

**Comments 2018**

Denise helps me with all I need. All my carers are lovely and given me my confidence back. I wouldn't want to be without them, they're all very good to me.

Happy that he has English carers, not being racist, but he understands the English carers better.

If the carers is running late, 15-20 mins late, a phone call would be appreciated.

All my carers are excellent.

Owing to an infection (transferable) when I contacted Oxford House I was listened to, when I explained my concern for the carer and cancelled her visit, this was done. No fuss and a pleasant conversation.

Our carers Gayle and Sue are excellent. They are like friends to us. They are real carers in every way.

Can't fault the service, excellent.

Very kind to me and very nice. Thank you very much.

Just to say thank you very much for the care you provide.

All very nice ladies

My carer, Alison Wiles, an A1 carer & I do not wish to lose her. Asset to the firm.

It is impossible to compare carers, some are most helpful. Others do what is necessary and go, but generally, everything gets done. I have been let down quite a lot of times, but it is not the fault of the carers, it is the time they have to do the job.

My Carer Denise Neighbour is very helpful and very good with her timing, also she always gives me answers if I have a problem.

Monika is a very helpful and nice carer. She is very reliable and when I need help, she is always there for me.

My Dad seems very satisfied with the care he is receiving and always seems happy when we go to see him.

Happy with the service.

R says Donna and Caroline are absolutely excellent. However not all staff are as helpful.

We are so happy with our main carers, Harvinder and Alison and now Rita - who are so caring and professional. Vicky and girls in the office are so helpful and efficient at all times. Many thanks to the carers and office staff who work so hard to continue to keep S happy in her own home.

All the carers are very good to Mum & me.

I am satisfied with my care as I believe it helps with my health problems.

Thank you for all your great help + kindness.

Very happy with the service. Carers always polite and helpful! Thank you

Some carers are reliable, some aren't. Continuity of care varies greatly.

My twilight carers are very friendly, gentle and ensure I am left comfortable. Nice ladies.

Only the permanent carer is good on everything.

Mum is very happy with her care service. She is treated well and with kindness and respect.

The carers are always lovely.

Always very cheerful and caring.

Very pleased indeed with Davinder, she is caring, helpful, hardworking and professional.

I always had Lorraine Tues & Thurs, knew her times. And Katherine is the other carer I have, she is also the best.

Would be nice if carers used their initiative to complete the service requirements instead of having to be told to do some of the jobs. To use their eyes to see if things need to be done.

I find most of the carers very good.

My daily calls with Sonia are excellent. I am very happy with my evening calls. Sometimes problems with uncovered visits, this is understandable if there is I ring to see whats happening.

These answers relate to our two main carers, but we are mainly satisfied with the rest.

Very, very good.

Bearing in mind one of the reasons for moving from previous agency, would like the carer to arrive at agreed time between 9-9:30

The carers keep changing and I get confused. All the carers are good.

It would be useful to have a sheet of contact numbers for key staff, At times the carer can 'do' the service to the patient rather than work with the patient. Preferably, the same carer should visit in order to build rapport

Very happy with care from Oxford House, carers are so lovely.

Terri was very helpful when I had to take medication 5 times a day. She made her a rota in big writing which was very helpful. All very satisfied.

Lovely staff

We are very happy to the carers. Carers always helpful. They look after my auntie very well.