



‘Well one of the things that struck me when I was looking for a home for my mother the minute that I went into a home was the smell. I’ve got a very acute sense of smell, and so had she.

And this [care setting] smells better than my home did.’

(Resident)

‘when I entered [care setting], the atmosphere, the welcome and the staff, the first manager that I met, she was a... very wonderful lady and I’m glad that I worked for her ... everyone welcomed you with a smile ... so that’s what made me just say, OK, this is where I want to be’

(Care staff)



'We wanted to have spaces where people could come together, whether it be for lunch or downstairs watching television. But we also wanted spaces where if you had somebody who couldn't handle a busy environment or just wanted some peace and quiet and not be in their room but be somewhere else. The smaller lounge at the side as well we've found has been great for families. ... it's somewhere they can go, have a cup of tea, have a cup of coffee, have a blether between themselves.'

(Care manager)





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