

Testimonial 3

Dear Selina

I wish to properly thank you for you and your teams gentle and professional care of my late Aunt. Although she was with you for the worst six months of her life in terms of her health, the care given so thoughtfully during her last months, weeks, days and hours was generous and of a very high standard.

I am so impressed with the ongoing care for my very heartbroken Uncle, as all of the staff have given him time and space to start to grieve. No false jolly ing him up or distracting him but just sharing with him his sadness and pain.

As a professional Social Worker and member of the National Independent Safeguarding Board for Wales I am all too aware of the challenges in the care for older people. I have visited Residential, Nursing, EMI and Extra care facilities but I think the Raikes is one of the best in terms of respectful and considerate care by start.

As an Independent Board member of a NHS Trust I am very aware of the management of pressure sores in those who are bedbound. The added complications that a person such as my Aunt who had capacity and did not wish to be moved brings to this. I valued your gentle persistence to deliver the best care you could within these constraints was impressive.

Whilst over these last six months I have observed a very caring culture amongst staff which you as a leader have created. Your staff team appear enabled to make decisions and use their judgement to provide a real person-centered home environment.

So well done, not an easy job but one you and team do every day almost naturally.