

Krisztian Dodo Response

Dear Sophie,

It was great to see the team again this afternoon and I am delighted with your report of Ewell road. I think you captured the main areas and it reflects in my opinion, how all the homes should be. As I said to you, I can't imagine a home in any other ways than how LCP runs theirs, it's something that is in bedded in our staff members and all of us working for this organisation and most importantly being caring people.

Nayem enjoyed his time with you guys and he wants to come back with me in January, so definitely have a new fan (especially for the ladies as Nayem told me).

I will speak to the other manager, Peter as we discussed and will chat about possibly a young man, Nathan getting involved in the things you guys do, if he is interested of course.

Also, I will encourage both Surbiton homes to come along these occasions and get involved in general with the social events on Wednesdays etc.

I attached a few photos of this afternoon with you guys, they are great!!! Nayem seems very pleased on each!!

Greg Anstead response

Hi Krisztina and Sophie,

It's really nice to see and hear of such a positive experience. This is how organisations can work together and should work together.

Sophie, we have really been happy with your Health Watch team and how you all have conducted yourselves. Thank you all for this because as providers we can feel picked and targeted by inspectors or organisations always looking for fault rather than supporting services to improve and celebrating partnership working.