

**COMPLIMENTS RECEIVED 2008- 2009 ABOUT ADULT SOCIAL CARE  
(INCLUDING CUMBRIA CARE)**

<b>SUPPORT SERVICES</b>	
<b>Direct Payment</b>	Thank you so much for all the help you gave me. I could not have managed without you. My husband and I had been married for 50 years, he was the love of my life and difficult to live without him. Enclosed is some "literature" - hope everything is alright? Please keep in touch.
	May I also take this opportunity of thanking you very much indeed for all your help, guidance and support during the time my aunt was at home with carers, this made our life a great deal easier.
<b>Blue Badges</b>	Many thanks for sending my husbands Car Badge. This will ease some of the pressure we are under at the moment.
	Thank you for being so helpful. I hope you all have a very nice Christmas.
	Thank you for the blue badge which has come in the post today. Your service was even better than I thought. Well done to all involved.
	Thank you for your sympathetic approach.
	Thank you for the Blue Badge which I received yesterday. I am most grateful for the prompt and sympathetic way you have dealt with my application.
	I am writing to thank you for your very prompt and considerate attention to our request for a new Blue Badge.
	Thank you for the blue badge issued for our daughter on her trip back from New Zealand. She had a great time taking part in the Great North Run.
<b>Business Support</b>	May we express our appreciation to the department and to the sympathetic staff at Lanrigg House - for many years appropriate and sensitive care.
	Just a quick note to thank you and your colleagues, Liz Dixon and Louise Freeman for your understanding and prompt actions to resolve the issues I raised with Liz Dixon regarding funding. Adult Social Care's acknowledgement of the complexities of this case are much appreciated.
	Thank you to Keiley Kent for the recent financial dealings you undertook. You were kind and helpful in every way possible and it was a pleasure dealing with you.
	Thank you Claire for taking the time to explain things.
	Just a few lines to thank you for your help, and to tell you that everything has worked out ok. I want to thank you most sincerely for all our help and kindness and I think that you are all doing a great job and it is good to know that your all out there willing to help .
	I am also grateful to the Service for the help I received from its officers when acting as Attorney.
<b>Contracts Team</b>	Re cost pressures study day - thank you for the invitation and to say we both found the day very interesting and stimulating.
	Thank you for the support I have received from your team during our audit. I hope we can work together as successfully in the future.

	Thank you for your guidance regarding reporting of safeguarding issues, which I found very helpful.
	The performance audit you carried out was thorough and fair and John and Ann were very professional in the way they approached it.
<b>Other</b>	Re: Complaints Team. I would like to thank you for the positive working relationship between our organisations over the past 11 years.
<b>DISABILITY SERVICES</b>	
	My movement and confidence are much improved. Thank you
<b>District Support Team</b>	Social care worker has helped with my needs and has been extremely helpful and supportive. The service she has given has been of an extremely high standard, she has made the whole experience very easy and stress free.
	Thank you for all you are doing to help me - I do appreciate it
	Just a short note to thank the team who have delivered many items of equipment over the past 12 months to help me care for my husband.
<b>Equipment Service</b>	Thank you for all your support with equipment requests. I don't know what we would do without you.
	Excerpt from Newspaper: Thank you to staff at Ulverston Equipment Stores for their prompt and efficient service.
	Thank you to your department for the aids which have been sent out to me. I have found them to be a great help.
	I am writing to thank you & your team for the outstanding care and understanding shown to my sister who lately resided at Atholl Grove.
<b>Learning Disabilities</b>	Our daughter decided that she wanted to live in a shared flat because she wanted younger company and more going on. This was made possible by her social worker, Louise Hilton, the Oaklea Trust and Fair oak Housing.
	Many thanks for the meeting. I thought it went well and was full of surprises.
	Thank-you for putting up with me for a week! I have really enjoyed my time with you, I really appreciated the friendliness and help you had shown me. I really wish to come back and visit you all. Thank you!
	Thank you all very much for the beautiful flowers and gift voucher. It was a pleasure to work with you all, you are a great team, hope to see you all very soon.
	I was most impressed with Roger Melville's pro-active initiative in taking the issue of funding for the wet room to the Decision Making Group on behalf of his client.
	Your heart is in the right place. Good luck for the future. May the sun, the stars and the moon shine for you forever.
	I just wanted to say thank you for all your help with the arrangements for the respite care and the extra lengths you and your colleagues have gone to. I am very appreciative of this arrangement. Thank you again!
	Thank you very much for attending the opening session of the Commission last Monday, and presenting your story to the Commissioners. We were very interested in

	the experiences to date within Cumbria in implementing a positive risk management strategy and you have much to be proud of.
<b>Occupational Therapists &amp; Physical Disabilities</b>	Thank you for all your hard work on my behalf.
	My wife and I would like to thank you most sincerely for the help in organising this work to be carried out to our complete satisfaction. We are more than pleased with the work carried out. Again thank you very much, you are doing a worthwhile job and a service to old people.
	Thank you for all your help. Jeff is a great credit to Adult Social Care, always pleasant and ready to help. Thank you to Helen Wilson as well who was supportive and always ready with ideas.
	My sincere thanks for your care and attention to my needs. I am very pleased with the equipment which you have supplied and find it all very helpful.
	I felt very nervous before the Social Care Worker came but Audrey Rudd put me at ease straight away and was very helpful in explaining everything to me and also very friendly in her manner.
	Many thanks for the ceiling hoist and getting it installed so quickly for us. It will make quality of life much better for both of us.
	Thank you to everyone. I am truly grateful to you all.
	Thank you for the incredible service that we have received from ASC. Diane Bucknell has made daily life much more manageable.
	Many thanks for everything. It is much appreciated. Thank you
	Thanks for help in getting stair lift to help my husbands breathing problems, as he struggles to go to the bathroom, which is upstairs and has to visit the toilet regularly. You gave us good advice. Complete satisfaction with social worker involved - Ann Kirk
	I would like to say how kind and thoughtful Rafal Szlachetka was to my family when my husband was ill. Rafal made sure after his assessment that we received bath/toilet equipment quickly to enable my husband to stay at home during his illness. His kind thoughtful approach was appreciated by us all. Please pass on our thanks to him.
	I am writing to say how thrilled I am with the professional attention, support and kindness that my 87 year old mother, has received since I called your office about three months ago. Please pass on our sincere thanks and good wishes to everyone concerned. Having made this useful contact locally, we know exactly what to do and where to go if we need further help. Thank you again
	Thank you for all your help with getting the stair lift and getting in touch with Highways regarding the parking issues.
	Thank you so much for your immediate help when I needed it.
	Thank you for your help in installing the bath. Thank you also for the trolley which is a great help
Thank you for your support and effort for Mam. I found you pleasant and dedicated to your job.	

I would just like to say what a pleasure it was to meet

**Occupational Therapists  
Physical Disabilities**

Denise Neilds. She was so considerate and helpful when she was explaining.
Words cannot explain the difference the shower and fittings you have installed in my bathroom have made. My O.T. was also very considerate and very helpful and informative.
To Angela Shadrach. Thank you for all your kindness and consideration
Just to say many thanks for all your help and assistance in keeping my independence.
Thank you.
We would like to thank you for arranging for us to have the wet room. We are well used to it now. It is wonderful and certainly makes life easier. Everyone concerned was very kind.
Equipment was fixed within a few days and is of great help.
Thanks for everything.
Just to express how grateful we are for all your help.
I just wanted to say thank you and how delighted I am with the help I have received from your department.
The social worker A Rudd was excellent. Work was done quickly by very polite, clean men.
Your response and help to identify equipment to make my wife's life more comfortable has been carried out with enthusiasm with the client in mind.
Thank you to everyone for getting my mother's stair lift put in in time for her moving in. It just shows what can be achieved when everyone pulls together and liaises in house.
We would like to thank Tracy Goodwin for the sympathetic and informative advice which we received from her.
Thank you to everyone who has worked so hard to transform my bathroom into a shower room.
My mother has only started using social services but was assisted for a while after breaking her hip years ago. Katrina Shaw has been very helpful and kind. My mother felt 'comfortable' and at ease with her and she was lovely. Thank you.
All items requested were delivered and fitted quickly. All are very useful. Katrina Shaw caring and helpful. Men from Barrow were quick and efficient.
Thank you for the grant you gave to us on behalf of social services.
I was completely satisfied with the help Rafal Szlachetka gave us. He is friendly and caring. I should point out that I am profoundly deaf but Mr Szlachetka communicated really well.
Thank you for all your support and to let you know that I am very happy and settled in my new flat.
Thank you for being a kind, caring person and for all you have done for me.
Thank you to Lynne Nightingale for the trouble you have taken to advise me of the service user's treatment in the final 6 months of his life.
Thank you for the card & gift for x birthday on Monday. He seems to enjoy being with you at Dalemoor. Your kindness towards him is very much appreciated.

	<p>Many thanks for the use of the room. Hope you all have a very happy Christmas and best wishes for 2009.</p> <p>Thank you so much for all you have done for me and all your kindness.</p> <p>Thank you to Dorothy Bailey, Social Worker for getting things sorted.</p> <p>This is my first contact with the service and have found the care worker Ann Elliott to be extremely helpful, understanding and friendly. It was a pleasure to be interviewed by her and made me feel cared about.</p> <p>I just want to show you my appreciation for the help and support you have given me through these hard times.</p> <p>Thank you for your visit and help and congratulations on a speedy, friendly and effective service.</p> <p>All I can say is that Julie Knowles is very helpful in every way, well mannered and very polite. She is perfect for her job</p> <p>Thank you ever so much for the help and kindness you have given me, my mother and father and my two aunts, it is most appreciated.</p> <p>I am happy to say that the lever taps have been fitted in the kitchen and the bathroom wash hand basin and thank you for recommending them. They are much easier to use.</p> <p>I am writing in praise of the excellent professional and friendly manner in which Vick Reay has given me during my current problems, I cannot praise her enough.</p> <p>Thank you to Lynne Nightingale for being such a wonderful caring person and for all you have done for me.</p> <p>I have been meaning to write to thank you both for the speed of your replies and for setting our minds at reset (both mine and my brother's).</p> <p>On the opposite page it says a big thank you but the words do not convey the gratitude we feel for all your help regarding the wet room, the blue badge and the help with the DLA application.</p>
<b>Sensory Impairment</b>	The thought and care provided by the Social Services has been most practically exhibited.
<b>CUMBRIA CARE</b>	
<b>Day Care (LD and MH)</b>	<p>I would like to thank you so much for my invitation to attend the art exhibition in Carlisle Cathedral on Tuesday 22nd April. The display of work was amazing and I was impressed by the standard and variation of work in the exhibition. I was thrilled to have the opportunity of speaking with one of the artists and teachers on the day. Please can you pass on my congratulations to everyone in the group and wish them every success for the future. Keep up the good work.</p> <p>Thank you so much to Mark and everyone at the EDINGTON CENTRE who helped our son have his nails cut. He was so pleased when he came home.</p> <p>The majority of staff who have supported students within my sessions offer the highest level of care. They are always pleasant and attentive to the needs of everyone, applying themselves to whatever situation arose in addition to their own specific tasks.</p>

WOW - what a fantastic production yesterday. I really

<b>Day Care (LD and MH)</b>	enjoyed it. To see such a packed audience for a Tuesday afternoon performance was a real credit to the performers. Thank you so much for inviting me and for all the work you and your teams do. Impressed - I was!
	Various comments from visitors to the art exhibition on 22nd April 2008.
	The members of starfish have developed their skills and confidence in a relatively short time. I would like to thank all the support staff who have been involved.
<b>Day Care (Over 65)</b>	I recently observed Tina and Jill working together to support one of the clients to have a shower and get ready for bed. They had an excellent working rapport, respected the dignity and privacy of the client throughout and had a productive working relationship with the client whilst remaining professional at all times. It was a pleasure to observe such a high standard of care being delivered.
	Thank you to the staff at Dalemoor. Even though Mam was only with you for a relatively short time she did so enjoy coming to you.
	Thank you for card and gift given to our dad for his birthday and for the kindness shown towards him.
	Christmas card and a thank you for the use of the centre.
	Thank you to Petteril House Day Care for all the care and attention you provided for mum over the past few years
	To all at Dalemoor Day Centre who cared and the love you shared. My warmest thoughts are with you.
	Thank you to Sarah for sticking by me. I'm looking forward to a new life but will miss everyone at Jubilee House.
To everyone at Jubilee House. Thanks everyone for helping me to recover.	
<b>Home Care</b>	Please accept our sincere thanks and appreciation for all you did for mum which we all know was above and beyond what was expected. Your card was so touching and in a way not wholly unexpected as mum had always described you as being a very special person - her "ray of sunshine".
<b>Residential Services (Over 65)</b>	Our most grateful thanks for your care of our dear father while he was with you.
	Thank you all indeed for all your care for Mum. We shall miss your friendship and support. Thanks a million.
	Thank you for all you have done for mum. We really do appreciate all your care and attention
	Everyone at CROFTSIDE have been friendly, informative and helpful. The atmosphere in the home is good and cleanliness, decor etc all impressive.
	We would like to show our appreciation for all the loving care and attention that you gave our nana during her latter years at the home.
	Many thanks to all the staff at Coombe House
	The treatment and care she receives is first class. The staff at Combe House couldn't do any more if they tried, so thank you once again.

After major surgery I was transferred to the Kentmere Unit, The Abbey in Stavely. My 3 weeks there proved to be my saving grace before going home. The physio got

	me off a walking frame and onto using a stick. My room was pleasant and the food was varied and nourishing.
	Just to say a big thank you to all the staff at Coombe House for looking after for me.
	The staff at Beckside, Pow Beck have been brilliant. Mums care was always delivered with affection and dignity, when she was reluctant to eat she was tempted, given treats, cajoled, persuaded and then assisted.
	To all the staff at Greengarth. Thank you for the lovely day you provided for us on N's birthday. It was very much appreciated and will always be remembered.
	Thank you for all the care and support you have given my uncle. Please place this letter in a prominent position for the staff who were kind to him to see it.
	To the wonderful staff at Greengarth. My family will never be able to convey well enough, our sincere gratitude and appreciation for the affection, care and patience shown to our lovely mum. You are all our extended family and we were constantly overwhelmed by the attachment some of you formed with her.
	Thank you once again for the care and attention you give, not just to the individual but also to their family.
	We would like to thank all the staff who helped to take such wonderful care of my mother in law during the time that she was with you but particularly in the last few weeks of her life.
	Thank you very much for your excellent care.
	Thank you very much to Greengarth Home for the lovely BBQ. We enjoyed it.
	Thank you for all the kindness you have shown to Mam over the years. Everything that you have done in such a thoughtful way is appreciated so much more than these few words can say.
	Thank you all for the love and care you gave to our friend. She couldn't have been looked after any better. Eskdale House is a wonderful home and can be well recommended.
	Thank you all for the way in which you looked after me during my stay with you. It was very much appreciated.
	Thank you so much for all the care you give to residents and family.
	Just to say a big thank you for looking after my relative. I know he was not the best person. Thank you all from the bottom of my heart.
	Thank you to all the staff at Petteril House. I really enjoyed my stay and could recommend Petteril House to anyone.
	Thank you to all at Petteril House for your devoted care of mum over the past nine years. There is no doubt that her later life was greatly enhanced by her time with you.
	We would like to congratulate all the staff at Elizabeth Welsh for their friendship and support given.
	Thank you to staff at Elizabeth Welsh House for all help, care and understanding given to Mum and ourselves during her stay.
	Many thanks for looking after my relative.
	To Elizabeth Welsh House, with love and gratitude for the care you gave to mam. Bless you all.

	<p>Thank you to Elizabeth Welsh House and all the staff for your kindness and care given to my mother. Mum was very happy and comfortable during her stay and very much enjoyed her chats with her carers. Thank you to all Parkside staff for your constant quality care. You were able to manage at times a difficult and complex stoma with competent clinical skills.</p>
	<p>Thank you to all the staff at Parkside for the care and kindness you gave to mam while she was resident at Parkside.</p>
	<p>Our heartfelt thanks go to Christine Pidduck and all her staff at Lapstone House for the loving care given to my mother for the whole time that she was with them.</p>
	<p>To all the staff at Elizabeth Welsh. Thank you for all that you have done.</p>
	<p>Thank you to Elizabeth Welsh House for taking care of M in her last year.</p>
	<p>Thank you to the staff at Parkside for all your caring and loving attention.</p>
	<p>To Parkside. I would like to express my thanks on your help in making my mum happy and content in her final year. She was so happy with you, she told all her friends that Parkside was her home.</p>
	<p>Excerpt from Newspaper notice: Special thanks to the staff at Combe House, Walney, in particular Caroline, Mike and Linda</p>
	<p>Thank you all for the invite to the Halloween party. We had a blast at your bash!</p>
	<p>Thank you so much to all at Petteiril House for all the care and kindness you showed Pop.</p>
	<p>A big thank you to you all especially June, for the care and support over the last few years. I will miss you all. Thank you for the care and support of my mum.</p>
	<p>To all at Elmhurst, a big thank you for the care you gave to Brian and myself. My one regret is, I wish it had been a longer stay</p>
	<p>Thank you for looking after our dad for 5 years.</p>
	<p>On behalf of friends and family, thank you for the care and devotion that you gave to father. We have nothing but praise for all the people we met during our visits to Dad, you always made us feel that he was in safe hands. There is a good "feel" in your home and it is always well presented, clean, tidy and cheerful. This makes it a welcoming environment to visit.</p>
	<p>Please accept our thanks for all the good work you have done in the care of our friend. We are all very pleased that he had a very nice place to spend his last years with people who cared to look after him.</p>
	<p>Just a few lines to thank you all for the care that you have all shown whilst our relative has been at Eskdale House. It is great comfort to me and all her friends and family that at the end she was "where she wanted to be" Thank you all very much</p>
	<p>Thank you to and your staff for making my stay at the Elizabeth Welsh Home so pleasant and comfortable. Some of the care I have received has been outstanding and I cannot praise highly enough those members of your staff for whom nothing has been too much trouble.</p>

Would you please accept this cheque from all of Mam's

	family and many friends for your amenities fund for all your care and kindness which she received as did we all when we came to visit.
	Thanks to all your staff for looking after our relative these past years. He is now settled in his new home.
	Thank you for arranging Mum's 99th birthday. It was a lovely surprise.
	Please accept this donation for Bridge House. Hope it will help a little towards all the good and care you do at Bridge House.
	Please accept my grateful and sincere thanks for all your care and kindness, especially Haley in my hour of need
	I don't have enough words to express our gratitude to you all for the care our mother received. You should be proud of yourselves individually, proud of Powbeck and proud of your whole profession. I hope the ethos of Powbeck never changes.
	Thank you for your care and support in looking after our mam during her time at Powbeck House.
	Belated thanks for all the care and support you gave our mum during her stay in Powbeck.
	Ladies at Eskdale House - thank you for your care when G stayed with you. You were all very kind and understanding and I was very impressed with the care that you gave everyone.
	We would like to thank all members of staff at Powbeck for the care they gave.
	I would like to thank all staff who tended to me and those who taught me and encouraged me to walk again. Also to praise the de-hospitalisation 'motel' style atmosphere of Pow Beck, so pleasant and helpful after prolonged stay in hospital.
	Heartfelt thanks for all the loving care you give.
	I will always be grateful to you all for your thoughtfulness and consideration to me in Powbeck.
	To all you wonderful people at Pow Beck. Thanks for the care you provide.
	Thank you for all your love and care you gave to A during her stay with you. She had settled in really well and was very happy with you all.
	Thank you for the care given to P during his stay with you especially during his illness.
<b>Residential Services (Under 65)</b>	Many thanks for your dedication, it will be remain in our hearts forever.
	Just though I'd drop you a note to let you know how helpful I found the staff to have been in accommodating the service user, despite pressure on respite beds. The conduct of all staff concerned is very much appreciated in this time of crisis.
<b>OLDER ADULT SERVICES</b>	
<b>Older Adults Team</b>	Thank you for all the help and support you gave us. The help and advice you and the care staff gave was greatly appreciated.
	I wish to place on record my thanks for the efficient and sympathetic way my sister' care was handled by your department. Deb Lear listened carefully to all that was said and explained everything clearly.
	My dealings with social services have been very good

	especially due to the social worker who is very professional and caring.
	Thank you so much for the report of the meeting held in April. Although I was there, you made it all sound so easy to understand.
	I simply want to thank you for your endless care, time, efforts and patience you so cheerfully gave for my aunt. I have appreciated your support enormously, especially when I could do so little.
	Carers have found us and all is well thanks to you
	My granddad and myself have found Larysa Samuels a very refreshing surprise. It was apparent from the start that she was a good listener and very understanding person. It was nice to meet someone like Larysa and I hope her caricature and determination and broad minded understanding of people as individuals is an inspiration to those she works with.
	Brian, Thought you might like my monologue (attached to letter). It's my way of saying thank you for all your help and from the rest of the team.
	The social worker has listened to me and been very helpful.
	Thank you for all your help for our relative during his illness and the care you are giving.
	Thank you to Ian Douglas for his help in finding a place for Mum at Yanwath. We are all very grateful to you.
	I would like to say thank you to Phillip Kay who was assigned to my mother whilst she was in hospital. Phillip was helpful, professional and caring.
	Very happy with the care home that social services have placed aunt in. Would like to thank social services for making sure that aunt was placed in such a good quality home.
	On behalf of the whole family this is just a quick note to thank you for all your help and support with Mum. You made a trying and distressing time more bearable and we really appreciate it.
	Excerpt from Newspaper notice: Thanks to Lynne Warwick for all her help in allowing mam's wishes to stay in her own home.
	Thank you to your team for their efforts and work in arranging for our mother to be given a placement.
	Would like to compliment Irene Richards, Social Care Worker on the good work she has provided for her and her mother. No words could thank her enough.
	I had never used social services till I can out of hospital last year, but I must say that everyone I have had contact with have been very helpful, pleasant and professional. I would like to mention Julie Hamilton, she has been excellent with both my wife and I, we really appreciate all her work, thank you.
	Thank you for your letter to my sister and I with regard to our recent meeting when we discussed Mams care. I am pleased to say that both my sister and I are glad now that we did complain and feel that this matter was dealt with professionally and sympathetically.

I am really happy with the support and services provided especially by our social worker Louise Johns, she is easy to contact and talk to on every level and

	would like to thank her and colleagues for making a stressful situation that little bit better to deal with.
	A note of thanks to you both for the kind and professional manor in which you looked after our mum dad, and all of us
	Thank you for all that you did for my dad. You were very helpful and considerate. We all appreciate it very much and won't forget.
	Just a line asking you if you would please thank mum's renal social worker, John Chambers who is based at Carlisle Infirmary, for all his hard work he has done for us, as he has made our lives a lot more easier.
	To whom it may concern - I would like to say a very Big Thank you for the disabled facilities I have received i.e., stair lift and walk in shower. These have made my life so much easier. I do not feel so isolated any more.
	Following the death of our mother, we wanted to write and thank your department for all the professional help and support we received from your team during the past few years. May we also commend the high levels of care we received from Applegarth and excellent support we received from Crossroads.
	Thank you very much for all the support and assistance. I was touched and impressed at the interaction from your staff with mum and the advice you gave her.
	Please pass on our sincere thanks to Lisa Nobbs for her kindness, help and understanding in the time she had my mother as her client.
	Just a note to express our sincere thanks to yourself and your team without whose help mum would not have been able to cope during her last two months at home.
	Recently my father goes to respite once a week, and before long for a week. After 4 years of not having a holiday on my own, the chance to do something without worrying about my dad is AMAZING. Thank you for all your help, its greatly appreciated from the bottom of my heart.
	Just a quick line to express our sincere gratitude for the sterling work the student social worker has done on behalf of my mother. She has been diligent, effective and considerate in all tasks she has undertaken. Moreover, on the personal front she is a kind, thoughtful and generous person who has dealt with me and my mother in a thoroughly professional fashion.
	I am writing to say that the student social worker has done a great service for us. From the moment we met, her main priority was to help us in the best professional way that she could and it seemed that if she didn't quite have the answer at the time she made it a priority to find the information and get it to us as soon as possible. I am sure she will do well in her life and chosen career and I am sure she will be a great asset to her profession and I wish her well and happiness for the future.

My social worker has been exemplary in every way. Always there to help, offer advice and to answer any queries either in person or on the telephone. Dealing with my husband's illness has been the first time that I have dealt with Social Services and I am happy to say

	that it has been a most professional and positive experience.
	This letter is to compliment the social worker on his expert handling of my complaints over the treatment, in respite, of my Aunt. He has worked tirelessly in order to obtain respite during 2008 for my Aunt on dates which were important to me. He has given me confidence in entrusting her care to others again.
	Thank you to Liz Shand for all her help.
	The carers were wonderful and arrived in the nick of time. Thank you for the care you put in place at such short notice.
	Thank you for all that you did for my dad. You were very helpful and considerate as well as efficient.
	I just wanted to thank you for all your support and help finding a placement for my mum.
	All the staff I have dealt with have been helpful and courteous and have made a very stressful time easier to manage. I have been particularly grateful for the help given by Toby Pickthall and I want to officially compliment him on a job well done.