

Ref No.	Recorded By	Date	EXAMPLES OF EXCELLENT PRACTICE - Description
2025/41	LR/RT/AR	03/12/2025	<p>Lucy Ribaldo highlighted an outstanding example of compassionate, person-centred service delivered recently by Chetna, Supporter Care, alongside the team at our Banstead shop.</p> <p>In October, a 92-year-old gentleman, visited the Banstead shop asking whether someone could assist him with questions about making a will. The shop team promptly called Sara Jane on her mobile, who then connected him with Chetna.</p> <p>Chetna spent approximately an hour speaking with the gentleman (still on SJ's mobile), clearly explaining that she is not a solicitor and advising him to seek guidance from a qualified professional for the preparation of his will. She also encouraged him to keep us updated after obtaining legal advice. Throughout the conversation, she demonstrated patience, empathy, and professionalism.</p> <p>Following their interaction, the gentleman called back this week, specifically to express his appreciation for the exceptional support he received. He said he felt Chetna had gone "over and above" in helping him and was overwhelmed by the care and consideration shown—from the moment he walked into the Banstead shop to his conversation with Chetna. Most notably, he shared that he has now chosen to leave a percentage of his estate to us in his will, entirely as a result of the service and kindness he experienced. He has no other prior connection to the hospice.</p> <p>It has always been my vision that, no matter where our supporters or donors choose to engage with us, we are able to facilitate their needs with consistency, dignity, and care. This situation represents that vision at its finest. It shows what can be achieved when every part of the organisation works together seamlessly in support of the people who place their trust in us.</p> <p>This is a powerful testament to the impact of genuine compassion and the high standards our staff uphold. Chetna and the Banstead shop team exemplify our values and the meaningful difference our organisation makes in the community every day.</p>
2025/40	CT/AR	20/11/2025	<p>Good morning, Thank you for letting me know (re. patient's admission), and thank you all for making this happen - you are amazing, wonderful people and allowed him to die with dignity surrounded by his loved ones, Lucy Discharge Hub Royal Surrey County Hospital</p>
2025/39	SJH/AR	16/11/2025	<p>One of the Donation Center volunteers emailed to see who she should write to to compliment the Manager. I have never met such a happy, positive, hardworking person in my life. I was a customer service manager before I retired. Roxanne is above and beyond what I expected from my employees!!!She is incredible.</p>
2025/38	JF/AR	01/11/2025	<p>Alison Fellows came in on a Saturday 1/11 to support the husband and daughter of a patient in RM 7 who is starting to die. Alison recognised from speaking with the husband on Friday 31/10 that further support was needed and agreed to come in to see the daughter. This was above and beyond. Feel it should be highlighted as excellent care. Alison has done this previously for other family members.</p>

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2025/37	LJ/AR	24/10/2025	<p>Complementary email received from grand-daughter of patient who was cared for on the IPU:</p> <p>Good morning,</p> <p>My grandmother was being cared for in your Cheam Branch and sadly passed away yesterday. I just wanted to say a massive thank you to every single staff member in the hospice. The end was never going to be easy and I am one of the closest people with my grandmother . I found it extremely hard to visit her but the staff are honestly Golden and really have helped me in my struggles. Not only did they care for my grandmother but they also cared for us, providing warmth and a soothing approach to death and paying attention to small details that will stay with me forever. They were all amazing but two ladies in particular I'd like to know the names of if possible. There was a blonde lady on Sunday 5th on duty at around 11am (I would say she was Welsh I think). Providing myself and my mother with a lot of support and offering us drinks . One thing that stood out to me is my mum asked if she could have a coffee to which she replied ' Of course , I will get you one along with a water because you need to stay hydrated also .' I found that very sweet, although such a small gesture it made me feel so happy that she had considered my mother's well being.</p> <p>On Monday 6th I decided to pluck courage to see my grandmother alone with just my baby, I sat there (I was sort of in the way with the pram) but I wanted to be at my grandmothers bedside and stoke her hand. I offered to move so the nurse could manoeuvre easier and she insisted I stayed with my grandmother and she will work around me which I thought was so lovely. The lady (whom I also unfortunately didn't get a name for) had brunette hair and was working around 10am when she came in , one thing that really comforted my heart was her attention to small details. She encouraged me to talk to my grandmother and that she could hear me , she said to me , 'I'm going to prop your grandmother up a little as I know she doesn't like to like flat , I also know your grandmother likes to be cool, I think it's too cold to open her door but I'll put the fan on her to keep her cool'. This meant so much to me as I knew for a fact in my head before she even said it , this is exactly what my grandmother would want and even though she wasn't able to communicate this it was still considered. Thank you to everyone at St Raphael's in Cheam. My grandmother made the decision to go into a hospice which we were all sceptical about , more so because we knew how much she loved being at home but it was the best choice she has ever made and I think the happiness I feel now to know how she was looked after and how well trained the staff are has made this experience so wonderful rather than a sad miserable one.</p> <p>I feel so happy , my grandmother was so happy Thank you so much</p>
2025/36	AR	20/10/2025	<p><u>Medex feedback in September 2025</u> No care concerns x 12 Treated wonderfully, grateful to be there when they died Care was excellent in the Hospice</p>
202/35	AR	20/10/2025	<p><u>Medex feedback in August 2025</u> No care concerns x 11 Exceptional care, good communications, explanations and attention from the doctors. Supported the family in an honest way. Nurses were very consent led, attentive, thoughtful and accommodating with visitors. Grateful for teh good care received.</p>
2025/34	AR	20/10/2025	<p><u>Medex feedback in July 2025</u> No care concerns x 15</p>
2025/33	CT/AR	16/10/2025	<p>Medical Examiner's Office feedback relayed to whole clinmical/housekeeping team: "The ESTH ME Service recently reviewed a case for one of your former inpatients. Having spoken to the family, they reported that the care at St. Raphael's was outstanding and they expressed their wish to report this back to yourselves.</p>
2025/32	GT/AR	12/10/2025	<p>Email of Appreciation from a Volunteer Bereavement Counsellor It has been a genuine pleasure working alongside all of you at the hospice — Ginny, Diana, Mel, the IT department, and the wider team. I always looked forward to my visits to St Raphael's and the opportunity to meet with clients there. I wish you all continued success in your invaluable work. Please keep up the exceptional standard of care and professionalism that so many of my clients have spoken of with heartfelt appreciation.</p>
2025/31	JC/AR	06/10/2025	<p>Main Hospice Suggestions and Comments box : Love the aromatherapy scents and I was telling people I saw about this beautiful space and the amazing reflective scent combinations - it was suggested by someone - "why don't St Raphael's sell them as aura sprays?" I had not heard of them before, but the idea is that you spray them in the air to enjoy and to pep you up at a difficult moment. I felt it could only be beneficial to pass the idea along, although I have no idea how viable it would be to do so... Ana - thanks, you are amazing! God bless you all for the marvellous work you do.)</p>