

Words of praise for quality care at Princess Christian Care Home



Our General Manager, Mario Taherian, received a heartwarming message from a family member this week, praising the care and kindness of our team at Princess Christian Care Home and the support of our Friends of Princess Christian group.

Sister of resident Derek, Rosalyn Barber has been truly impressed at how her brother's well-being and medical needs have been so thoughtfully managed and how her and her sister-in-law have been supported through such an emotional time.

We'd like to say thank you to Rosalyn for taking the time to get in touch with her wonderful feedback;

"Dear Mario. Thank you very much indeed to you and your staff for enabling my brother to adjust so well over the past few weeks to being in your care since 23 September 2021.

His wife, Maria, and I are truly grateful for the amazing atmosphere we have witnessed during our visits, created by the extensive kindness, cheerfulness, skills and commitment of all the staff members we have seen at this very sad time. I had a lovely visit yesterday when Derek smiled at and thanked everyone who came to his room – Cleaner, Carers and Nurses – telling us how wonderful they all were and couldn't do enough for him.

It was upsetting for visiting to be stopped for two weeks the day after he arrived at Princess Christian. Fortunately, Leo, the Physiotherapist, saw Maria leaving some items for Derek and recognising her concerns, asked if she would like to speak to a volunteer relative for information about care.

Sylvia Bryden-Stock rang Maria and after an initial conversation, she went far beyond expectations by arranging to meet Maria for coffee at a garden centre. She went even further by collecting Maria from her home as she doesn't drive. As the widow of a former resident and an ex-Nurse, she was able to assure and comfort Maria, and consequently the rest of us, that Derek was in very good, very caring hands.

Additionally, Kathleen, a Nurse on Knaphill, kept Maria informed about Derek. Shoba was the Clinical Lead on our recent three and a half hour 'virtual' NHS Continuing Care meeting. She was so knowledgeable and understanding of Derek's condition and needs.

I was invited to join the evening Zoom meeting of the Friends of Princess Christian which was conducted by Leo. I 'virtually' met you, Christine the Activities Manager, several other staff members, Sylvia and other relatives who are Friends. I found the meeting so positive and enthusiastic, and felt quite exhilarated by the end of it and relieved that my brother was with you.

Maria and I have been so upset and worried all the time since Derek was diagnosed with brain conditions in May 2021. The past few weeks have been a great comfort. We very much appreciate the wonderful staff team spirit which produces the high standards we see and feel.

For your information, prior to her death 11 years ago, my mother was in a nursing home for 13 years suffering with vascular Dementia. I believe I can recognise when I witness good care. Thank you all so much."

Rosalyn Barber