

52, Queensville Avenue,  
Stafford.  
ST17 4LS

8<sup>th</sup> January, 2019

Dear Fallon and Tina,

I just wanted to express my undying gratitude for the care that you have given my mum, Coral, over the past few months.

All the staff at Meadowfield are amazing and you can see the passion and compassion they have about their jobs and the residents every day and everywhere you look.

I have witnessed, under some challenging circumstances, their respectful humour, their professionalism and their gentle and kind approach to each and every person at Meadowfield.

I don't think I have ever been in such a clean building, which is bright and airy and full of colour. Thoughtful touches like seating areas and modern décor make it a wonderful place to be.

I would also like to thank you for the support you have given me while my mum has been in your care. Without that this journey would have been so much harder.

As you already know, the only reason my mum is moving is because of the distance from me and the family and, as I said to Alison and to yourself, Fallon, if I could pick the building and all the staff up and put it in Stafford my Mum would be spending the rest of her days at Meadowfield in a safe and happy environment and I would know that she was getting the best nurture, medical and personal care possible.

I wish you all the best for the future and hope that future inspections acknowledge what a wonderful place Meadowfield is. Could you please pass on my thanks to all the staff involved and sorry I could not thank them all personally.

Take care everyone. You will always have a special place in my heart.

Best wishes,

A handwritten signature in black ink that reads "Jackie x". The signature is written in a cursive, flowing style with a large 'J' and a long, sweeping tail that ends in a small 'x'.

Jackie Fraser x