



APP.A. 14.5.1

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Glen Care Homes

PRIVATE RESIDENTIAL AND NURSING CARE

August 10, 1998

Mrs Lack

Code A

Dear Mrs Lack

Thankyou for coming to see me last Tuesday – 4th August at Glen Heathers. I also appreciated meeting your daughter and your sister.

I felt the meeting to be extremely constructive in assisting with quality assurance issues. Mrs Gill is currently working upon these.

I sincerely hope your mother makes a good recovery and I would be happy to arrange a meeting for you with **Code A** manager of Glen Rose, should you feel that this would be a suitable placement for Mrs Richards.

Please do not hesitate to contact me, should you wish to, in the future.

Once again, thankyou for your time.

Yours sincerely

Code A

Paulene Galliver
Glen Care



HCA

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