

Dear Mrs Fallon,

I am writing on behalf of Haakon's family to say how absolutely delighted we all are with everything at Lynhales. Dad has settled in extremely quickly and we see a big difference in him. He is sleeping and eating better, has a higher standard of personal hygiene and is generally very calm and relaxed. We think this is due to the way he is being treated by the staff and the fact that there is a routine to his day. Every member of staff we have seen has been so welcoming, smiley and caring - to us and to Dad. We are so grateful.

We are looking forward to Dad's 90<sup>th</sup> birthday on the 31<sup>st</sup> and hope that he will have many more happy years with us all. Thank-you.

Kind Regards from Julie (Haakon's daughter)