

SERVICE USERS, FAMILIES OR FRIENDS COMPLIMENTARY ANNOTATION BOX

JC Comments 24 January 2018:

I would like to take this time to thank Capital Homecare for facilitating the care for my grandmother DC. I am particularly appreciative of Barlin and Najia for their excellence caring for my grandmother. It was a pleasure meeting them and seeing their interaction with her even at times she gave them a hard time. They were patient talking with and cheering her up. Thanks again for an excellent job.

Sincerely yours

JC

CG Comments 02 February 2018:

Dear Mustafa,

I cannot express yet my gratitude to you for sending us Khalid, who looked after my husband with such care and patience and respect. He was my rock each day, always there and willing to come whenever he was needed. I have just sent him a text asking him if he would come to "M" funeral on Friday, February at 1:30pm, so I hope you will agree to release him for those hours.

My heartfelt thanks for encountering your agency and Khalid.

With best regards,

CG

Comments 28 March 2018 (House of Lords):

Dear Capital Homecare,

I have just finished my six week reablement package, having come out of a two month stay in hospital. During these past six weeks, I was lucky enough to have as my carer Fartuun. She has been superb, and has helped me get up in the morning, and have my breakfast. In the evenings, she has learned how to manage my overnight feeding machine and my ventilator bipap machine. I couldn't have managed without her.

The most important requisite of all is that she is unfailingly cheerful, and makes you feel better just by being there. I cannot praise her highly enough.

Yours sincerely,

JC Comments 2 April 2018 (my late mother):

Hi Mustafa,

Further to the passing of my mother, D, I would like to say how lucky we were to have Ruumi from your company look after her when she came out of hospital. Ruumi showed my mother great respect and kindness. They developed a special bond which was lovely to see. When mum came home last month, Ruumi turned up with a beautiful bouquet of flowers for her which was so kind. She cared so much in the last couple of days of mum's life and was devastated when mum passed away.

I wanted you to know how special Ruumi is – she is an asset to your organisation.

With kind regards,

JC

PM Comments 19 April 2018:

Hello Mohamed,

For your information, I was contacted by the district nurse M Assigned to Mrs PM. She stated that she was very pleased with the way the care workers (Suhur & Sahra) handled Mrs PM's pressure sore. Due to their hard work her pressure sore is almost fully healed and wanted to inform the management of this compliment.

Kind regards

Nawal.

Family Comments 28 April 2018:

Dear Capital Homecare,

As mentioned when I spoke on the phone the other day with Rahma, I wanted to take this opportunity to place on record our appreciation for the carers, Deqa, Suad and Bilan, who come regularly to us to care for my mother, AB. It was only after my Mum had a stroke that any suggestion of her having carers arose and so when she was coming home from hospital we were a little apprehensive. But from the moment they first arrived I can say that we took them to our hearts. No words would be enough to express how happy, satisfied and grateful we are with Deqa, Suad and Bilan's work and attitude. Not only are they completely reliable and their work of the highest standard, but they bring warmth and joy, kindness, cheerfulness and love into our home, to my Mum and to everything they do. Mun truly loves them and looks forward to their visits as the highpoint of her day. I am very grateful to you for sending such wonderful people to help us and it makes a real and positive difference to our lives. I was asked on the phone how I would mark them between 1-10 and I suggested 100. I made a mistake. It should be at least 10,000. I would be really grateful if our appreciation could be noted by you and formally passed on to Deqa, Suad and Bilan.

Thank you once again.

Yours sincerely,

KB.

SMc Daughters' Comments 01 May 2018:

To whom it may concern:

Re: Care of my mum:

I would like to take a minute to show my appreciation of the exceptional care that is given to my mother by her carers Sahra and Cusmar. My mum's care package started March 12th after quite a long spell in hospital. Sahra and Sharifa were her first carers and started the evening she came home (mum never had carers before). The patience, care and attention that they bestow on my mum each day are nothing more than wonderful. They care for my mum as if she was their mother. My sister's and my self are grateful for a set of wonderful loving carers. They're very honest and trustworthy workers. Both Sahra and Sharifa are excellent workers and we hope that they will be with mum for the foreseeable.

Thank you

MA & W

SDM's Comments 02 January 2017:

Thank you for your care service:

Dear Sir/Madam,

I am writing this letter to say thank you for your good care service. I am very much happy with the service that you provided for me in the last year 2016. I was very pleased with the two carer's who looked after me throughout the

whole year 2016. I am very sure you will provide the same very best care service for the current year 2017. I wish you well in the future years to provide good quality care service.

Thanking you.

Yours sincerely,
SND

JD's NOK Comments 09 January 2017:

Comments from postal questionnaire from JD's Next of Kin.

Re: Amal & Sabrie:

"I am very happy with my CSW, they greet me with a smile and talk to me which makes me feel good and they change the TV channels for me".

JS's Comments 18 May 2017

My care worker is very caring and I don't wish to change her. I am pleased with the service I am receiving from my care agency.

AM's Comments 31/05/2017

Just happy with everything about my service

FF's Family Comments 15 June 2017:

We are happy to say that the agency has good customer service and time-keeping. The care worker has good communication skills and relate well with my father. Good professionalism. We are very satisfied with the services that Capital Homecare Limited gives to our father.

PC's Comments 16 June 2017:

The service that I receive is very good and meet my needs. My carer is always on time and carry out her tasks diligently. The care worker listens to me and do the job to my satisfaction. I have always had good and caring care workers from Capital Homecare Ltd.

Very good agency.

JM's Children Comments 23 June 2017:

Dearest Lucky,

Wishing you and your family lots of love at this very special time. We often talk about you and can not thank you enough for all the love and care you gave to Mum, we really appreciate it. We of course really miss mum but have to accept it was her time to go and we shall all meet again.

Thank you again.

Love

C, F & M (JM Children)

Please note C has a new telephone number

EH's NOK Comments 17 July 2017:

Capital Homecare:

Dear Sir,

I am writing to say Sahara has been a carer for mum, EH, since 19 April 2016. Sahara is very caring and patient with mum and understands her condition (Dementia). Sahra completes her duties in a very professional manner and is always punctual. We are happy with Sahra and mum is comfortable with her.

Yours faithfully,
VS

FA's NOK Comments 19 July 2017:

Good Afternoon Mustafa,

I trust the e-mail finds you well.

Based on our discussion on Tuesday, my father would like to retain Idris as his permanent carer until further notice. My father appreciates Kamal's services for the past year or so very, very much and wishes him good luck in all that he does. With Idris my father says he's a bit older and he is comfortable with him more. My father also said that in the event of cover needed he will be happy to have Kamal as his cover.

Finally, my father said he was very happy with Lola the Nigerian carer who covered Amal. He said if Amal cannot cover, he is happy with Lola. Daddy loves Amal and sees her as his daughter. I hope all is clear, if not please do not hesitate to contact me on my mobile number.

Once again, we are happy and appreciate that services of Capital Homecare.

Best Wishes.
MA

FA's NOK Comments 07 August 2017:

Dear Mustafa,

Your Care Assistant Oland:

I am writing to let you know what an excellent caring and professional person Oland, your Carer, is. She has been caring for my mother Mrs FA. I have never known her to raise her she's always on time (when late there is a good legitimate reason) and she goes above and beyond by helping me with washing dishes, hanging yup laundry preparing snack of my mother and always asking sure she leaves the house only after she has given medication if necessary and leaves my mother with water (very important so she does not become dehydrated), and fruit. She does many other little things.

Kind regards
Ms AEA.

DR's Comments 08 October 2017:

To Capital Homecare

Re: Sahra AM is my carer:

She is very good carer, she spend more off her time to care for me. She do some shopping for me when am in need, also do some domestic work in my house which she is not supposed to do.

She is very, very good women, and talk to me when am down. I really like her she is like my sister my friend and my everything, Sahra support me in anything I do.

I will like to comments her for the good work she is doing for the company.

Thank you very much.

Yours faithfully,
DR

IA's NOK Comments 07 November 2017:

Comments from postal questionnaire from IA's Next of Kin.

Re: Idris & Abdirisq,

"I am very happy with the care workers namely: Idris and Abdirisq. They are extremely friendly and gentle with my husband. Please do not give Idris and Abdirisq any other work that will keep them away from my service. They are very polite and always ready to help."

CF's NOK Comments 09 November 2017:

Comments from postal questionnaire form service user CF's Next of Kin.

Re: Suad,

Very caring and trustworthy. We hope that you do not change our current CSW as we're very happy with the one that we have.

Thank you.

NOK

DS's NOK Comments 09 November 2017:

Comments from postal questionnaire from DS's Next of Kin.

Re: Hawa,

"The carer's name "Hawa" is very, very good, she puts you at ease and make you feel comfortable."

Mrs. P Comments 10 November 2017:

Carer for Mr CP,

Mr P's wife, J rang and wanted to let us know how pleased they both are with the quality of care provided by Khalid. Mr P is currently in hospital and she wanted him to get back home soon to continue with his care.

RC's NOK Comments 12 November 2017:

Comments from postal questionnaire from RC's Next of Kin.

Re: Hani,

"The workers my mum has are very caring and make mum smile. They make sure she is ok at all times and if any problems we ask them to ring myself or my brothers.

Often get updates from the care workers and always fill out book for us to read. Very happy with things for the moment but would like to have hours upted."

ZB's NOK Comments 13 November 2017:

Comments from postal questionnaire from service user ZB's Next of Kin.

Re: Zeinab & Khadra:

My carers are excellent and very good and provide very good service. I am very happy with the service they provide. I am also very happy with the carers and do not want to change them.

Thanks
AB

IL's NOK Comments 13 November 2017:

Comments from postal questionnaire from service user IL's Next of Kin.

"My wife passed away on the xx/xx/xx. She received the highest quality of care from your carers".

LP's Comments 22 November 2017:

Comments from telephone questionnaire from service user LP.

Edith – "She is an Angel – I don't know what I would do without her."

MR's NOK Comments 24 November 2017:

Comments from postal questionnaire from MR's Next of Kin.

Re: Edith,

"I am extremely happy with the CSW. My mother has developed a very good rapport with her and is very happy to see her each day. She engages my mother in conversation and have a good laugh with her. Her attention to my mother's needs is first rate."

MJJ's NOK (daughter) Comments 28 November 2017:

My mother receives the best care possible from every carer that has been sent to meet her needs. They have always been respectful and would sometimes go over and beyond our expectations. My mother is very happy and comfortable with them and communicates very well with them, which is something she hardly use to do prior to her having this support.

Thanks
HP (daughter)

IB's Comments 28 November 2017:

I'm very pleased to confirm that I am very satisfied with the service I receive from my Zarah my carer. She is both trustworthy, obliging and reliable.

Yours sincerely,

IB

DO's Comments 28 November 2017:

Very happy with service and good management. Long may it continue.

GM's NOK Comments 28 November 2017:

The M's family is happy with the carers. They are very clean, punctual and professionals. Every day they have a routine: they help my mother-in-law to get out of bed, take her to the bathroom, clean, wash and change the dresses. They tell us when my mother-in-law need some things. In the night they made a similar process.

We are happy with them.

Her daughter-in-law

JDL

PM's Social Worker Comments 30 November 2017:

I want to inform you of the excellent service being provided to the above client by Capital Home Care. Client requires a care package of x 2 carers for all care calls and client has bed care provided. Capital Home Care are providing the same carers for all visits, the client is very happy with the continuity of care and the carers are always sensitive to the client needs and work in a professional manner.

Well done to Capital Home Care for this outcome.

Many thanks,

MB

H's Comments 01 December 2017:

I have been with your company for over three years now. The carers visit four times a day with two carers each visit. The carers are all respectful and understand my needs. I have never not had a visit and if a carer is away then cover is arranged.

Next of Kin Comments 10 December 2017:

To Whom It May Concern,

It is with great pleasure that I write to you about the carer (her name is Edith) that you supplied for my mother Mrs. MR. She is excellent. She has developed a very good rapport with my mother who now looks forward to seeing her daily. She handles my mother with a gentleness and understanding that my mother responds to very positively, I could not have wished for better person to care for my mom.

Many thanks to the Agency. Keep up the good work.

Yours truly,
Next of Kin

LP's Comments 18 December 2017:

Hi Cynthia,

As you know my mum went into a care home this morning so we do not require your services anymore. I would just like you to know, that her carer, Fartuun, has been an excellent carer for mum the past year. She was always very patient, even when mum showed challenging behaviour i.e. shouting!

I know I could always rely on her and this meant a lot as we don't live local to mum. The person who will replace mum will be very lucky to get Fartuun.

With my very best wishes,

LP

Ps: if you need to contact me do not hesitate.

79's Comments 15 June 2017

We, the family of 79 confirm that we are very pleased with the service that our mother receives from CAC Ltd. The care worker works with our mother...

JA's Comments 12 Jul 2017

I am very satisfied with my care worker. He has been very helpful and supportive to my needs. I have no concerns about my care worker or the agency.