

Testimonies



Below is just a flavour of the many emails and cards we received during 2022/23

April 2023

From a resident's friend

"To Each and Every one of You All.

There are no words to say how wonderful you all are. You are beautiful inside and out. You looked after precious xxxx so, so well and I cannot thank you enough. I'll miss you loads (and the porridge).

Tons of love, xxxx."

April 2023

From a resident's son

"Thank you for making the Small Lounge available for us on Sunday. It made it possible for twelve family members to spend some time with xxxx to celebrate her 104th birthday; she was in fine spirits and enjoyed seeing everyone. Thank you again on behalf of the family."

March 2023

From a resident's daughter

"I just wanted to say a big thank you to you all. Could you please pass this to all your staff. The last few weeks have been very sad for us. Little things like today mean so much. We really appreciate the care being given to mum."

February 2023

From a resident's daughter

"I wanted to say a special thank you for bringing Dad outside at my Grandmother's funeral last week. He was so well wrapped up! I can't think of any words which would adequately express my thanks for all you and the team do to care for Dad. It is such a special place and really does feel like home to me."

January 2023

From a resident's niece

"I would like to thank all the staff for the wonderful time you gave my Aunty during her 4 years in Eckling Grange. She certainly couldn't have been in a better place. You have enabled her to live a fulfilled life until the end, providing lovely activities, outings and allowing her the opportunity to continue ministering, despite her dementia. It has been so moving to see the kindness and compassion shown by staff at Eckling during my visit."

December 2022

From a resident's son

"That's great news concerning the new Government guidance on face masks! That must seem like one further step towards putting behind the Covid years which must have caused so much concern and hard work for you and all the staff at Eckling Grange. Thank you for handling that deeply challenging time with such a wise balance of rigour and grace.

Thank you also for taking such good care of Mum. To know that Mum is feeling safe and loved has meant so much to us. Of course, there are times when she finds life more difficult than at others and misses her husband of over 60 years, but there is a serenity about Mum that I find very moving.

This is down to you, all the staff and to the alert yet peaceful surroundings of Eckling Grange itself. I know that Dad would be so glad to know that Mum is being so kindly provided for and to see her taking part in the activities programme's with such positive anticipation and evident pleasure."

December 2022

From a prospective family member

"Firstly, I must thank you for your time and showing us around Eckling Grange on the 1st December.

Since this date we have viewed and enquired at a number of other care homes, either they are totally unaffordable or really not suitable in any way for Mum's needs. We were very satisfied with Eckling, in that it really fulfils all what we would want for Mum in a home and beyond. We believe Mum would settle there and be very content."

2022

From a resident's daughter

"Good to meet you yesterday and thank you for bringing mum, the recliner as well as sorting out an extension lead! I have to say that all of your staff have been so welcoming not only to mum, but also to us all."

2022

From a resident's cousin

"The family all agree xxxx was very happy and very supportive of your team at Eckling Grange over the years she was with you.... A home where xxxx was happy. The family express our sincere thanks and appreciation to all of the team for the care and support you have given to xxxx over the 12 years that she was with you."

2022

From a resident's sister

"You must be so relieved to be able to open up the lounge and dining room again. It's been a long and very worryingly time for you all. I am extremely grateful for all your care and attention and safety precautions you have taken to keep xxxx and all your residents in good health. Please pass on my gratitude to all your staff. Sending you all, under the roof of Eckling Grange, my prayers that you will all stay safe and well."

2022

From a resident's cousin

"Thank you for all the kindness and care you gave to xxxx. I know she was happy at Eckling Grange."

2022

From a resident's daughter-in-law

"I wonder if you provide respite care. My father-in-law, xxxx, spent his last few years with you, passing over earlier this year. You took such good care of xxxx and I'm so grateful and have fond memories of visiting him – and the other residents in the dementia wing."

2022

From the residents

"A big THANK YOU xxxx and all members of staff, including the Chef and kitchen staff for all your hard work in making the Jubilee Street Party such a great success. The fellowship, food and fun made it a really happy and memorable occasion. Thanks too to 'Pastor Ian' and 'Singing Ian' for your contributions."

2022

From the bungalow residents

"Thank you so much for a wonderful day on Friday and all the hard work of planning and preparation. We all enjoyed ourselves."

2022

Residents next of kin

"Well done Eckling Grange for giving your Residents a marvellous time."

2022

From a resident's daughter

"I have just spoken on the phone to my mum, and she said she had such a good time at the Platinum Jubilee party. She has been a bit down lately, but this party really lifted her spirits. Thank you to you and all the staff for the huge effort that you put into this. I saw the newspaper article and pictures and it looked wonderful. Please pass on my thanks to all involved."

2022

From a resident's daughter

"I am so sorry that I did not get a chance to speak to you on Friday, it really was quite overwhelming seeing so many people at church. When we arrived and saw the Eckling minibus with so many carers and friends from Eckling it was truly humbling and special.

As a family we are all so grateful for the love, care and support that mum received from Eckling. We cannot speak highly enough of you all. These past two years have been particularly challenging with Covid, but you have continued to do your best enabling residents to see their loved ones despite the additional work it made, for that we will forever be truly grateful for.

Eckling became a big part of all our lives as well as mum's, especially mine, as I was the one able to visit so regularly. We look back on many happy times and memories. I shall miss my regular walks round the bungalow gardens.

I have lost count the number of times I have pushed mum round looking at all the beautiful flowers and waving to residents through their windows and catching up with mum's neighbours. As our chapter closes at Eckling another opens for another family and I am sure they will truly be blessed, as we were."

2022

From a resident's son

"Thank you to you all on behalf of xxxx for love and care you have shown him over the last four and a half years; we really couldn't have managed without you. You have always been there for us too & we have made many friends over the last few years, guests, and

Testimonies



*Below is just a flavour of the many emails
and cards we received during 2020*

February 2020

From a respite resident

“Just to say thank you for making our stay last week so restful and peaceful. We very much appreciated our break at Eckling. The whole team, care and dining room staff, are so helpful and friendly. The Christian ethos of Eckling stands it apart from other care homes. It confirms for us the next move in our life’s journey is to a bungalow at Eckling. Two of our children paying us a visit were most impressed and feel happy about their aged parents’ choice for the future.”

January 2020

From a resident’s relative

“A sincere and big thank you to the wonderful and dedicated staff of Eckling Grange Care Home. Your love and superb care you gave to xxxx was so appreciated over the years she was with you. We felt xxxx was ‘safe’ and as happy as she could be God Bless.”

January 2020

From a resident’s son and daughter

“No words will adequately convey our appreciation for the excellent care given to Mum and Dad during their time at Eckling Grange, but we would like to place on record how much we valued the way that everyone did so much to not only make Mum and Dad’s life as comfortable as possible, but the way that they embraced us and make us feel part of the family there.

This was never more evident than during Mum’s final days when we were greeted with such warmth and sincerity on every occasion, this was a great comfort during those final days. The calibre of Staff is exceptional, some really lovely people who go above and beyond and greatly enhance the image of Eckling Grange.”

January 2020

From a resident’s granddaughter

“I just wanted to write a short note to thank you all for the care you gave to my Grandma up until her recent death. I was always amazed by the level of care you gave her during her time with you and how welcome you made us feel when we visited her. The compassion and respect you showed her and to me was above and beyond “just doing your job”. You are all amazing and I just wanted you all to know that.

Thank you so much and never forget that all that you do is so very much appreciated and admired.”

January 2020

From a bungalow resident

“What a privilege it is to belong to this community here at Eckling Grange! Coming back from away just a week before Christmas, I was quickly swept into the seasonal activities, the Carol Service, Carol Singing around the bungalows and then the Party.

Thank you all so much for all the extra time and effort you put in to give everyone such a wonderful family time, when you are all busy with your own families as well. We really appreciate all you do for us, it is truly a ministry of love, and we are so blessed to be living here. May you know the Lord’s blessing anew as you serve Him in the coming year.”

January 2020

From a bungalow resident

“Thank you for the Christmas Carol Singing and for the delicious gifts, the black pepper crackers and the Kit Kats, what a treat it was. You have been so generous to us bungalow dwellers over Christmas and what fun and laughter we have had! It is most precious to watch all the Staff as you give of yourselves over and over.”

January 2020

From a bungalow resident

“Thank you so much to all the Hard-Working Staff, who made our Christmas so special. Hope you all have a peaceful New Year.”

Testimonies



Below is just a flavour of the many emails and cards we received during 2019

December 2019

From a resident

"I want to say how thrilled we are as a family with the Christmas activities you and your staff planned and delivered for my Dad and the residents at Eckling. The variety and fun of the activities plus the care and kindness of the staff was excellent. My son and his family were visiting Dad when Santa arrived, and they were surprised to see everyone getting a personal gift obviously thought about with care.

We were particularly impressed by the cheerfulness and care the staff exhibited on Christmas Day - no one seemed to be unhappy that they were working on the day itself as they gave their usual kind care to the residents. So a big *'Thank you'* from us to you and all your staff and we do wish you all a very happy New Year."

December 2019

From a bungalow resident

"Thank you very much for all your hard work yesterday in making the lunch such a happy and perfect occasion. The food was wonderful, and it was a joy to have the singing. I do hope you will all have an enjoyable Christmas, and this comes with best wishes for all that is ahead in 2020."

December 2019

From a resident

"To all the management team, with gratitude for running this place so well under the Lord's leadership."

December 2019

From a resident

"To all the management team, with gratitude for running this place so well under the Lord's leadership."

December 2019

From a relative

"We very much appreciate all the care and kindness shown to Mum in a more challenging year."

December 2019

From a relative

"Along with wishing you all a Merry Christmas, I wanted also to say thank you for the care you all give my Mum. It is a great comfort, especially as I live 200 miles away to know she is so well looked after."

December 2019

From a relative

"Thank you for everything you do for xxxx, the excellent care you give him and the help you give to me."

December 2019

From a bungalow resident

"We would like to say a VERY BIG THANK YOU to all those who were involved in giving us such a wonderful time Tuesday. What a delicious meal and served so kindly in such a happy atmosphere. When we think of all the preparations and all the washing up, oh my, what a big job! You have ALL blessed us and we are so grateful to be part of the Eckling Grange Family."

December 2019

From a relative

"Once again, a very big thank you for making me feel so welcome when I visited Mum last weekend. Thank you for continuing to take such good care of Mum, especially as her level of care need increases. Each time I visit I can see how the residents care levels are increasing more and more. Yet you still find time to give them that extra level of reassurance and comfort. The Wing is a very special place thanks to you all."

December 2019

From a relative

"To all the fantastic staff in the Eckling Wing you all do such a wonderful job."

December 2019

From a relative

"We appreciate everything you have done for xxxx, you went above and beyond. We will miss you all so much that I think I will have to visit."

December 2019

From a relative

"Many thanks for the excellent care you have given Mum over the past year."

December 2019

From a relative

"To you all. I humbly thank our Lord Jesus Christ for all of you. The care each of you gave to xxxx was full of love, compassion and outstanding patience. Nothing was too much for any of you to do for her. You lavished your love upon xxxx for which our Heavenly Father God witnessed every day."

December 2019

From a relative

"Thank you all for your continued care, support, commitment and love that you give to our Mother and us as a family."

December 2019

From a relative

"Thank you for all the wonderful, loving work you do for everyone, you are all amazing."

December 2019

From a relative

"Thank you all for the amazing work you ALL do, always showing such love and care. On behalf of the family we are very grateful."

December 2019

From a relative

"Just to say a HUGE "THANK YOU" to everyone at Eckling Grange for all of your hard work and amazing caring for all of the residents, especially our little xxxx. I personally always come away from a visit with my faith in human nature restored. There are such special staff at Eckling Grange, and we'll be thinking of you over Christmas and New Year. Well done and thank you so much."

December 2019

From a relative

"I want to say how thrilled we are as a family with the Christmas activities you and your staff planned and delivered for my Dad and the residents at Eckling. The variety and fun of the activities plus the care and kindness of the staff was excellent. My son and his family were visiting Dad when Santa arrived, and they were surprised to see everyone getting a personal gift obviously thought about with care.

We were particularly impressed by the cheerfulness and care the staff exhibited on Christmas Day - no one seemed to be unhappy that they were working on the day itself as they gave their usual kind care to the residents. So a big "Thank you" from us to you and all your staff and we do wish you all a very happy New Year."

December 2019

From a resident's son

"Thank you all for the immeasurable help you have been to me over the last four years caring for my Mum xxxx who sadly passed away. I will be forever grateful; you made her life so much better while she lost her way. I could not have coped without you. God Bless you all."

December 2019

From a resident's son

"With the Christmas season approaching I am writing to first of all say how grateful my brothers, myself and the wider families are for the care that everyone at Eckling Grange showed to our Mother during her time with you. We couldn't have hoped for her to be in a better home and were particularly struck by how kind, caring and helpful all the staff were during the final couple of weeks of her life. Thank you for making the last years of my mother's life as happy and content as I think they could possibly have been."

November 2019

From a resident's son

"To the lovely carers/staff at Eckling Grange. Mum had the most wonderful care from all of you and we couldn't have been happier that we had chosen Eckling Grange. Her 90th birthday was so special, and she was really so well that day, surrounded by family and friends. She especially enjoyed her cake with extra cream which helped it slide down easier. Our grateful thanks to all."

September 2019

From a resident's son

"Re your guest bungalow. Thank you again for the very welcome resting place, in such lovely surrounding."

September 2019

From a resident's daughter

"I am writing to you to say a big thank you for all the love and care you gave my Dad. When Dad came to stay at Eckling Grange he was so unwell and weak. In the five weeks he stayed with you, you all tried your hardest to get him strong, but it wasn't to be."

September 2019

From a resident's daughter

"I am writing to you to say a big thank you for all the love and care you gave my Dad. When Dad came to stay at Eckling Grange he was so unwell and weak. In the five weeks he stayed with you, you all tried your hardest to get him strong, but it wasn't to be.

All the love shown by you to Dad and his family was wonderful and we just want you to know it was appreciated very much. Thank you all once again."

September 2019

From a resident's daughter

"I spent a day and half in The Wing last week visiting my mother, xxxx. Yet again I was overwhelmed by the love, gentleness and compassion that was shown to everyone by ALL the staff.

I could see how difficult it was to look after people with dementia in a dignified caring manner, but your staff do it in the most wonderful way. Please pass on my heartfelt thanks to them for the way they look after and care for our mum. It makes saying goodbye to her so much easier knowing she is in such capable and prayerful hands."

September 2019

From a resident's sister

"May I just take this opportunity to say a big thank you to you and all your caring staff for looking after xxxx with such kindness. Eckling Grange has such a peaceful atmosphere, and everyone is so comfortable."

July 2019

From a group of resident's friends

"Some comments from friends of xxxx & xxxx concerning your amazing garden party on Saturday. May God continue to pour his blessing on a truly beautiful place.

- The warmth of you all was touchable, thank you for all your hard work, surely a place of blessing.
- A very enjoyable day.
- Thank you for an enjoyable day.
- What a lovely place and such caring staff.

Thank you for the warm welcome and wonderful food."

July 2019

From a group of resident's friends

"This is to THANK YOU for the work you all put in at the Garden Party last Saturday. You deserve to be encouraged by our appreciation of the care you provide for your residents."

July 2019

From a bungalow resident

"A BIG THANK YOU...to all of you for such an enjoyable day on Saturday. All the friends/visitors who came, and have spoken to me about it, were really appreciative of the welcome, the family atmosphere and the most amazing, delicious, attractive, scrumptious lunch generously provided for us all...special thanks to the catering team.

It is not surprising that there is a waiting list to become part of the wonderful community here, and we would not take it for granted as co-operation and loving concern for one another doesn't just happen, especially among so many members of a very varied team. I am not the only one to be grateful for the privilege of living here. I thank the Lord for you all."

July 2019

From a resident's daughter

"My sister and I want to thank everyone for their love and care for Mum and Dad. Xxxx and I also experienced the friendship, concern and support from the staff especially in the final days of our parents' lives. We knew Mum and Dad were in safe hands and that their wishes and needs would be met by gentle knowledgeable staff. May God continue to richly bless the work you all."





July 2019

From a resident's friend

"Thank you very much for the wonderful care you gave to xxxx whilst she was in your care. It was a joy to come and visit her in such a caring environment, a real home from home. The friendliness and cheerfulness of all the staff was much appreciated by her and us. Also thank you for allowing us to have her thanksgiving service at the Grange, it was a lovely atmosphere and the food was wonderful."

July 2019

From a resident's relative

"We visited xxxx last week and also in April and wanted to send you our thanks, for the serious quantities of patience, for kindness, and skill, for all you do in your jobs. Having no background in your field of work, we were amazed at the complications in your tasks with xxxx and so many others. We don't know if xxxx is still able to express thanks to you, but, as her step-daughter, I know she would have wanted to do so."

May 2019

From a resident's son and daughter in-law

"Thank you very much for forwarding the Inspection Report to us last week. It's very heartening when people are 'so open' and a 'good' report. Thank you to yourselves, and all your staff for being so helpful, caring and welcoming to xxxx (and us) last week. It's great that staff introduce themselves and are so willing to answer any questions. Everyone appears to communicate with each other - staff and residents alike which is so good to see. When I have told people about the trouble xxxx went to compiling a file on xxxx with us they are very impressed - so "well done all". Presumably not all Care Homes do this - this is our first experience of this, but it's lovely.

When I went in to see xxxx on my own last Tuesday morning, I really enjoyed sitting in on xxxx session with a small group. She was so good with them - asking questions about their past that they could all answer (to a lesser or greater degree). It's interesting what you find out things about your mother-in-law that you didn't know!"

March 2019

From a resident's daughter

"Well done on a great inspection report, your dedication, commitment and care has been recognised. You are a wonderful team."

March 2019

From a resident's children

"As a family could you please pass on our sincere thanks to all who helped to make Mum's 90th birthday such a memorable day. Her family gathered around and you could see the delight in her face. Thank you for the care, tea party and organisation."

February 2019

From a resident's family

"On behalf of our respective families we just wanted to say a huge thank you for your time and efforts on Monday in ensuring that Mum's thanks-giving service went so smoothly. As always, we felt welcomed and relaxed. We would all once again like to express our sincere and heartfelt thanks to you and all the staff at Eckling Grange who have so diligently, caringly and selflessly looked after Mum these past 8 years and especially during her last week of life."

February 2019

From a resident's daughter

"Firstly, I would like to express our sincere gratitude and thanks for all that you and the marvellous team at Eckling Grange have done for Mum during the past eight years and especially during her final few days of life. The care, compassion and attention to her every need to ensure she was not only physically but emotionally and spiritually looked after was both humbling and heartfelt.

Thank you never seems enough in the circumstances but we say it in the knowledge that Mum was very content, at peace and accepting of her home at Eckling Grange for which we will be forever grateful."

February 2019

From a resident's son

"I would just like to thank everyone at Eckling Grange for all your hard work and preparation for my mother's 90th Birthday celebrations. I know that she had a wonderful afternoon with friends, family and staff who all enjoyed the excellent "afternoon tea and cakes". You transformed the dining room into a wonderful location for the event, and ensured it really was a "special" day for my mother and all attending.

I would mention it was heartening to see a number of members of staff come in to Eckling Grange just for the event, which is a reflection on the dedication and support the team they provide on a daily basis. Again many thanks to all involved. PS The birthday cake was undoubtedly one of the best cakes I have had in a long, long time - excellent."

February 2019

From a resident's daughter

"Somehow just saying thank you doesn't seem like enough. But I hope you know how much your thoughtfulness has meant to us. Thank you for all your care, love and attention to Mum over the last 16 months."

February 2019

From a resident's daughter

"This comes with a huge thank you to you all for looking after our most beloved Father xxxx during his time with you at Eckling Grange. It is a very hard decision to pass on the care of a loved one into other hands, but on the advice of our dear Methodist Minister and also based on the previous experience of our family of the wonderful care that Eckling Grange provides, Dad came to join your community just over four years ago.

We could not have entrusted him to better hands. Everything from the care of the amazing staff, the continuation of Dad's religious life and the really lovely fellow residents who took him into their hearts made Dad's last years the best possible.

You all knew him as he arrived - a well-dressed courteous gentleman and during his decline saw him always as the man he had been. You looked after him from the minute he arrived until the minute he left you with such respect and love. Thank you all for all you did to make Dad's last years so good." et by gentle knowledgeable staff. May God continue to richly bless the work you all."
