

Testimonial 2

Dear Seline

I wanted to take this opportunity to thank you and the team at Raikes for the kindness and caring you have shown mum since she moved into Raikes in December 2016. Placing mum in a residential home is one of the hardest things we as a family have ever had to do.

We were so worried, we looked at so many places — which quite frankly were appalling — that is until we arrived at The Raikes. From the minute we walked through the front door we felt 'this is the place for mum'. It has a wonderful homely feel about it, and that's down to the people in it.

It is clear that all staff at Raikes really care about the residents, it is more than just a job for you all. Whenever we visit, or ring up, nothing is too much trouble. You can see how busy everyone is, they never stop, and show tremendous patience and support to all the residents — and their families.

At this point I think it is only right to call out Megan. Not only does she, as part of the team at Raikes, care for mum she went above and beyond last week when mum went missing whilst out with Dad. On her day off and out shopping, I understand that Megan saw Dad and recognised there was a problem. Hearing that she went over to Dad to see what was happening, and to see how she could help was such a lovely thing to do. She stayed with him, taking care of Lucy the dog, and keeping Dad calm. So many people would have just walked on by, but she didn't. Again, a testament to the great staff at The Raikes, and highlighting how much they care for the residents.

Finally, thank you to you and Ann for the meeting with Dad on Friday. You really helped us get across to Dad the seriousness of mum's disease. You dealt with him with such dignity and care, whilst getting through to him how best he can support mum. Something me and my brother have been trying to do for nearly a year.

Our heartfelt thanks go out to everyone at The Raikes, I know mum is in a great place with a fantastic team. None of us worry about mum at The Raikes, we know she is being cared for and looked after. It enables us to start to deal with what is happening to mum and spend more quality time with her.

Thank you again to Megan, you and Ann, and all the staff that care for mum at The Raikes.

Love and best wishes from
Sharon, Kevin, and Stuart