

Dear Aimee

Whatever the reason might be it's one of the hardest moves for a loved one to start a new chapter of their life in a Care Home. Everything is so different and strange and they must feel so out of their comfort zone.

However, Willow Lodge is no ordinary Care Home. You can sense the warmth and kindness as soon as you walk through the door and it feels like home. You have a wonderful and caring Team who unequivocally afford their time, patience and kindness to all, which they also extend to their visitors. They are focused when needed but equally bring a jovial element to the day, lightening the mood and feel for everyone around them.

It was always heart-warming for us to see and know that Mum was assisted in such a way that was mindful of her dignity and with genuine respect, care and love for the person she was. And to see how happy Mum was during her stay at Willow Lodge, always full of praise for those around her who cared and helped her in a multitude of ways.

For all of this we thank you and your Team most sincerely – we wouldn't have wanted Mum to have spent her last chapter anywhere else.

With best wishes,

by 3x. and Nick.