Little Things Go A Long Way...

Our Operations team wanted to do something to 'cheer up" our residents so after some team brain storming the "Care Pack" idea was born. A staff member at each village hand delivered a Care Pack to our residents which included such things as a face mask, gourmet teas, hand sanitiser, Tim Tams, puzzles and vouchers. We have been overwhelmed by how a small gesture really did brighten our resident's day. We have been inundated with emails of thanks. Below some of our resident's feedback on the care packs which put a spark in our day too!

"Thank you for the little "survival kit" that was kindly delivered to our villa on Saturday. The thoughtful gesture and of course the useful/delicious/informative content made our day! My husband especially loved the Tim Tams. We also want to take this opportunity to say how much we appreciate all the special things you have done for our village community throughout these difficult COVID19 months."

"Would you please thank all the staff at Applewood for their ongoing care and support, this latest gesture was so special with so much thought put in to it."

"The care package is so relevant to our current situation, and I very much appreciate the kind and caring gesture. I must say that if there is a need for us to be in isolation, I can't think of anywhere better to be than Applewood."

"This morning I received a package together with a lovely smile and chat with Lyndal which gave me such a lift. When I unpacked my 'goodies' and saw what had been given I was amazed at the thoughtful consideration which had been taken - firstly the fact of trying to show that you care, purchasing the items thoughtfully, taking the time to pack them up and then delivering them personally with a cheery word as opposed to just poking it in our letterbox".