

# other news...

## A Huge Thank You! >>>

We were very fortunate earlier this year to receive an extremely generous gift from the wife of one of our residents.

Mrs Sweet donated her mini-van to the Home, for which we are truly grateful. It has already proved to be extremely useful to us, in allowing us to transport residents to appointments and trips out and about.

**Thank you Mrs Sweet!**  
(although these two little words don't really seem enough to express our gratitude!)



## Halloween Horrors!

On sale from 24th October in the Main Hall, these knitted pumpkins are made by our very own residents. A must for every Halloween party!

Do you dare miss out??!



## Your Opinion Counts....

Thank you to everyone who recently completed one of our questionnaires about the Home.

We distribute these questionnaires every six months to residents, relatives, friends, visitors, general practitioners and other healthcare professionals. This is one of the many ways in which we try to get feedback about the quality of the service that we provide in all areas of the Home; from the care, food, cleaning, rooms, laundry, building, maintenance and yes, even the management!!

We really do care about your opinions and we constantly look for ways to improve, so we do take note of what you tell us. For all those who returned their questionnaire with comments please be assured that we are in the process of responding to these.

Thank you.

## News from the Big Apple! >>>

### Our former PAT dog & her owner return to America...

Kate, Ella (the dog!) and Lucy (the baby!) are settling in very well back in the States, after sadly leaving us last September to return to their home country.



Kate has kept in contact and although it took her and her husband Ryan a while to adjust to the American lifestyle, they are now happily settled in their new apartment in New York.

They have just celebrated Lucy's first birthday with both their families. Ella has made lots of doggie friends in the Big Apple, having joined a dog walking club around Central Park!

Kate sends her love to all our residents.

xxx



## Problems with the Post >>>

It has come to our attention that several friends and relatives did not receive our Spring Newsletter or Summer Barbecue invites that we posted back in May. We originally sent these to over 300 people on our mailing list. If you did not receive a barbecue invite or our last newsletter, we are so sorry. We have written to the postal service to complain as we are continuing to experience problems with missing correspondence.

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