



**Bwrdd Iechyd Lleol
Local Health Board**

Powys

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Our Ref: AMD/BD/miscsept07

5 September 2007

Mrs M Fallon
Matron
Lynhales Hall Nursing Home
Lyonshall
Herefordshire
HR5 3LN

Dear Mrs Fallon

Re: Brian Armstrong

Just to thank you and your staff for making it so easy and pleasant to visit and assess your residents. As you may know, I attended with very little prior warning and yet Sister Rhodora welcomed me on arrival, had notes and equipment ready and ably assisted me throughout my assessment. When the patient's dysphasic but never the less firmly expressed account varied from the nursing records, she skillfully and calmly introduced a note of doubt which saved any argument but ensured both the patient and I were aware of the reality. Please also thank the nursing assistant who provided me with a lovely tea tray complete with a fresh flower.

Well done on all your hard work.

Best wishes

Yours sincerely

**Ailsa Dunn
Consultant Physician – Age Care**



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