

5th September 2014

Dear Jane

Cheryl, myself and our daughters Karen and Danielle would like to thank you for the wonderful care given to our mum Ada during the many years she spent at the Firs.

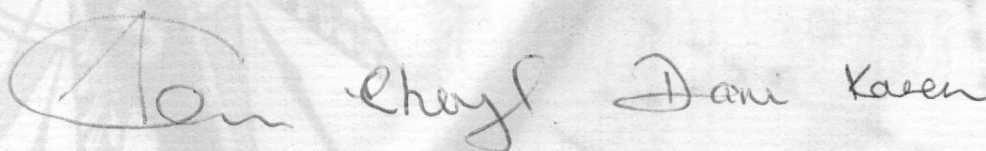
My life at sea takes me away from home for several months at a time, and each time we had to leave it was always with great sadness, knowing that we may never see Mum again. However, this sadness was somewhat eased knowing that our daughters would continue to visit mum, but also knowing that she was surrounded by a very caring and compassionate team at the Firs. We always felt that Ada was safe there, content in her own world where her mind had returned to her earlier days with her Mother and Father, we also knew that many of the staff were very fond of her as she was a very loveable person, as well as being quite feisty at times and we are sure that the Firs will be different place without Ada singing her songs at all hours of the day and night.

During our visits to Mum, we were always greatly impressed by the tremendous patience, dedication and friendly attitude of all of the staff and appreciated being kept well informed of Mums progress. It would be unfair to single out any one person for praise as everyone does such wonderful work, however, it is important to us to acknowledge all of the longer term staff who got to know Ada particularly well over her seven year stay, we felt they had a very special bond with Ada and genuinely loved and cared for her very much and we give a very special thank you to them.

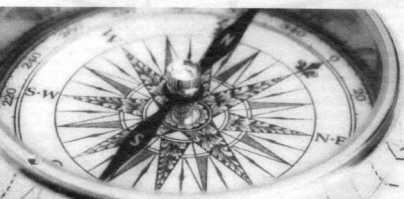
We feel extremely fortunate that we found the Firs at a time when Ada was no longer able to remain her own home, it was very difficult time for her having been recently widowed and suffering with dementia and blindness, the Firs gave her great enjoyment in the first few years when she was able to spend time in the lounge singing with Dolly and the other residents.

Ada has now joined her beloved husband Des, a name she never forget until her very last moments and I recall her last night when she was at times quite lucid and asked us very clearly not to forget her, and shortly after she called out 'Come on Des, hurry up' as if he was there to collect her.

With kindest regards and affection,



Kevin, Cheryl, Karen, Danielle Oprey



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