



Silver Linings

Peace of mind through trust and understanding

CENTRE OF EXCELLENCE FOR DEMENTIA CARE



“I have the highest regard for Vida Grange, the high standards you strive to meet and all that you do for the residents. You are a beacon and leader in the provision which should be available to all sufferers of dementia. I hope that you are able to take the lead and can share your knowledge and experience to help set the standards for other care homes to aspire to.

I must also praise all the staff I had contact with, some of whom went way above and beyond what may have been expected in the care they gave mum. They helped her to maintain her dignity and have some fun and laughter in her life, despite the effects of Alzheimer's.”

“I think that the carers at Vida are very special people and I thought that even before this wretched virus struck. Now it's even more apparent that they are very special indeed, very caring, kind, thoughtful and selfless. Just very thankful for their continual efforts to look after their residents and the resident's families too.”

“Vida is the Rolls Royce of dementia care.”







“It will be seven years tomorrow since xxxx came to live at Vida. In all that time I have been so comforted and reassured to know he is in such safe hands. Peace of mind through trust and understanding, for me that says it all.”

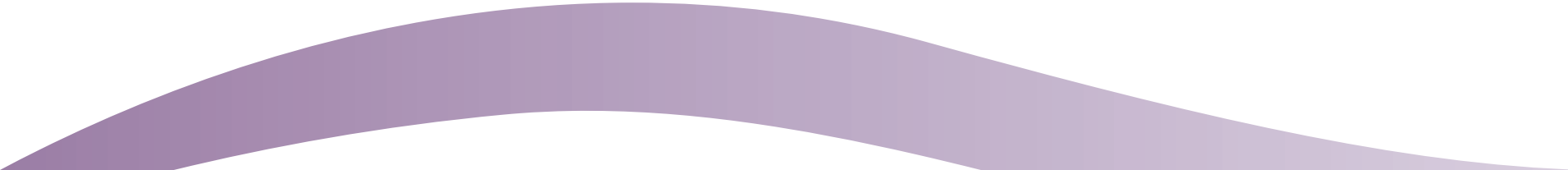
“I really appreciate everything the staff do for our loved ones at Vida Grange. Katie seems well and happy when I talk to her. I'm so pleased Vida Grange Management team showed the leadership needed and implemented lock down well before the Government advised. I feel there may be a vacancy soon at Downing Street for a Senior Adviser to the PM and highly recommend staff from Vida Grange apply. They would be very effective.”





“ I would like to take this opportunity to say A BIG THANK YOU to all the staff for the care and dedication given to the residents.”

“ We absolutely love seeing the updates. We are blown away that mum is in your care, you are all at Vida 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.**”

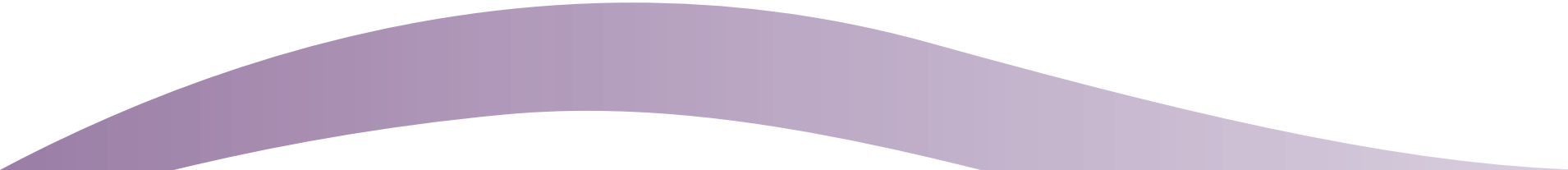






“Just wanted to take this opportunity on behalf of myself and my siblings to say a huge thank you to all the staff from Vida. Our mum has been a resident with you for almost a year and the care she has received is incredible. Mum recently celebrated her birthday and obviously due to the circumstances 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.”

“I saw the video you have made and everyone looks so happy! Fancy seeing him cycling in Spain! Well done to you all. You provide a safe haven in these troubled times. Vida is one happy family.”







“We are always impressed with how everyone goes the extra mile in his care.”

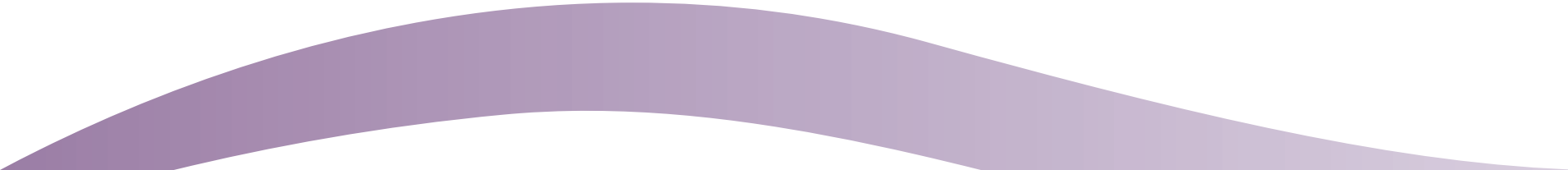
“It was a very difficult decision for us to accept mum becoming a resident at Vida as we had desperately sort to find somewhere closer to home in the hope that family could visit more regularly. Yet we quickly realised the care and love Mum received with you was worth the distance. Mum is so much more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





“How lovely to get a photo of Mum today! She looks happy. Thank you again for all your hard work and care that you all give to Mum and of course all the residents, we are eternally grateful to you. It's such a strange time for everyone but we really do appreciate everything you do.”

“We wanted to thank you very much personally for your kind words and thoughts on the passing of our dear mother. It was kind of a surreal situation that we experienced, but we wanted to let you know how much we appreciated your help and compassion. As to Vida itself, and your absolutely marvellous staff, we can't adequately express our gratitude for all the help and love that you gave Mum. Obviously xxxx saw it every day, but with me only being there every few months it was always a pleasant surprise to see the high level of care that Mum received. We very often commented that we could not imagine another facility that could possibly provide the high level of comfort and care that Mum received, and that certainly made it easier for us to sleep at night.”

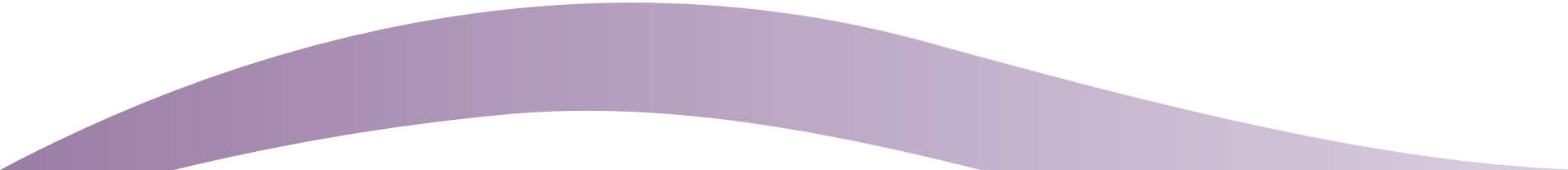






“You all have our eternal gratitude for making Mum’s stay at Vida less painless and as comfortable as possible. Dementia is an unforgiving disease, but with Vida’s help, it was made bearable and placed Mum in an environment that she received the best possible care and love. Thank you. Thank you. Thank you.”

“It is such a comfort that I’ve got to know everyone on the house over the last few months, now that I’m not seeing xxx as I was in better times. They are all very special to me now and you should be proud that management has put together a group of such kind and caring people who work so well together. It really is not enough just to say ‘thank you’.”

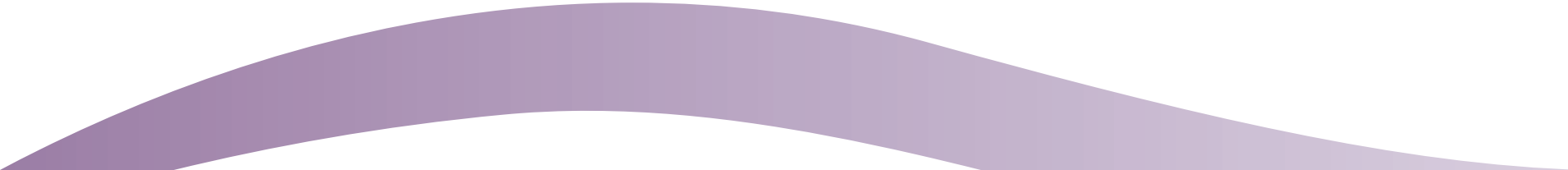






“ I fully appreciate how caring all the staff are and how well they are looking after Marie and all the others, despite the huge disruption to their own family lives and an increased workload that they are coping with. **They are quite exceptional.**”

“ To care for a person living with dementia you have to have endless reserves of patience, empathy, resilience, cheerfulness and a genuine affection for the sufferer. To see Vida, and in my case and my partner's, has care and nursing staff, cleaners, reception, right through to finance, laundry and maintenance, who have these qualities in abundance, means a huge amount. Many thanks.”

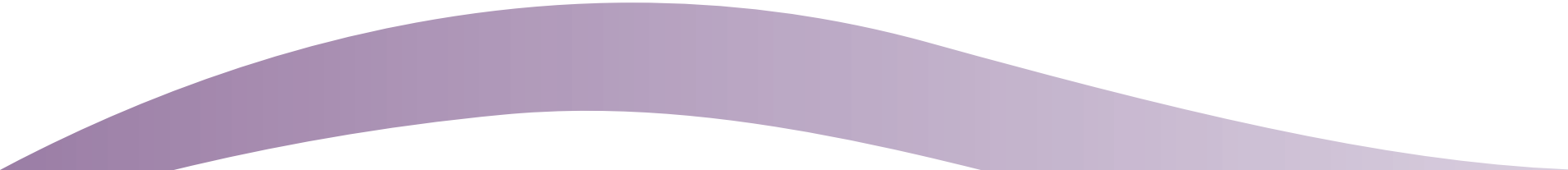






“ Well done to all your staff for keeping up the procedures to stop the spread. The level of care I witness (from the window of the terrace) is **exceptional** and we are very grateful for all their support and attention given to my father.”

“ We have given you all a very big clap, to say a very big thank you for looking after our mum so well. We really do appreciate all you are doing at this difficult time.”

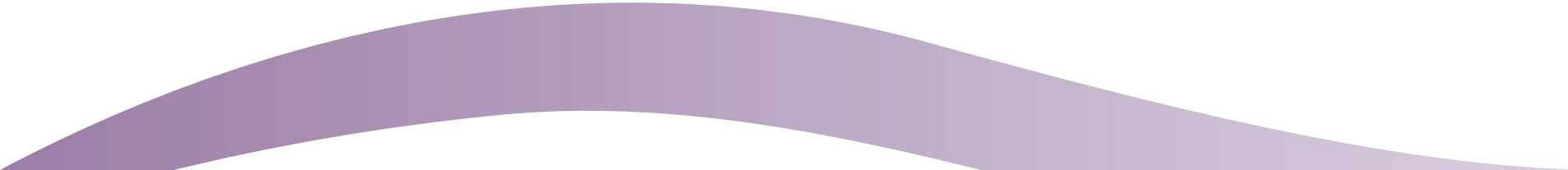






“Thank you for all you are doing to care for and protect my mum. Not only do you have your own families and work colleagues to protect from this virus, but you are also helping us and all the other families by caring for and protecting our love ones. We know there are no guarantees on how this will all 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.”

“I can only say how wonderfully everyone is coping with this awful disease and lockdown. As you know I have been a regular visitor to see xxxx and I’m sure he misses those visits. I certainly do, but the Skype calls are great. However, I feel comforted that he is being well cared in the **Vida way.**”

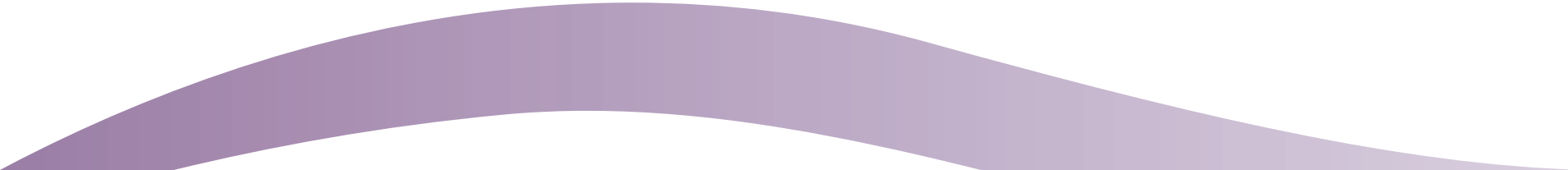






“ I would like you thank you all for your dedication and ongoing care for my mother, especially in her final hours. It was so reassuring to me so far away that she was being looked after so well. It is a strange time we are all going through and I felt pretty helpless not being able to visit since February, no flights and New Zealand being in total lock down. When I did visit Mum, I noticed how much comfort the staff gave to her and I left feeling she would be looked after very well. I know she will be at peace. Thank you.”

“ Thank you for the very pretty hand-made card you sent me for my wedding anniversary. It's a lovely and thoughtful – thank you so much. Thank you for all your uplifting posts on Facebook and for doing such a wonderful job in such a difficult time. It is truly wonderful to have such great trust in all the people looking after my husband.”

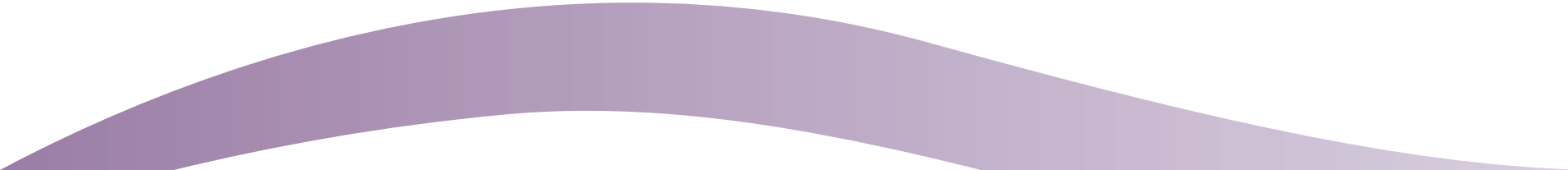






“ We can't thank you enough for all the care you give to everyone. It's incredibly difficult time as we all know, the worse thing by far is not being able to see mum, it's heart breaking. However, we do know that you all care for her so well and that she is as settled and as happy as she can be given the circumstances and her dementia. Well done to everyone for the job you all do, we really appreciate it.”

“ I can't imagine the stress that everyone is under and appreciate everything that everyone does, day in, day out to keep Covid-19 at bay. I hope you all stay well and that we can meet again when it is safe to do so and not under the most difficult of circumstances.”

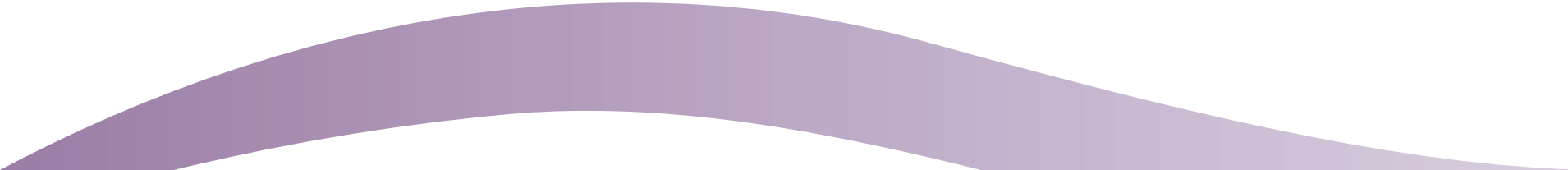






“Thanks for all the care and attention you are giving to all the residents at Vida. I know my cousin is getting the care and security that we as her family would not be able to offer her, especially at this difficult time. Please convey our appreciation and thanks to all staff, whatever their position at Vida.”

“The management and care team at Vida are totally dedicated to the people they are caring for. The ethos of Vida is to respect and cherish all the individuals living there, and this is evident in every aspect of the care provision. I hold them in high regard and know with certainty that my husband could not be in a better place and is being cared for with skill, compassion, dedication and humour!”



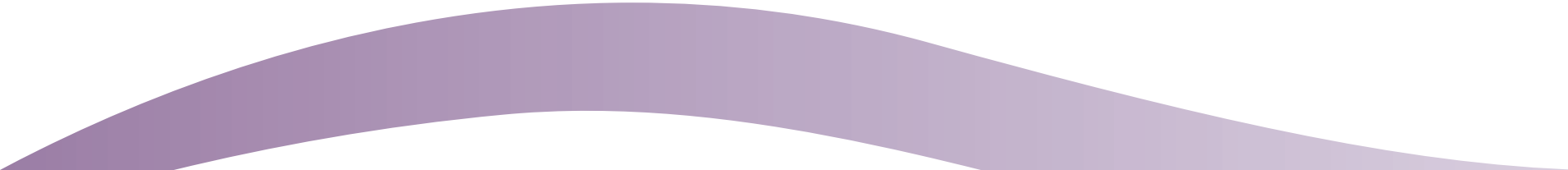




“ I sometimes think I am missing Vida almost as much as I miss mom and dad. I’m not sure how I can convey how much everyone meant to me during the nearly 3 years that I was visiting. Remember that it was only 8 weeks since my husband died that Lesley first came to assess mom.

Everyone at Vida became like a second family to me and I will never forget each and every one, staff and residents alike.”

“ I must reiterate my gratitude & applause for your excellent care, diligence & reactivity during this pandemic. The staff have been amazing & seem to have maintained a cheerful, positive attitude. They have always been willing to speak to me & ask how I am too! A little thing, but when self-isolating a kind word is much appreciated. It is comforting even though I can’t visit that xxxx is being cared for with dignity & love. To be able to talk & see him & give him updates on the family activities I hope may give him reassurance that in this crazy world we are still around & okay. So ‘til we all meet again my thanks once again to all the Vida family.”







Vida Healthcare, the UK's leader in dementia care

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