

Rogate, Key Square,
Shepton Mallet, Somerset.
BA4 5LL.

3rd May 2012

To Everyone on the team at The Firs ~

Thank you so much. Words are inadequate to express my thanks to you, and my gratitude and admiration for all you do. Mum is now 89 and has lived at the Firs for just over a year. During that time I have seen on many many occasions the incredible care you take to ensure the physical safety and health of your residents and perhaps as importantly, their emotional reassurance and well-being. Joy has certainly had her ups and downs as you know only too well, but I know from seeing her and from what she says, that she feels happy and safe and that is the most important thing for me to know.

You have shown Mum so much attention and thought, and real affection too. Your dedication seems to know no bounds - and for that I will be eternally grateful.

Thank you all. You really are the best.

With love,

Diz Jordan

X (Joy Armstrong's)