

Dear Julie, Lodge Manager at Mitchell Lodge, Bitterne

May I take this opportunity to say a big thank you for all you have done this year, towards Mum and Dad's settling into Mitchell Lodge. Your commitment, care, kindness, support and time have enabled Mum especially to become more involved and mix with people, something she found difficult to do.

Mum and Dad have now made many friends and now have a social life together, Mum has even told me she has helped someone settle in by giving them advice on her new surrounding area (taking her under her wing, so to speak) and enjoying the company of others for a drink and a chat in her apartment, something she has never done before. Dad has always mixed well with others while Mum found it difficult meaning she was becoming isolated in their old home. This is now a thing of the past, Mum now has a richer, fuller life, she has gained self confidence which has helped her cope with many health hurdles over the past few months, Dad has become happier and more settled, finding the extended family of the lodge, a comfort also.

I know Mum and Dad have a lot of confidence in you and look upon you as a close friend as I am sure others do.

Once again, many thanks Julie for all your warm hearted, jolly personality, care and commitment to your job.

Best Wishes

Gill