

# YOUR OPINION MATTERS

JULY 2025 - SEPT 2025

Willow Burn

Day Services

Sir Tom Cowie Health & Wellbeing Centre

★ 100% ★

EXTREMELY SATISFIED

Overall Impression of Day Services

100%

Cleanliness of the Sir Tom Cowie Centre

Extremely Satisfied

8% Satisfied

73%

Overall Impression of Catering

Extremely Satisfied

27% Satisfied

88%

Overall Communication

Extremely Satisfied

12% Satisfied



Positive Experience of Care

100%  
EXTREMELY SATISFIED

## COMPLEMENTARY THERAPY

Extremely professional, caring and warm. I find the experience heavenly, thank you.

The quality of care is outstanding. The staff are so caring and helpful. Nothing any trouble to them.

“ It feels beneficial to come to the group as it gives me time to be myself and share how I feel with others. ”

“ You can't spoil 'perfection'. ”

“ Excellent service and help with all of my needs and make me feel very relaxed. ”

“ Staff are helpful, caring and hard working. ”

“ The dementia group is really important. It is very supporting and necessary. ”