

Dear Sheryl and Team

I have been meaning to write this email for some time now but have been struggling to find the words but today was mum's funeral and they seem to be flowing a bit more readily.

Thank you for the care and kindness shown to mum during the two years she was with you. I know that she would have left us before she did had it not been for your patience and understanding of a truly awful illness.

Also, can I thank you, Aisha and Dan in particular for all your support to me during this difficult time. You are truly amazing people with hearts of gold. Your reassurance and the certainty that mum was in good hands helped ease the worry you feel when a loved one has to go into a home. I don't think mum could have been anywhere else where I would have had the same amount of confidence in the people around her.

Once again, I cannot thank you for all you did for mum, who was, as you put it, 'a character' around the place!

With kind regards.

Belinda Taylor