



Silver Linings

Peace of mind through trust and understanding

CENTRE OF EXCELLENCE FOR DEMENTIA CARE



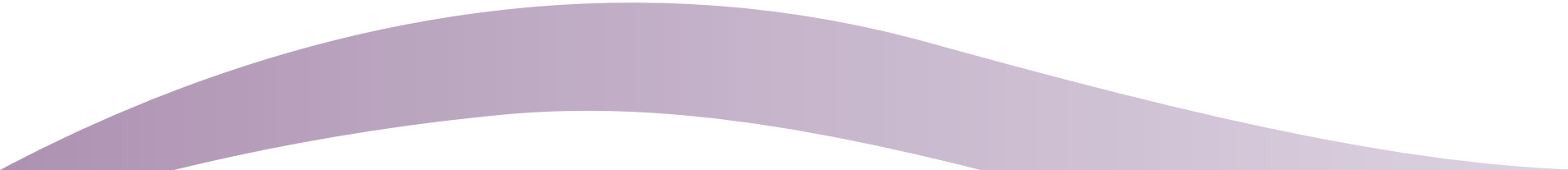
“ They are heroes, every one of them! Thank you for taking the time to look into things. Thanks so much, it will be so lovely to see Dad on Team Talk. Please pass my praise and appreciation to Helen and the Victoria Team. ”

“ We listened to “Living with Dementia with Vida Healthcare” and congratulate you on this excellent podcast.

We have witnessed the changes and challenges since February and how the Board has successfully kept ahead of Covid induced difficulties, ahead of Government’s announcements of new measures. This was incremental, week by week, absorbed and adopted. Then, we watched your Podcast in which all these developments were brought together and highlighted. It was only then that we realised how extensive and intensive the changes have been and how far thinking and innovative the Board has been.

The introduction of the Controlled Admissions Suite was a masterstroke.

Vida Healthcare deserves recognition for the outstanding way in which it has managed the Covid situation and is continuing to introduce innovative measures. We sincerely hope the Podcast is widely heard. ”







“ To all the staff who looked after our daughter and the love, care and attention they gave to her, we cannot express our love to you all.

It's a first-class home and we have told everybody we know how you were all wonderful with her.

Thank you once again for all the love and care. You will never be forgotten. ”

“ I downloaded the podcast last night – I haven't finished listening to it yet but it's interesting seeing / listening to all the different marketing aspects Vida have available. Especially for a newbie like me who is hungry for info on life on the inside!

I've been greatly re-assured by the way the Vida Team speak to and deal with relatives.

Thank you ”

“ My cousin has been cared for at Vida Hall for the past three years. The quality of her care both physically and mentally has been outstanding. The staff are first class and very attentive and ensure that my cousin has a happy and well cared for life. The accommodation and facilities are top-class and I would recommend Vida Hall as a place of outstanding care. ”





“Truly outstanding all-round care in very challenging times. Our family is so relieved to have found Vida. We’ve been very impressed by all the staff and the care they take with each resident as an individual. The small houses are also perfect for supporting people with different needs in homely groups.”

“What can I say, Vida Grange is awesome in every possible way! They have given me back my Dad by treating him with love and respect and working with him and his mixed dementia and other health issues. Vida Grange has the most wonderful caring person-centred approach and is truly trailblazing in its forward-thinking care approach. Dad can get up when he wants, always food available day or night, can go to the loo and wander to his heart’s content, if he wants to mix he can, likewise if he wants to be quiet and away from people he can.

We are a Vida family, I have 100% trust in them and want to live there too.”







“ I would like to say a massive ‘Thank you’ to Vida Healthcare, in Harrogate. Without them I am quite sure our story would have had a different ending.

Vida Healthcare worked closely with me to provide a solution and suggested admitting my father in to a vacant house, testing him for the virus and caring for him in isolation until they received the test results. I was overwhelmed by their consideration to the problem and their determination to find a solution for the family.

Thankfully, my father tested negative and he was able to be moved swiftly into residential care within Vida. This was three months ago and I cannot praise the care of all the various teams highly enough. I speak to them every day, and they always ring me if there is anything to report with regard to Dad’s health.

They provide a rounded service that cares for the entire family, not just the resident. ”

“ I’ve spoken to various members of the healthcare team in each department and their cheerfulness under extreme pressure is astonishing. Dad has flourished under their care and is comfortable, safe, warm and stimulated.

Thank you, Vida, for making such a difference to our lives. ”







“ Today is our 62nd wedding anniversary & I received in the post a beautiful card with pressed roses on the front. I'd sent these roses to Vida a week or two earlier. Each Care Assistant had written a message to me – with congratulations!

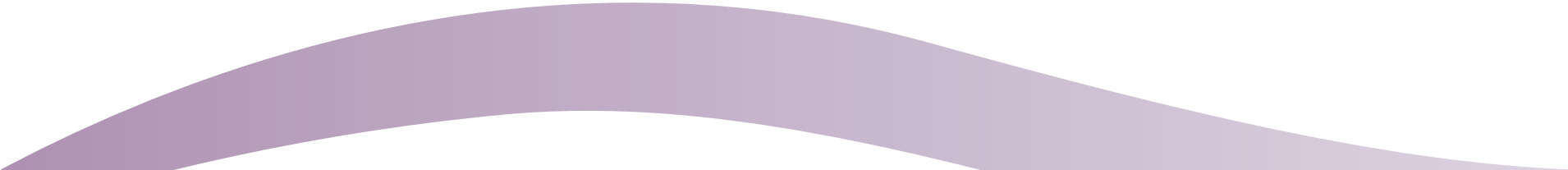
Just now I received a photo of my husband with a lovely message.

All the above is helping me cope with the separation today. Thank you. ”

“ Dad has been in numerous care homes before arriving at Vida and the care he received was substandard. Since his first day at Vida until the end of his life (2 years) September 2020 he has been loved and cared for by Donna and Helen like their own dad. Every time I visited dad, he always looked well dressed and fresh. He loved his goatee and it was also well shaped and groomed.

Even when family visited, they were well looked after and always offered drinks and biscuits or toast. Speaking to our family members in the down stair's coffee area, they are all full of praise for the care the loved ones received.

The interaction between the staff and the residents is clear to see and you could leave Dad knowing that he was going to be looked after with love. ”







“ The end of life care dad received was just amazing and a comfort to all the family. We had Theresa in reading poems to dad and playing music, we had Donna and her team insuring Dad was comfortable in his last few weeks.

The team at Victoria are amazing and if there was an award for looking after residents and caring and loving them this team would be in first place.

Donna & Helen and their staff need the recognition for the hard work and long hours they put in. ”

“ To all the staff at Vida Hall,

Thank you so much for continuing to work so hard to look after my mum and the other residents. We really appreciate how much effort goes into keeping up their health and happiness, particularly at this time when it's hard enough to keep up yourselves and your own families' enthusiasm!

Keep smiling! Take care of yourselves. ”



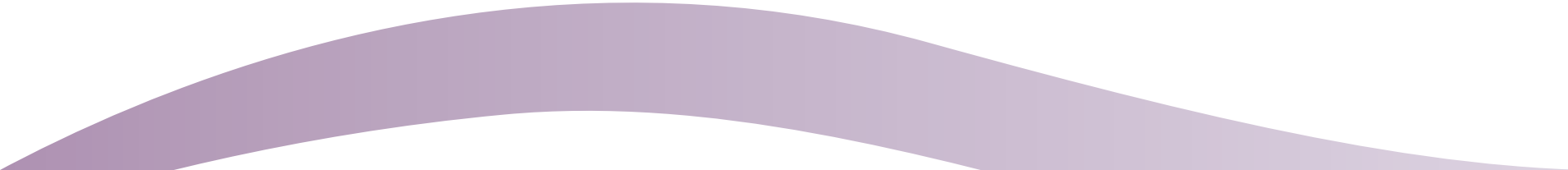




“As always, I am so reassured and thankful that all of you at Vida have become his loving family. From the time, shortly after he came to live at Vida, that he could no longer recognise me, that knowledge gave me immense comfort. I fully recognise that your care of him goes far beyond the average. I don't feel that any of you know the meaning of that word in the context of your work! ”

“Against all the odds Dad does seem to have settled and I can only put that down to you, every one of you that has something to do with my father's care and wellbeing. It must have been, and it must continue to be, extremely difficult for you all to do your jobs under the current circumstances with Covid-19. So I thank you from the bottom of my heart on behalf of all Dad's family and friends.

Stay safe and well. ”





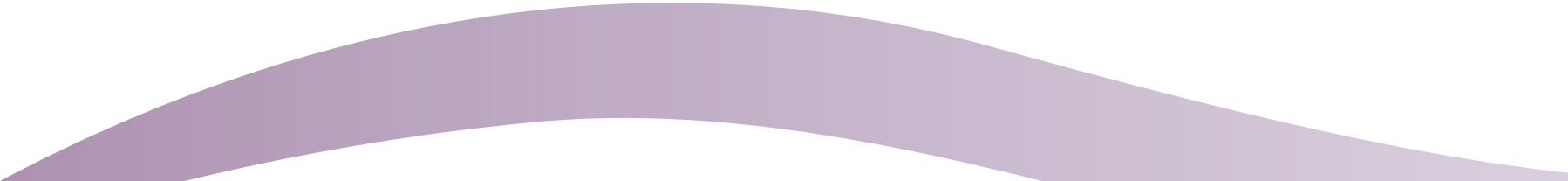


“ Since Dad arrived at Vida it has change the life of our family. He had been at a few different care homes previously and wasn't being cared / looked after properly.

Since Dad has been in your care, the pressure and worry of the family has disappeared and we are so grateful that the time he has remaining with us is spent in your wonderful house. The love and attention he is shown from you and the rest of the team is second to none. ”

“ Over the past 3 weeks whilst dad has been in hospital, all the concern and love shown from you and your team hasn't gone unnoticed all the family would like to send their gratitude and love.

Even when the family visit, they are shown respect; offered drinks etc and the whole experience make a sad situation more bearable including making a birthday cake for when the family visited. ”



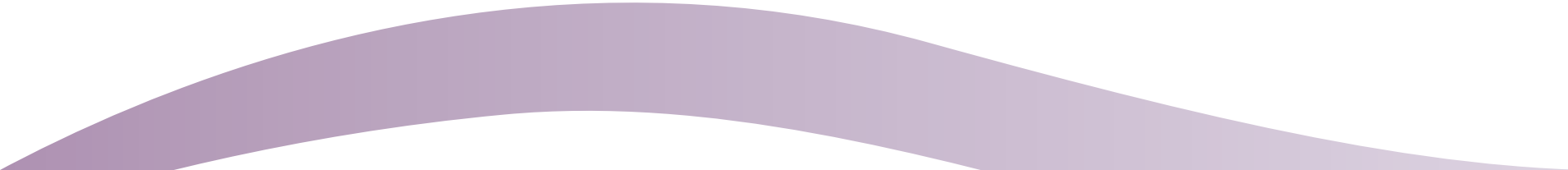




“ Please pass on to your staff how much we appreciate the warmth and caring shown to Dad, we could not have asked for a better home for him to be in. ”

“ We’ve all appreciated the monumental amount of work that the Managers and all the team have put in over the last few months - seeking information, digesting the guidelines, sourcing PPE, briefing staff, sourcing testing kits, planning, re-planning, re-engineering all your processes and communicating with families.

We have appreciated the honesty and openness in the communications from Vida during this difficult time. ”







“ THANK YOU for all your emails and video updates - they're very, very good and really help to keep us in the loop.

Many thanks for all the work you do. ”

“ Lock down has been very hard for all of us, whether we live close to Vida Grange or like me, many miles away in Scotland. The restrictions on visiting have also been very hard but Family Team Talk has made all the difference to me. It's helped me feel involved with my mum again. To see her looking happy, blowing out her birthday cake candles or enjoying the sunshine makes my day. Just to see her face brings her into my life again.

Thank you. ”





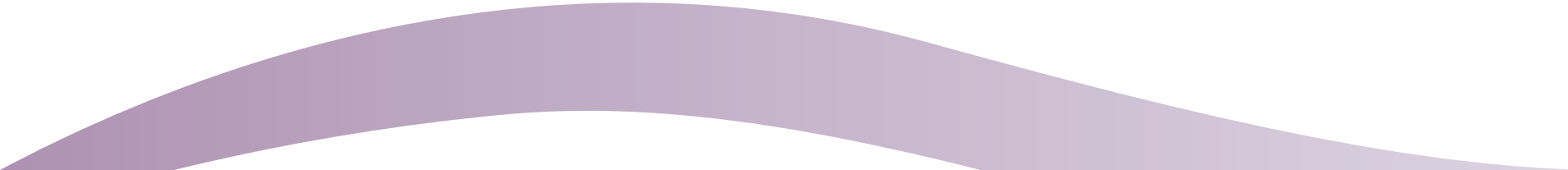


“ I just wanted to thank you and your colleagues for all that you are doing to care for and protect my mum. Not only do you have your own families and work colleagues to protect from this virus, but you are also helping us and all the other families by caring for and protecting our loved ones. We know there are no guarantees on how this will all end but we can just hope for the best.

Importantly, please keep yourselves safe and thank you again for your dedication to the care of my mum. ”

“ The food is lovely! Dad loves it unlike the home he came from with slop! Vida food is well presented and tastes delicious and is always hot. Even when dad is asleep, they bring him food when he is awake and don't force him to fit in to their routine.

It's so person centred it's amazing. I'm so glad we found it, the staff are fabulous too. ”







“ We absolutely love seeing the updates, thank you particularly to xxxxx when Skype was not working, we much appreciated the videos and photos.

We are blown away that mum is in your care. At Vida you are all so dedicated, loving and caring and mum is loved by you all - our extended family!

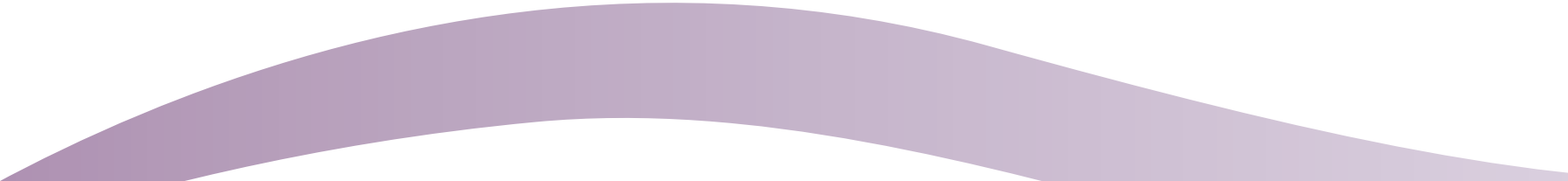
We all thank you for all you do on a daily basis - you are true angels.

Take care and stay safe.

Sending much love and virtual hugs to you all. ”

“ It was a very difficult decision for us to accept mum becoming a resident at Vida as we had desperately sort to find somewhere closer to home in the hope that family could visit more regularly. Yet we quickly realised the care and love Mum received with you was worth the distance. Mum is so much more settled than we had seen previously and could dare to hope she could achieve, but trust us, she is a different person.

This bring us the peace of mind and reassurance that every family needs when a loved one is placed in care. ”



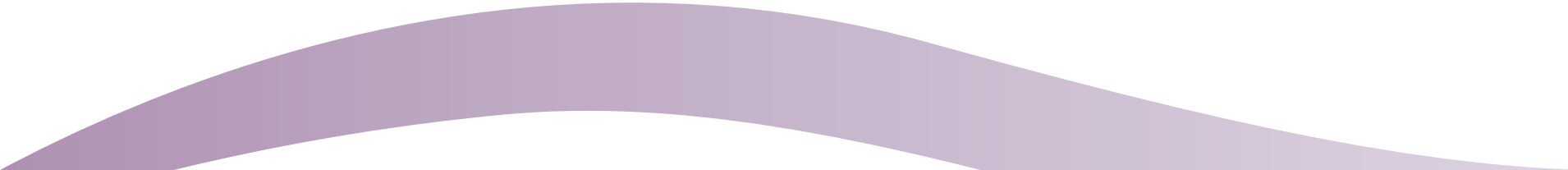




“ I wanted to take this opportunity on behalf of myself and my siblings to say a huge thank you to all the staff from Vida. Our mum has been a resident with you for almost a year and the care she has received is incredible.

Mum recently celebrated her birthday and obviously due to the circumstances it was upsetting for us not to be able to visit but through video calls, photos and messages provided throughout the day from the staff we were able to share a part of her special day from a distance. Thank you. ”

“ We imagine it must be very hard under the circumstances with the pandemic, but we so appreciate everything you do and just wanted to say thank you for making Mum’s birthday and every day special. ”







“ Thanks so much for the lovely photos and for cake number two! He really is spoilt! So pleased he is having a lovely day and thanks for all the Skype calls and for making him feel special. We are always impressed with how everyone goes the extra mile in his care and please pass on my thanks to everyone else.

Take care. ”



Vida Healthcare, the UKs leader in dementia care

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