

The Manager,
Rose House Care Home,
Rose Grove,
Armthorpe,
Doncaster.
DN3 3AJ

Dear Lisa,

As you know my mum recently passed away whilst a resident at Rose House where she had lived since October 2019.

I just wanted to place on record my sincere thanks and appreciation to all the staff who cared for my mum in a variety of ways and made her stay such an enjoyable and happy time, and especially to the staff who were there and took such great care of her when he was suddenly taken ill.

When my mum initially went into Rose House I was visiting her daily but the pandemic and lockdown, unfortunately, changed all that and I was unable to visit her until the lockdown was lifted last summer and I came to see her in the gazebo and latterly in the pod.

However, as my mum would say we were luckier than a lot of people as Rose House set up Skype and me and my mum had our elevenses together every morning and had a chance to talk face to face, laugh, joke, and reminisce (my mum even taught me some old war time songs). This was a lifeline for my mum as she depended on seeing me. So I am eternally grateful to the staff for setting this up, and for all their efforts on mornings when the internet just wouldn't co-operate.

When I say I want to thank all staff I really mean all staff. Unfortunately, I cannot name everyone individually from the ladies who did the laundry, those who kept the building so spotlessly clean, the cooks who made such good meals, the carers who took such great care of my mum 24/7, and the management and senior carers who brought it all together ... oh and even the guys who did the maintenance.

The time of lockdown has been a very difficult one on many levels and I want to thank all the staff of Rose House for keeping all the residents (including my mum) so safe and well cared for in such difficult circumstances putting their own safety at risk simply by coming to work.

Obviously I got to know quite a few of the staff during the time I could visit and it was still good to see them as they passed by when me and my mum were on Skype, giving me a friendly wave, or having a quick word or two, or even "putting my mum's collar out" because they knew that's how I liked her to look.

Thank you all for everything and I hope Rose House continues to thrive, just as my mum did there, because it is a lovely happy cosy home and one I would be only too willing to recommend to anyone considering residential care for a loved one.