

4, Manor [REDACTED]  
[REDACTED]

Cambridge  
[REDACTED]

5<sup>th</sup> April 2021

Dear Dave,

I am writing to thank you and your staff for the care you gave to my father in his last months. I am very sad that we were unable to visit him properly and take him out during his stay, but that was due to the virus and no-one's fault. I am so grateful that you called us in in time and allowed us to be with him in his room. It was good to know that he had had such a bright, pleasant room and that, as you said, everything was spotlessly clean. He told us himself that the food was very good and that he was well looked after.

I should like to thank you, personally, for being so approachable and willing to talk things over with me. Unfortunately, I don't know the names of most of the people who took care of Dad, as he often got them wrong, Ron! He thought highly of Dale, who I think was Gale and believed she was his boss. Please pass my thanks on to her and to Christina who took time to explain things to me over the phone. I was very touched to see how upset they were when Dad died. You hear such awful things about some care homes but it was clear that these ladies did actually care. Please give my thanks to other members of your staff who cared for him. I am full of respect and admiration for people who take on such demanding and important work, which I know I could not do, and often for little pay.

It was sheer luck that brought us to Saintbridge House. I was driving back to Dad's home in Harescombe, after visiting him in hospital, with the daunting task of finding a care home before me, when I passed a local farmer & stopped to update him about Dad. He told me that his aunt, Dorothy [REDACTED], had been in Saintbridge House and that the family had been very impressed by the care she had received there. Personal recommendation was worth more than hours of trawling through websites so I rang you & the rest is history. I would have absolutely no hesitation in recommending Saintbridge House to anyone seeking a care home in the area.

With many thanks,



Janet [REDACTED]