

**Dear Wendy,**

I'm writing to tell you of our appreciation of the care given to Clive Smith during his two years at Rural Northwest Health's Yarriambiack Lodge. His peaceful death on 28 June 2017 at 95 years of age was managed with dignity and tenderness by you and your staff.

We are very grateful for all the loving and professional care given to Clive during his time at Yarriambiack Lodge. Even when he was being difficult, there would be someone to coax him to do what was needed and share a joke with him. The staff spent time talking to him and finding out his likes and dislikes to make his life as comfortable as possible.

He loved all the special events, such as the birthday afternoon teas, the holiday at Ocean Grove, the celebrations at Easter and Australia Day. Many staff members put in a lot of extra hours and creative thought to make these events successful and enjoyable for the residents.

The day-to-day care, as Clive became more dependent, was excellent and always aimed at maintaining his dignity. His diminished swallowing ability in the last six months was managed with moulded meals which require a lot of effort in the kitchen to make them look realistic and appetising.

We could name many individual staff whose specific efforts helped Clive at certain times but there would be too many! This is testimony to the work culture of support and caring we constantly observed at Yarriambiack Lodge.

As family members, we were made welcome and consulted whenever a change in his abilities or health required different medication. Whenever we had feedback or ideas, they were listened to and acted upon very quickly.

We especially appreciated the thoughtfulness of all the staff who spoke to us during Clive's last few days when we were at his bedside and we are very glad that Clive was able to spend his last two years in such good hands.

The compassion and friendliness of other residents towards Clive was another factor in helping him to transition to life at Yarriambiack and we will be forever grateful for their support.

**Thank you to everyone from Jennifer Smith, Diane Dale and Peter Ackroyd (Clive's daughters and son-in-law).**

