

ABBEYCLIFFE REPORTS

Abbeycliffe Care Home

REPORT

Review submitted from a **Postal Card** by **Judith E** (Daughter of Resident) on Wednesday 30 May 2018. Relates to May 2018.

12 months ago, my independent, beautiful 96-year young Mum was diagnosed with mixed dementia. I was filled with dread. What happens now? For Mum's safety, residential care became the only option. Abbeycliffe Care Home was suggested, I can honestly say our life-line. No matter how busy, many questions on dementia and Mum's care have always been answered and assurance given. The management and staff are truly committed to care for their residents. Due to the level of support, Mum has blossomed and is more like herself. Nothing is too much trouble for the staff and there is always someone there if needed. Mum has a new home where myself and family are welcome.

How likely would you be to recommend Abbeycliffe Care Home? **Extremely Likely**



Abbeycliffe Care Home

REPORT

Review submitted from a **Website Submission** by **Beryl K** (Wife of Resident) on Saturday 17 February 2018. Relates to February 2018.

My husband has been a resident there for some time. He is very well cared for in every aspect of his life. All the care staff are excellent I go every day so if there was anything untoward or to complain about I would see this. The staff are like family and you do feel part of the Abbeycliffe family. His room is tastefully decorated with co-ordinating curtains and bed linen. He has a spacious on suite.

The staff paint the ladies nails every week if they require them to do so. There is Bingo every week with support from the staff. Occasional singers and outings.

There is an open door policy to speak to the Owner and the manager who will always sort out any query you may have.

There is always a daily menu from the excellent cook who will accommodate all diets and I have been invited to eat with my husband. And always a good cup of coffee awaits you from the cook.

A Hairdresser is available and there is a small salon.

How likely would you be to recommend Abbeycliffe Care Home? **Extremely Likely**



Abbeycliffe Care Home

REPORT

Review submitted from a **Postal Card** by **S W** (Daughter of Resident) on Wednesday 31 January 2018. Relates to January 2018.

From my initial viewing of the home to settling my mother in and the continuous ongoing care provided at Abbeycliffe Care Home, it has been professional and caring approach at all times. Nothing is ever too much trouble. The manager has kept me informed about any issues concerns in relation to my mother's health. During the first two weeks, appointments had been made for new hearing aids, teeth and glasses and the GP had visited.

Mum is settled and I don't know what I would have done without the staff at Abbeycliffe Care Home. Thank you.

How likely would you be to recommend Abbeycliffe Care Home? **Extremely Likely**



Sonia Woods, Director at Abbeycliffe Care Home responded to this review on 08 Feb 2018:

Thank you very much for your kind words. We are delighted to hear that your mum feels settled with us and we love having her as part of our Abbeycliffe family.

Abbeycliffe Care Home

REPORT

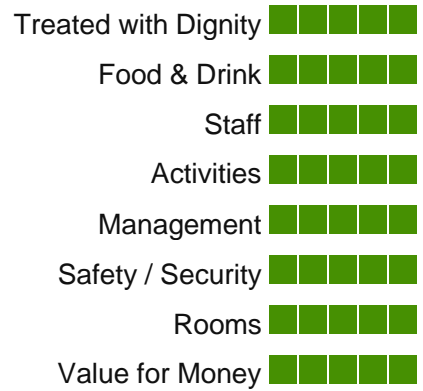
Review submitted from a **Postal Card** by **Julie S** (Daughter of Resident) on Wednesday 31 January 2018. Relates to January 2018.

I always worried about my mum going into a residential home as you hear such horror stories.

But since she has moved into Abbeycliffe Care Home my mum has blossomed. I have got my mum back the mum I haven't seen for quite a few years!! She is now so happy and relaxed and her wicked sense of humour has reappeared. Mum and I can't praise the staff highly enough they are so kind and caring and the meals are lovely so much so that mum has regained her appetite and actually put on weight. Abbeycliffe is the best decision we ever made.

How likely would you be to recommend Abbeycliffe Care Home? **Extremely Likely**





Average Rating: 5 out of 5

Sonia Woods, Director at Abbeycliffe Care Home responded to this review on 08 Feb 2018:

Thank you ever so much Julie for your excellent review. We always do our best to meet everyone's individual needs and we are very pleased to hear that you are happy with the care that we provide for your mum. Thank you very much.

Abbeycliffe Care Home

REPORT

Review submitted from a **Postal Card** by **Margaret C** (Daughter of Resident) on Wednesday 10 January 2018. Relates to December 2017.

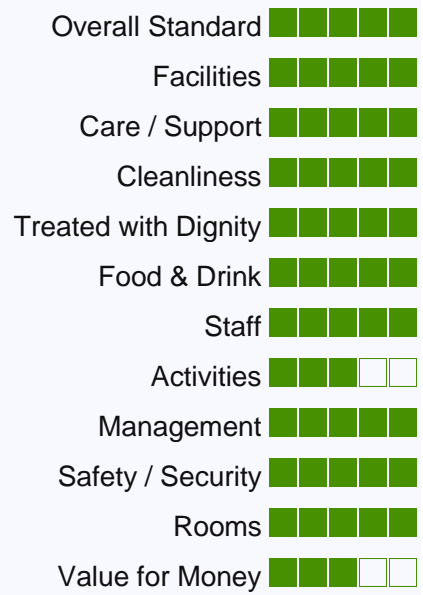
The staff and management are wonderful. Dad's health has remained very stable while here.

They always keep us updated, always take time to talk if we would or need to.

It was given us great peace of mind.

Always willing to help and listen.

How likely would you be to recommend Abbeycliffe Care Home? **Extremely Likely**



Average Rating: 4.7 out of 5

Sonia, Director at Abbeycliffe Care Home responded to this review on 12 Jan 2018:

Thank you very much for your lovely review, Margaret. It has been our pleasure looking after your dad.

Abbeycliffe Care Home

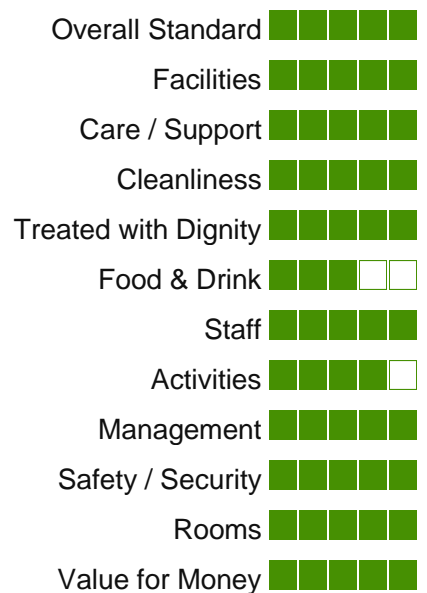
REPORT

Review submitted from a **Postal Card** by **Aileen G** (Daughter of Resident) on Wednesday 3 January 2018. Relates to October 2017.

My mum was in Abbeycliffe Care Home from February 2014 - October 2017. She was cared for very well by all the staff and I had no complaints in the three and a half years she was there. I had peace of mind from the day she went in until the end.

All her needs were met. The staff were extremely friendly and was made to feel very welcome. I would like to say also the last few days she was poorly before she died and the staff looked after her excellently and were very caring to her and ourselves. I would not hesitate to recommend Abbeycliffe Care Home.

How likely would you be to recommend Abbeycliffe Care Home? **Extremely Likely**



Average Rating: 4.8 out of 5

Sonia Woods, Director at Abbeycliffe Care Home responded to this review on 12 Jan 2018:

We are very grateful for your excellent review Aileen. Your mother was a pleasure to look after and we were very sad to see her go. All the best!

Abbeycliffe Care Home

REPORT

Review submitted from a **Postal Card** by **B K** (Husband of Resident) on Wednesday 13 December 2017. Relates to November 2017.

The love, care and compassion my wife received during her stay at Abbeycliffe was outstanding. Every single member of staff made it clear how much they thought about her and many went out of their way, often staying beyond shift times, to look after her. I could not in anyway find fault in the way she was treated throughout her stay. In particular, her end of life care was wonderful. She slipped away peacefully and trouble-free largely due to the constant attention from Abbeycliffe staff. I feel blessed that I chose Abbeycliffe for her care.

How likely would you be to recommend Abbeycliffe Care Home? **Extremely Likely**



Average Rating: 5 out of 5

Sonia Woods, Director at Abbeycliffe Care Home responded to this review on 12 Jan 2018:

Thank you very much for this excellent review. Feedback is greatly appreciated. It was a pleasure to look after your wife and we were sad to see her go.

Abbeycliffe Care Home

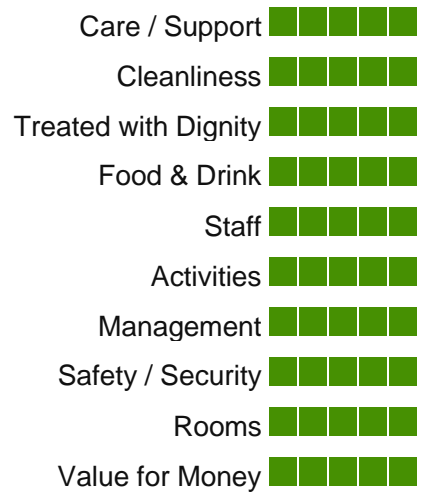
REPORT

Review submitted from a **Postal Card** by **Tracey M** (Daughter of Resident) on Tuesday 27 June 2017. Relates to June 2017.

My Mum has vascular dementia and has been part of the Abbeycliffe family since 2014 and quite frankly I cannot say enough good things about this wonderful care home. Abbeycliffe is the perfect example of how a care home should be run. Extremely professional and competent with the right balance of compassion, respect and heart and this applies to every single member of the Abbeycliffe team. My Mum is now receiving the most amazing end of life care for which I am beyond grateful.

How likely would you be to recommend Abbeycliffe Care Home? **Extremely Likely**





Average Rating: 5 out of 5

Sonia Woods, Director at Abbeycliffe Care Home responded to this review on 27 Jun 2017:

Thank you very much for taking the time to write us this wonderful review. It has been our pleasure to care for your mother and we are thinking of you and your family during this difficult time.

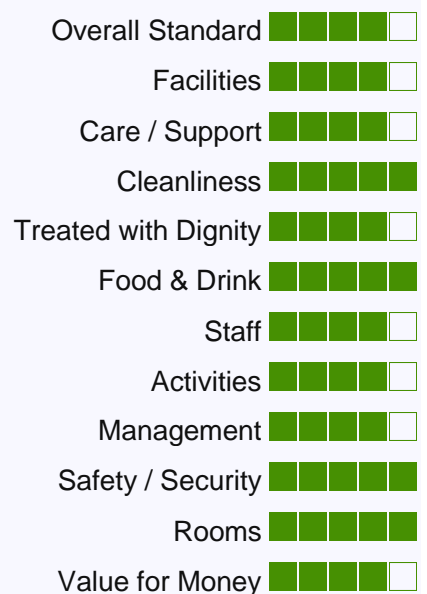
Abbeycliffe Care Home

REPORT

Review submitted from a **Postal Card** by **D F** (Daughter of Resident) on Wednesday 22 March 2017. Relates to March 2017.

Overall, it's a caring place for mum to be, the staff are very nice and do a great job. There are one or two staff members that on my observations are not as attentive to the residents, however, mum has been happy. Just little things like laundry mixed up or glasses going missing, but overall, it's been and is a lovely place for mum to be.

How likely would you be to recommend Abbeycliffe Care Home? **Likely**



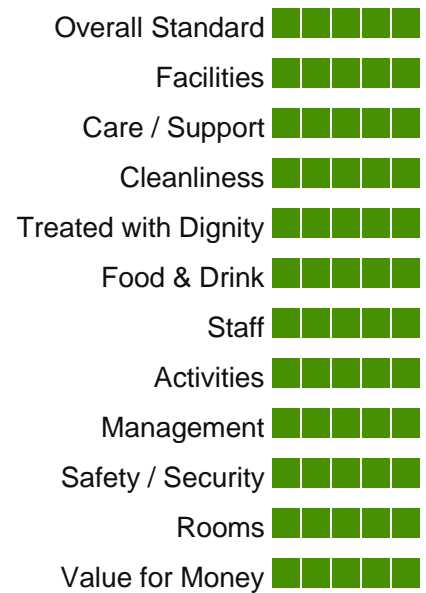
Abbeycliffe Care Home

REPORT

Review submitted from a **Postal Card** by **Ingrid M** (Daughter of Resident) on Monday 20 March 2017. Relates to February 2017.

Our mother has only been here for a few weeks but already we are feeling part of a new family/community. The staff are very welcoming even though they are busy looking after residents. The residence is kept clean and tidy and is a pleasure to visit. Mum says the food is nice and loves the coffee. She also says the staff are very kind and patient and nothing is too much trouble for them even though they are always busy. A safe place for our mum to stay.

How likely would you be to recommend Abbeycliffe Care Home? **Extremely Likely**



Average Rating: 5 out of 5

Fiona Jackson, Senior Manager at Abbeycliffe Care Home responded to this review on 21 Mar 2017:

Hi Ingrid,

I am very pleased to hear that your mother is enjoying her stay with us, we do try very hard to promote a family atmosphere to make everyone feel at home.

I'll make sure we keep up the good work with the coffee too!

Abbeycliffe Care Home

REPORT

Review submitted from a **Postal Card** by **Andrea U** (Daughter of Resident) on Wednesday 15 March 2017. Relates to February 2017.

About Abbeycliffe; my Mum says, "It's lovely!".
The nurses are very nice and can't do enough for her.
As a family, we are very happy to have found such a caring, friendly environment for Mum.

How likely would you be to recommend Abbeycliffe Care Home? **Extremely Likely**



Average Rating: 5 out of 5

Fiona Jackson, Senior Manager at Abbeycliffe Care Home responded to this review on 15 Mar 2017:

Hi Andrea,

Thank you very much for your kind words, it is very much appreciated. I am very happy that your Mum is enjoying her stay with us.

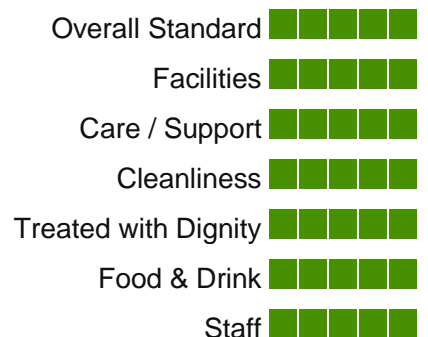
Abbeycliffe Care Home

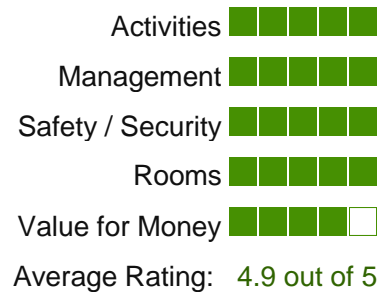
REPORT

Review submitted from a **Postal Card** by **Julie W** (Daughter-in-law of Resident) on Thursday 9 March 2017. Relates to February 2017.

Very good standard of care - well done Abbeycliffe.

How likely would you be to recommend Abbeycliffe Care Home? **Extremely Likely**





Fiona Jackson, Senior Manager at Abbeycliffe Care Home responded to this review on 15 Mar 2017:

Hi Julie,

Thank you very much for your kind review, it is great to hear that you are happy with our services.

Abbeycliffe Care Home

REPORT

Review submitted from a **Website Submission** by **John** (Son of Resident) on Wednesday 8 February 2017. Relates to February 2017.

I have been very pleased with the treatment and much-improved quality of life that my Mother has received in her four years of residency at Abbeycliffe Care Home Radcliffe.

Not only has the necessary residency of my Mother been a godsend for her it has given me and all of her family true peace of mind and happiness instead of what I am confident would have been depression for all.

How likely would you be to recommend Abbeycliffe Care Home? **Extremely Likely**



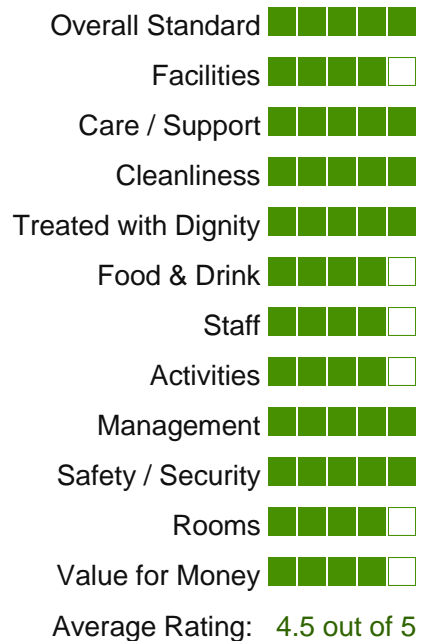
Abbeycliffe Care Home

REPORT

Review submitted from a **Postal Card** by **Barrie W** (Friend of Resident) on Monday 27 June 2016. Relates to June 2016.

I have been attending on my friend for the past three years on a weekly basis. When she was admitted as resident she was unsure and medically in disarray. From day one, improvement was seen from the care and attention given by the home. The premises are spotlessly clean, there is always ample time given to the residents so as to reassure them that all will be well. The food given is acceptable and adequate, it is regular morning, noon and night (evening meal). The staff are very friendly and try, where possible to create activities to help the days pass. I have assisted in the past in fundraising which is used to provide outings for those able to go on them.

How likely would you be to recommend Abbeycliffe Care Home? **Extremely Likely**



Abbeycliffe Care Home

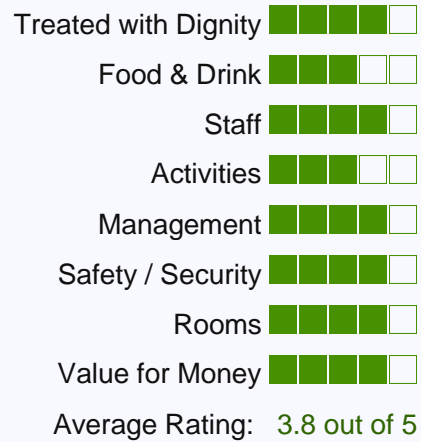
REPORT

Review submitted from a **Postal Card** by **Lesley T** (Daughter-in-law of Resident) on Monday 27 June 2016. Relates to June 2016.

Staff are welcoming, friendly and always happy to help. My mother in law is happy and settled. We had a few problems when my mother in law first went in the home and they were handled with professionalism.

How likely would you be to recommend Abbeycliffe Care Home? **Likely**





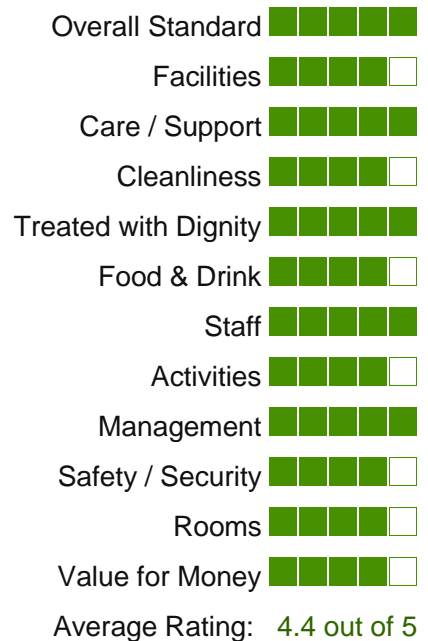
Abbeycliffe Care Home

REPORT

Review submitted from a **Postal Card** by **A D** (Daughter of Resident) on Friday 8 January 2016. Relates to December 2015.

Abbeycliffe is a warm, safe and comfortable home. I am happy to leave my elderly mother in their care. Very caring and professional.

How likely would you be to recommend Abbeycliffe Care Home? **Extremely Likely**



Abbeycliffe Care Home

REPORT

Review submitted from a **Postal Card** by **D B** (Son of Resident) on Thursday 7 January 2016. Relates to December 2015.

Residents often seem bored and sit all day with little interaction between meals. Mums clothes are often mixed with others. Excellent managers and staff, modern facilities and clean rooms. Staff seem to really care - more than a job to some.

How likely would you be to recommend Abbeycliffe Care Home? **Extremely Likely**

