

## SERVICE USERS, FAMILIES & FRIENDS COMPLIMENTARY ANNOTATION BOX

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*DJ Comments 03 May 2018:*

To who it may concern,

I am writing this letter as a humble note of appreciation for the outstanding service provided by your care coordinator Nimo Ismail. If I have a query on client I may visit, Nimo has always given me precise and well-informed information on each client without hesitation. Nimo is an energetic and competent individual who has built a strong rapport with all of her clients in Barnet. I have received many praises and compliments for Nimo from the visits I've completed. Some service users have even stated this is one of the reasons why they choose to remain with capital homecare, which is a credit to Nimo.

On behalf of the direct payment team I would like to thank Nimo for her dedication and outstanding work.

London Borough of Barnet.

DJ

*M (DN) Comments 19 April 2018:*

Hello Mohamed,

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

District Nurse M.

*Professor MG Comments Sept/October 2018*

Dear Mr Jama,

I write to say how excellent was the care provided by Khadra G. to my wife JG during her recent illness. Khadra came regularly four times a day for 6 weeks and worked with the day carer to look after JG. Khadra was caring, careful and sympathetic. Nothing was too much trouble and she was endlessly patient. She ensured that JG was always clean and comfortable.

JG greatly appreciated the care given by Khadra, especially as she became weaker. Khadra was greatly valued by myself and by our four adult children who came to know her well.

We are all most grateful to Khadra for all she did for JG and our family.

Yours sincerely,  
Professor MG

*DS Comments 19 September 2018 (my late mother):*

Dear Jama,

Re: Hawa Salah

I am writing to tell you how glad I am that Hawa is my carer. She has been looking after me for nearly three years and is always cheerful and helps me a lot – even when I need help with my stoma.

Yours sincerely,

DS

*MB Comments 31 October 2018:*

I am writing to give feedback on the excellent service Capital Homecare are providing. All the citizens I have carried out assessments on who are having care provided by Capital Homecare are impressed by their caring and sensitive approach, and are all very happy with the service provided by the management/office staff and field-based supervisors, they are always polite and extremely helpful. I have been very impressed with the excellent feedback and care provided to JH. The communication between Capital Homecare and myself has been great. Please see email below that was sent to me from Capital Homecare: -

For your information, the care workers have reported that the client was discharged from hospital with a wound dressing that needs to be changed daily. We have sent our field supervisor and she has confirmed that the dressing needs to be changed daily. We have contacted GP and have made a referral for the district nurse. The daughter V is aware of the situation and is aware of the district nurse visiting to change her mother's dressing. Also, her mobility has reduced since coming out of hospital. She can take 2 to 3 steps with the support of 2 care workers. She refused to use the hoist and only using Zimmer frame at the moment for transfers. The field supervisor completed a falls risk assessment and we have asked the care workers to monitor her condition and report any issues back to us. As you can see the email is very informative and precise, and they have used their initiative to ring the GP and to send out the field supervisor to complete a falls risk assessment and are constantly monitoring the situation. I hope you will find this information helpful for your monitoring purposes.

Many thanks,  
MB

*JH Family Comments to Care Worker 31 October 2018:*

Dear Khadra,

Thank you so much for everything you did to care for our wonderful mother. We feel incredibly blessed that you came into our lives at such a tough time.

With all our love.

M, C, A, N & M xxxx.

*AGM Comments 20 November 2018:*

For Capital Homecare:

I have had the pleasure of being looked after by my carer Hodan for 6 weeks. She has been assiduous in attention plus cheered me up too.

She has done a great job plus patient will be lucky to have her services.

I will miss her!!!

AGM

*CS's Son Comments 13 December 2018:*

**Help to improve my wife's speech:**

Dear Capital Homecare,

The carers are always helpful and show interest in what the family is doing. One of the regular carers spend time listening to my wife read to help her improve her speech.

*JH's NOK Comments 17 December 2018:*

Halima is an exceptional carer who cares deeply about her job and clients. She understands the needs and wants from John as well as the family. She continually communicates with family ensuring we are aware of anything is needed or if JH has refused care so family can attend to make sure it is done.

TH

*MG's NOK Comments 18 Dec 2018*

*The carers that have looked after my mother for almost 3 years showed up on time and nothing was too much trouble. Always kind and courteous. Always advised me of any concerns immediately. Whoever they go to next will be very lucky.*

*RA's NOK Comments 12 Mar 2019*

*Very happy with the services. The carer is very nice and RA is very happy and comfortable with her. I will be unhappy if RA lost her.*

*IB's NOK Comments 08 January 2019:*

I wish to pass on my comments in respect of Sarah my mum's carer who looks after her Monday – Friday. Although she has only been caring for my mum a short time, I have found her to be very caring and efficient. She is an asset to your company.

I am unable to comment of weekend care as this still seems to be sorting itself out. Hopefully it will be eventually be as good as Sarah.

DW (Daughter)

*PE's POC Comments by Lambeth Council 18 February 2019:*

Dear Mustafa,

Firstly, I would like to thank you and your team for providing a great service for Mr PE. It has been brought to our attention from family members for Mr E that the service you are currently providing is extremely satisfactory. Your purchase order number will be generated.

Kind Regards

AM (London Borough of Lambeth)

*SM's Children Comments 13 March 2019:*

To Capital Homecare,

It's been 1 year since my mum's been receiving care from the Agency. I would on behalf of my mum, my sisters and myself say – Thank you for the carers: Sahara & Halima who has been caring for our mother. The love, support and dedication they show to my mother is second to none. We have never had any doubts about the care they give. We as a family are blessed to have such caring kind and considerate ladies as carers.

Thank you.

M & W (Daughters)

*MW's NOK Comments 20 March 2019:*

To Capital Homecare,

My father and I have been very impressed with the standard of Halima's work. She is an extremely conscientious worker and does not wait to be instructed (she just gets on with the job). Halima is also very flexible, very warm, friendly and very personable. She fits into the family as if always been there. She is punctual, professional and very endearing. She is a pleasure to have around, and an absolute asset to all who she works with! I cannot commend her enough!!

CH (Daughter)

*HM's NOK Comments 27 March 2019:*

To Capital Homecare,

I would like to express my gratitude and appreciation towards Capital Homecare for going above and beyond their job duties to help me and my Mum. I would like to especially thank the following carer: Sahra Sharif. To be honest she has truly been supportive and had shown us compassion, dignity and selflessness. She has been with us through hard times, especially when my mother fell ill.

My mother, HM would also like to thank Capital Homecare and all the employees that have cared for her in the past.

Many thanks,  
(Daughter)

*RD's NOK Comments 09 April 2019:*

We would like to thank Kadra and the other two carers to come to look after my Dad and Mum. They are without doubt the kindest caring ladies. Without the wonderful care and help, my Mum and Dad would be in a care home- they are not the easiest of people to look after as the dementia has made them this way. The carers are always caring and do their job better than we ever imagined. Without their wonderful care our Mum and Dad would be in a home by now and it is the one thing they have always said they never wanted to do.

So many thanks to the carers.

TD (Daughter)

*GD's NOK Comments 09 April 2019:*

Kadra and her team are wonderful – they look after our Mum to the highest standard. They are not the easiest of people to look after as they both have dementia. Without there personal care, they would not be able to have their wishes carried out and be able to stay at home. They are gratefully appreciated and can't praise them enough for their fantastic care.

T (Daughter).

*Mrs LC's Comments 04 August 2019:*

**FAO: Nimo Ismail**

Re: Mrs LC:

Capital Homecare is the care provider for our Mum Mrs LC since the 10th January 2019. The care provided is excellent and every one of the support workers is caring for our Mum in a very professional and efficient manner.

To put in writing a good recommendation for individuals will be in my opinion disrespectful to the team of support workers who are involved in the care of our Mum. Even though I mostly see and interact with Nimo, Safia and Layla, I am sure there are other support workers who cover the task during lunch and tea time and their efforts cannot go unnoticed. It's my belief that it's the team work that keeps our Mum in the current happy, healthy and comfortable position.

Our Mum is now 94 and has full blown dementia and this illness has made her a person I as a son cannot recognise. This illness has taken away her dignity and self-respect and as such she feels frustrated, angry, aggressive and sometimes abusive to all those who care for her. This is one aspect of her character which is most worrying to me as a son. She is the most caring, loving and wonderful Mum one can ever wish for but to see her sitting so helpless is soul destroying to me and to see her take her frustration on the support workers is heart breaking.

The support workers face the full bluntness of her character day in day out and yet they astonishingly cope with her mood swings. This aspect of their care is admirable and for which we as a family are extremely grateful. Without the combined efforts of each and every one of your care team we as a family will be lost.

Can you please pass on our sincerest appreciation to all your support workers who take good care of our Mum. Their efforts will not be so good without everyone in the office giving them the training and support they need. It's the

collective care provided by Capital Homecare is so pleasing to us as a family. I hope and pray that Capital Homecare can continue to provide the excellent care for our mum for as long as she lives.

Once again thank you so much for looking after our mum and please pass on our sincerest appreciation to each and every one of your support staff who care for our Mum.

Thank you,  
CN (2<sup>nd</sup> Son)

*RB's Comments about her Care on 05 August 2019:*

Hodan has been coming to give me personal care for the last seventeen days and throughout I have been very happy with her services.

She has arrived promptly every day and as well as giving personal care. She has also helped me by dealing with washing up, making my bed and other tasks which were impossible for me with a broken arm. She has always been cheerful, sympathetic, sensible and thorough and it has been a pleasure to have her helping me.

I no longer need care but am very grateful for all the assistance Hodan has given me. She is a valuable asset and a credit to your company.

RB

*PC's NOK Comments 30 August 2019:*

Dear Sagal, Shadiya and team.

Thank you for looking after our mum PC so well. We are truly grateful for everything you did.

From,  
L, A & D xxx