

Dear LHI

My mother recently passed away at your residential care home. She had been a resident for four years. Prior to that mum occupied an independent living unit at your Hope Valley centre.

My sister and I visited Mum regularly and we got to know both the staff and many of the residents quite well. Over this four year period, we have been extremely impressed and pleased with the high quality of care and support she received and their communication with us. It was always personal, well organised, respectful and compassionate. We never heard a cross word or saw any overt sense of aggravation by any of the staff even under quite testing times.

In September 2012, Mum was taken to Hospital as a result of a bad fall. We were told this was terminal because of bleeding in the brain. We were so pleased to have Mum return to the personal, compassionate care at the LHI residence. She rebounded with a resilience that amazed us all.

Would you please pass my sincere gratitude to the staff whose kind and sensitive care sustained Mum's spirit right to the end? I would particularly like to mention the nurse, who I believe was the RN when Mum passed away. She spent a good part of that day with Mum trying to ease her through the distress and nursed her to a peaceful end.

We will always hold both Lutheran Homes, and particularly those staff that interacted with Mum, in the highest regard.