

Mrs. L. Lack,

Code A

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JH/MHM/R

17 August 1998

Dear Mrs. Lack,

Following the message I left on your answerphone last Friday, I am writing to confirm that it would be very helpful if you could send to me the information you told me you had written down detailing the concerns you have about your mother's care whilst at Glen Heathers. This would be useful to me in collecting all the information we need in order to make a decision about any further action to be taken, and would be shared only with the Inspectorate at this stage.

I will be on holiday until Tuesday, 1st September, but if you could send the information to my office, my secretary will forward it to **Code A** at the Inspectorate. I will of course advise you of any decisions made once we have been able to evaluate all the information available to us.

Yours sincerely,

Code A

Social Worker/Care Manager