

Testimonial 1

My mother has been resident in The Raikes since July 2016. From the very first contact with the team at The Raikes I was confident my mother would be well cared for. When my mother and I went to look at the home with a view for placement, both my mother and I were very happy with both the accommodation itself and the friendliness of the staff.

My mother quickly settled in and made good friends with other residents and the care staff alike. There is a real family spirit in the home which makes for a relaxing atmosphere. It is clear that the staff don't just view the people staying there as "residents", it is much more personal than that.

The accommodation is very homely and there seems to be a programme of continually updating the décor where appropriate. The public areas are spacious, warm and homely and the bedrooms are also very homely.

My mother loves the food here (and she can be fussy) and my father has taken to having the occasional lunch there with my mother. He is as impressed with The Raikes as much as I do and has been very happy with the way things have turned out.

The staff are attentive to the care needs of their residents and my mother has always been speedily referred to the doctor on the few occasions she has not been well. Ann and Selina, who are part of the management team, are very friendly, approachable and professional. They have a passion for ensuring the home is run smoothly and safely and that the residents feel they are part of a big family. The care staff (too many names to mention but they are all stars) are all patient, caring, friendly and professional. The other support staff such as chefs, kitchen staff, activities, housekeeping and "handyman" are clearly having the same attitude as the care staff—caring for the residents is their priority.

I would have no hesitation in recommending The Raikes to anyone looking for a Care Home for their loved ones.