

YOUR OPINION MATTERS

APR 2025 - JUNE 2025

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

“ Thank you so much for the special care you gave to our mam. You really are an amazing bunch of people. ”

“ Thank you so much for the care and compassion shown to my brother during his end of days. I couldn't have asked for nicer nurses, care assistants, domestic staff and doctors who showed empathy to us as a family at a very difficult time. You are Angels in uniform. It's much appreciated. ”

“ I visited and I am stunned by how beautiful the rooms, furniture and gardens are! All staff (lady on Reception) and nurses have been kind, friendly sweet and chatty! ”

“ Thank you for all the love, kindness and care you have given to our beloved wife, mum, gran and daughter. It is a great comfort to us that she was so well looked after in her final days. We will never be able to thank you enough. You are all such a credit to your profession! ”

“ Fantastic staff, helps us to know our loved one is well looked after. ”