

19<sup>th</sup> February 2017

Dear Lisa and all,

I have been meaning to write for ages to say a heartfelt "Thanks" for all the care you are giving my Dad, , and the support you give to my mum and the rest of the family. Dad needs a lot of physical care now and with his memory problems making him anxious and then difficult in terms of his language and cooperation at times, a lot of patience, skill and kindness is needed – and provided. Thank you all.

It was a pleasure to come to the St Valentine's evening buffet and entertainment that you organised last week and Dad (and mum too!) really enjoyed it. I sent photos of mum and dad to the rest of the family so ~~fall~~ all could enjoy seeing them having a lovely "night out" especially now Dad can't transfer so we can't take him out for Sunday lunch any more.

Back in September I was impressed that you quickly got bed sensors and a rise and fall bed in place when they were needed to get Dad out of hospital. You always notify us of things we need to know about, for example when dad was having falls, but in a way that does not increase our anxiety. Every single member of staff is friendly and supportive and this includes domestic and catering staff as well of course as care and senior staff.

So thanks again for being there for Dad in his "hour of need". Entrusting someone we love so much when age has made him vulnerable is a massive thing but knowing that Dad is with people who are professional, hardworking, skilled and genuinely caring is so reassuring.

Thanks again Lisa to you for your leadership and to every single member of staff at Gattison House.



Sandra Conway