**COMPLIMENTS ON CAREHOME.CO.UK WEBSITE**

**Review:** My mother has been at the Heathers since November 2021. All the staff have been extremely attentive and I know my mother is very well looked after - they are always friendly, caring and listen to any concerns or worries that we may have and take time to talk to us about how my mother is doing. My mother is always well dressed in clean clothes and the rooms are always spotless. We have been so grateful to all at the Heathers for what they are doing to look after and support my mum and the family. We have been very satisfied and cannot thank the staff enough for the care and attention they give, always with a smile on their face. Thank you. 11/07/22

**Review:** In what has been a difficult last two years due to the pandemic, staff at the Heathers have worked tirelessly to keep residents safe and well. Families can now revisit and it has been great to again enter the home and visit relatives. The chicks in the lounge last week were a real talking point for visitors, residents and staff! Thank you to the management and staff for their continuing efforts. 08/07/22

**Review:** My aunt has been at the Heathers for several years now. She has always received the very best attention and care. Her physical well being has improved greatly. She is always happy when we visit and clearly likes the staff that care for her. They have been sympathetic with our changing needs and always keep me informed. A lovely old building that must be challenging to maintain and clean but it’s always spotless. Highly recommended. 30/06/22

**Review:** The home is always clean and always smells nice. I think the secret at The Heathers is that they manage to get good staff.
I've always found the staff to be friendly, with empathy and kindness. 06/06/22

**Review:** The Heathers was an obvious choice after another family member had been a resident there. We have always been very satisfied with the care received from the very professional, helpful and friendly staff. 05/04/22

**Review:** On every visit to see my brother, I am more than pleased with how I find him. Always clean and looking smart in every direction. My opinion is everything is excellent and we can't thank you all enough. 28/03/22

**Review:** The staff are all amazing. They care and are looking after my dad extremely well. They help feed and clean him and he looks happy and comfortable. All the staff are always happy to help. 23/03/22

**Review:** Mum has been with you since 2014. Thank you for looking after her all these years, the staff are all brilliant. Thank you to the management, always so helpful and always well informed with how Mum is doing, in these times.24/11/21

**Review:** Mum has been in the Heathers since 2015. She has been well looked after and the staff have always been professional, happy and helpful. The home is clean, tidy and brightly decorated. I would definitely recommend the Heathers as a good choice. 08/11/21

**Review:** Wow! Where to begin! My wife has been a resident since March 2019 and since day one she has been afforded the greatest of care and attention conceivable. The Heathers staff at all levels are exceptional and devoted people who have continued to show that warmth and affection to both my wife and I, before, during the lockdown period and currently as the pandemic subsides. I am allowed access at any time on a daily basis to assist at lunchtime feeding my wife provided I conform to the PCR, LFT and PPE protocols. The dedication and professionalism of all concerned allow me peace of mind to know that my wife is in the hands of people who care. Thank you. 06/10/21

**Review:** Lovely, caring nursing home in mum's hometown. The carers are professional and seek out how to help mum enjoy her twilight years. The home is very clean and clutter-free with high standards throughout. 07/10/21

**Review:** The Heathers is an outstanding care home - and I write this as an ex-social worker with the elderly, albeit nearly 20 years ago. From exceptional personal care to support for family members to cleanliness of the home and attitude and hard work at all staff levels the care provided for my mother is truly exceptional. The environment within the home is relaxed and welcoming and as every visit I have ever made to the home has been unannounced I have seen the home operating as it normally does - no special care if offered because relatives are visiting - the level of care and attention remains are optimal levels. Knowing that my mother is cared for, her physical wellbeing in safe has and her dignity paramount in the way care is delivered means that I can rest and know that the best care possible is being given to my much-loved mum. I cannot speak highly enough of the Heathers Nursing Home, its team, its care ethos and its provision. As I said; truly exceptional. 21/09/21

**Review:** My wife, who lives with Parkinson's Disease and dementia, has resided comfortably and contentedly at The Heathers since May 2021. I am so relieved to have found this haven for her after a previously traumatic stay at a different Care Home. This former characterful Georgian Manor House has been adapted appropriately for its present use, resulting in a warm welcoming home, as if entering an old friend's house! Staff here at all levels are cheerful, friendly and flexible, attending to my wife's needs in a really kind, yet efficient manner, even though the constraints caused by Covid add an extra dimension to many aspects of daily responsibilities. 15/09/21

**Review:** My Mum was in the Heathers Nursing Home in Chipping Sodbury. She was there for nearly 5 years and received the best possible care. She suffered from severe dementia and the family were so impressed with how the care staff treated her. Would not hesitate to recommend the Nursing Home. 07/09/21