



The Hawthorns

BRAINTREE

A LIFE-CHANGING MOVE

My mother in law moved into The Hawthorns Braintree on 1st May 2019. Grace lived on her own in Chingford for several years and was finding the stairs in her house an effort to climb, so I commenced the search to relocate her. My wife Lisa and I live in Chelmsford, so being nearer to us would be a benefit. During a visit to my hairdresser who lives in Braintree, I drove past the imposing and impressive Hawthorns and popped in for a brochure. I must say first impressions gave me an early enthusiasm to learn more. Days later, the welcoming, passionate, and very professional Sandra Tripney gave us a tour. We were sold! Grace then had a two-day familiarisation visit, and we nervously waited for her feedback. Having suffered a stroke many years ago, her speech has been affected, and although she understands everything and is always happy and smiling, we wondered how she might find living in a community. Would it be overwhelming? Grace gave the idea of moving the thumbs up.

This life-changing move has enriched all of our lives so much that it often brings out happiness and positive emotions when we visit. The Hawthorns is quite simply the most wonderful place for Grace to reside. Every aspect of day to day living is just perfect. It is a privilege for Grace to live there.

Nigel, the gardener, maintains the grounds with a passion and makes a spin round the pathways a delightful experience. The housekeeping staff do a magnificent job in ensuring everywhere is spotlessly clean, including Mum's room. The maintenance team are always on hand to sort out any issues that arise. A visit to the dining room is an occasion at all times, and the restaurant team is friendly and efficient. I cannot thank them enough for their efforts and lifting the ambience of the stylish room. Grant the Head Chef produces such a fantastic selection of tasty food options. Before Covid-19, Grace would even get a much-appreciated cuddle from the waiting staff! Julie, Jane and Michaela at the front desk are always very welcoming and tell us what Mum has been up to or where she is. They look after her interests for us - bookings, trips, meal requests etc. Thank you, ladies! Joe, the courtesy bus driver, has always been so polite and caring with Mum. Tina, the new entertainment manager, is a breath of fresh air and has encouraged Grace to attend bingo. At 83 she now does Tai Chi, yoga and retain and regain. Amazing! The hairdressers are a credit and an asset to The Hawthorns.

I once told Paul Tripney that Grace loves watching football, and he said, "Leave it with me". A few weeks later Sky football was being shown in the cinema, and now Grace attends almost every match - sometimes three in a row on Sundays!

An example of how The Hawthorns team go that extra mile without being directed by management was last summer. Grace's family met in the park close to The Hawthorns. We were in a circle on the grass on blankets and folding chairs. Suddenly we noticed three of the young hospitality staff coming across the road with cooler boxes on wheels. They told us they had been to Grace's room to provide her with an ice cream lockdown treat. They had then searched for Grace in the gardens until one of them spotted Grace in the park. Imagine how special we all felt when they walked across from the Hawthorns to offer Grace and all our family a cool ice lolly. That is first class in every aspect.

We are a very satisfied family who is indebted to Paul, Sandra and the fantastic staff at The Hawthorns. It is a privilege for Grace to live there and a delight for us to visit and know Grace is happy and safe and sound.

In this tough year for us all I wanted you to know you have done a great job. Thank you.

Steve Austin, December 2020