



Excellence

From: [REDACTED] NHS BRISTOL, NORTH SOMERSET AND SOUTH GLOUCESTERSHIRE ICB - 15C)

Sent: Friday, February 23, 2024 1:42 PM

To: [REDACTED] care@nhs.uk

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 they "could not have picked a better home" for RB, the home and the care staff are "fantastic", "lovely people". Aneesh & Justin have been "brilliant", RB is "well looked after" in the home. Nok said their Gramps was at this home 25 years ago and they have a couple of the same care staff who remember their Gramps and still work there, would recommend this home to others.

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

Kind Regards,

[REDACTED]
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