

“My mother's only remaining family, an only child and living 150 miles distant in London, I relied on the staff to provide more than basic care needs for my mother who suffered from dementia but remained articulate. Having visited her every week, my last visit was on Friday 13th March before coronavirus restrictions kept me at home. So when my mother - 102 years old - fell on April 16th I was unable to accompany her to hospital, nor could I stay with her on her discharge to St Mary's. She died on 28 April. Throughout that time all the staff showed tremendous compassion to me and to my mother. I was invited to visit in PPE but the logistics of doing so made it impossible. Staff went in when off duty to sit at my mother's deathbed, and later visited her grave when I was unable to do so. Such behaviour demonstrates, to me, an innate understanding of the very definition of "caring".