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Fareham, Polk INN

14 January 2014

Dear Ian and Jane

When Jim first moved in to The Firs he felt very vulnerable and that his life was out of his control. You, Jane, instantly made him feel at home and he never stopped appreciating all that you did for him and the other residents. We were worried that being the only male resident, at the time, would make him feel uncomfortable but Chris and Jander made sure he had plenty of 'man talk'. He soon settled in to make The Firs his home and, as a family, we have been so impressed with the whole ethos of the Care you provide. All the staff work together to meet each individual resident's needs as well as giving quality care to the group as a whole. Thank you both, and Lisa, for that and a big thank you to you, Ian, for making The Firs so much more than just a business.

As Jim's family we have been given lots of 'care and support' too, and this has meant such a lot to us.

This was never more so than when Belle died and in Jim's final week when, without exception, staff treated us with understanding and compassion, really supporting us to have quality time with Jim.

I am enclosing a cheque for £600 to be shared between all the staff as a ~~sh~~ small show of appreciation from his family for all that they did for him and for the love they showed him. We can hear Jim telling us how marvellous the food was, how clean and homely everywhere was and how much the Carers helped him!! He said this every time we visited and we know we have his approval for saying a heartfelt THANK YOU EVERYONE now.

With our very best wishes

Joyce, Carole and all Jim's family