

4 Lindal Court
Hedge End
Southampton
Hampshire
SO304FD
Tel:01489781703

29/10/2013

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

Dear Ian & Angelique,

I am writing to you both to say a big thank you for the excellent care our relative Josephine Condon received from the Firs Residential Home.

As you know Josephine had passed away on the 19th of October in her sleep. Josephine could not have received better care, it's just a shame she did not come to the Firs a long time ago.

The care from your staff is excellent. The home is of the highest standard and built for purpose. The outside garden area beautifully maintained. The Home Made food and catering is also of the highest standard. The catering staff very professional, they even help with all aspects of setting up residents for their meals.

I wish I had staff as good on my ward. They all go that bit further in providing the highest standard of care and treat all of the residents as you would treat your own relative.

Ian and Angelique you have set the standard very high and it shows in the way you run the Firs, treat your staff. You have a genuine caring way you run your business which is the way it should be, rather than run on cheap which is sadly the case in many homes I have seen over the years in my professional career. Many thanks to Jane who is an excellent manager. This shows in her caring management style.

So a big thank you from Anne and me, We have enclosed a little gratuity for your staff to be shared between them. Please could you get Jane to do this. £250.00

I have another meeting with Royal Hampshire County Hospital Adult / Social Services and will certainly inform them of the excellent care provided by the Firs and ask you be kept as a preferred provider of high standard residential care.

Yours faithfully

Anne Lawrence *Anne Lawrence*

Michael Jerez *M Jerez*
Senior Staff Nurse / Charge Trauma Orthopaedics RHCH