

20th June 2015

Dear Healthwatch SouthGlos team,

'Many thanks for the enclosed Enter and view report – we were all extremely pleased with the content of the report. We will certainly consider the recommendation of having student nurses here to observe our person centred butterfly approach and will look into again as we have had student nurses previously.

It was a pleasure to have your team of volunteers in the home, they showed a lot of interest in the people living here, they were very friendly, respectful and professional and successfully managed to blend in with life at Deerhurst.

We always welcome additional ideas and observations from other professionals and visitors. Everyone involved at Deerhurst those that live here, work here and their families are very proud of the report and pleased that you liked what we are trying to do here. The Healthwatch team would be welcome back anytime'

Yours Sincerely



Lesley Hobbs
Registered Manager