

Comments

"It's lovely to have people there who really care about all the problems associated with H's situation, it's a very lonely place sometimes for people like me & so re-assuring you can care and get such kindness & understanding, thank you."

"The girl that comes to me in the week is Alison Wagner and I would like to keep her – we talk & laugh and she is an excellent carer"

"Quite satisfied"

"I only have shopping done by Oxford House and I am happy with the service"

"On the whole, my sister and I are more than satisfied with the care my aunt receives from the carers"

"I would like someone to call when my carer is ill or on holiday"

"A carer will call to ensure my sister is okay and to provide her with tea and company"

"Our regular carer is fantastic (Shiraz). It would be helpful if Oxford House had other Asian carer's"

"I would like to recommend Rosie Biddle for carer of the month"

"I have no complaints about the service I receive from Oxford House, they are always helpful"

"Oxford House are superb. Very helpful office staff and they obviously employ the correct carers".

"I am happy with my carer because we only have Janet Young who is excellent & now knows my mother very well".

"Sharon is extremely effective who is the morning carer. She lets us know if there are any problems or if mum needs any additional items".

"I am happy with Nigel and the care that he gives to me".

"My mother's regular carers are very good – Sonia Harman is wonderful – giving my mother loads of time and patience and with her there is pride and neatness in all that she does". Generally, I am happy with the other carers and it is certainly helpful when regular carers come and not odd visits from comparative strangers that my mother doesn't know".

“The carers that come to me are very helpful”.

“This service is very much appreciated. It enables me to have a few hours break from caring for my dear husband and ‘recharges my batteries’ so that I can continue with his care”.

“All’s well!”

“I must congratulate your ladies for getting to me in all that bad weather. They always have a smile for me, bless them all”.

“Nigel Jackman in particular has been extremely helpful and supportive in caring fro my Father and we are appreciative of his continued assistance. Mesha is also note worthy in the support she gives to my Father.”

“I was more than satisfied with the carer that helped me”.

“The ladies from Oxford House come twice a week to try to wash and dress my wife who has severe dementia. They are very willing and try hard, unfortunately X is not at all co-operative, nevertheless their efforts are much appreciated and their kindness also”.

“Staff on duty – most of them on early mornings, weekly/weekends are very good. Majority of staff, evenings & w/ends are reliable. Staff for housework & shopping, I am very satisfied”.

“We had a brief engagement with you, but were pleased with your assistance”

“Service received when regular carer away and on leave etc has not always been satisfactory??”

“I have 2 regular carers that are outstanding, the rest! I would be lost without them”

“Most carers are lovely, When I have spoken to people at Oxford House, they have always been charming and helpful”

“Very satisfied with the service I receive from Vicky, thank you”

“Had cover over holiday period, was able to go on holiday and know that my daughter would be cared for. Thank you for your service”

“Excellent Service, Many thanks. Carer worth double the money”

“Had 2 visits from a representative which was set up and a review, which my mum and I was pleased with. Staff in office seem very competent and knowledgeable.

“Quite Happy”

“I handle any queries /requests with Oxford House and have found staff very helpful at all times”

“Speaking for myself, I find it No.1”

“Mum is very happy with service, it is all working very well, many thanks”

“Most carers are very helpful”

“Is it possible that the tape used when the office is closed that the telephone number can be given at a slower pace to enable the elderly person to write it down”

“All very good. My morning lady is very good (best of the lot)”.

“I have no means of checking your invoices with the time the cleaner spends on the job. This is since your new system started”.

“I only have contact with Oxford House if I need to discuss any issues regarding my mother which is not very often”.

“Please don’t change, Fiona is excellent”

“I am very happy with my present carer, Fiona Duff and cannot speak too highly of her, a very satisfied customer”

“Really appreciate this service – it is a lifeline for me. Could do with more hours! Generally very helpful and over the last year, v. obliging and efficient”

“You can see from above that we are very satisfied from your service to my wife and I. My daughter has always dealt with you and I understand she is happy and feels safe now you visit us once a day as I am over 90 years old and quite frail”.

“nothing to say except all very helpful. “

“Rose Biddle – she makes my day when she calls in, she is the best house work – first class & very caring what ever she does.”

“Your team have lovely caring natures and I want to thank them for all the care and attention they are giving Mum. I also thank them for the support they are giving me too”

“Thank you for your help, I miss my carer when she is away. Vicky is wonderful”.

“Completely Satisfied with helpers”

“Process for re-scheduling carer has very occasionally broken down”

“Irene is an excellent carer – nothing is too much trouble for her. She looks after my husband as I do and I have complete confidence in her”.

“Very good & helpful”.

“It is a long time since anyone from Oxford House has had contact with me. I’ve never had a query so have not needed to call Oxford House”.

“Fiona is an excellent carer in every way, no-one else could do better. I am very lucky to have her”

“Very Satisfied with the Service to date”

“I would like to thank you for your ladies, they always have a smile on their face. I realise I wouldn’t be able to cope without them. Thank you all.”

“I have filled this in for my Mother and everything seems fine and we are reassured that she is having an AM & PM call as we don’t live nearby, Thank you”.

“they are always rushing to go to another appointment”.

“All’s well”

“I am very satisfied with my care package and do not want any change. I am now used to my carer, we understand each other now which is good. I do not want anyone else.”

"All communications should be sent directly to me. You keep writing to Mrs H – she is not aware she uses this service or that she has a need to, & so your letters always involve difficult discussions. As far as she knows, Kathie is a friend who visits at lunchtime and that is how we would like to keep it. Thank you."

"for myself I'm very pleased with all the carers. I find them very helpful. In fact, all the carers, if I need them they would be here. There help is wonderful".

"Completed by Bucks Floating Support on behalf of W. W seems happy with the care he receives at Oxford House."

"The carer is very good and very helpful. I am very happy with the help that she gives me, excellent person"

"I have one of the best carers at oxford house. Sandra is very very good"

"Mark has been very helpful with my husband with papers and bills. He is patient and kind"

"My father receives very good care"

"Very Pleased with our service"

"I am very pleased, thank you"

"Mum is very happy with her carer she has. Everything runs very smoothly for which I am pleased."

"We are very pleased with the service"

"Happy with the service"

"At the moment all is fine, were getting to know one another and they all seem friendly and try to keep me cheerful. Their very helpful and they try to help me get my confidence back".

"Thank you"

Particular carers are excellent whereas some of the weekend replacement carers have to be told everything. Otherwise the service has been very good".

"Minimal help with cleaning would make a huge difference"

"I am very happy with the service & company I get"

"The carers in Windsor are always kind and understanding. I am more than happy to keep the carers I have"

"I would find it hard to imagine a better service, to me, Fiona is the best"

"Never had to contact Oxford House, as I am pleased with the service"

"Thank you for your continued interest"

"If it wasn't for Charmaine, She is very good. I am also pleased with my weekend carer Fiona when Charmaine is off. Would appreciate my tea call being between 5:30 – 6pm this is more convenient."

"I look forward to seeing the carer each week, I know if I have a problem it would be dealt with".

"Q.5 – No comment. To date, I have had no reason to contact Oxford House".

"Have completed this questionnaire on behalf of my mother-in-law who is 90 with serial dementia, so cannot be precise on timings of carers, only by what they put in the book."

"Would be more helpful if the carers were more consistent in keeping their appointment times. I understand that there may be delays with other patients but on some days there is a variation of 90 mins from the appointment time.

"Service is very good, thank you"

"We must mention Charmaine and Fiona who are particularly kind and helpful & have made our lives so much more enjoyable"

"My Carers Sonia in the AM is a boon her hummer and concern, also Karen in the evening"

"Care very good, communication very poor"

“Many thanks for attending my mother's CPA meeting earlier this week (28.03.11). It was extremely helpful for all concerned to have the opportunity to meet you. As you know, one of the key issues for any family touched by Alzheimer's is the quality of care that is available as a loved one becomes less and less able to manage their own self care. I wanted to formally thank you for the marked improvement in care that my mother has received since Oxford House Care became the care provider. Prior to this change, my parents had been forced to endure three years of an inadequate and often unreliable service. My elderly father became so used to the shortcomings of the service, that he would be able to predict when the care team would completely fail to attend, or, arrive so late as to be useless. My father now reports that he and my mother are receiving an excellent service that is both reliable and is delivered by kind, respectful and compassionate staff. This is an entirely new experience for them. It has been transformative for my father, who now feels much less stressed because he can definitely rely on your staff to help him care for my mother.

Would you be kind enough to forward this email to the relevant staff concerned - especially those in direct contact with my parents, and also to any other managers in the organisation that might like to hear some positive feedback. Please feel free to contact me at any time if there is ever a need to clarify something regarding my mother's care.

Once again, many thanks”

“The carer is very sympathetic, cheerful and carries out her work cheerfully – I look forward to seeing her each week – she is very efficient”

“My Carer Kathie Clark is a darling who looks after me like a wife!!!”

“Please tell your staff who does the Rota's to get me days right. Mondays every week is shopping, pension and rent (if it's rent day). Thursday one week is laundry and the following week is housework. I am telling you this because when my carer was off they sent a carer to do laundry, I told her it was housework, she went outside to phone the office, got into her car and drove off. So the housework was not done.”

“VERY HAPPY”

“I am very lucky to have Fiona, no one would be as helpful in every way. Fiona takes me to the hospice and to other places I need to go”.

“Hard to answer some questions because of having different carers on certain days, also on rep from office who usually come out if a problem arises”

“I cannot fault Mary my carer which I thank you for. She is so caring and helpful.”

I reviewed Mr G yesterday, 19/05/2011 and he shared with me his views about the standard of care oxford house are delivering to him and the quality of life it has given him – Thank You Laura and well done.

"Knowing that the formal carers are visiting me of daily basis, it gives me the encouragement and motivation to get up out of bed before they arrive. Previously I was suffering from depression and as a result of this my independence and confidence was affected and I started to self neglect myself. I did not leave my home.

Oxford house formal carers encouraged and motivated me to change my life around, especially "Laura". She understood me and slowly helped me to reinstate my confidence, independence and I slowly started to take care of my well-being. I am extremely satisfied with the standard of care I am receiving from them. I now have contact with the outside world and feel a lot better within myself.

I have a bus pass and use this to visit Maidenhead and Windsor. I no longer feel afraid to make contact with the outside world. My current medical conditions inhibit my ability to carry out some daily living tasks such as Domestic tasks, which my niece helps me with once every fortnight. My memory is not so good and I am reliant on formal carers to remind me every morning to take my medication, have my breakfast and attend to my personal care.

Overall, the quality of my life has improved a lot and I am very thankful to Laura."

"very happy got Sonia back, does not want anyone else"

"We are very pleased with the service we get from Oxford House. Irene is like a family friend to us."

"I prefer to have the same carers whenever possible. I would like to be informed when and if my carers are changed and also if the time has changed. The information is important to me as they use my safe to let themselves in".

"Fiona my carer is very friendly and very good".

"My Carer is excellent"

"my daughter organised my care requirements with Oxford House"

"I am very satisfied with my carer, she is very helpful. If she is late it is because she has been held up elsewhere."

"As long as they come and do the job well then I am satisfied".

"I am very pleased with the service".

"I am very pleased with the service and will be sorry when the lady does not have to visit me, Thank you for your concern."

"Happy with good carers"

"Our carer, Kathie, is fantastic & we would be lost without her. Donna and Sue are also worthy of a mention for their cheerfulness, patience & understanding. Such a pity the CRB process took too long for you to be able to help us with a second carer. Would recommend you highly and you would always be my first choice. A highly satisfied customer"

"Kathie is very helpful"

"Very Satisfied, Thank you"

"I am writing to let you know how impressed I am with a couple of members of your staff. Firstly I would like to mention Jo. Jo was extremely helpful recently when my mother in law needed to have her care package increased.

I was so impressed with Jo, she went about this in a very caring and professional way. I can't praise Jo enough, as I have been trying to increase the care package for about a year and Jo managed to do it in 10 days. I would now also like to say that I am equally impressed with one of the carers that deals with the caring of my mother-in-law. Her name is Rose Biddle. Rose gives care above and beyond the call of Duty; her confident and caring attitude gives my mother in law the confidence to confide in her regarding any health or other worries that she has, she has also helped her through her recent illness. I think Rose's attitude to her job is highly commendable, and Oxford House is lucky to her working for them, she is an asset to the community she works with".

"only using your service for ¾ hr a week, does not really qualify me to make statements on your quality of service"

"I would like the morning call to be on time 9am (give or take 15 mins). This causes a clash of time with the nurse calling to give medication. Also lunch call time at 1pm not 1-30pm. "

"Everything is generally very good but when the regular carer is away or off sick then things can be missed"

"They don't always call back when they say they will"

"My Carer Charmaine is excellent"

"Could it be possible to invoice on a monthly basis, i.e. first of month to end of month?"

"I've only been with you since 10/01/2011 so at the moment I've only seen the lady that came to make the change over from short stop. She was very helpful and everything went smooth".

I cannot fault the help & advice that the whole team have given my Mum and myself. I cannot thank them enough, if it wasn't for them Mum would be in a home. Very many thanks. Please keep up the good work".

"We are extremely grateful to Oxford House. It makes a big significant difference to the welfare of Mr & Mrs P, thank you very much".

"I am very happy with your service. I shall possibly need further help and I am sure if you provide it, it will be first class".

"Carers are usually helpful and punctual when possible. I would prefer to have same ones as the night seems to change quite often".

"F very happy with Kelly, his carer, got great rapport with her. Cleans his flat too, excellent standard"

"Please don't change"

"I look forward to seeing my carer and the chats we have"

"Vicky is very good by far the best person who comes, somebody who really cares."

"When we have rang the office don't always get a good result, calls are not always returned. Our carer Charmaine is very very good & we don't want to lose her".

"Weekends can be a bit odd with carers arriving at random times, but please do not take this as a criticism! The carers are always wonderful, I enjoy their visits immensely".

"All carers very pleasant & courteous. I very satisfied with service provided by Oxford House Community Care"

"Kathie is very good to me".

"Hello, I am Mrs. X Niece. My sister and I are her carers I come up from x. Someone is here every 3 weeks. On the whole my sister and I are Very pleased with the care my aunt has from you all. I know she enjoys all the ladies coming to her and they are very vigilant, thank you."

"Q.2 – I don't think you give them much time to get to other people."

"Fiona is a wonderful carer. She is always cheerful & completely ready to help in any way. As she leaves she tells me to telephone if there is a problem or emergency and she will come in again in day or night as soon as she can. Elderly and disabled people who live on their own sometimes feel depressed. Recently I have lost dear friends living in this area. Knowing that Fiona will be there each morning has been a great support."

"I find Mrs Mary very caring, helpful and I thank you for her being my carer".

"I am quite happy with your service"

"I have found this simple questionnaire difficult to complete in as much that what should be a excellent response is spoilt by a few niggles which happen when my regular carers take time off. My carers are amazing people, always cheerful and seem to go that 'extra mile'. So sad that this is marred by the occasional few who don't smile, really give you the impression you are a bit of a chore, don't stay the time they should and don't ring out. Please don't read this as a complaint as it is an accolade to the majority marred by a very small percentage! I hope you find these comments helpful. "

"David our carer is very kind & willing to help, it is a pleasure to have him in our home, thank you".

"Very good set of girls, we likes".

"We find our carers are very professional, friendly and helpful. We couldn't wish for better carers".

"They don't always pass on the messages to the carer. I have carers arrive and I have cancelled. When I ask them for extra sits, they don't always ring me back to confirm it. I always have to ring them. It's nice to get the same carer otherwise my Mum gets confused."

"I wish I could have the same carer in the evenings. They come at different times and never know who is coming in my house. I have Sheraz in, she is good."

"I think that I should mention that I do not have a regular carer as such. By this I mean that I am able to look after myself except for shopping. This is done for me by Denise Neighbour from Oxford House".

"These Ladies are always very kind & helpful".

"Mon - Fri - Regular carers okay. Weekends - If regular carer okay. But other carers who don't come regularly don't come to time and didn't turn up, not always pleased at weekends. A telephone call would help if carer is coming or is going to be late"

"It would be nice if you could let your clients know if their carer is off and who is coming and what time, thank you. P.S. could you please send me a list & times the carers are

coming"

"Q2.". My regular weekday carer arrives on time - or has a valid reason if they don't, e.g. they were delayed at a previous call. However I don't have a usual carer on weekend evening calls; they sometimes turn up earlier than I would like e.g. one Saturday a carer turned up at 6pm - when I was having my dinner! She did offer to come back an hour later - but this was still too early - I prefer to get into bed after eight o'clock. Q.3. I find my regular carers very reliable as they know my routine & I don't have to keep explaining it to them. I do not have regular carers for the evening calls at the weekend; this is a problem for me as I have to tell them what to do, which is a struggle as I have some difficulty speaking."

"Mostly there is no problem for me"

"I could not be more satisfied - I would prefer an "extremely satisfied" box as "very" doesn't do you justice. Service is exemplary & so far above my experience of other agencies that they do not bear comparison. I cannot begin to thank you enough."

"Regular carer very good and usually arrives in good time for early morning (unless called away on other visits). Back-up carer tends to be much later than I would like when (backups) are on duty."

"We have been very satisfied with Mark, but if there was another male rep we would be equally happy to give him a try. A change is sometimes good."

"I am very grateful for the service provided - my carer is very pleasant and kind."

"I would like a phone call if my carer knows she will be late or otherwise delayed."

"I would love to say that my carer Mary is one of the most lovely people I could wish for and I would like to say I am very happy for my care."

"I would like a rota of visits regularly once a week please. Often get no reply on phone (rings for ages)."

"My name is E and I am the Daughter-in-Law and main carer for Mr M. Being an 86 year old he would have a different opinion from me, for the excellent service that he is given. He's not very tolerant if he's kept waiting for more than 10 minutes after his appointed times, the only times his regular carers have been late is if the weather has been very bad and because I live next door to him it's very easy to knock on my door and let me know that he's not happy and doesn't like to be kept waiting. As I've said, his 2 regular carers are excellent, but unfortunately Q, his morning carer has left, I'm only hoping that her replacement is as good. Millie, his lunch carer is another member of staff that has been a great help and M really likes her."

"The Service I receive from Oxford House is very good, my main carer is excellent".

"Very Satisfied".

"My Mum only has her shopping done by Oxford House (Fridays)".

"My Carers are very good & Kind. I'm a disabled lady of 89 so I'm very happy to have them".

"Q.4 & 5 are not easy to respond to".

"All the helpers are very nice, able to talk to them, put me at ease if I don't feel too good".

"We have only been with your company since 24th January. For the last 3 weeks we have had a new trainee carer who is doing very well".

"No fixed time of arrival, it varies day to day. B would appreciate a carer at 09:00 - 09:30 latest".

"My Carer Yvonne is very reliable and caring".

"Excellent Service, couldn't do without it. A thousand thanks to all my carers".

"I have only been with you for just over a year so I don't know how many times I should see someone from Oxford House".

"I do not understand your charges i.e., the different amounts per visit when only once your rep was over the 30 Mins, but overall I am satisfied with the total amount".

"Sue is invariably kind, understanding and sympathetic, she deserves praise"

"We have had no need to ring Oxford House, the carer asks me if I am ok and is a very caring person"

"May I just say that if all your carers are as helpful as mine you are providing a first class service".

"Unable to reach phone until after 9am"

"The office does not always remember to send a copy of the rota to us".

"The Carer is very good & helpful.

"The carers have changed recently; the new ones are just as satisfactory as the others and fairly punctual. I am 92 years old and your service is provided for me by my daughters".

"Darshan is the best morning carer she gives me a shower every morning and you should make her carer of the year. Alison is the best evening carer and she should be made carer of the year too."

"I am filling this in for my Brother-In-Law, Mr T who seems quite satisfied with the standard of care that he is receiving. However, he does complain about the varied times that the carers arrive, for instance if the morning carer does not arrive until 9am or later to make his breakfast, 2 1/2 hours later his meals on wheels arrives which often means he is not ready for his meal and often leaves it. Is it possible to have his breakfast earlier?"

"Mrs A feels the carers are coming too early now at night time to put her to bed. They are here around 8:15 - 8:30 where as she was been put to bed nearer to 10pm in the past which suits her better. A long night in bed when you can't get out of it. She would appreciate it if you could change the time back to 9:30 - 10pm please."

"I find my carer is excellent, very caring. She must be an asset to the firm."

"When Yvonne my carer is ill or on holiday I don't always get someone else. One Monday a young girl came and done the shopping and pension. I asked her if she was coming on Thursday, I was on her paperwork to come. She did not come because it was housework. She was not the only one. Yvonne is very good."

"I have contact only when required by me personally and that is always very helpful. Q.5 - For me when I have used has always been most top class and correct in making me satisfied."

"Very pleased with the service. I like David and Mudassar, I am used to them, they know my needs because I know I get confused. Thank you."

"Carer on most weekday mornings and some weekends is Kathy - an excellent carer who has done wonders for my Mum in terms of personal hygiene and installing routines - service above and beyond, what we had become used to receiving. I cannot praise her highly enough and hope these comments are passed on. The main afternoon carer is also very good and provides first rate support. The other carers I have experience of are usually fine but often just sit and chat - which is ok but compared to Kathy and Alice appears quite ordinary."

"My Carer is very friendly and very helpful. She cheers me up every day with our chats and is very understanding of my problems and takes great care in the job she does."

"We are very pleased with the carers mainly Alice! The overall service is very helpful and quick to respond when a problem occurs."

"We are extremely grateful for this service and are very appreciative."

"The Carers are all very pleasant, I would very much like to change one of the evening sessions to a day time one. Sometimes my sons can't get in to do my shopping and then I'm out of milk and fresh fruit then I run out of them."

"New to service so not had a representative or need to call."

"Helpful, cheerful and enquiries for any other points to keep in mind on further calls."

"On behalf of our mother, Mrs H - who passed away on X, we would like to thank Oxford House Community Carers for all their wonderful help and assistance. Their support enabled our Mum to stay in the home that she loved. Thank you."

"On the whole, I find my carer service very satisfactory. Thank you."

"I would just like to say that I cannot thank my mother's regular breakfast carers enough for what they do. Viv and Corrine do an excellent job and should be highly valued by your organisation, also Sally, who I believe is her weekend carer. I always think we are too quick to complain sometimes and never give praise where it is due. These ladies are very professional and do an excellent job."

"My Carer Kath is most helpful and I give 10/10."

"Normally when my carers Lou and Diana come they are fantastic. I could not fault them at all. The problem only arises when they are on holiday or have days off."

"I only use Oxford House for shopping & everything is fine, thanks."

"We are very happy with the service."

"As you can see from my answers to your questions I am very satisfied with your service."

"Very Satisfied with all the tasks she undertakes, thank you."

"Q.2. The only reason F's carer is sometimes late is because of unforeseen circumstances, other than that she is always on time."

"We appreciate all the help given, the staff are always kind, considerate - It makes a big difference. Thank you."

"Just thank you Oxford House CARERS for all the help you give Mum. I find them all very supportive. Long may you keep this wonderful team together."

"We had an issue where the carer's were arriving late on weekends with no valid reason. However Terri was very helpful & resolved this problem quickly. We are hopeful that this will not happen again. One request - please ask the carers to remove their shoes when entering the house as they are making our carpet dirty - they are welcome to carry them into

the bathroom but are not allowed to wear them on the carpet. Thanks."

"I'm very grateful for everything that they do for me as I am a disabled lady of nearly 90 years."

"Dear Sir, the girls coming each morning make my day, thank you."

"Sue is Marvellous."

"I would like a schedule each week for who my carers are and what times they will arrive. The current morning time at 6.30am are too early for me, I would like the carer visits to be at about 7:45 - 8.00am. Thank you."

"The care that you give me is very good at weekdays but at weekends is not very good."

"The carers are all lovely. They realise my body has good and bad days. They make a bad situation better for me, thank you."

"Best we have had were Amru (wears Hat), Caroline, very efficient and Gaynor."

"So far we find all the carers excellent."

"Oxford House Community Care Staff are very approachable. They always have the emphatic approaches and responses towards me. Thanks for all the compassions and understandings for my predicaments, keep up the good work."

"Oxford House Carers are doing a good job under difficult circumstances and always seem to have consideration for the welfare of their patient, my brother-in-law. In a perfect world timings could be better but I well understand that now he requires two carers at a time. coordination is difficult and understandable that timing is often erratic. However I know that he appreciates the care and kindness shown to him."

"Please don't change, great to know you are there."

"The carer is very pleasant and we have nice conversations."

"G asked me to send this card as a thank you for all the kindness and care given to him during this traumatic year, by the ladies of Oxford House. He really does appreciate you all, me too! For I could not cope without you."

"Very Pleased."

"The carer goes out of her way to help when necessary."

"I am very grateful for the help given to me by the carers. Re: Q4. I have not answered as I couldn't find the right answer. Reason I have lately had communications with them, I was in Wexham three times since 30/12 and contact needed to cancel and re-start not always by me but they were most obliging and Donna has rung me frequently."

"I much appreciate the efforts of all of the several carers who have attended me at different times. A special mention of Tracey Walker, my most frequent carer who has acted very professionally and thoughtfully throughout her many attendances."

"They all give the best that is possible - sometimes under a great deal of personal stress due to a good feeling between carer and client. Some not too easy to please."

"I popped in unexpectedly today to Mr O in Maidenhead and just wanted to say a very big THANKYOU and WELL DONE for the care and effort your staff have provided. Mr O's flat smelt and look great as did he and he was so very happy with the support he is receiving. Regular care Louise was present when I called and was clearly super efficient and has built trust and a good rapport with this lovely man. Just wanted to acknowledge the good work as I am aware that praise is often in short supply."

Thanks again, Jill Sarin, Assessment Officer, Adult Care Services

"P feels she is getting very good service."

Mrs W had nothing but praise for both Nikki and Diane. She said they had both been brilliant with Mr W, and could we please pass on her thanks to both of them.

"Most of the carers are good then there are some that just only do what they have to."

I'm J's youngest daughter. I was down in Slough a few weeks ago and was really pleased with how things are going. I met Nayna, Karla & Sue and was so impressed at how well they're managing mum. I think her care is about as good & safe as it can be while she's still in her own home. Please pass on my thanks to your staff for the great job they're doing."

"The Carers are lovely."

"On the whole the carers are quite good. Although my mother did mention one carer who has long hair needed to have it tied back. Since moving into my home my mother has settled very well and also thanks to her main carer, Lucy, who goes above and beyond her duties, and very supportive recently."

"We have been extremely pleased with the service Oxford House has provided, in particular the dedication of Frances, Mum's carer, who seems to come every day without fail (when does she have a day off?!!) and does her utmost to look after Mum's needs."

"Very satisfied with the service I receive."

"My main carer is Louise and occasionally Michelle on some weekends. Louise is wonderful. Very capable and caring with a happy smile. She is a great asset. Michelle is also very caring and thoughtful, two excellent carers!"

"Some regular carers to come, so I don't have to explain the routine again to someone new."

"We cannot praise Oxford House enough; your help makes so much difference to the happiness and help my parents receive. Thank you very much."

"It's nice to see that attention was paid to our comments on prior questionnaire. There's been a great improvement in the service received."

"I would like to take this opportunity to tell you just how lucky I feel I am to have Louise as my regular morning carer. She's always friendly and helpful, really kind and nothing is too much trouble for her."

They are very good in what they do in the short time they have. Thank you!"

B commended the girls on how brilliantly they are helping P: constantly speaking to her; her skin is now in really good condition; she is dressed in a blouse during the day rather than staying in her nightie; and helping her have some time during the day is all helping to improve P's wellbeing.

"I am very happy with my carer, Sue. She is calm, cheerful and helpful even on days when I am grumpy."

"Would like to nominate 2 carers for carer of the month - Mary and Michelle".

"Most satisfied with your assistance. Many, many thanks.

"Carers are great however through no fault of theirs I have to go to bed too early, 8:30pm. As I can't get out of bed once in there this makes for a very long night. I'd prefer to go about 10pm if possible?"

"unfortunately unable to remember time of last review but I am very pleased with the things the girls do for me at night and it reassures me, thanks."

"When I first started with Oxford House in June, I thought it was quite poor at the weekends. This is now getting better. I'm satisfied with the care I'm getting."

"Appreciate all the support, patience & help."

"Very sorry my carer Vicky has left owing to moving, along with Mary who I used to have. I felt they were excellent carers"

"I am very pleased with all the carers."

"All carers are lovely. I appreciate that you must have problems not forecast on occasions. Some problems when emails are not correctly sorted out. You have good girls, please make more effort to keep them."

"Very Reliable."

"Thank you Oxford House. Over the last 2 to 3 years Mum had needed the help of carers. She needed all you wonderful people to keep her independence to stay in her own home. I would personally like to thank the following from Oxford House - Terri, Andrea, Rosie, Sheila, Ann and all the others I have never had the privilege to meet. You were all so very kind & thoughtful and utterly professional. You should be incredibly proud of yourselves. You supported Mum & myself throughout the changes in her health. So this is a very special thank you from the heart, just to express our warm appreciation for all your thoughtfulness & deeds. Heartfelt thanks from all of the family. (Carry on caring)."

"It is impossible to say how reliable the carers are as we do get a few different ones during the week. On the whole they are okay. The girl on dinner time call is very good and reliable as was the girl that went back to Liverpool was very helpful and good. Mostly the times they arrive are okay. I have written this for my brother as I am here everyday for a small time and he can't write much."

"Queries taken on phone but not always passed on. Office ring carers too often when they are doing care especially hoisting."

"Myself and the rest of the family would like it known that both Naomi and Jean are doing a wonderful job with Mums care, for which we are eternally grateful. In that we do not always get the opportunity to say this directly to the carers concerned, I would ask that you pass on our sincere thanks for the time and attention that both have paid and we hope continue to pay, to our Mums wellbeing. In the interests of fairness and at the risk of leaving someone out, we would also commend the care that Lucy, Hayley, Sheraz and Melanie have recently and individually provided to Mum. It doesn't go unnoticed by us that Mum feels most comfortable with the aforementioned carers."

"I have been trying to get my Mother - in - Law's 'My Time' after her lunch for a long time now. The carer sometimes comes before meals on wheels have arrived and the meal arrives when she is still out."

I find Q.4 unfair to Oxford House. They are very busy& caring people. I know if I have a problem, I just ring and its sorted straight away.

"With my thanks for all the help I'm getting from your ladies. I am so grateful."

"Filled in on behalf of Mrs D by her daughter. We are very happy with the service & we have all now built a rapport with Mum's lovely friendly carers which gives us all peace of mind as 3 of us live a fair distance away. Would highly recommend you."

"Very happy with service."

"I would like to say thank you for looking after Mum over the past few years, it has made a big difference to her life, it is much appreciated."

"Totally satisfied with the service I am getting."

"I have need of a carer for shopping only and the time of her arrival varies. She is an extremely nice lady and has been carrying out this service for me since I came out of hospital in 2005."

"I can ensure you everything is perfect, I am more than satisfied with the help I get."

"I am fairly satisfied with the care I am receiving. Sometimes the afternoon carer arrives late which is a bit disappointing as I am not a very patient person. But overall they are doing a good job looking after me."

"You once took care of my X, he was so well looked after. Now you have sent Darshan to look after my aunt. Darshan has been the kindest, most patient & competent carers I have ever met. My Aunt is deaf and mute but even though she can be challenging and Darshan treats her with so much compassion. Aunty has a very strong bond with Darshan. She is quite poorly but asks about Darshan all the time. An excellent Carer all round - thank you."

"The level of care shown by Macailla has been excellent, always goes out of her way if a problem occurs."

"I am pleased to advise you that your carers have changed our way of life, from being JUST EXISTING, to looking forward to each & every day, with the satisfaction of knowing I am clean and socially acceptable in my personal body. Plus the girls raise my spirits by the way they treat me and my husband. We are indeed lucky to have both Darshan and Harvinder to care for us."

"My Carers are always kind, I am 91 years old."

"I have found David to be very good in all respects."

"They are all pleasant caring people, thank you."

"Would be good to have a copy of the rota so you know who is coming and also would be good to have the same carers and not different ones as sometimes you have people that have not been before and don't know what to do or what is needed."

"Please make sure carers have outside door code or keysafe as I am unable to answer intercom or get up quickly. Also if carer changes, please inform me of who and what time they will be coming, if possible a week's rota."

"Please don't change."

"Carer does twilight call, if TV still on, please switch off, otherwise all good."

"My daughter contacts Oxford House on my behalf. Sometimes messages are not passed onto carers."

"To Brenda, Thank you for everything that you have done for Mum and me over the time that you have been coming to us. You have done a lot more over and above what your job entailed. You will be greatly missed and the space you leave will be hard to fill. Please don't lose touch, come in and see us as Mum will miss you and will still like it if you pop in for a cuppa & chat. Once again, thank you for everything and good luck in your new job."

"Dear Tony, It is always easy to criticize and point fingers if things go wrong, but I think if things are working well one should be generous in appreciation as well. We are your clients using care services for my Father Mr G. I must say Sheila and Katherine the great are two amazing care workers and ladies. They have worked wonders on my dad and developed such a good relationship with him and myself we wish they can work 7 days with us however we know that is not possible. These two ladies have created a bench mark for high quality and high level of care. They are extremely friendly and caring ladies. We try to use their care standards as bench mark for other care workers that we see at other times of the day. We are hugely grateful to Oxford House to send these two ladies for my dad. We are also hugely grateful to Sheila and Katherine for the level of care they are providing to my Dad."

"Most carers are good, David is very very good! Many thanks."

"Problems some time with language, quite often I need to contact office because of lateness of lunch time carer."

"I'm writing to say thank you for the carers you supply to my father Mr G. We know it can be difficult caring for him but he seems to have really settled having Darshan and Harvinder care for him ,they are professional and caring to my dad and myself, he seems so much calmer with them, many thanks."

"My Carers are brilliant, couldn't be more helpful, very satisfied. Always on time and sort my wife out."

"My carer Alison Wiles is excellent, I don't want to lose her."

"The carers look after my wife very well"

"The service has only been operational for 4-6 weeks so we hardly have the same carer twice and therefore are unable to respond to Q. 5 and Q. 2 is something of a guess. We are however happy with the service."

Dad's carers are great, in particular - Naomi, Tim, Tracy and Lucy. Only concern is we often have to tidy up. They always cheer Dad up and we welcome them into our home. They are always smiling and do such a good job. Tim being new has settled in really well & are very impressed."

"I have found the service very good, the carers are always professional and helpful. I have had no problems with the service provided."

"My Mum always wished to convey how wonderful her regular carers, especially Kath and Sheila. My Mum really gets upset when she doesn't see them. They have been really good with my Mum & have supported her a lot during the bad days. Mum has created a bond with them & is very comfortable with Kath and Sheila. I am also very thankful to Sheila for the evening services she offered - support boosting during the sickness period. Kath was really good & has been giving her a lot of encouragement in day to day activities & Mum has improved a lot mentally & physically with the help of Kath & Sheila. A big thank you to them."

"If there are any problems the SHO contact the agency on my behalf. They are very helpful and have sometimes changed the day/time to suit my arrangements."

"It would be very helpful if a carer is going to be late for somebody to ring and let me know."

"Due to an ongoing medical challenge, we have nothing but praise for your staff and would like you to thank them on our behalf for their extra care and concern."

"Mum has just started using Oxford House but she says the girls are very friendly and she feels respected. Also, sometimes when she doesn't want to get up in the mornings, they still give her a wash and things which makes her think she might as well stay up. This is exactly what we wanted for Mum, as she had started to spend all day, everyday in bed. She is now much happier and seems much healthier in herself, thank you."

I would like to thank you and the staff at Oxford House for the care given to Mr D over the last few years. Particularly, Alessia, Naomi, Tim and the 2 Tracy's. Mr D had a great relationship with his 'girls' and I just hope wherever he goes he will build new relationships with his carers.

"Mum is very forgetful but I gather she is very happy with her carers who call every morning, but can't remember when or how often she has contact with the office."

"I have need of just one carer who shops for me once weekly. "

"Recently a carer was changed from the usual lady who calls into my Dad to a new girl. I only found out when I rang the office to check something. It would be good to know this in advance in future by an email or text message , otherwise very happy."

"Many thanks for all your help"

"Just to let you know how much we like Aginess, Mum likes her and having met her I do too. She writes very informative notes. Please can we have her as much as poss, many thanks."

Just wanted to drop you a line and let you know what a wonderful job Jayne and Anila are doing with mum. They have both developed a very special relationship with her. She enjoys having them on a regular basis for the calls. Jayne has a wonderful routine with mum in the afternoons and evenings and really has a unique way of connecting with her. Anila has a lovely nature and mum really enjoys having her on the morning calls. So I just wanted to reach out and let you know that they are both doing a wonderful job.

"When my carers go on holiday it would be nice if you could let your client's know who is coming & what time, thank you. P.S. the carers who come to me are 1st class and I would not change them for anything - Neeta, Andrea and Juliet."

"Excellent Service, very helpful when needed, thank you so much."

"The girls are all very helpful, I really enjoy having them."

"I have never called the service but I am happy with the level of care and the carers that attend."

"They are lovely people."

"Dear Tony, I would like to say we are more than happy with the carers we have for our father they are all very caring and reliable."

"He is called Ikram, he does very good work, just like it says on the tin. No problems with him, thanks."

"Too many different faces, not giving chance to get to know each other. Would like to have same carers on a regular basis."

Wanted to touch base with you re mum. She wasn't well this weekend and I wanted to say thank you to you all for looking out for her. Anila was wonderful on the day mum fell ill and Jayne has been looking out for her also. As usual they were both so caring and I really appreciated it

Shopper does need to check the supply before shopping so as not to over buy, thank you.

Out of all your carers, Darshan & Harvinder have been simply the best but all your carers have been good and kind to myself and my husband. I cannot visualise being without such happy and dedicated ladies, thank you all so much.

Having the same carer Mon-Fri is much better.

Please do not phone Milly for her shopping list as her sight and hearing are poor. On odd occasions when they do not turn up for shopping, it would be nice to at least receive a phone call.

This is not intended as a complaint. Your current programming difficulties do not seem to go away. Never the less, your caring staff still maintain a working service, often through their own initiatives. They are to be congratulated, thank you.

Once again Donna I would like to thank you for your support and persistence with the situation last night. Many here are singing your praises!

Always very happy to see my regular carer, Angela. Always very helpful.

I am a disabled 92 yr old and find them very helpful.

Mainly evening and weekend when my main carer is not on I like to know who is coming and if they will be late but my main carer does everything and more to help me every day, thank you. My carer has been with me for 16 years, lovely lady.

Your carers are all very nice girls but I expect their appointment times are made very late (nearly lunchtime!) and so I have to cook my own lunch, it doesn't fit in too well sometimes.

Your despatchers seem to have little knowledge of my geography and transport delays and congestion on local roads. In my case, the carer drives backwards and forwards between Langley and Colnbrook at the time of road congestion. This of course causes delays and can be partially rectified by re-scheduling carers into more geographically localised runs.

I would like to just take this opportunity to say how lucky I feel I am to have Sarah Stratton as my regular carer every Saturday and Sunday and Sunday mornings and lunchtime once a fortnight and she's always willing to do that little bit extra and she always makes you laugh and try to cheer you up if you're not well. I couldn't manage without her. Also, Hayley Coles is so helpful, I'm lucky to have her as well. Nothing is too much trouble for her. She goes the extra mile to help us. I would be so lost without her. They both know the meaning of being really GOOD carers. I tell them both their stars.

Could I have a bath once a week? My legs have become stronger

Couldn't do without my girls, always friendly.

Any change or problem is soon dealt with.

Please can you thank the carers for their kindness to mum over the last couple of years.

Satisfied and helpful. Nice.

I am very satisfied with my care from Oxford House, in particular from my main carer, Viv.

It's all right

Everyone I've met have all been very helpful and very nice. I'm very happy with everyone. Rose is absolutely wonderful and so is everyone I've been in contact with, thank you.

Disappointed that initial carer (who visited daily for about a month) then stopped daily visits, and other carers visited. Mother finds it hard to understand what some carers are saying, unable to have proper conversation. Need to make sure each carer waits for Mother to swallow medication before leaving.

Since I've had my main carer Denise, I've got my confidence back, she makes me laugh every day. Very helpful all the time, I'm happy with taking my tablets and chatting to her.

The carers are nice enough but are mostly late.

I have an exceptional good carer & I do not want to lose her, she is an asset to the community.

The service is in the main very helpful but as my mother is very much alone and these people are the only people she sees on a daily basis it would be good if they could perhaps chat more. She has no family or friends within 100 miles. Thanks for all that you do though.

To maintain a sense of reality, fairness and monitoring both my sister and I would wish to inform you that the levels of service and timings have encouragingly shown a marked improvement and would like to thank you and your colleagues for your input into this.

My wife is very grateful for the care she receives and the people who provide, thank you.

How long are the carers supposed to stay in the morning & evening? I keep getting answers different to that question.

Tea time calls are too early, they need to be between 4:30 and 5pm. They sometimes come at 3:30pm which is too early.

Dear Terri, all carers look after me very well but my main carer Samina is wonderful, she keeps me going, always feel better when she is here. Also look forward to Alison for my tea call. 2 lovely carers in all ways. Thank you all so much for the help you give to me.

Sometime not happy with the timing, where I am not well I need the carer to be on time before 7pm. Best time is 6pm - 6.30pm because I go to bed by 7pm. I don't like to open the door late, thank you.

My main carer Angela is always on hand and she is helpful always.

Grateful

Do not hear from Community Care unless problem.

I would like to bring to your attention the services of one of your carers, namely Rose Biddle. Over the past few months she has been a carer for Mrs A. As a therapist I meet a great deal of carers in my work and travels and it is a pleasure to report to you how excellent Rose has been in punctuality, attention to duty and client rapport.

We are glad to have your service. We are appreciative of the difficulties that your carers experience in their travels but we are never missed out. The most important calls for us are in the morning and evening. Their visits during the day are twice and I am at home at all times except on the rare occasions when I have to attend hospital, doctors or other matters. Your carers have always arranged a sit-in service for Mrs M who needs someone here at all times. Considering all the complexities of your service, we are grateful that it is working so well.

I enjoy the company of all the carers but I am very glad when my main carer Angela comes in she's always very happy to see me.

I'm in regular telephone contact with Mum, she seems happy and well. Thanks to all the carers in particular Alison and Czvarna for the special kindness and care they show to my Mum

Mrs C's Daughter called to say thanks for every ones help, Thank you to the carers and to the office staff for support.

Mrs S's daughter rang to say her mum is going into a nursing home, she would like to thank all the carers especially Alice as she always went that extra mile.

Dear Oxford House, I would just love to let you know how I feel about the care workers. I have the honour to know Rose Biddle, Tracey Lewis, Czavarna (Tracey's niece - must run in the family), Amanda and Rosemarie Bartlett. All of the ladies have been and are nothing short of FABULOUS! I would like to thank all of them and you. Thank you. Thank you to everyone I've talked to on the phone.

We have no issue with service

I am happy with Service

I would just like to take this opportunity to say how nice it was to see Louise Brown again. I've been with Oxford House for 4 years and I'm really happy here. I've met some really lovely people, I have nice carers coming to me. All helpful and cheerful. I would love to have Louise back again as my regular carer. I think Oxford House is a really good care company.

It would be useful to have a night service

Just to say Rosy Biddle is a reliable, friendly carer.

All the people I've had contact with have been wonderful, still are. Thank you so much and thank you Rose Biddle, Rose Bartlett, Czavarna, Tracey, Terri and Amanda, thank you.

All O.K, thank you!

All O.K with the service, nice carers.

My Carer, Alison Wiles must be an asset to your firm. She is kind & very helpful. I do not wish to lose her.

Different carers at weekends, timing not so good.

Very happy with Tanya and Nikki, helpful & look after my wife perfect, esp. Tanya.

I'm very lucky to have carers do for me which I'm unable to do for myself. They are also very pleasant when they come, thank you.

The service I receive from my wonderful personal carer, Samina is really wonderful as it is from all the girls and office staff. I call the girls Angels in blue, god bless them all. Alison is my tea carer and she is so good to me and always makes me laugh. Thank you all for looking after me so very well all year long and please don't ever take Samina away from me.

As I told the area manager when she called, Dad quite happy but not with times. Tea call much too early 4-4:15 would be better. Also bed time call he would like 8pm. Sometimes carers do not wipe clean kitchen surfaces after use and some do. Would like them to hang washing outside on nice days and do daily. But overall care is good and Dad happy with it.

Carer would call office on my behalf if I need to cancel call or I need to complain but never had to. Carers all very good and helpful. I enjoy the talk in the mornings.

My daughter deals with anything that is wanted.

Continuity of carer makes a lot of difference.

I wanted to thank you again for the excellent care my mother has received from Oxford House. At our initial meeting you said that you would do your best to have a team of carers to look after Mum so that she would get to know and accept them and they would know and understand her. This was something that I felt was absolutely essential and I am very grateful that you have managed to do this. Mum has accepted the carers so much better than I initially thought she would. Without exception, every carer who has visited Mum has been knowledgeable, caring and professional. I am especially grateful to Amanda and Ulrika for their ongoing care and support. Their understanding of Mum is a great help to me and I am happy leaving Mum in their care when I have "me" time! Thank you again.

Now that I have continuing care from the same carers the quality of my care has improved. I do not want to move from Sonia. Sonia knows what I like and I like her. Donna too spotted the beginnings of a UTI which was very helpful.

My carers, Ikram and Jo very satisfied people, thank you!

All carers are helpful, only 1 or 2 are unreliable. I am very happy when I contact Oxford House. All staff are helpful and give good advice, thanks.

Very Satisfied with the service overall, thank you.

Well the carers are of a very good nature and considerate and helpful.

Arrival time - not always their fault

People are very good, reliable and helpful.

I wish to advise that I am particularly happy with Sue who I look upon as a friend as well as carer.

I find carers are very efficient at their jobs & gentle caring & kind to me. Also very friendly & they make sure that I am comfortable with their care.

To make sure folder is kept in chronological order to make it easier for next nurse. As to see previous comments/updates made by nurse. Also carer can have an understanding of it too. Overall happy with service. Keep Smiling.

Thank you.

I appreciate their kindness

We think there should be more ways to pay the bill, i.e. post office

The carers are excellent. The problem is with the weekly rota which is rarely 100% correct and usually necessitates a weekly phone call. This week it resulted in 4 phone calls. I fail to understand why a rota cannot remain the same making adjustments for illness, holidays, courses etc.

Care service provider is very good. However the problems I have raised are in the middle of being dealt with.

I am very happy with the care I receive!

Monika very nice. I could feel better if Monika come every day. Very happy with Monika.

I find my carers helpful & professional & do all I ask. I would find it difficult without them.

I find my carer Alison Wiles is helpful, kind & very tidy. Must be an asset to the firm.

No Comments. All is going well, thank you.

My carers Alice and Jenna are thoughtful, helpful and kind.

Thank you for all your help & care. Mum & Dad are very well looked after.

Phoned once to say I was going away for a few days, but it wasn't passed on to my carers. My two regular carers, Anila and Tracey are great, thank you all for the help I get.

Regular Carers very helpful. Mary Dass very Good, Lucy Hosey very Good, Hayley Senior very good. Thank you.

Myself and my brothers was very pleased with Sabby, Mum's previous carer. She kept us up to date with everything that was going on in our Mother's house/ We were so sorry to loose her. We don't know Mum's new carer and have never spoken to her. I would like to have contact with her so we can keep a better eye on Mum.

I'm very lucky to have such good carers.

M personal carer is Samina, I have been with her for 2 years now and she is wonderful. She really looks after me well and nothing is too much trouble for her. Also my tea girl, Alison is a great carer and very good to me as is all the girls that come to me, really good carers. As I was a carer myself for 17 years I know how good the girls are to me. Thank you all.

My carer has always arrived, sometimes a little late, this cannot be avoided as you must know things go wrong from time to time like falls, hospital visits, etc. However, should her visit not be possible, I have had extremely good replacements, thank you.

We are very happy with the service of Oxford House Community Care - the staff in the office, our 2 carers & the communication we have all the time. It is all very much appreciated.

Carers time schedule can differ from week to week. Office staff have been exceptionally supportive to me. Living abroad I am only able to visit S for one week every 3 months but I know that can call the office with any worries and concerns as Terri, Karla & team do everything to help & put my mind at rest. They have successfully managed to get Mum to a luncheon club every week for the past 11 weeks. I am very grateful also to Alison Wiles (carer) who goes over and above what is expected as she is what I would call a 'real caring person!'. My grateful thanks to all.

We feel some carers are more helpful and caring than others

I have contact with the office and find them helpful.

Quite happy, thanks.

I'm very satisfied with Oxford House Care, and the care is excellent. The carers are really nice and very helpful, thank you.

We are very happy with the service provided by Oxford House. We did have an issue with one of the carers but Oxford House dealt with the matter immediately and very professionally. The carer in question was replaced by Noreen who is an excellent carer. She is attentive, caring, responsible & most importantly friendly and kind. We cannot sing her praises high enough. Noreen is definitely a huge asset to Oxford House for representing the standards provided compared to other service providers.

Thank you.

Overall we are very satisfied with the care my Mother is receiving, although I have not personally met her new carer, Louise, Mum has nothing but praise for her. Louise is kind enough to call in at the local Fish and Chip shop to get her a piece of fresh fish which she really enjoys. Keep up the good work and Thanks.

I am very pleased with the carers who look after me. I don't know how I would manage without them. Thank you.

Grateful for the help received.

Very happy with you, especially Monika, very nice, helpful. Thanks.

Sue is simply the best

Try not to call unless to cancel a call as going away for the weekend. All seems good now have regular carer.

Satisfied, thank you.

Very happy with carers, love to see them!!

I thank your service provided to me. I satisfied she is very nice person. Thank you very much for your help.

I would like a bedtime call but it seems this is difficult to arrange due to the time factor.

The carers 99% of them are very caring and attentive.

Please do not alter regular appointment times should the normal carer not be available.

Very cooperative.

Services you provide are really good, me and my other family members are satisfied with the ladies/helpers who come to help me. I am really obliged.

Only with them for 6 months so far I've not needed to call them.

My carer, Alison Wiles I find excellent & do not wish to lose her. She must be an asset to the firm.

My carers are lovely, particularly in the morning - Amanda, Gail and Ulrika. The night ones are good too but they do differ more but I think it will be better now - it has been difficult but seems more settled now. I appreciate all that is done for me.

I am very happy and grateful for the service provided.

My main carer is Ann Birney. I find her very reliable and nothing is too much trouble, I have nothing but praise for her. Since Karla has been involved with my rota, I have had no problems, so I no longer stress about it. This has made a big difference to me.

Messages never seem to get to the carers

Our carer, Rosemary Biddle is Excellent with both personal care and shopping.

As a new client not quite enough time to comment on Q. 4 & 5 but very satisfied so far.

Generally everything is OK.

It would be helpful if a carer was going to be late that the client is advised beforehand.

My Mother and I are very satisfied with the service that is provided by Oxford House Community Care.

Rose is very reliable and keeps to times.

We are very happy with the carers we have.

I have never had to call Oxford House but I am sure they would be equally as helpful, should the occasion arise, thank you.

We would like to be informed if a carer is going to be late.

We are very happy with the service. Some of the carers are better than others but overall we have no complaints, thank you.

I am glad to have the services of Oxford House as I have mental health problems.

Sometimes the carers do not carry out required tasks and leave it to the next shift person. Kamal is very good at her tasks and knows what she is doing. The teams effort are much appreciated, keep it up.

In general the care service is good and so are the staff.

Kamal is the carer who takes care mostly of my Mother. She is an asset to your organisation as she is extremely helpful, caring and hard working.

Very satisfied with the service, the carer, Emma is always polite and helpful. Thank you very much.

Continuity of carer has improved a lot and does make a difference. With regards to putting out the rubbish, carers need to know about the South Bucks recycling policy.

I am usually happy with the service but last week on one morning the carer did not arrive until 9:55 and that is not acceptable.

Please can you send the rota in large print. It has been requested before. My Dad has difficulty in reading, nearly blind. I would appreciate your help in this matter.

Very helpful and kind.

Treasure my care, Sue Copper as much as I do. I notice that from time to time especially after working weekends, she seems tired. That does not affect the care she cheerfully gives me.

Without my carers to reassure me and come in daily I would be lonely. Carers are very good.

Carers are very kind to help me when my son is not here with me.

I feel the older carers - more mature - are better. More considerate & thorough in their care.

I would like to say that I have been completely overwhelmed by the kindness and understanding shown to me by my carers, Hayley, Sarah, Patricia, Sonia, Czavarna on my recent sad loss of my uncle who I was very close to.

I need advice re: transferring from my hospital bed to my wheelchair and from my commode to the wheelchair.

I couldn't be without my carers they have given me my confidence back and they make me happy having them to talk to.

All workers are very helpful & efficient. All of these are very professional. I want to thank all of these workers for all the help along with Oxford House Community Care.

Sonia and Sarah are very good at their job and also Suman.

Very helpful and always on time.

Monika is not only a very wonderful and pleasant girl but alongside that she's extremely insightful and careful in regards to my fathers health issue. We are all exceptionally so happy with her service and do recommend her to go very far in this profession. Thank you.

It would be good if I could be contacted if the carer is going to be late.

My Mum Mrs Anderson appreciates all her carers, finds them very helpful. She enjoys her chats with Amanda.

My carer Alison Wiles is very supportive & must be an asset to your firm.

Some carers do not stay & chat, they do their job then go!

As Mum gets older and now has a diagnosis of vascular dementia things are getting harder at home. Oxford House always help out when I phone & do their best to keep regular carers. I have to leave extra notes to explain the latest request re: Mum. Many thanks for you continued support.

My Mum would not be able to live at home without your wonderful girls. A Big thank you to Amanda, Gayle and Tracey.

Dear Tony, all the girls are wonderful to me, especially love my morning carers Gulshan & Farida who are kind and caring as well as efficient. The girls make me feel safe & I know I can rely on them. Terri and the other office girls are also always going out of their way to help me. I really appreciate the service you provide. Thank you so much, it means so much to me that I can be safe and comfortable in my own home. Thanks so much.

My Dad prefers Alison to call as she knows how to handle him. Some of the carers are less able to help & seem to always want to call for help. Alison is lovely and just gets on with

things.

If carers are delayed, Oxford House phone me so I always know the reason. Many thanks for looking after me.

The Oxford House care group is an example to other care groups.

No complaints, happy with the service I receive.

Very pleased with the care they give me.

Everyone at Oxford House are very friendly and helpful.

Anna's regular carers Harvinder and Alison are marvellous, Thanks.

I need regular carer for shower call.

If the carers are running late it would be helpful if they could let us know.

I find it easier to speak to carers of same nationality as there are no language difficulties - I cannot hear well and accents or heavily accented speech makes it very difficult to understand what is said. In general the carers are very nice & would do anything I wanted to help.

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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.

Still have not got Mrs S Allan's chair from social services, we don't know why.

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.