

YOUR OPINION MATTERS

JANUARY 2023 - MARCH 2023



★ **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**

“ All aspects of my mother's care has been outstanding. ”

“ Not knowing the area at all. Feel that signage could be improved to find the Hospice. ”

“ Very comfortable. beautiful surroundings and excellent staff. ”

“ I was welcomed to Willow Burn. Very warmly and made to feel at home and taken care of immediately I arrived by wonderful people. ”

“ As we spend another day saying our final goodbyes to our beautiful mam, its not done with anticipation and dread. It truly is a place of serenity and the most perfect place to reflect on life and loss. ”

“ I just wanted to let you and the team know that dad passed last night. He was still raving about the fantastic staff and food at Willow Burn when I visited him last week. My mam and I would just like to thank you all again from the bottom of our hearts for everything you did for dad. ”



Willow Burn
Helen McArdle

In-Patient Wing