

The management team
The Hawthorns Eastbourne
4 Carew Road
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To The management team:

May I firstly apologize for not writing to you before today. As with many things, the last 12 months of 2020-2021, there have been far too many problems for us to focus on rather than look at the positives that we have.

It was early February 2020 (pre COVID-19 restrictions) that I first approached The Hawthorns, Eastbourne. The time had come for my parents to look for more suitable accommodation to meet their mobility, social and lifestyle changes. They had their requirements and wish lists for their ideal home. We marked each with varying scores before finally having our appointment with Anne-Marie. From the moment we entered and were greeted by the friendly reception staff, introduced to Anne-Marie who would escort us round the property, to the catering and general staff who saw us and said hello while we toured the property, we knew we were being welcomed and made to feel at ease. When Anne-Marie sat us down she wanted to know more about my parents Lorna & Derek, making them feel more like individuals rather than just another paying resident. This just added a whole new level of the personal, tailored service they were going to experience.

After being shown a couple of apartments and all the luxury facilities on offer, there was a distinct air of excitement and approval. It was while Anne-Marie was allowing them to view the hair salon that I spoke to Anne-Marie about how stressful this move was being on myself and my parents. She was wonderfully supportive, comforting, knew what to say and when not to say anything. This allowed us to make an informed decision and come to our own conclusions. It was after this I had feedback from my parents separately and The Hawthorns was a clear winner as both gave scores of 5/5 for all the facilities, staff, catering, apartment size and most importantly the warm feel you received when entering.

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Since then 2020 has not been kind to anyone. Restrictions, changes in general activities, lockdowns and general health and safety responsibilities have caused many changes and difficulties to the day to day running of The Hawthorns. The staff and management have excelled with their duties of care and ability to handle all the situations and concerns other residents may have. It was during this hectic time Anne-Marie became General Manager and took responsibility for the good ship, 'Eastbourne'. With every member of staff doing all they could they have handled every difficulty thrown at them. Including the need to serve meals to every resident in their apartment every day. Even when the communal lift had a breakdown. This resulted in every meal needing to be served hot, to every resident on every floor. Including to those on the third-floor 60+ steps up! No member of staff has ever been heard to complain or been seen embarrassing their position. This last year has shown that every member of the team is working for the welfare, safety and happiness of the residents.

I would like to therefore take this opportunity to thank each and every member of staff at The Hawthorns of Eastbourne. From reception to housekeeping, catering to maintenance. Every member of staff that is seen and those un-seen heroes who work tirelessly behind the scenes allowing for the seamless care and service you provide. Finally, I would like to thank Anne-Marie and the management team for handling all the concerns and complaints relatives like us have about our most prized possessions we leave in your care. You all do this without excuse or complaint, leaving us reassured and happy you have your resident's welfare at the forefront of your mind.

Thank you.

Yours faithfully,

Colin Goodsell.

Cc; Hawthorns head office.