

Testimonies



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

April 2024

From a resident's close friend:

"I spent a lovely hour with xxxx in her bedroom yesterday morning and I am delighted with her progress, peace of mind and the way she has settled into life at the Grange."

Some of the comments she made were:

"The services in the lounge are lovely, I enjoy them. I am in a good place, people are very kind. People come in to see me, they are my friends. I am learning a lot in my later years, God is still teaching me things. I like the fellowship here.

You should consider coming here when it's your end days.
I am eating well and people are very kind.

We also spoke about God and xxxx is in a good place spiritually which I haven't seen for several months in her bungalow."

March 2024

From a resident's wife and daughter:

"To all the wonderful staff at Eckling Grange. Thank you for the many ways in which you cared for xxxx. For the tender way you met his physical needs, for the lovely meals he enjoyed so much, for the well-kept buildings and grounds, for his clean clothes, for the administration, management, and work of the Trustees, for the lovely activities, pastoral care and meeting his emotional needs. For all these things we are so very grateful both now and during the years he was with you."

March 2024

From a resident's family:

"To ALL the staff, residents, and friends, both in the care home and bungalows at Eckling Grange. THANK YOU for making xxxx's 90th birthday memorable, with all the lovely cards, flowers, cake and greetings."

February 2024

From a resident:

"Thank you, it was a really lovely occasion. We feel so privileged to be treated like this, not just to have a celebratory tea, but such a very special celebration. Yes, wonderful to experience such love and caring. So, it has to be a MASSIVE thank you to all who played a part in this."

January 2024

From a resident:

"I am very grateful for the care that you and all at Eckling have given me. Please express my thanks to all for the welcome, surprise gift of chocolates."

Christmas Messages 2023

The quotes below are just a flavour of the letters and cards received from residents' families and friends this Christmas:

"We just wanted to thank you all for all your care and kindness looking after Nan. We know how hard you all work, it is very much appreciated."

"Thank you so much for all the care and kindness shown to Mum. We feel so blessed to have found the Eckling family."

"Management, Care Staff, Trustees, Kitchen staff, Cleaners, Pastors, Maintenance, Volunteers and everyone else, that makes life in our Eckling Grange Family so wonderful. I really do think that here, we are living in the closest thing to 'Heaven on earth'. With many thanks for everything you do to make our lives so special. Once more xxxx has had a year of ups and downs but he's still with us here. That is proof of the special care he has received."

"To everyone on the Eckling Grange Team with warm wishes at Christmas, the blessings of joy and peace and hope for the New Year, and heartfelt thanks for the many extras you give us in this wonderful community, especially at this time of year."

"I shall always be grateful for the care and fellowship you gave Dad."

"Thank you for making this Christmas joyful; you are an excellent team."

"Thank you so much for all the care and support you have shown to Mum, Dad and our family, we truly appreciate it. "

"Thank you so very much for all the care and kindness you show to Mum. I am so comforted by this and really appreciate it."

"Thank you for your kindness in taking such great care of Aunty and Uncle."

"We think and talk about you all often and the special times we had with you all while Mum was with you."

"Thank you so much for taking such great care of Grandma."

"Thank you for working so hard to make xxxx's first six months at Eckling full of love and life. I don't think she's had as much fun in a long time! Have a happy Christmas and a great 2024."

"Many, many thanks for everything you do to love and care for my Mum."

"Our heartfelt gratitude for all that you do for Mummy."

"To the wonderful staff at the Grange. Someone has always been ready to help when I needed it."

"With thanks to all the staff at Eckling for the superb care and kindness shown to Mum."

"Thank you so much for looking after Grandma so well."

December 23

From a resident's son:

"Please pass on our heartfelt thanks to all staff members who have made xxxx feel so welcome and looked after her so well."

November 23

From a resident's family:

"Thank you so much for the photos. xxxx is certainly well looked after by you and all the staff at Eckling Grange. Thank you all for what you do for her."

October 23

From a resident's family:

"First of all we'd like to thank you for the excellent care our mum has received since joining you in June. We are so grateful for the many ways we've witnessed staff at Eckling Grange working together as a team to look after and respond kindly to all aspects of her needs. We've been well-informed and feel well supported as a family.

There's such a welcoming culture and atmosphere at Eckling Grange, and we have noticed and valued how this is supported by the leadership, work of care staff, those working in the kitchen, the cleaners, volunteers and the gardener too!

xxxx and the team have been so kind and welcoming to dad on his regular visits to mum. As his desire to be with mum and his own needs increase, we would like to be able to extend the time he spends at Eckling Grange on a regular basis if we are able to find ways to manage this practically. We appreciate the support we're receiving in trying to find ways to care for dad's wellbeing and needs during this time."

October 2023

From a resident's son:

"Thank you all for the room upgrade; Mum is over the moon with it. Her quality of life has been so much better since she has been staying with you all, that is all down to your fantastic team which we are very grateful for."

October 2023

From a resident:

"Thank you all for the preparations and provision. We bungalow residents are very grateful for the welcome and sense of belonging experienced yesterday. Praise the Lord! In appreciation and with love."

October 2023

From a resident's wife:

"Thank you so much for the special caring of xxxx, as well as me these last few days. We are truly blessed that we live in this wonderful place."

September 2023

From a resident:

"Please may I say a big thank you to yourself, xxxx and members of staff for all your hard work over the weekend. A new week, praying for His protection. God is good."

September 2023

From a resident's daughter:

"I would like to thank everyone who made xxxx's last weeks and days as comfortable as possible, and cared for us as we spent time with him. Your support and generosity with the funeral arrangements was much appreciated."

August 2023

From a resident after a trip out:

"First of all, thank you for making it possible. I had a wonderful day out, staff were so kind. xxxx was so special. xxxx mentioned I used to live in Saham Hills, and we came back via my old home. A real treasure day. Thank YOU.

May I please nominate xxxx (no idea how to spell her name.) She is young, yet kind and helpful, always the same, as carer of the month. I would love to see her made aware and thanked - she certainly deserves it."

August 2023

From a resident's friend and LPA:

"It was our pleasure and we are most grateful to the care and love you all gave to xxxx and to the support and friendship given to xxxx and myself. The donation can help towards the continuing activities, etc. to your residents and I won't hesitate in recommending Eckling Grange for extremely positive care."

August 2023

From a resident's son:

"I just wanted to contact you again before we head off for a week in the sun to thank you and all your staff for the care you have given to Mum over the past two weeks. Mum is enjoying her stay with you."

July 2023

From a resident's daughter:

"I just thought I'd drop a few lines to say thank you to the whole team at Eckling Grange. Firstly, for the loving care my mum receives day in day out from the wonderful team in the Wing.

Secondly, for all the extra effort each person makes; a prime example was the celebration of the Diamond Anniversary, how privileged I felt to be able to be part of that, a joyful service and a lovely lunch.

Finally, thank you for letting my granddaughter come along to the Fun Dog Show. It meant so much to her to be able to be there.

God Bless you all."

July 2023

From a resident's son:

"I just wanted to say a very big thank you for your help and concern. Please pass on my extreme gratitude to xxxx who helped mum on last Tuesday evening. By what mum told me, she was amazing and I strongly believe that we owe her everything as without her and what she did, my dad would not be here now; she honestly saved his life. Please accept my thanks and gratitude to yourself as well and for everything you have done and your constant concern and support to both my mum and dad."

July 2023

From a resident's son:

"I would already like to say a really big thank to you and all your staff for the warm welcome and care you have already given to Mum."

June 2023

From a resident's son:

"Because you make the world a brighter place in saying thank you for all the care and love given to xxxx during her stay with you at Eckling Grange; it has been truly appreciated."

June 2023

From a resident's daughter:

"Thank you so much for the wonderful care and attention you gave to Mum during her time with you. She always loved Eckling Grange and was sure she would end her days there. The dedication of your staff and standard of care is wonderful."

June 2023

From a resident:

"I cannot say thank you enough for all the help and care I have had lately. I want you all to know how much it is appreciated, by myself and my family."

May 2023

From a resident:

"Last week was a really exceptional week with three Thanksgiving services, followed by refreshments. The provision of such a variety of delicious, beautiful items, was much appreciated by everyone. To cap it all, French fries in individual containers "because xxxx loved fish and chips" was an extra, but so thoughtful and much enjoyed!

The additional work involved in preparing all these things, on top of the regular meals may have caused a headache for you all in the kitchen, but be assured, we enjoyed it all very much. So, thank you all, and God Bless you as you serve the Eckling community in this way."

May 2023

From a resident's daughter to key worker:

"I just wanted to write a heartfelt thank you to you personally for all you did for Mum, but also for me, especially in the last few difficult months. I'm so grateful for the many times you sat, listened, and held her hand, how patient you were explaining everything, persuading her to take her medication and reassuring her in her anxious moments. Your dedication and love was so special and I'm forever grateful. I also wanted to thank you for being there for me; it means so much."

May 2023

From a resident's family to our Pastor:

"Thank you so much for leading the Thanksgiving service yesterday. It couldn't have gone better; everything came together. So many of the family, friends and residents made incredible comments on how warm the meeting was. They commented on how you made people feel relaxed and you spoke without notes! As Mother had lived among a large family for nearly 15 years, it was only right to have such a gathering at Eckling. Several of the family had never stepped inside the house before and were mightily impressed with what they saw and experienced. We can only say a great big thank you to you and Pastor Nigel for helping us in a truly wonderful celebration. Thank you once again."

May 2023

From a resident's family:

"Thank you so much for your help and support in the celebration and thanksgiving of Mum's life yesterday. The whole afternoon couldn't have gone better. Thanks to the staff for their support and for helping with the catering.

The family were mightily impressed with what they saw and experienced of Eckling Grange. Many, although local, had never been inside. The atmosphere, the way Pastor Ian brought it all together, they were really touched by it all, a tremendous testimony of God's grace at Eckling; incredible comments on the celebration.

Thanks once again to all at Eckling Grange."

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."

November 2022

From a resident's niece:

"Please can I thank you so much for the use of the Sunlounge for xxxx 90th Birthday celebrations on Saturday. The room was perfect. xxxx had decorated so beautifully and provided everything we needed. We had friends and family from N Ireland, Yorkshire, Leicester, Norfolk, Suffolk, Essex and Kent – so to be together for her 90th was very special and xxxx coped really well. Thank you also for the delicious cake, beautiful flowers, and lovely words in her card. We are very grateful for all you did."

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 staff alike. Once again, I offer my sincerest thanks to all our friends at Eckling Grange to whom we owe a greater debt of gratitude than we could ever seek to repay."

2022

From a resident's daughter:

"On behalf of all of the family, we would like to take this opportunity to thank you and your wonderful team for all that you have done for my Dad over the last few months. Thank you for stepping up and being a great support to my Mum when things were and continue to be very difficult for her. Many thanks and God bless."

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