



Trecelyn Court
Residential Home
Compliments Book



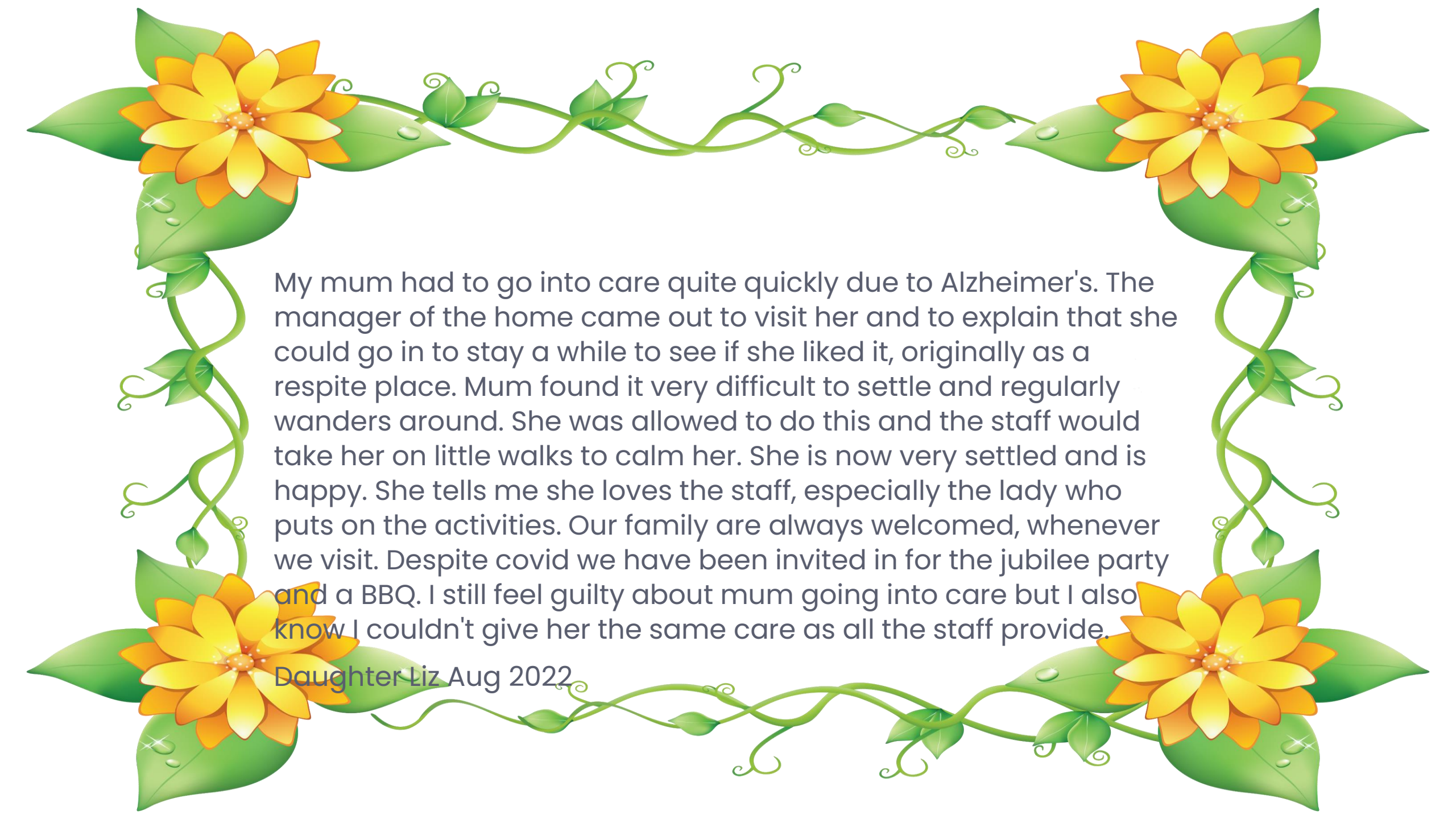
This care home offers an exceptional service and I would recommend it to anyone looking for a safe and loving environment for their loved ones. My mum was resident from January 2022 until she sadly passed away at the end of June 2022 and the care she received during the whole of this time was amazing. In addition, the staff were so good with us as a family and involved us wholly in my mum's care, particularly during my mum's end of life care which was exceptional. All the staff treated my mum with love and dignity as if she was a family member to them. I spent a lot of time with my mum during the last month and I was always humbled by the constant gentle care she received from every member of staff. My mum always said she loved the home and she did not want to leave and she loved the staff. She loved taking part in all the activities and we have some wonderful photos of her happy and smiling and loving her time.

Karen Morgan August 2022

A decorative border of watercolor flowers surrounds the text. The flowers include blue hydrangeas, pink and orange peonies, and light blue pansies. Green leaves are interspersed among the blooms.

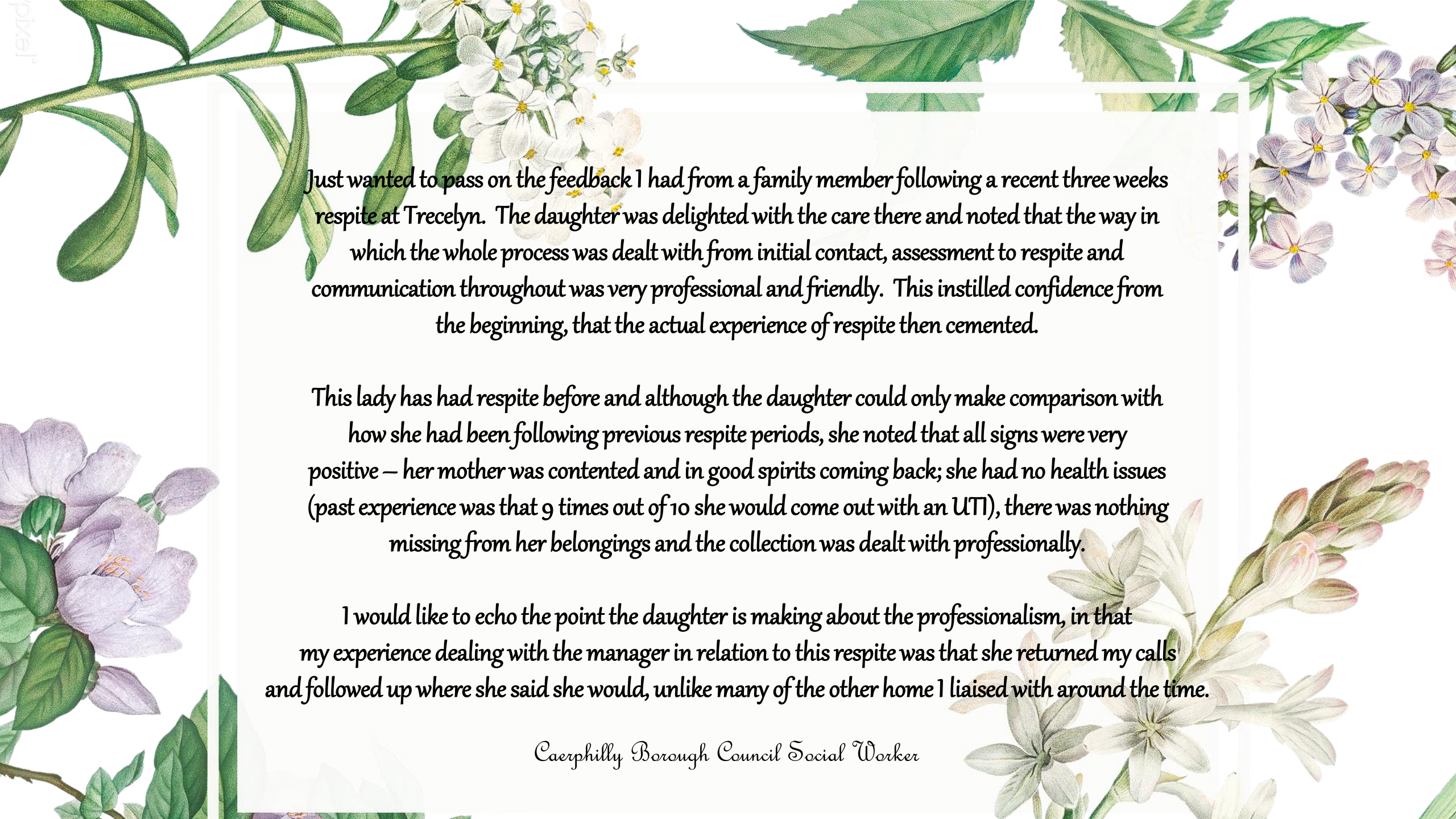
“ For the last three months my step mum has received wonderful care. I had an opportunity to talk to the a number of residents there and all seem to be very comfortable and happy in the home. I personally have found the staff and management fantastic, friendly and professional. I feel the atmosphere is more like a hotel with room service for whatever needs you require which is a big plus. The bathroom on suite Tv and Wi-Fi are a huge plus”

Anthony Miles August 2022

A decorative border featuring four large, vibrant yellow-orange flowers with multiple petals, arranged in a square pattern. Each flower is surrounded by lush green leaves and delicate, curling green vines. Small water droplets are visible on the leaves, and there are subtle sparkles near the flowers. The background is plain white.

My mum had to go into care quite quickly due to Alzheimer's. The manager of the home came out to visit her and to explain that she could go in to stay a while to see if she liked it, originally as a respite place. Mum found it very difficult to settle and regularly wanders around. She was allowed to do this and the staff would take her on little walks to calm her. She is now very settled and is happy. She tells me she loves the staff, especially the lady who puts on the activities. Our family are always welcomed, whenever we visit. Despite covid we have been invited in for the jubilee party and a BBQ. I still feel guilty about mum going into care but I also know I couldn't give her the same care as all the staff provide.

Daughter Liz Aug 2022



Just wanted to pass on the feedback I had from a family member following a recent three weeks respite at Trecelyn. The daughter was delighted with the care there and noted that the way in which the whole process was dealt with from initial contact, assessment to respite and communication throughout was very professional and friendly. This instilled confidence from the beginning, that the actual experience of respite then cemented.

This lady has had respite before and although the daughter could only make comparison with how she had been following previous respite periods, she noted that all signs were very positive – her mother was contented and in good spirits coming back; she had no health issues (past experience was that 9 times out of 10 she would come out with an UTI), there was nothing missing from her belongings and the collection was dealt with professionally.

I would like to echo the point the daughter is making about the professionalism, in that my experience dealing with the manager in relation to this respite was that she returned my calls and followed up where she said she would, unlike many of the other home I liaised with around the time.

Caerphilly Borough Council Social Worker



Thank you everyone on behalf of our family.

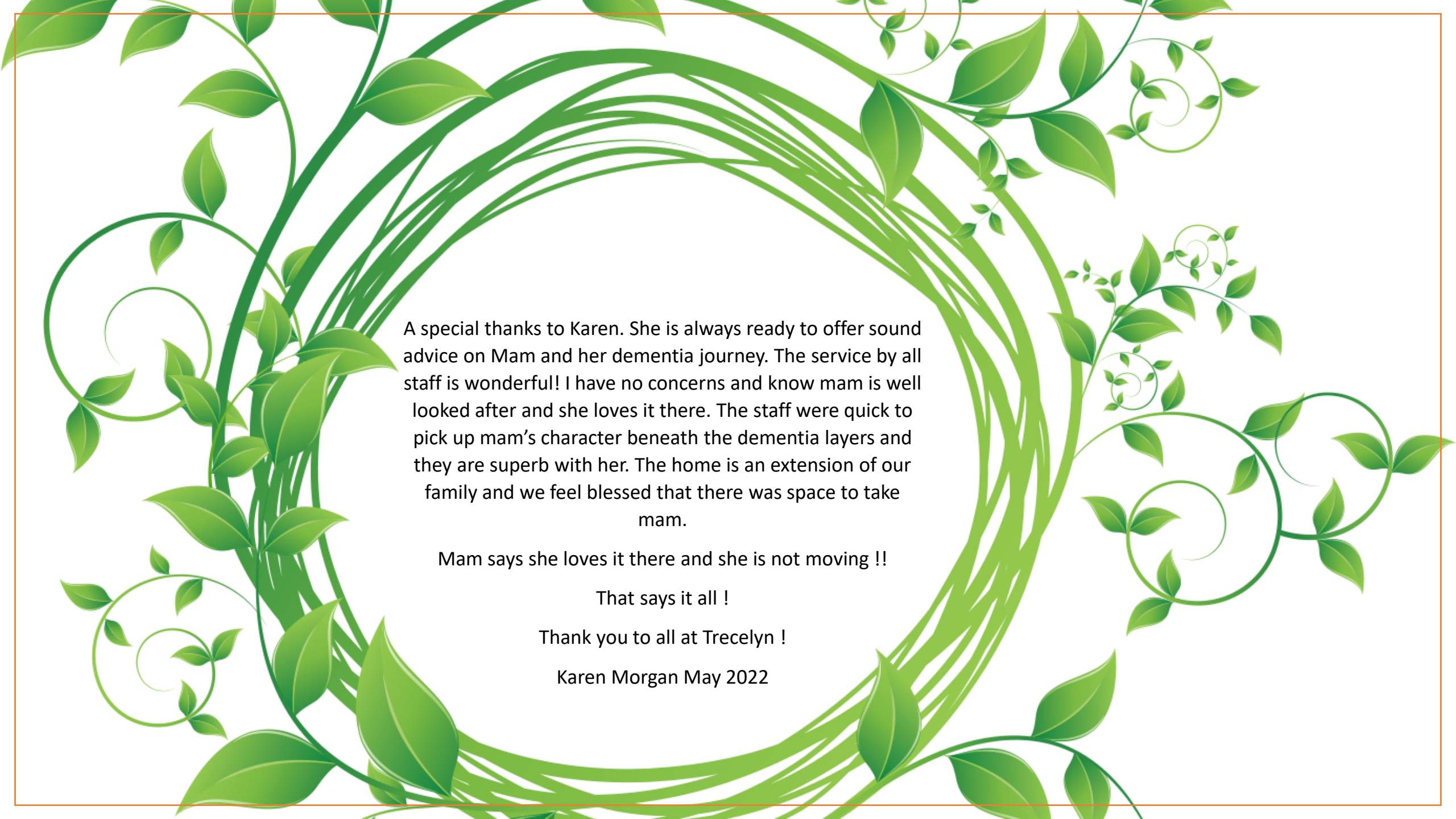
We are truly grateful for all the care and support Nanny Pat received while in Trecelyn. We know you all loved her as much as we did.

What a fabulous bunch you are. We wont forget what you have done for her.

Xx

Lucy Clarke March 2023






A special thanks to Karen. She is always ready to offer sound advice on Mam and her dementia journey. The service by all staff is wonderful! I have no concerns and know mam is well looked after and she loves it there. The staff were quick to pick up mam's character beneath the dementia layers and they are superb with her. The home is an extension of our family and we feel blessed that there was space to take mam.

Mam says she loves it there and she is not moving !!

That says it all !

Thank you to all at Trecelyn !

Karen Morgan May 2022




My Nan came to live here in Feb 2022 as a Dementia sufferer. The care staff in the home have been amazing with her and treat her like a family member. She seems to have really settled in and has made friends with the other residents.

Staff have always taken our family's opinions and perspectives into consideration regarding nans care and have given the resident's family's the opportunity to come and share their thoughts at a resident's meeting at the home. Regular family days are put on allowing families to celebrate with their loved ones, the most recent being a fabulous afternoon BBQ. Nan is always telling us about the activities the staff put on, on a daily basis and the staff update a Facebook group for the resident's families regularly, so we can see what they get up to. We were worried that Nan may not settle, after living in her home for 60+ years but we are really pleased that she has. Thank you TreCelyn.

Grandaughter Lucy Aug 2022






It feels like visiting a family home. Staff are lovely !!

A special thanks to Karen she is always ready to offer sound advice on Mam and her Dementia journey.

Karen May 2022



“The Face Book posts extend the time I have with my wife by showing the activities, events etc she is involved in and taking part in. It shows and reassures myself and our family and friends of the care and looking after she is receiving. Many thanks and keep up the good work”.

Cliff James Husband of Mavril
April 2023