

**Comments 2019**

2 weeks into the care plan we should probably now discuss best timings, happy to discuss with your insights.

I am very happy with my carers, they do a good job.

I would like all carers to be told they cant use our car park, I haven't got a car so I have no space, thank you.

I have been very satisfied with the whole team. I have to express my thanks to Darshan for the excellent service she has provided to Mum & myself.

Very happy with the carers. They are really polite and helpful! Many thanks.

I like to have Hayley, nothing is too much trouble for her. I always get a lovely cooked breakfast and a proper lunch, she looks after me very well and is always smiling.

Thank you all everything.

On the whole I am happy with my carers.

morning call is sometimes early which we do not mind but at other times is getting nearer to 9am which we do not like.

I have faith in Terri and Donna - they have been reliable over the last 10 years.

Very satisfied, would like extra help as it would be much needed to assist carer as P needs 24/7 care, thank you.

Very pleased with my carers.

Girls are always very helpful when they are here. The service is much appreciated.

Always pleasant and happy, makes my day. And mine when visiting.

I'm happy that I have this service. My regular carer is very pleasant & I enjoy her visits. I do like her, thank you.

You need to employ more male carers, as it looks like I will need help in the bath.

We are very grateful for the services provided by Oxford House Community Care

We are very thankful for the services provided by Oxford House Community Care, Thanks. Keep it up please.

Mrs C is happy with the care provided. We would just like a bit more communication if a carer will be late.

I love my male carer, he really looks after me and he makes me shepherd's pie.

I am very happy with the service I receive from Oxford House, thank you.

I think 1 hour should be allowed to wash & cook food for my Dad.

When carers are running late or held up it would be nice for a phone call. My regular carer I must say is A1.

All carers should be consistent with their care to service users. Carers should be able to speak English to a standard that service users can be understood and vice versa.

Generally I am happy with my carers although sometimes they are a bit late which does upset me. Most of my carers are extremely kind and helpful but some have not been as good.

It would be nice if they came on times on schedule and the person.

Very satisfied thank you.

It is a worrying time for us now that S's dementia is progressing. All carers are concerned that she is not eating & needs prompting to drink. Alison & Harvinder are excellent, so too is Karla who has the reassuring manner that puts our mind at ease. She is calm and helpful. We are in the process of obtaining an electric chair. Karla and all regular carers have been helpful during this process.

We want Gayle back or Muneebha please. Both are very nice person and good carer, thanks very much.

We are very happy with two carers, Kamaljit and Rita. They are exceptionally good and are an asset to Oxford House Community Care.

I am glad that I have the Care which is very helpful to me, especially my regular carers.

Am in the process of sorting out the right care package for M with social services and Oxford House staff have been very accommodating.

Thank you for all you do.

I am very happy with the service and the carers are very polite and helpful, many thanks :-)

As I have mentioned before, that our mother has got a new life with help from Oxford House, thanks.

I like bigger variety of food

Over the years I have been very happy with Mrs. Sue Copper's care for my wife (passed away) and then myself.

Monika fine!

Monika is an excellent carer who leaves no stone unturned in looking after me.

I want Ghazala Khan because she knows how to deal. When she is absent, please do not send the new carers as I have to tell them what to do. It takes time and it is difficult for me to tell them how to do it. Thanks.

The quality of help and care provided by Oxford House Community Care is very good and satisfactory.