

From the Family of Audrey Harrison

Dear Westwood Team

We write to express our sincere thanks and gratitude for the outstanding care you gave to Audrey and ourselves in the very short time we all spent at Westwood Care Home.

From the moment I made contact with the home and spoke to Jane one of the wonderful Care Team Managers to the sad passing of Audrey we all received kindness, compassion and true professionalism.

It has been such a blessing that Audrey was able to leave the hospital and spend her last few hours in your home. I am certain that if Audrey would have made a recovery she would have been really happy and content in room 45 overlooking her old home on Radford Street. She would have enjoyed chatting and finding out about her neighbours in the other rooms and would I am sure have become a very integral part of the home.

Please pass on all my thanks to the team who cared for Audrey. A special thanks to Jane and Catherine and to Amanda and Angela but without exception all the team were wonderful. We know that due to your care Audrey's last few hours were made as peaceful as possible. She was kept fresh and comfortable with her dignity maintained.

Thank you once again for looking after Audrey myself and the family in such a lovely way. I cannot praise the home highly enough.

With sincere thanks

A handwritten signature in cursive script that reads "Karen Beshwick".

Karen (on behalf of the family).