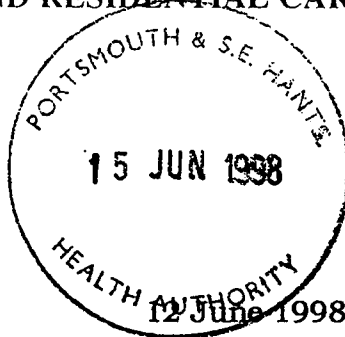




# Glen Care Homes

PRIVATE NURSING AND RESIDENTIAL CARE



Mrs. R.J. Page  
Principal Nursing Home Inspector  
Finchdean House  
Milton Road  
PORTSMOUTH PO3 6DP

Dear Mrs. Page,

**Re: Inspection Visit To Glen Heathers Nursing & Residential Care Home  
on Tuesday 19<sup>th</sup> May 1998**

Thank you for your letter of 1<sup>st</sup> June, and the accompanying report.

I am sorry I missed you when you were recently meeting with John Perkins. I understand that that was a useful and constructive meeting. I was also glad to hear that you were happy with the new policy for Residents' cash and the updated Resident Agreement

With regard to the report on Glen Heathers, may I please make one minor request for adjustment?

In section 1.5, Communication, you have used the phrase "...*internal* telephone..." (my italics). I feel this suggests that the system only provides internal facilities. The telephones may be used to make outside calls by direct dial by the Residents themselves, or with assistance from staff. Therefore, the request I have is simply to delete the word "internal" from the paragraph. It seems preferable to an explanatory note in the response.

If that is agreeable to you, I have pleasure in submitting my reply below.

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Glen Care Homes are pleased to accept the factual accuracy of the inspection report for Glen Heathers, and the comments therein.

Thank you for your suggestion regarding countersigning Resident's personal allowance records. This has been incorporated within our policies and procedures and is now in effect.

Glen Care Homes would encourage readers of the report to visit our Home in order to see for themselves the standards referred to therein.

Finally, we would like to thank the inspectors for their constructive comments and ideas. We appreciate the ongoing support received from the Registration & Inspection Unit.

Andrew Chamberlain, General Manager, Glen Care Homes.

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Yours sincerely,

**Code A**

Andrew Chamberlain  
General Manager, Glen Care Homes.

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