

# YOUR OPINION MATTERS

JULY - SEPTEMBER 2022



★ 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**

“Thanks for being so caring to mam, so we could have a break.”

“Very attentive staff who do everything they can to ensure the comfort of our loved one.”

“Please don't ever change. Willow Burn and staff are perfect. Housekeeping and quality of clean is exceptional.”

“Willow Burn is very good at what it does. The service, attitude and professionalism of the staff is second to none. Many relatives have travelled from all over the country to see Dad. They have all commented on how fabulous Willow Burn is and how they wished they had a similar facility in their area. Can't thank the staff enough for looking after Dad.”

“The staff are so friendly and will go above and beyond. Don't think that you could improve anything as it is a wonderful caring place with fantastic staff. Thank you.”

“Thank you for the care you gave X in the last few days of her life. Our family will be forever grateful for the difference this made to us and for her.”



**Willow Burn**  
**Helen McArdle**

In-Patient Wing