

Dear Ariane,

Aug 2019.

I would like to thank you and the entire staff of "Pappy" Ground Floor, for a most enjoyable six weeks stay. I was very ill when I first came to convalesce after undergoing a big major operation.

I cannot speak highly enough of the care, help, and understanding I received during my stay, nothing was too much trouble where my health and comfort were concerned. The main purpose for me was to rest and relax and slowly begin my recovery, and I couldn't think of a nicer home in which to do this. It is extremely well run, a real credit to you as manager. It says "Welcome" the moment you walk into reception and are met by Carol.

I have visited many residential, and care homes over the past years, but "Elizabeth House" to me is quite the best I've seen. I admit I am a fussy person who likes things right, and for me it ticks all the boxes. I personally stayed

in a lovely spacious Sammy room.

Like the chef, went out of his way to meet my dietary needs, and always said hello whenever he passed my room. I have written him & the kitchen staff a personal thank you.

Carol the receptionist is a lovely lady, and I have also written to her. She too always found time to stop and say hello, and showed great compassion when I was feeling down & upset, especially when I had to return to the London Hospital for a 2 1/2 hr stay, to have a gall stone removed, two weeks after my operation. She was very kind & understanding, it meant a lot to me.

The carers, all of them, nothing was too much trouble where my needs were concerned, especially my daily health (requested by my surgeon.) I am only sorry I was unable to socialize until the latter part of my stay, due to the way I felt, mentally & physically.

I do intend to come back and see you all as I promised, but have to wait until Zoe can bring me, as I'm not driving anymore. I am still half way through my recovery, so give me more months to go, but improving all the time.

My thanks to you all, Sincerely,
Marion Goodwin. x

Dear Michael and the kitchen team. Aug 2019.

I would like to say a very big "Thank You" to you all during my six week stay back in March and April, in "Poppy" Ground Floor, for considering my dietary needs, mainly using my Goats milk in special things so that I didn't miss out with the desserts, and the tasty corned beef sandwiches, all very much appreciated. It's always difficult to fancy food when one is ill, due to loss of appetite which doesn't help. So thank you all again for kindness in meeting my needs.

The selection of food you offered was always very nice & well presented, and you made very good Gravy.

Keep up the good work, and my very best wishes to you all.

Sincerely — Marion Goodwin.

(The Goats milk resident!)