

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

## **MS Comments 01 August 2024:**

### **MS Son Wrote:**

MS is very happy with her carer (Nura) and would be very happy to continue with her help.  
M (Son).

## **MD Comments 10 June 2024:**

### **MD Wrote:**

I am very pleased with the Care and Support I receive from Capital Homecare.

### **Client**

**MD.**

## **GC Comments 05 December 2024:**

Taiwo is very good in his work and is always polite.

**GC.**

## **BC Daughter Comments 07 March 2024:**

### **BC's Daughter Wrote:**

The Care Workers are always very kind, friendly, and professional. We feel fortunate to have such lovely women looking after our mum.

**JW (Daughter).**

## **KG & Daughter SM Comments 16 December 2024:**

The care we are receiving from Capital Homecare is excellent. All the staff from Supervisors to Care Workers are so kind and caring. They arrive promptly and nothing is too much of an ask for them. They are attentive to my mum care needs and go above and beyond. I am very pleased with the care I am receiving.

**SM (Daughter).**

## **CN & Mother PN Comments 08 October 2024:**

I have enjoyed excellent Care from Fardosa from Capital home care. She have been a great part of my Son's development. She have contributed to achieve my Son's independence, example accessing the public places such as Park, Jumpling, understand how to wait for turn taken and use buses. He can confidently wait for the correct bus and able to explain what is next.

**PN (Mother).**

## JB Comments 16 January 2024:

Dear Deka, Ikian, & Ruman

Thank you ladies for looking after me so well. You were all very kind and gentle. I was happy in your company.

I did not know you had to leave on the Monday. It was a shock to me too. I can but apologise for your treatment.

A special cuddle for Ruman.

Love J/xxx

JB.

## SJR's Son Comments 01 April 2024:

Son called after the Care Workers provided assistance when his mother was unwell. He said he was very grateful for the actions taken by the Care Workers.

## AH's Social Worker Comments 18 April 2024

AH's Social Worker called on behalf of the User and said that during her review of the service, the family passed on their compliments that they were very happy with the Care Worker.

AH, Social worker.

## PG's GP Practice Comments 15 July 2024:

The doctor from PG's practice called to inform that they have spoken to the Care Worker, but wish to relay that they are very happy with how the care is provided by the care worker and the care worker's actions in looking after him (PG). They stated that PG displayed aggressive behaviour toward the care worker in their presence, so they find it remarkable how the care workers cared for PG despite the aggression displayed by PG. The Nurse who was present also echoed this.

## TC Comments 02 August 2024:

TC's Social Worker E called and said that he had completed the review of TC's Service, but he wanted to pass on the compliment that MR TC had relayed about his Care Worker and that TC was very happy with the care that she is providing.

E. (Social Worker).

## PT's NOK Comments 02 August 2024:

The NOK called and conveyed that she was very proud and happy with the care that the Care Worker was providing.

KK. (Next-of-Kin).

### **AB Comments 14 August 2024:**

AB's Social Worker **S** called and passed on the compliment on behalf of AB that AB was very happy with the Care Worker.

**S. (Social Worker).**

### **PP Comments 30 August 2024:**

PP's Social Worker **Y** called regarding a review and wanted to pass on that Mr PP was very happy with the Care Worker's work.

**Y. (Social Worker).**

### **VM's Daughter Comments 22 October 2024:**

VM's Daughter called to say that she was very happy with the work and care that the Care Worker provides for her mother.

**D. (Daughter).**

### **DMG Comments 29 October 2024:**

DMG reported that she was happy with the new Care Worker who had taken over the care package and wanted to pass on her compliments.

**DMG.**

### **AM's Social Worker Comments 20 January 2025:**

The Hospital Social Worker called to pass on the compliment that family members gave about the care that the Care Worker is providing to them, and they are adamant that they would like the Care Worker to continue to provide care.

**(Hospital Social Worker).**

### **KW's Social Worker Comments 24 January 2025:**

The Social Worker called during a review to update that the client (KW) and family are very happy with the Care Worker.

**(Social Worker).**

### **ML's Social Worker Comments 07 February 2025:**

The Social Worker called during a review to update that the client (ML) and family are very happy with the Care Worker.

**(Social Worker).**

### **EW's Wife Comments 14 February 2025:**

Wife called to say that she was very happy with the cover Care Worker.

**(EW's Wife).**

## VD's Social Worker Comments 14 February 2025:

The Social Worker to VD called during a review to say that VD is very happy with the Care Worker after 10 years together.

(Social Worker).

## HW's Family Comments 5 March 2025:

The family called to compliment the care worker and say that they were very happy with the care she provides and do not want to lose her.

(HW's Family).

## MS Comments 10 March 2025:

Client **MS** called to pass on compliments for the Care Worker. **MS** said that she (the worker) is very professional.

MS (Client).

## SG Comments 10 March 2025:

Client **SG** called to pass on compliments for the Care Worker. **SG** complimented the Care Worker on performing her duties exceptionally well.

SG (Client).

## BSS's Social Worker Comments 28 March 2025:

L, a Social Worker, called and said that during the review BSS family updated that they are very happy with the care workers.

### AA's Comments 8 May 2025

*DB, Social Worker, called to report that AA is very happy with the Care Worker.*

*DB (Social Worker)*

### PR's Comments 14/05/2025

*O, a Social Worker called and said that during a visit to PR, he reported that he was very happy and he does a lot for him. He was gushing about him a lot and wants to continue to have him as a Care Worker*

*O (Social Worker)*

## **HAMW's Family Comments 5th April 2025:**

The family called to compliment the Care Worker and say that they were very happy with the care she provides and do not want to lose her.

(HAMW's Family).

## **BSM's Social Worker Comments 28th April 2025:**

L, BSM's Social Worker, called the office and said that during the review process, family members reported that they are very happy with the Care Workers.

L. (Social Worker).

## **AA's Social Worker Comments 08th May 2025:**

D.O'B, a Social Worker, called to report that AA is very happy with the Care Worker.

D. O'B (Social Worker).

## **PR's Social Worker Comments 14 May 2025:**

O, PR's Social Worker, called and said that during a visit today, she met PR. PR reported that he was very happy with **the Care Worker SC** and that **SC** does a lot for him. He was gushing about SC a lot and wants to continue to have P as a care worker.

O. (Social Worker).

## **IA's Social Worker Comments 22 May 2025:**

D.O'B, a Social Worker, called following a review to say that IA and her daughter reported that they are very happy with the Care Worker and they want the Care Worker to stay with them.

D.O'B (Social Worker).

## **JPW's Social Worker Comments 23 May 2025:**

**Mr L.**, a Social Worker, called the office following a review of Mrs JPW Care Package. **Mr L** reported that Mrs JPW was very happy with the care and the Care Agency, expressing her wish to continue to stay with the Agency. The field supervisor observed the conversation during her visit, and JPW confirmed to the supervisor that she was very happy with the Care Workers.

L (Social Worker).

## **MG's Wife Comments 27 May 2025:**

**MG's** wife called the office and said that they are very happy with the Care Worker and want the Care Worker to continue delivering care.

**Mrs (MG's Wife).**

## SR's Son Comments 30 May 2025:

The Service User's Son (the Next-of-Kin) called regarding the care provided by the Care Worker to the service user. He informed us that, as SR's care was ending, he wanted us to know that he was very happy with all that the care worker had done for SR.

RC (Son).

## PJ's Next-of-Kin (AL) Comments 10 June 2025:

AL called and said she wanted to send us her compliments for the care provided by the Care Worker.

AL (Next-of-kin).

GJ's Social Worker  
Comments 18th July 2025  
S. a Social Worker, called regarding  
GJ. She said he is very happy with the  
agency and the Care Worker.  
S (Social Worker).

MR's Social Worker Comments  
29 August 2025

Sally, a Social Worker, called regarding MR. She said she did a review, and the family is happy with the Care Worker and that they would like to stay with the agency.  
S. (Social Worker).

## Client JF's Comments 17th September 2025:

JF called the office and said that she wanted to pass on her compliments to the Care Worker. She said that the Care Worker has been very helpful and consistent. She respect my choices and provide service as I require.

JF (Service User).

## PM's Son (PN) Comments 03 February 2025:

PN, son of the service user PM wrote, \*We are very happy with the services. The carers are very helpful and look after my Dad very well\*.

PN(Son)

### **MW's Relative Comments 19 February 2025:**

We are delighted with Mike (and when he has a break) and Mahir. Both men are excellent, and very kind and patient. Agency equally excellent and responsive.

JW (Relative).

### **PM's Daughter Comments 25 March 2025:**

The treatment and care that my mum has received over the years have been excellent. She was always treated with kindness and dignity. Nasra, Ubah, and Shulaka were also a great support to our family when we needed it most. I cannot recommend Capital Homecare enough, the service was excellent.

LB (Daughter).

### **BC's Relative Comments 16 April 2025:**

We are very happy with the standard of care that Mum receives. All the carers are kind, helpful, polite and professional. We are fortunate to receive such a good service.

JW (Daughter).

### **JM's Relative Comments 02 May 2025:**

Happy with our carers. Sulesha and Sarah are competent

JS (Relative).

### **MM's Comments 09 June 2025:**

I am happy and satisfied with the service I get. The Care Workers are always on time and very helpful.

MM (Service User).

### **CN's Relative Comments 04 November 2025:**

The carer is amazing. She is huge impact on my son's development. She has lead my son to become independent with some skill. Always promote his confidence. My son is always looking forward for Fadowsa Adam

P (Mother).

### **PI's Comments 12 November 2025:**

It has been a very good ongoing service. The Care Worker is very attentive and always on time. Thank you.

PI (Service User).

## ML's Relative Comments 14 November 2025:

As a family, we would like to share our praise of Mike Adams (Care Worker). He has consistently provided excellent care and companionship to ML. Mike is a credit to the care sector.

HP (Relative).

**THE END.**

 **Yes, Just As We Anticipated** 

**You feel overwhelmed by the storylines, just like everyone else.**

Capital Homecare (UK) Limited would like to take this opportunity to thank you for taking the time to read the compliments shared above. The comments reflect the experiences of our service users, as well as their families and friends. These responses are published in this annotation box exactly as we received them in the office from stakeholders, without any modifications or alterations.