

To everyone at Lyndhurst.

Just to reiterate, I'm thrilled with the way the staff have settled mum in - it can't have been easy!

I've also noticed how well the team is handling her incontinence, as for the first time in a couple of years, she seems a lot more physically 'comfortable' (!) and I can see staff are doing a wonderful job keeping her as clean and fresh as is humanly possible under the circumstances.

Lyndhurst truly is a kind and caring place, with friendly staff and a genuinely warm, nurturing atmosphere. Steve and I think mum has landed on her feet - we are so lucky you of all places, had a room free for her. I can't think of a better place for her and I did look round so many places, but none of them came close. (And there were quite a few I wasn't at all sure about...! But from day 1, with my first meeting with Dino, I felt strongly we had found a wonderful home for her.)

Thanks so much again for all the lovely details you have also put in place - updating her white board etc, doing such a lovely job hanging her pictures. I can't thank you all enough and for the first time in years, I don't feel stressed, anxious or worried about her! Phew!

All best,
Sarah Garrett (Patricia Horne's Daughter)