

Heathers manager

From: [REDACTED] NHS BRISTOL, NORTH SOMERSET AND SOUTH GLOUCESTERSHIRE ICB - 15C) [REDACTED]
Sent: 17 April 2024 14:39
To: Heathers manager
Subject: Feedback - Mrs [REDACTED]

Good afternoon team,

Re: Mrs [REDACTED]

I hope you are well, please see the below feedback gained from a service check:

NOK said so far they "are very pleased with the standard of care" the home provide, the care team are "on the ball", carers are "very kind", MN is as "content as they can be, settling" well so far it seems and the home are "doing a good job", good location and MN's friends visit them

Thank you for all of your ongoing support and I hope you have a lovely day.

Kind Regards,

[REDACTED]
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