


# YOUR OPINION MATTERS

JAN 2025 - MAR 2025

  
**Willow Burn**  
**Helen McArdle**  
In-Patient Wing

★ **100%** ★

**EXTREMELY  
SATISFIED**

**Overall Impression  
of the Hospice**

**100%**

**Cleanliness of the  
Hospice**  
**Extremely Satisfied**

**100%**

**Overall Impression of  
Catering**  
**Extremely Satisfied**

**100%**

**Overall Communication**  
**Extremely Satisfied**



**Overall Impression  
of Care**

**100%**  
**EXTREMELY SATISFIED**

“The care received for our mother was outstanding / caring, thoughtful and full of empathy.”

“Thank you so much for looking after our grandma, every member of staff we've met have been amazing! Everything you do here at Willow Burn is incredible and we cant thank you enough.”

“Our experience has been outstanding.”

“I cannot thank you all enough for everything you have done for my dad, and us as a family, in his final weeks/days. You will all forever be in my heart!”

“I wanted to take a moment to express my heartfelt gratitude for the exceptional care and compassion you provided to my grandmother during her time with you. Your team went above and beyond to ensure her comfort, dignity and well-being and it meant the world to our family. We are truly grateful for the kindness and professionalism shown by everyone involved. Your dedication to provide such a warm and caring environment brought us peace in a difficult time. Please know that your efforts made a profound difference and we will forever be thankful for all you did for her.”