

Z & M Care Ltd.

Lyndhurst Residential Care Homes.

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Date: 21.03.18.

I have visited Lyndhurst today & wish to say the following:

The staff I have been in contact with today have been very helpful & polite, health & safety has been adhered to. The residents seem well cared for, & were enjoying their lunch. There seems to be a good presence of team work today with the staff on shift (AM) The atmosphere is pleasant & everyone seems happy & positive - A nice change. The new care manager (DC) has implemented some changes recently & I feel this can be evidenced through observation today. Well done. A pleasurable visit

Signed: Flairce

Name: Flairce Lawrence