by a Residents Daughter March 2016**

I just wanted to say thankyou to you and all the staff who looked after Mum during her recent illness. I'm sure she couldn't have had better care.

**Written by a Resident March 2016**

Your kindness really meant much more than words could ever thank you for. Thank you for being so kind and caring.

**Written by a Resident's Niece March 2016**

Aunty asked me to write and thank you all for the card, lovely flower basket and cake you gave her on her 100<sup>th</sup> Birthday. I think between us all we made it a memorable weekend.

**Written by a Relatives Daughter July 2016**

Thank you all so much for the wonderful care you are giving my Mum. We know that she is in end of life , and every single staff member and carer have been fantastic. She is treated with respect and love, her dignity is always maintained and she is well cared for.

My family have also received a lot of love, care and support. My Dad is by her side for most of the day, and you have ensured that he has drinks and meals and feels part of Mums care.

It is obviously a very difficult time but you have all made it so much easier to deal with. I don't have enough words to express how valuable this has been. My Mum is no longer able to vocalise her thanks to you all, but on her behalf as well as ours, I would like to say a huge thank you, for all that you have done and will continue to do.

**Written by a Relatives Son June 2016**

Thank you to all the staff at Eckling Grange. We appreciate the care and support that Mum received during her time with you. She was an amazing lady and will leave void in our lives. You were all so kind to us towards the end, which made a difficult time a lot easier.

**Written by a Relatives Family June 2016**

Thank you so much for the love, time and CARE you all showed and gave to my Mum.

To all at Eckling Grange. Many Thanks for all that you did for Mum in her time with you.

**Written by a Residents Daughter September 2016**

We want to thank you so much for all the help you gave us in planning Mum's burial and Thanksgiving Service. We had no idea that you had got to know her so well with her idiosyncrasies and quirky individual ways. We really didn't know she was so well loved. It wasn't easy from a distance to get a clear picture always and of course, Mum's memory couldn't fill us in with details.

**Written by a Residents Nephew September 2016**

Just a short but very heart-felt thank you for the care you gave to my late aunt. The kindness shown to her by staff members was exceptional and she was very content in her last years with you.

My family and I are also very grateful that when she developed her final illness, she was treated with loving, appropriate care, which kept her from pain and preserved her dignity. It is a blessing know that she did not suffer.

Thank you all very much for all that you did for her.

**Written by a Residents Niece September 2016**

Thank you all so much for taking such good care of my Aunt over the last three years.

Aunty told us many times that she enjoyed her chats with the staff, many of whom she became very fond of. She had a new lease of life when she came to stay at Eckling Grange.

Thank you so much for all your care.

**Written by a Residents Son August 2016**

Many thanks for the photos which you sent of dad enjoying some fresh air. These were much appreciated as we realise that this is a 'less easy' stage in his journey. Our thanks to you all for your tireless care and support for dad.

**Written by a Residents Husband August 2016**

A huge thank you for all the loving care and attention you provided to my wife throughout her stay at the Grange and especially through her final days. Thank you too for all the compassion and care you showed to myself and family, especially my daughter. The treatment and attention you provide to residents and their families really gives special meaning to the care in care homes.

**Written by a Residents Son July 2016**

I am writing to thank you and your staff for the kindness and love with which you have shown to my father in the final months of his life. We have been very touched by the attitude of all of your staff and the hospitality that has been shown to us as family members. In most circumstances I think that I would want to praise particular members of staff, but I think that this would be impossible to do in this situation. Everyone we came in contact with made us feel welcome, including the gardening and catering staff, and as we observed their interactions with my father and the other residents there was a real sense of the presence of Christ in so many small acts of kindness. It was such a different experience for us from the previous home where he was resident following on from the death of my mother. The staff who dealt with him on a daily basis previously were professional and competent but lacked the warmth and love which we saw so many times in our all too brief experience of Eckling Grange.

**Written by a Residents Son July 2016**

I am writing to say a big thank you to you and all your staff of the Wing for the excellent care you all gave to me Dad, during the twelve weeks he lived at Eckling Grange. The care that you gave him and indeed to all our family, during that time was exceptional.

Within a short time with you his appearance was transformed, he looked well groomed and cared for and was always in clean clothes. This was a marked change from his previous care home where standards had slipped and the care he received was poor.

**Written by a Residents Son July 2016**

Many thanks to you and your staff for helping to make my Mums Thanksgiving Service go so well.

And many, many thanks for all the ways that you and Eckling Grange Staff have supported and cared for Mum in these three years since Dad passed away. It was sometimes a struggle for Mum, as we know, but she was blessed with wonderful help whenever she needed it.

**Written by a Residents Son July 2016**

To all the staff at Eckling Grange. Thank you for all your love and care for Dad.

**Written by a Residents Husband following respite care July 2016**

Many Thanks for arranging a weeks stay for my wife. The break was good for me.

Also thanks to the Wing team for their time and kindness they gave to my wife. I have no worries when she is in Eckling Grange and once again many thanks.