

# YOUR OPINION MATTERS

OCT 2025 - DEC 2025

★ **100%** ★  
**EXTREMELY SATISFIED**

Overall Impression of Day Services



**Positive Experience of Care**

**92%**

**EXTREMELY SATISFIED**  
8% Satisfied

## COMPLEMENTARY THERAPY

I always look forward to these sessions as I know I always feel so much benefit during and after them.

So relaxing to have a break and be pampered. Lovely room, lovely relaxing music. Love it!

The therapist is excellent, reassuring and friendly manner. Reiki was very beneficial.

**100%**

**Cleanliness of the Sir Tom Cowie Centre**  
**Extremely Satisfied**

**45%**

**Overall Impression of Catering**  
**Extremely Satisfied**  
55% Satisfied

**85%**

**Overall Communication**  
**Extremely Satisfied**  
15% Satisfied

“ Excellent Staff, brilliant comfortable Day Centre. Love coming here. ”

“ You have a wonderful place for people to forget their worries. ”

“ Staff all cheery, efficient and helpful. Always ready to help and listen. ”

“ Staff very friendly all departments. ”

“ Day services very helpful. Sharon and girls so good at dealing with us to help. ”