

## **SERVICE USERS, FAMILIES AND FRIENDS COMPLIMENTARY ANNOTATION BOX**

---

### **Mr. PF Comments 12 January 2023:**

Dear Asmaa,

I wish to confirm that I have been totally satisfied with the care I have received from carers Fartun & Hibo from your company for over a year since they began caring for me. Both of these young ladies turn up punctually four times a day and do everything that is required of them in an enthusiastic & professional way, & I have never had any reason to complain about their services. Hopefully, neither carer has had any reason to complain about me. I would also add that Fartun, in particular, comes over as a "born carer", & I imagine that she is hugely popular with all her clients. To give a football analogy, I think that Fartun is to caring as footballer Harry Kane is to football! She would certainly have no problem getting work as a carer with any company or organisation in the UK.

Yours sincerely,

PF.

### **MH&AH's Daughter SW Comments 10 May 2023:**

**FAO: Mr. Mohamed Jama.**

I am writing to you in regard to your most wonderful member of staff Marian Mohamud who carer for my elderly mother and father (MH & AH). I really cannot express how professional and kind and caring she is in her daily care in looking after them. She always goes above and beyond her duties and nothing is too much for her. My father and mother and myself think the world of her and we definitely would be so lost without her wonderful help and services especially as I the daughter have no brothers or sisters to help me and I live in Kent, not London. She really needs to be commended on her fantastic work ethic. You are very lucky to have such a special person like Marion working for you. Thank you so much for everything. With kind regards and very best wishes – sent from my iPhone.

### **MB Comments 5 May 2023:**

Good evening,

Would like to take this opportunity to let you know that my carer Batran was of excellence, she was kind, hardworking, sympathetic, understanding, and very committed. During my 6 weeks, she has shown professionalism in all areas of my care, she has also been my mentor with my mental health, and she got me smiling again. Anyone having Batran as a carer would receive excellent care, I miss her very much and wish I had a longer period with her, but sadly couldn't afford what Lambeth asked for.

I highly recommend Batran Sed, she is an asset to your establishment.

Kind regards,

MB

### **MB Comments 27 January 2023:**

Dear Team,

**Subject: Great Care Worker.**

I write in respect of your care worker – Hawa, who is supporting client DS. I had the pleasure to speak with Hawa and found her to be a very pleasant care worker who was well-informed about her service user DS's care needs. At the review, DS reports Hawa to be "a wonderful woman who comes 4 times a day". DS was very complimentary of Hawa and said she has become a friend and is very dependable. DS commented that Hawa how she was afraid of having

care workers but once Hawa started she has never had regrets. DS's cousin M also gave high compliments for Hawa who she describes as "just gorgeous in the way she looks after DS". It is very reassuring to find a care worker so highly spoken of and so please pass these compliments to Hawa on the "amazing" work she is doing.

**MB.**

### ***LC Comments 12 January 2023:***

Good afternoon,

I would like to inform you that your carers Fortun Ahmed, Deequ Guuleed, and Saynab Abdale, have been extremely helpful in caring for my mum. They have treated her with respect and kindness even when she has been a bit difficult at times. They are polite, professional, and courteous to every member of my family. We are all very pleased with how they have dealt with our mum.

Kind regards

**LC (Daughter).**

### ***AV Comments 20 March 2023:***

Hi Mandeq,

Following your call earlier, I am writing to let you know that KC is very happy with her carer Safiya. Safiya turns up on time and KC and her have a good relationship.

All best

**AV (Lead Worker)**

### ***AJ's Granddaughter Comments 10 January 2023:***

We are very pleased with the services of all the carers who have worked with AJ. She really looks forward to seeing them on Saturdays and she has had some lovely outings with them. She thinks Lucky is her friend and enjoys her company.

Thank you

**Grandmother/Guardian**

### ***P's Family Comments 26 February 2023:***

***Re: A huge note of thanks:***

Hi, Sagal.

I just had to write to you and the team to say a huge thank you for all you have all done for **P** over the past few years. It is greatly appreciated. In so many ways you have all gone above and beyond to help **P** stay in her own home. You have not only supported **P** but also myself when I live so far away. You have all been there, advising when required and helping when I cannot get there.

Sagal, you have just been the best. Your dedication and empathy are just outstanding so thank you. Please continue to keep safe and well and please make sure you look after yourselves and each other.

Best wishes

**NW.**

### ***JM's Family Comments 12 April 2023:***

***To: Everyone in the Office (especially Lucky and Sulesha),***

You all looked after my mother JM with such love and dignity. You are always in my thoughts and prayers and well wishes – even though it's been 6 years since her passing. I am eternally grateful to you.

Much love

**CMc (Daughter).**

## KB's Daughter Comments 11th February 2022:

I personally (RR – Daughter) can say, I am very grateful to all the carers that are taking a very good care of my mother. Thank you all on behalf of me and my family from Morocco, Holland, and the UK for the care and dedication that you show looking after my mother in her own home, living by herself. You all work very well as a team, you call each other with an update with any concern, dislike, or like with regards to Mrs KB, even if it's a small or big matter e.g., like assisting with making calls to her children. E.g., when she has a urine infection. You keep Mrs. KB very clean, her body and clothes e.g., the morning care is excellent, you get her ready exactly how Mrs. KB prefers to be ready, all the very small details, oil and brush her hair, perfumed, etc. The carers assist Mrs. KB to eat like a baby when she refuses to eat. ***Especially, Farha, my mother tells me, she says to her "1,2,3" open your mouth and my mother enjoys the attention very much.*** My mother is kept very safe and happy. From the moment the carers arrive, Mum calls the carers' names, she has given the carers all individual names, Farha, Warda, and Fadia. My mother enjoys each one of the carers in a unique way, but I have to say; her favourite is Warda. Warda sits with her and pays her lots of attention whilst taking time and making sure my mother's needs are exactly being met. My mother is much happier when Warda is around as she meets my mother's well-being by interacting with her in Arabic. My family and I could see this with every visit from the carers, the carers are very dedicated to my mother as if they are a member of the family. They are doing an excellent job, excellent system with feeding, toilet time, and the most important part – that my mother enjoys most is the sitting with her whilst making sure she is eating. Thank you, Warda, Farha, and Fadia with the same names my mother calls you. You are valued and very much appreciated. My mother will be very lonely if it wasn't of your care and the 4 visits. You are a family.

### PAJ's Comments 22 Dec 2022

*Mandeq*

*Wishing you a Merry Xmas  
and a Happy New Year.  
Thank you for all your help.*

*Love from,*

*PAJ*

*xxx*

### DR's Comments 08/02/2022

Dear Mandeq,

Thank you so much for sending a very  
experienced and caring care worker. I  
appreciate the help you have provided me.

You are a Star.

Best wishes.

RR (Daughter)

## MF's Family Comments 6th January 2022:

Dear Asmaa,

I am writing to ask for the care calls at my mums to be increased to 2 hours morning calls. 2 hours lunch call and 1-hour evening call. I would also like these calls to be covered by Saida starting Monday 10th of January. Saida has been an absolute star throughout an awkward situation with my sisters from Australia. She has built a great relationship with Mum whilst always staying professional. My brothers and I don't know what we would have done without her and very impressed by the high level of care she has given to Mum. Her communication skills are excellent. Always keeping me updated regarding medication and any concerns she has. She is an amazing carer with such outstanding empathy and she goes the extra mile. Mum really likes her and is always praising her and is always praising her. We have never had to worry knowing she is looking after Mum. Thank you for making such a good match for Mum, we are so grateful.

Kind regards

**DMc (Daughter)**

### **JM's Family Comments 31 March 2022:**

**To: All the Staff,**

Thank you for all your lovely care of my mother. You have been very kind.

Thank you again.

Love

**CMc (Daughter).**

### **NCN's Family Comments 29 November 2021:**

Hello Mandeq,

Thank you for your time over the phone when I notified you of my mother's death on Friday. I explained to you that Hawa has been such a wonderful carer to Mum. The end of my Mum's life was not easy and we could not have managed to keep her at home for as long as we did without Hawa. Hawa was kind, reliable, and flexible and will always have a place in our hearts. She was professional – very careful around medication and took on board her training around dementia; when Mum said horrible things because of her dementia Hawa understood it was the illness and never reacted – always kind and smiling. She also sensitively dealt with Mum's incontinence and that must have been challenging. I wanted to put this in writing for Hawa's file as you should know she is the most excellent carer and a truly good and honest person. We have been very lucky to have her in our lives and other families she works with now and in the future will be very lucky indeed.

If you have any kind of awards for staff I would like to nominate Hawa.

Regards

**KM(Daughter).**

### **RC's Granddaughter Comments 12 June 2021:**

Grandad is happy having Abdi come in to visit daily. He is also happy with how Abdi gets his shopping and does his washing. Grandad enjoys the company. I also informed Abdi that as of the end of July/Aug, I won't be able to visit Grandad as much because I will be in the hospital with my daughter so I asked Abdi if he could assist in doing some cleaning such as the bathroom, loo, and kitchen to which Abdi said he will gladly assist knowing that is not part of his duties.

**HW(Granddaughter).**

### **MVW's NOK Comments 25 March 2021:**

**FAO: Kens (Manager)**

Dear Kens

**Re: Safia, Mulki, and Hibu**

I want to say a huge thank you for the care and kindness that Safia, Mulki, and Hibu who are looking after MVW. They have been excellent and very patient because MVW can be very difficult to deal with and rude which makes an unpleasant job doubly difficult. She is getting used to them and they really understand the problem her dementia is causing and the degrading effect double incontinence has on a person's personality. Once again, a big thank you to them. Please let them know how much I (and often MVW) appreciate them.

With best wishes.

**EM.**

### **BH's Comments 28 June 2021:**

My carers are really good. They can't do enough to help and take great care of me. Nothing is too much trouble for them. I don't know what to do without them and my beloved daughter.

They are the best.

**BH.**

### **TP's Family Comments 15 April 2021:**

The carer working for TP is very helpful to TP. She is always checking on TP, giving medication when she needs it, and meal preparation making sure TP's home is also clean and tidy. Always talking to TP making sure she is active and well. The carer does an amazing job in dealing with TP and her needs

**VP(Niece).**

### **HH's Mother Comments 02 June 2021:**

"I am talking on behalf of my sun HH. We are happy with the help Amina has given us these past few years. She has helped us a lot and HH is very happy and close to Amina.

**H(Mother)**

### **CN's Mother Comments 14 June 2021:**

Fardowsa has been my son's key worker for about three years. She has brought lots of changes to my son's integration. She always gets him involved (inclusion) in planning that revolves around my son's needs example Trampoline, Central London, Circus, and Golf at Blue Water. At the moment the family is happy with her involvement in the child's development especially the teaching route on the bus to go and come back home.

**PN(Mother).**

**DO's Comments 17 June 2021**  
*I am happy with Care Worker.  
Any problem Mr. Jama sorts out.  
Thank you.  
DO.*

### **GM's Nok Comments 02 June 2021**

*Douha and Sulaiha are always caring, helpful, and very kind. They have patience with GM and are always very encouraging. I recommend them wholeheartedly.  
AM(Son).*

### **Mrs. FJ's Family Comments 02 August 2021:**

My Mum had the same carers for the past 7 years. The carers have been amazing and treating FJ like a parent. Always available to help at all times.

Thank you for all your support over the years. We are now one family.

**AJ(Daughter).**

### **Mrs. KG's Comments through a Relative 18 June 2021:**

I'm immensely grateful to Capital Homecare (UK) Limited. Their service is exemplary. I have been very impressed with the carers. They are always very diligent and caring. Not only do they provide me with all my care needs but they also attend to my social needs. Nothing is too much trouble. I've been very fortunate to have had such impeccable service. I have three different carers. All the young ladies are very punctual, polite, and efficient. They are able to complete all the allotted tasks in the allocated time. Thank you all for your attention and care

**AM(Relative)**

### **VM's Comments 17 June 2021:**

I am very pleased. My carer Sahra has been with me now for two & a half months with me.

**VM.**

## Mr. & Mrs. S's Family Comments 05 February 2021:

**To Whom It May Concern,**

**Dear Care Providers at Capital Homecare and Lambeth Social Services:**

Once more we are writing to express our gratitude for everything you have done for our parents Mr and Mrs S. of ..... Mr.MS passed away earlier this week. Like many families who have lost loved ones throughout this difficult period of the **COVID-19** health emergency our grief and sadness are compounded by our having been so far away from him and JS. The one saving grace for us throughout this last year has been the lifeline of contact with MS & JS enabled by their carers *Hawa Salah, and Faadumo Moalin*. We cannot express how much of a comfort it has been to know MS & JS have been in their reliable, compassionate care. MS & JS were together for almost 70 years, supporting each other throughout. The pain of MS's loss must now be added to her severe physical burden and Hawa and Faadumo have become MS's strongest links to the world. We are so thankful that they are sensitive and caring and able to share JS's grief at

Thanks

AB

**THE END.**

 **Yes Just as we Thought** 

**You were Flabbergasted by the Story Lines.**

Capital Homecare (UK) Limited would like to take this opportunity to thank you for spending your valuable time reading the above compliment annotations. The wordings are those of our Service Users and their families. They are published in this annotation box as it was received in the Office from Stakeholders without any modification or some form of distilling or sanitisation.

**A Big thank you for your time!!!**