

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

Bill Mounday
1060 Belleza Street
Camarillo, CA 93012

May 17, 2011

To The Staff of
Garden Crest Convalescent Hospital
909 North Lucile Avenue
Los Angeles, CA 90026

RE: Minnie Preston

Dear People:

Thank you so much !!

My mother loved all of you and she always told us how happy she was to be at Garden Crest. She received excellent care.

We always left her smiling and this made us happy. Her happiness was priceless.

My wife, Sofia, and I are sorry we lost her, however, we appreciate all the help you gave her in her last days and hours. We feel that she happily left to meet the Lord.

So, thank you from the bottom of our hearts.

Sincerely,


Bill Mounday

CURRAN & CO.
PRIVATE PLACEMENTS
3511 WEST SIXTH STREET
LOS ANGELES, CALIFORNIA 90020
388-4165

August 5, 2011

Gina S. Quimpo
Admissions Coordinator
Garden Crest Convalescent Hospital
909 Lucile Ave.
Los Angeles, CA 90026

Dear Gina:

Ruth fell and broke her other hip last week. Her dementia has accelerated from the trauma and she's no longer able to take food or water normally so a stomach injection pipe system is being installed this afternoon. I expect that she will be discharged to you later next week.

We are returning because we have an unusual connection to your excellent facility. First, because of the facility quality, outstanding staff, and maintenance discipline. Second, 60 years ago when I was in the institutional weed pulling business, our tree trimmers spent a day or two thinning out a large shade tree in the center of the grade level garden, I think it was a Jacaranda or Chinese Elm (*ulmus parafolia*), and the Phoenix Palms in the back parking lot.

My weed pulling credentials and clients have depreciated into a single potted camellia bush on rollers, which I properly discipline while sitting down and turning the pot toward me as required.

Otherwise, Ruth and I will be glad to return to your excellent staff.

Sincerely,



August 22, 2011

Mr. Paul Barron, Administrator
Garden Crest Convalescent Hospital
909 Lucile Avenue
Los Angeles, CA 90026

Dear Mr. Barron:

Please accept my genuine appreciation for the thoughtful and thorough care received by my aunt and uncle, Chieko and Percy Tetsuya Tada. My aunt was admitted to Garden Crest in the summer of 2008. She suffers from agoraphobia as well as from a general decline in her cognitive and physical abilities. She is very good natured, and responds well to the conscientious personnel at the nursing facility. The entire staff for the most part, is commendable.

My Uncle "Tets" was resistant to remaining at Garden Crest as a resident. Consequently, while my aunt stayed at Garden Crest, a caregiver was hired to care for my uncle at his home until a serious fall became the catalyst for full time admission to Garden Crest last March. My uncle also suffered from dementia. He passed away at the end of November 2010. At that time, a donation was made to Garden Crest in memory of my uncle. However, it was a demanding time, and I neglected to mention the exceptional care he was given, especially by one of the nurses, Juana Lopez. My uncle could be very difficult. He had a history of running away from the facility in 2008, when he was placed there because of malnutrition. In March, he reluctantly accepted his doctor's suggestion to remain at Garden Crest with his wife for those final months. His illness caused him to be cantankerous and at times he said unkind things to those who attempted to assist him. Even though it is part of their job, it takes a special person to continue to administer compassionate care when a patient is so negative. Juana Lopez is such a person, and the family will forever be in her debt for her loving service.

My aunt continues to enjoy the many events provided by the "activities" department at Garden Crest. She is about to celebrate her 92nd birthday on September 10. Perhaps my mother (90), my Aunt Chieko's sister will be able to visit her on that day.

Sincere best wishes,



Karen Komai Margolis
1842 Rose Villa Street
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