

2/14/11

Garden Crest Convalescent Hospital

ATTN: Mr. Paul Barron

My name is Caroline Caudillo and my mother CAROLINA CASTANEDA was a patient in your facility from May 2010 until Feb. 8th 2011 at which time she passed away. The purpose of this letter is to tell you how pleased we were with your facility. Your entire staff was always very attentive to my mothers needs. They always had kind words for her and in her last days I would get there and see the nursing aids holding my mother's hand talking and singing to her even when she was not responsive. You have no idea how good that made me feel.

I want to tell you that Veronica your social worker was extremely nice and was always very helpful to us. Most of all I must tell you that your nurse Jackie, the one in charge of activities is an asset to your facility. She is the most amazing nurse I have ever met . Out of all the times I visited my mother I never saw her in a bad mood, quite the contrary, she was always extremely happy singing, dancing talking to all her patients asking what they needed. It is very obvious that she loves her job and is very good at what she does.

I must say that your facility is the exception to nursing homes and I am glad that my mother had the privilege of being there. On behalf of all of my family I want to thank all you wonderful people for being so good to my mother and I would like to ask you to please tell Jackie what a wonderful job she does. You are very lucky to have her as an employee in your facility.

Sincerely,



Caroline Caudillo
2401 Griffith Park Blvd
Los Angeles, Ca. 90039