

1 Sandyknowes Drive
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18-01-18

Dear Julie

Please can you pass on our heartfelt thanks to all the staff at Dunmurry Manor for their care, attention and love to mum, Caroline Jamison, over the past 3 years. During this time there were many changes of staff but the care remained constant.

Whilst mum was with you all members of staff treated her with the greatest of care and dignity. She was never just another old lady in a room but always seen as Caroline.

We realise that due to the nature of her condition she did require very intensive care and personal hygiene. This was always given with dignity and love. Even at times when mum's memory meant she was lost to us, it was obvious that she felt safe and loved by the team. Her face often lit up when one of the team came in to feed her, give her a drink or other care. These loving looks were for them alone.

Being bed bound one of our worries was the development of pressure sores. The fact that mum was in bed for such an extended period and never developed these is further evidence of the attention to care provided. Mum was constantly turned and monitored, with creams applied at the first sign of redness.

Although unable to be taken to the lounge for most of her time at the home, the activity team still included mum in their care in her room and always found time to read to her. They would regularly give personal attention by painting her nails and massaging her hands.

We have always been impressed by the general cleanliness of the home. There was never any unpleasant smells. Mum's room was spotless and smelt fresh.

It is a testimony to the team's dedication and view of patient centred care that on the night mum died many came in to say their final goodbyes, even some who were off duty and had been informed.

The care given by the staff was also extended to my sister during mum's final day and regular visits. They were never too busy to answer queries and offer support. They kept her informed at all times. It was a comfort to me, being so far away, that this was the case.

This support to my sister extended to the administration team, who again helped her through many difficult visits.

The decision to put mum into a home when her physical and mental health deteriorated was not an easy one, especially in the light of all the horror stories you hear of care homes. However Dunmurry Manor exceeded our expectations and we cannot speak highly enough. This meant that when we left mum after a visit we did so confident that she was safe, loved and in good hands.

We know that during mum's time with you the home has had investigations but our experience meant we never doubted the care and never considered moving mum. This time cannot have been easy for the team but it did not effect their attitude and care to mum and from what we observed other residents.

Julie, please can you ensure that all the team see this letter as all played their part in mum's care. We will also send a copy to Head Office. We feel they should know and appreciate the dedicated team they have in Dunmurry.

Yours sincerely

Shirlene Jamison and Carol-Ann Regan