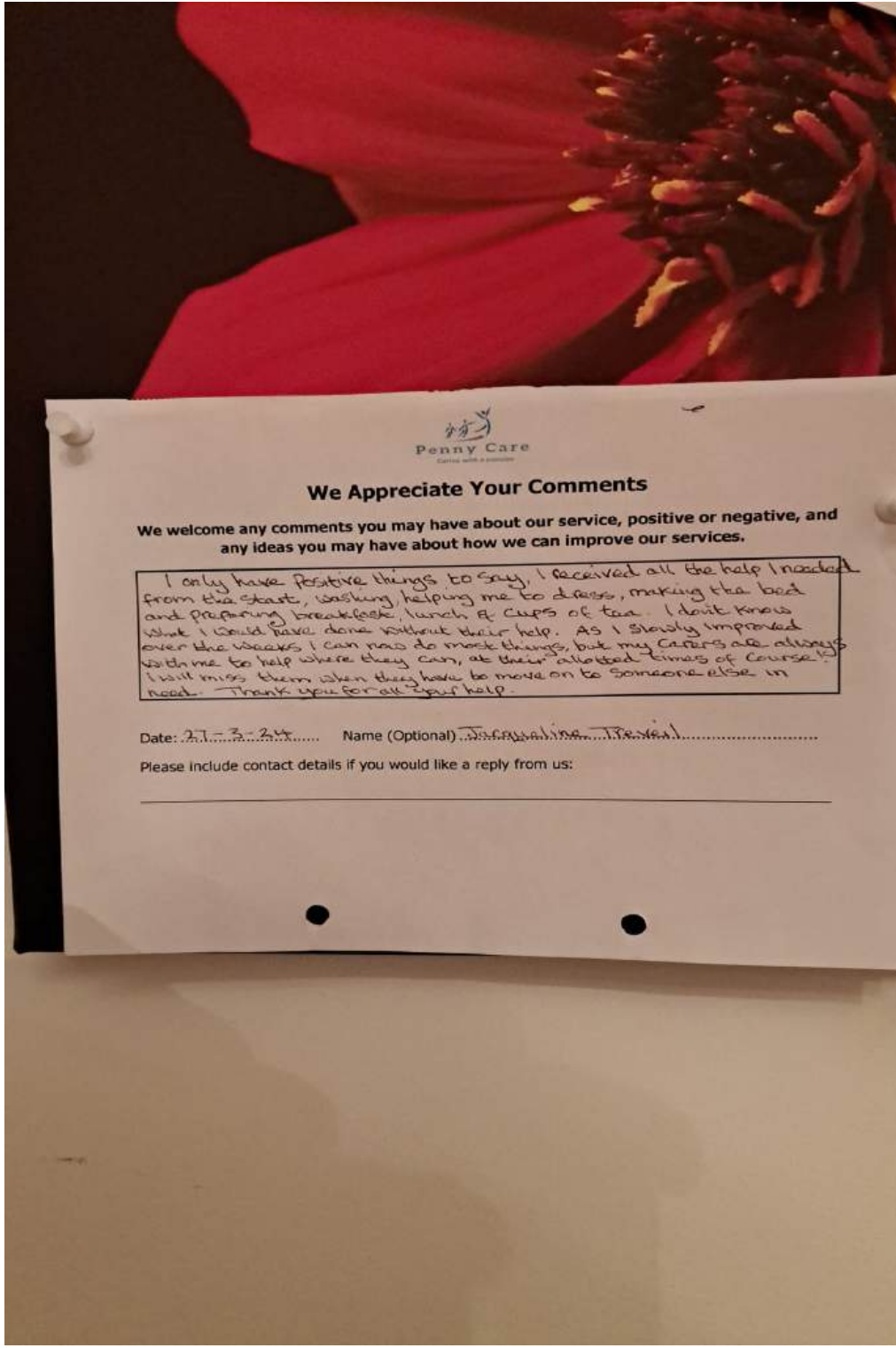


CLIENT'S FEEDBACK



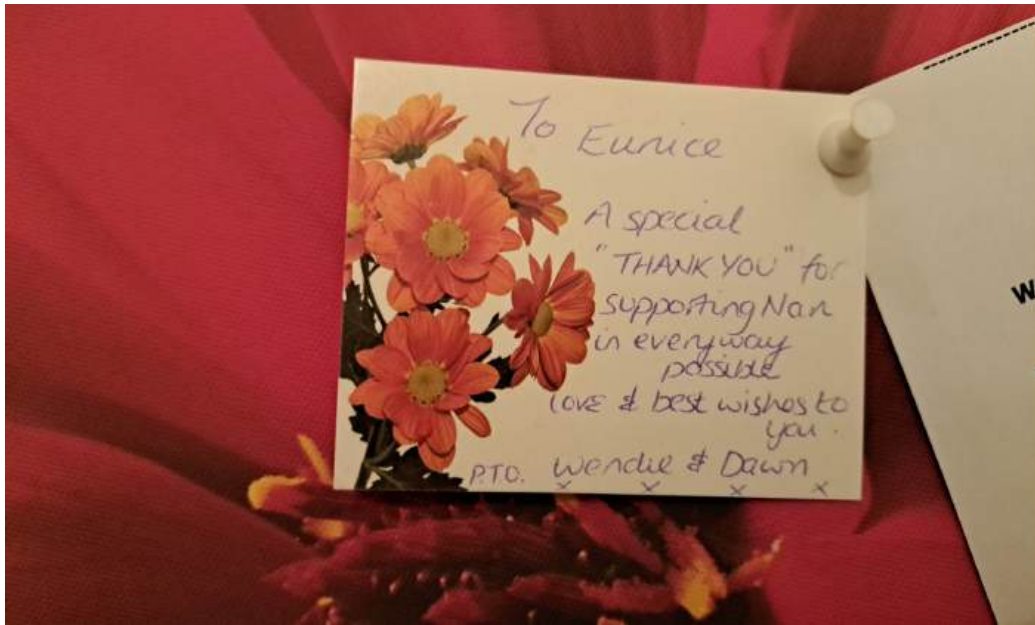
We Appreciate Your Comments

We welcome any comments you may have about our service, positive or negative, and any ideas you may have about how we can improve our services.

I only have positive things to say, I received all the help I needed from the start, washing, helping me to dress, making the bed and preparing breakfast, lunch & cups of tea. I don't know what I could have done without their help. As I slowly improved over the weeks I can now do most things, but my carers are always with me to help where they can, at their allotted times of course. I will miss them when they have to move on to someone else in need. Thank you for all your help.

Date: 21-3-24 Name (Optional): J. P. [unclear]

Please include contact details if you would like a reply from us:



Penny Care
 We Appreciate Your Comments

We welcome any comments you may have about our service, positive or negative, and any ideas you may have about how we can improve our services.

Caring and respectful to both of us at all times
 Could not have wished for better care
 Don't let them leave your company 10%

Date: 12/02/2004 Name (Optional): SHARON PARR

Please include contact details if you would like a reply from us:

Penny Care
 We Appreciate Your Comments

We welcome any comments you may have about our service, positive or negative, and any ideas you may have about how we can improve our services.

I found Penny Care Carers to be very friendly and helpful. They always ask if there is anything else they can help me with before they leave, and they always have a lovely smile that cheers me up. I will miss them when I no longer need their help. They feel like part of my family. Thank you!

Date: 26.3.24 Name (Optional): Roseanne Tait

Please include contact details if you would like a reply from us:



We Appreciate Your Comments

We welcome any comments you may have about our service, positive or negative, and any ideas you may have about how we can improve our services.

I found Penny Care Carers to be very friendly and helpful. They always ask if there is anything else they can help me with before they leave, and they always have a lovely smile that cheers me up. I will miss them when I no longer need their help. They feel like part of my family. Thank you!

Date: 26-3-24 Name (Optional) Jacqueline Trevel

Please include contact details if you would like a reply from us:



We Appreciate Your Comments

We welcome any comments you may have about our service, positive or negative, and any ideas you may have about how we can improve our services.

I found Penny Care Carers to be very friendly and helpful. They always ask if there is anything else they can help me with before they leave, and they always have a lovely smile that cheers me up. I will miss them when I no longer need their help. They feel like part of my family. Thank you!

Date: 21/03/24 Name (Optional): Sarah Jane Trevel

Please include contact details if you would like a reply from us:

Hi, I'm working with a person in Salisbury who has had Penny Care support for a few months. They had a very negative experience with their previous agency and are dependent on carer's support to manage daily tasks.

They have recently advised that all the carers from Penny agency are very good and their regular carer is wonderful.

Thank you to your team for your support.

Best wishes, Liz

Liz McAllister

Social Care Practitioner Sarum Ongoing Support Team

Adult Social Care

Hi Jane

Good day. Thank u so much for the referral. I have been to see Ann's dad and they are just a happy family. We hope we will do our best for them.

Once again, thanks so much 🙏

13:05 ✓✓



Jane Stallard NOK

I was very happy to recommend you. Ann is my oldest and best friend. I'm very fond of them. Jane

14:43

~~S~~ and ~~R~~ are
great! Dad very fond of
them.

Mum should be coming out
of hospital soon, we will of
course let you know when.

She's not quite as easy as
dad!!!

Thank you all again, and
wishing you a happy
Christmas, Ann x

[redacted] needs to be upgraded as an excellent carer and teaches them all so well but please don't take him away 😞 [redacted] is also gentle and excellent . I very quickly know who is gentle and caring and who is just going through the motions !! All good carers bu not necessarily palliative . Pam

Monday, 9 October 2023

**Good morning Eunice .
Jane has not had an invoice
for next months Penny
care yet and it is due
tomorrow. Please make
sure that care does not
stop .! We wish to continue
with added sitter for 3 hrs
each week . Many thanks
Pam**

08:38

Hi Jane

Good day. Thank u so much for the referral. I have been to see Ann's dad and they are just a happy family. We hope we will do our best for them.

Once again, thanks so much 🙏

13:05 ✓✓



Jane Stallard NOK

I was very happy to recommend you. Ann is my oldest and best friend. I'm very fond of them. Jane

14:43

10:49

82%



Gillian Hooper



Local Guide · 30 reviews

Penny Care Limited



Home Care Service

Ebbsfleet Valley · 100 yd

★★★★★ ⓘ 2 months ago

Fantastic carers, they are truly compassionate, caring, dedicated and understanding. Always on time with a cheery greeting, always smart in their uniforms and highly competent.

They took care of my husband at the end of his life and I cannot praise them highly enough.

The same team now look after me and I cannot recommend them highly enough to do them justice.





2 reviews



2 months ago

What an awesome and excellent caring team they have at Pennycare. A friend of mine at work was struggling with the care of her Mum, and I assured him that with Pennycare he was not going to regret, boom, a 2 month after, he brought me a present to say thank you because all his worries we now in the hands of well trained careers at Pennycare. I wouldn't hesitate to recommend it to anyone again because they have proved to be the best within the county.





Rebekah Doma

1 review



Penny Care Limited



Home Care Service

Ebbsfleet Valley · 100 yd

★★★★★ ⓘ 2 months ago

Penny Care Limited has professional carers who treat service users with dignity and kindness. They are punctual with all visits and will discuss any concerns relating to care immediately. High standard and person-centred approach in care. Strong managerial support and transparent. Staff are always happy to discuss any aspects of care with an understanding of both the needs of the client and relatives



C

[redacted] needs to be upgraded as an excellent carer and teaches them all so well but please don't take him away 😭 [redacted] is also gentle and excellent . I very quickly know who is gentle and caring and who is just going through the motions !! All good carers bu not necessarily palliative . Pam

Hi Clarence,

Just had a little chat with Eunice reference mum and dad. You are doing such a fantastic job. Dad really enjoys his time in the garden doing chores with Solomon, and mum has also taken a shine to Solomon. Mum can be a little tricky, as discussed with Eunice, and I did ask Solomon to charm mum, and he has!

To that end, mum has decided that she was a little hasty in asking to cancel the afternoon visits by Solomon. So please can we reinstate these with immediate effect. As a family we will cover Monday, Wednesday and Saturday tea times, but if you could cover the other four days of the week from 4-6pm that would be great.

That said, if you could go this Wednesday 24th January for tea time (we have cancelled the morning visit) that would be great, and also Wednesday 30th January I need to cancel the morning visit (mum has a doctors appointment) but if you could go Wednesday 30th at tea time that would be fab.

Thank you so much for your continued support, and please let Solomon know that we think he is great.

Ann



Previous



Reply



Next



10:49

82%



Gillian Hooper



Local Guide · 30 reviews

Penny Care Limited



Home Care Service

Ebbsfleet Valley · 100 yd

★★★★★ ⓘ 2 months ago

Fantastic carers, they are truly compassionate, caring, dedicated and understanding. Always on time with a cheery greeting, always smart in their uniforms and highly competent.

They took care of my husband at the end of his life and I cannot praise them highly enough.

The same team now look after me and I cannot recommend them highly enough to do them justice.





We Appreciate Your Comments

We welcome any comments you may have about our service, positive or negative. We value your feedback and any ideas you may have about how we can improve our service.

I've found the people attending me to be helpful and friendly. I like having the roster so that I can see to expect.

Date: 3/20/24 Name (Optional): Teen Boys

Please include contact details if you would like a reply from us:



We Appreciate Your Comments

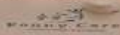
We welcome any comments you may have about our service, positive or negative, and any ideas you may have about how we can improve our services.

Thanks to clinic staff & the staff I worked with while in my room despite complex needs. The staff always make me happy and the continuing training makes that all my medical plus personal needs are met. It's a really happy life. Thank you to the staff of Penny Care. It's really understanding if you can be helpful. Thank you to the staff of Penny Care.

Date: 6/1/22 Name (Optional): Subhina Dasgupta

Please include contact details if you would like a reply from us:

Completed
1/1/22



We Appreciate Your Comments

We welcome any comments you may have about our service, positive or negative, and any ideas you may have about how we can improve our services.

We are grateful for the staff of Penny Care. The staff always make me happy and the continuing training makes that all my medical plus personal needs are met. It's a really happy life. Thank you to the staff of Penny Care. It's really understanding if you can be helpful. Thank you to the staff of Penny Care.

Date: 1/1/22 Name (Optional): Subhina Dasgupta

Please include contact details if you would like a reply from us:

Dear Trust, Ritenda, Elizabeth,
Tryniss and the rest of the
team at Penny Care,

Thank you so much for the
wonderful care you are giving
my grandmother!

It gives me total peace of mind
to know that she is well looked
after - You all are doing
an amazing job.

Keep up the good work and
enjoy these Ferrero Rocher
chocolates as a token
of thanks from me.

All the very best,
Naomi
x x x

Thank you all for your
Care & help for Dave and me
from
Sharon
x x
x



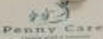
We Appreciate Your Comments

We welcome any comments you may have about our service, positive or negative, and any ideas you may have about how we can improve our services.

I've found the people offering me to be helpful and friendly. I like having the roster so that I can see who to expect.

Date: 3/21/24 Name (Optional): Karen Boyd

Please include contact details if you would like a reply from us:



We Appreciate Your Comments

We welcome any comments you may have about our service, positive or negative, and any ideas you may have about how we can improve our services.

Thanks to every of the Staff. I am able to smile like a my own face despite complex needs. The staff always make me happy and this continous ongoing training ensures that all my medical plus personal needs are met to an extremely high standard. The service offered without a doubt is truly outstanding & cannot be faulted. The penny Careers are really great.

Date: 6/1/23 Name (Optional) Sullivan, Heather

Please include contact details if you would like a reply from us:

Handwritten note on the top left corner of the corkboard.

We Appreciate Your Comments

We welcome any comments you may have about our service, positive or negative, and any ideas you may have about how we can improve our service.

LET ME KNOW HOW YOU FEEL ABOUT THE FIRST 12 DAYS OF VISITING CARE!
SERVICES:
REALLY GOOD. CAREFUL AND HELPFUL. WILL BE BACK SOON.
THANK YOU FOR

Date: 10/1/14 Name (Optional):

Please include contact details if you would like a reply from us:



We Appreciate Your Comments

We welcome any comments you may have about our service, positive or negative, and any ideas you may have about how we can improve our services.

SINCE THE START OF OUR SERVICE FROM PENNY CARE, IT HAS PROVIDED THE SERVICES THAT WE CURRENTLY REQUIRE.

Date: 4/3/24 Name (Optional) Ryan W. Lee

Please include contact details if you would like a reply from us:



We Appreciate Your Comments

We welcome any comments you may have about our service, positive or negative, and any ideas you may have about how we can improve our services.

AFTER 4 WEEKS THE CARE SERVICE PROVIDER ME WITH MY ELDEST NEED ESPECIALLY IN THE MORNING IN GETTING ME MY WASHED DRESSER, PROVIDING CLOTHES ITEMS TO START MY DAY AND LEAVING AFTER MY LEG.

Date: 17 MARCH 2024 Name (Optional): Sharon Smith

Please include contact details if you would like a reply from us:

