

“Dhek Bhal carers cared for my parents for the last 6 years. My father passed away in 2017 after a short illness. My mother passed away last month unexpectedly during a short period in hospital.

I saw on a daily basis the impact of the exceptional care given to both parents by all the carers who visited our home. Dhek Bhal's greatest asset is their commitment to continuity of care. My parents had the same team of five carers during the entire 6 years. These truly wonderful carers became part of our family. Each of them went above and beyond to give my parents reassurance, support, care and love through their patient, respectful and sensitive approach.

In addition to the four visits a day for my mother, we included a sitting service to enable me to carry on working but also ensure my mother was receiving care during my absence. Once again, when my mum (who had dementia) was responsive, the carers would engage her in games of cards, dominoes, Connect Four and puzzles. They would watch her favourite films together or look at old photos to stimulate her memory and speech. They would find things to interest her. I knew she enjoyed these times because she would tell me.

When my mum was anxious or confused, the carers would hold her hand reassuringly and calm her. They would prepare and feed her food patiently and if she fell or had an accident in the bathroom, without exception, the conscientious way the carers carried out their duties was exemplary.

Every Thursday, since my mother passed away. I stand outside my house and clap not just for the nhs: not just for the keyworkers, but for Naseem, Satnam, Shanaz, Nasim and Harvinder. Our true unsung super heroes. They kept me calm when my parent's health deteriorated and their loving gestures give each of them the status of Angels on Earth, in my view. This approach is reflected at all levels in Dhek Bhal. The personalised support and care shown by Zehra and Parveen regardless of time of day, was outstanding. On behalf of my family and me. I want to thank Dhek Bhal for everything they did to give my parents the best end of life care.

May Dhek Bhal continue to flourish and thrive”

Rehana Siraj-Allan

“Mashallah your service has been excellent through this pandemic. I am very happy with Dhek Bhal service. Your workers are great. Thank you very much”

“During the beginning of the pandemic I had to cancel my mums service for obvious reasons. Since then, my mum was very upset and down. She also felt confused and was not talking as much. She felt lost and also lost her appetite. When we resumed service, mum started to feel better. Her mood improved and she started eating again. I thank Dhek Bhal for the service you provide”.

“Miss amongst other things, exercising together, health talks from care professionals. Can't wait for return to normality and appreciate DB regularly checking up on my welfare and Care Worker's weekly visit”.

“I feel very lonesome & depressed. Missing all the activities we did together, especially singing and conversations to stimulate our mental and physical wellbeing”.

Thank you letter from the NHS: