

## Praise for our staff and care at Sonya Lodge Residential Care Home



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all the staff have been very welcoming, informative and helpful,  
from our initial request for residency and onwards.*

*I have been able to visit my mum in a lovely cheerful tea room in the garden  
and she seems very well and well cared for.*

*Our whole family are impressed by the WhatsApp video link  
so we are sending photos and family videos  
and also receiving back photos of my mum – such a lovely idea..."*

**Jane F, Daughter of resident**

**We were delighted to receive a wonderful review this week from the daughter of one of our residents here at Sonya Lodge Residential Care Home.**

We always **welcome feedback** from our families and were delighted to hear such positive comments about **our staff and the quality of care we provide** in today's restrictive climate.

Thank you Jane for taking the time to review our Home.

*"My mum only moved to Sonya Lodge five weeks ago, so due to COVID-19 I have not seen inside the Home or her room other than in photos. However, all the staff have been very welcoming, informative and helpful, from our initial request for residency and onwards.*

*They were very kind and thoughtful during her transfer from my mum's previous home which could have otherwise been traumatic due again to the necessary limitations incurred by COVID.*

*I have been able to visit my mum in a lovely cheerful tea room in the garden and she seems very well and well cared for. Our whole family are impressed by the WhatsApp video link so we are sending photos and family videos and also receiving back photos of my mum – such a lovely idea and beats writing letters! So far my impressions are all good."*

**Jane F, Daughter of resident, September 2020**

