


YOUR OPINION MATTERS

JULY 2024 - SEPT 2024


Willow Burn
Helen McArdle
In-Patient Wing

★ **100%** ★
**EXTREMELY
SATISFIED**

**Overall Impression
of the Hospice**

100%

**Cleanliness of the
Hospice**
Extremely Satisfied

100%

**Overall Impression of
Catering**
Extremely Satisfied

100%

Overall Communication
Extremely Satisfied



**Overall Impression
of Care**

100%
EXTREMELY SATISFIED

“ Every aspect of care shown by Willow Burn Hospice is of a very high standard, improving would be almost impossible. ”

“ My dad has been treated with the utmost care and kindness, I will be forever grateful, as will my sister and her family and my mother. ”

“ I was made welcome, I felt at ease in such a beautiful and calming setting. I know I can safely leave mam in such caring hands. ”

“ No Words could ever amount to the gratitude we feel. Thank you for allowing our mam/nanna to live out her final days in peace and happiness. You have allowed our family to spend these days enjoying her & taken away stresses or worries, we had in regards to her care. As a family this means the world to us and we cant thank you enough. ”

“ To all members of the nursing staff, housekeeping and volunteers. I write to thank you all for the exceptional, professional care you gave my brother during his stay with you. Also the care you gave his visitors. This was much appreciated. It was very special to spend so much time with my brother surrounded by your loving care. ”