

	ID	Setting	Submitted Date	Publication Date	Overall Experience Rating	Review has a Reply
	1001456	Diamond Care Solutions Ltd (Nottingham, NG16 3AQ)	5 Jul 2022	20 Jul 2022	5.0	The 'update response' option is disabled six months after review verification

**Review:** I would be extremely happy to recommend this company which has been caring for my 86-year-old mum since March 2022. She suffered a stroke leaving her with no use on one side and having to be fully hoisted for transfer. All of the staff are wonderful to my mum and the standard of care is exceptional. Four calls per day with two carers on each visit. Nothing is ever too much trouble and they always keep us informed if they think Mum may need any medical attention so that I can call the GP. Mum looks forward to them coming on each visit. The management is just as attentive and always checks that everything is ok and my mum's needs are being met.

Overall Experience Management Staff Treated with Dignity Care / Support Value for Money

**Submitted by:** Deb B (Daughter of Client/Service User)

**Reviewer Full Name (not published):** Deb Bennett

**Submission Method:** Website Submission

**Review Publication Status:** Published

**Review Response:** Thank you, Deb. We greatly appreciate your compliments. (**Name:** Anne Mpofu **Email:** office@dcslimited.org.uk **Position:** Manager)

	ID	Setting	Submitted Date	Publication Date	Overall Experience Rating	Review has a Reply
	1009235	Diamond Care Solutions Ltd (Nottingham, NG16 3AQ)	24 Jul 2022	16 Aug 2022	4.0	The 'Update Response' option is disabled six months after review verification

**Review:** Since having the carers in since June, looking after my mum, who has dementia, has helped and made it a bit easier. The carers are friendly, helpful and efficient, my mum seems to be comfortable with them.

Overall Experience Management Staff Treated with Dignity Care / Support Value for Money

**Submitted by:** Tina S (Daughter of Client/Service User)

**Reviewer Full Name (not published):** Tina Storer

**Submission Method:** Website Submission

**Review Publication Status:** Published

**Review Response:** Dear Tina, Thank you very much for your kind and encouraging words. We will pass on your compliments to our team. Thank you for taking the time to leave a review. (**Name:** Anne Mpofu **Email:** office@dcslimited.org.uk **Position:** Manager)

	ID	Setting	Submitted Date	Publication Date	Overall Experience Rating	Review has a Reply
	1052880	Diamond Care Solutions Ltd (Nottingham, NG16 3AQ)	10 Nov 2022	28 Nov 2022	5.0	The 'Update Response' option is disabled six months after review verification

**Review:** Right from the word go, the professionalism was second to none. It was very clear at the first assessment that this company take real pride in what they do, and care is paramount (something I think sadly isn't always the case in this industry). During the initial visit and questionnaire, I recall one of the questions being how many sugars are in your hot drinks? This made me smile tremendously as no detail was not thought of - I mean in reality, who wants to repeatedly tell new people that twice or more daily? I thought this was genius.

The care given so far to my father-in-law has been amazing, and nothing has been too much trouble. The team are easy to get hold of and communicate with when required, and they have looked after him amazingly so far - my husband and I are so pleased. My father-in-law is a proud man, and it's been difficult to get him onboard with care, so for him to be happy with it and not be asking for it to be cancelled screams volumes! Thank you, Diamond Care.

Overall Experience Management Staff Treated with Dignity Care / Support Value for Money

**Submitted by:** Tiffany M (Daughter-in-law of Client/Service User)

**Reviewer Full Name (not published):** Tiffany McFaul

**Submission Method:** Website Submission

**Review Publication Status:** Published

**Review Response:** Thank you very much for your lovely review. Your father-in-law is a wonderful gentleman. All the carers enjoy his visits very much. He likes to have a chat and a bit of banter. Thank you to the carer as well for his assistance in completing our duties. (**Name:** Anne Mpofu **Email:** office@dcslimited.org.uk **Position:** Manager)

	ID	Setting	Submitted Date	Publication Date	Overall Experience Rating	Review has a Reply
	1146338	Diamond Care Solutions Ltd (Nottingham, NG16 3AQ)	27 Apr 2023	5 May 2023	5.0	The 'Update Response' option is disabled six months after review verification

**Review:** My mother has been using the services of Diamond Care since November 2022, after having another care company for over 3 years. I have nothing but praise for the care staff. They have stepped up to the plate amicably. I know they must be tired themselves but they never complain. The house is noticeably tidier with this care company than the last and most importantly Mum is better cared for. I don't have any doubts in recommending them for any care needs.

Overall Experience Management Staff Treated with Dignity Care / Support Value for Money

**Submitted by:** S P (Daughter of Client/Service User)

**Reviewer Full Name (not published):** Sharon Parkin

**Submission Method:** Website Submission

**Review Publication Status:** Published

**Review Response:** Thank you very much for your review on Diamond Care. The carers adore your mum and look forward to her visits. She is always in a pleasant mood and welcomes them with a smile. They also have great conversations with her. (**Name:** Anne Mpopu **Email:** office@dcslimited.org.uk **Position:** Manager)

	ID	Setting	Submitted Date	Publication Date	Overall Experience Rating	Review has a Reply
	1146351	Diamond Care Solutions Ltd (Nottingham, NG16 3AQ)	27 Apr 2023	10 May 2023	5.0	The 'Leave a Response' option is disabled six months after review verification

**Review:** Diamond Care have been excellent in caring for my mum since last year with regard to her specific needs and if these needs change then they are very amenable. My Mum looks forward to their visits and she thinks the carers are all so kind. If I have to contact them for whatever reason they are very helpful. I would definitely recommend Diamond Care.

Overall Experience Management Staff Treated with Dignity Care / Support Value for Money

**Submitted by:** Julia E (Daughter of Client/Service User)

**Reviewer Full Name (not published):** Julia Edwardson

**Submission Method:** Website Submission

**Review Publication Status:** Published

	ID	Setting	Submitted Date	Publication Date	Overall Experience Rating	Review has a Reply
	1146914	Diamond Care Solutions Ltd (Nottingham, NG16 3AQ)	28 Apr 2023	10 May 2023	5.0	The 'Leave a Response' option is disabled six months after review verification

**Review:** Absolutely brilliant care couldn't ask for anything any better thank you. Girls are so polite and so caring, couldn't wish for anything better. Thank you. I am a happy client and I recommend them.

Overall Experience Management Staff Treated with Dignity Care / Support Value for Money

**Submitted by:** Valerie K (Client / Service User)

**Reviewer Full Name (not published):** Valerie Kemp

**Submission Method:** Website Submission

**Review Publication Status:** Published

	ID	Setting	Submitted Date	Publication Date	Overall Experience Rating	Review has a Reply
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	1152756	Diamond Care Solutions Ltd (Nottingham, NG16 3AQ)	11 May 2023	22 May 2023	5.0	The 'Leave a Response' option is disabled six months after review verification
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**Review:** The carers are very nice, timing is very good, like the fact that the carers are still wearing personal protective equipment against Covid which some companies are not. Very caring towards my mother.

Overall Experience Management

Staff Treated with Dignity

Care / Support Value for Money

**Submitted by:** R S (Daughter of Client/Service User)

**Reviewer Full Name (not published):** Ruth Snape

**Submission Method:** Postal Card

**Review Publication Status:** Published

	1157816	Diamond Care Solutions Ltd (Nottingham, NG16 3AQ)	19 May 2023	26 May 2023	4.0	The 'Leave a Response' option is disabled six months after review verification
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**Review:** My mother and I are both pleased with the overall care my mother receives. Always easy to contact if we have anything to ass or change in her care.

Overall Experience Management

Staff Treated with Dignity

Care / Support Value for Money

**Submitted by:** G C (Daughter of Client/Service User)

**Reviewer Full Name (not published):** Gail Cheetham

**Submission Method:** Postal Card

**Review Publication Status:** Published

	1188534	Diamond Care Solutions Ltd (Nottingham, NG16 3AQ)	18 Jul 2023	5 Aug 2023	5.0	The 'Leave a Response' option is disabled six months after review verification
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**Review:** All the carers have been very professional. Always a smile on their faces and never in a hurry. Couldn't do enough. Excellent work by all. Would recommend to anyone.

Overall Experience Management

Staff Treated with Dignity

Care / Support Value for Money

**Submitted by:** Jennifer W (Wife of Client/Service User)

**Reviewer Full Name (not published):** Jennifer Ruth West

**Submission Method:** Postal Card

**Review Publication Status:** Published

	ID	Setting	Submitted Date	Publication Date	Overall Experience Rating	Review has a Reply
	1309484	Diamond Care Solutions Ltd (Nottingham, NG16 3AQ)	17 Feb 2024	6 Mar 2024	5.0	<a href="#">Update Response</a>

**Review:** I would recommend Diamond Care to you unreservedly. They looked after our mum during the latter months of her life. She looked forward to seeing them every visit, and they managed to make her life so much better. Nothing was too much trouble for them; they went above and beyond what was expected of them. They were extremely reliable, always turning up at their allocated time.

Overall Experience Management

Staff Treated with Dignity

Care / Support Value for Money

**Submitted by:** Robert Q (Son of Client/Service User)

**Reviewer Full Name (not published):** Robert Quinn

**Submission Method:** Postal Card

**Review Publication Status:** Published

**Review Response:** Dear Robert, your mum was a pleasure to assist. The carers also looked forward to her visits. Within the time that they knew each other, they managed to form a friendship. Many thanks to the family aswell for all the support they gave the carers and Diamond Care as a company. **(Name:** Anne Mpofo **Email:** office@dcslimited.org.uk **Position:** Manager)