

Well done everyone

Jane

4 Lindal Court
Hedge End
Southampton
Hampshire
SO304FD
Tel:01489781703

23/04/2013

Dr Ian Caldwell
Dr Angelique Beling
The Firs Residential Home
83 Church Road
Locks Heath
SO316LS

Dear Ian & Angelique,

I feel I must write to you to express our feelings on your Residential Home.

My partner (Anne Lawrence) and I visited the Firs prior to Anne's mother (Josephine Condon) being accepted to stay at the home. I can only say we wish she had been sent to your residential home a year ago instead of sent all over the place to establishments that could not provide her with the care she needed being an EMI placement.

From the minute we pulled up outside we had a good feeling. The building looks warm, homely and well maintained. On entering the home does not smell of incontinence and overpowering diffusers to mask the smells that some homes have.

The staff that met us that afternoon we found very helpful, informative and very caring to the residents. We were also offered tea while we discussed Anne's mother who was at this time still in hospital.

We were given a tour of the home and I must say the standard of your home is the standard I am used to in Australia. The Firs is well designed, wide corridors, immaculately clean in every room, bathroom's spotless and from the chairs to the more specialised equipment we could see were fit for purpose.

The kitchen is well designed and again spotless with that smell of Home Made food being prepared. We met the Chefs who were very caring to the residents.

Josephine is has now been residing at your home for a few weeks now and has settled in well. Her room is lovely and really has a homely feel to it. The staff keep her clothes neat, tidy and folded. She also has a few personal effects she remembers on her chest of draws.

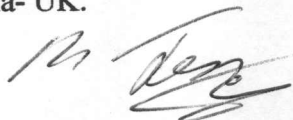
A big pat on the back to all the staff we have met and all the staff who work at the Firs Residential Home. You have obviously invested well in having the right staff to provide the very best in residential care for people with EMI needs, also enough staff for the acuity of the patients. The staff all being cheerful and happy in their work.

We would like to give a special big thank you to Nicky who we have had the most dealing with. Nicky is absolutely brilliant with the residents and interacts so well with them providing memory activities and song sessions, discussions so they are all included and kept active rather than sitting looking blankly at each other or a tv screen (as in some homes).

In conclusion I would be proud to have any of your staff working on my ward at the Royal Hampshire County Hospital. I have had discussions with my team members in Adult Services / Discharge Section at the Royal Hampshire County Hospital and passed on a copy of your booklet on the Firs Residential Home. My recommendations as I have viewed the home and suggested that your home being of such a high standard that you be a preferred provider for referral, this they agreed after my discussion and your booklet.

Anne Lawrence (daughter)

Michael Jerez (partner) Senior Staff Nurse / Charge,
Trauma Orthopaedics RHCH
SRN, REMT-P Australia- UK.



A. Lawrence